

JIMMA UNIVERSITY



COLLEGE OF LAW AND GOVERNANCE
DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIES
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SPECIALIZATION IN GOVERNANCE

ASSESSING THE CHALLENGES OF GOOD GOVERNANCE IN PUBLIC SERVICE
PROVISION: THE CASE OF WATER SUPPLY IN YANFA TOWN, BUNO BEDELE ZONE,
OROMIA REGIONAL STATE

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JULY, 2021
JIMMA, ETHIOPIA

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ZONE, OROMIA REGIONAL STATE**

**A THESIS SUBMITTED TO THE SCHOOL OF LAW AND GOVERNANCE TO
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PARTIAL FULFILLMENT OF THE REQUIREMENT TO DEGREE OF MASTER OF
ARTS (MA) IN GOVERNANCE**

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Statement of Declaration

I, Misganaw Fanta, declare that the thesis entitled “Assessing the challenges of good governance in public service provision: the case of water supply in Yanfa town, Bunno Bedele zone, Oromia Regional State” is the result of my own effort. The sources which were used in this thesis were acknowledged. I have conducted the thesis independently with the guidance and support of the research advisor Bisrat Gebru (Assistant professor). The study has not been submitted for the award of any degree in any other university. It is submitted to Jimma University in the partial fulfillment of the requirements of the Degree of Master of Arts in Governance and Development studies with specialization in Governance.

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This thesis has been submitted for examination with my approval as an advisor for the candidate.

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Advisors Approval Sheet

I hereby certify that I have supervised, read and evaluated this thesis entitled ‘**Assessing the challenges of good governance in public service provision: The case of water supply in Yanfa town of Bunno Bedele Zone, Oromia regional state**’ prepared under my guidance by Misganaw Fanta. I recommend it be submitted as fulfilling the thesis requirement.

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Abstract

This study attempts to explore the challenges of good governance in public service provision; the case of water supply in Yanfa town of Buno Bedele zone, Oromia regional state. Shortage of potable water supply is a serious problem in Yanfa town due to the absence of pipeline water supply. Hence, lack of pipelines water supply in the town aggravates the dissatisfaction of the dwellers in the town. It was this problem that inspired the researcher to conduct a study in the town. The study employed mixed approach to address the intended research objectives. In doing so, descriptive design was employed to identify the cause of the problem and find scientific solutions or suggestions to improve and overcome the problems in the town. The data was collected from both primary and secondary sources through questionnaire, interview, key informant interview, focus group discussion and observation as primary data and different published and unpublished documents were reviewed for secondary data. A total of 334 respondents were selected for the study from households, public officials and water committees using simple random and purposive sampling techniques. The finding of the study revealed that the status of good governance in Yanfa town water service supply, lack of accountability, transparency, responsiveness, participation and efficiency and effectiveness are obvious. Some of the factors that affect the prevalence of good governance in water supply of the study area were absence of appropriate investigation of water source, absence of pipelines water supply, shortage of water, unfair distribution of water, poor coordination and participation of stakeholders, increase in population, corruption and lack of capacity. Therefore, the researcher suggested that in order to improve the challenges of good governance in water supply of the study area, establishing institutional framework, building human resource capacity, building pipelines water supply, encouraging the participation and coordination of stakeholders and preparing community forums in the town are the possible measures.

Key words: water supply, challenges of water supply, good governance

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Acronyms/Abbreviations

ADB	African Development Bank
AsDB	Asian Development Bank
CBOs	Community Based Organizations
DFID	Department for International Development
ECA	Economic Commission for Africa
FDRE	Federal Democratic Republic Of Ethiopia
FGD	Focus Group Discussion
IDB	International Development Bank
IFAD	International Fund for Agricultural Development
IIAG	Ibrahim Index of African Governance
MDGs	Millennium Development Goals
MoFED	Ministry of Finance and Economic Development
NGOs	Non-Governmental Organizations
ODA	Official Development Assistance
OECD	Organization for Economic Co-operation and Development
UAP	Universal Access Program
UN	United Nations
UNDP	United Nation Development Program
UNESCAP	United Nations Economic and Social Capital For Asian and Pacific
UNICEF	United Nations Children’s Fund
UNSECO	United Nation Social Economic Commission
UNWWDR	United Nation World Water Development Report
USAID	United States Agency for International Development
WASH	Water Sanitation and Hygiene
WB	World Bank
WGI	World Governance Index
WHO	World Health Organization
WWAP	World Water Assessment Program

CHAPTER ONE

1. INTRODUCTION

Good governance is said to be the basis of development in any democratic form of government. It has the potential to increase the quality and quantity of public services with the ultimate aim of increasing economic growth. The challenges facing many countries in the world today in their struggle for economic and social development is increasingly related to public service supply like water. “All peoples, whatever their stage of development and their social and economic conditions, have the right to access to drinking water in quantities and of a quality equal to their basic needs”(Mar del Plata Water Conference 1977, cited in Henry W. Doe, 2007). Water is the most important of all public services. It is the most essential necessity of life after oxygen. Anything that disturbs the provision and supply of water therefore tends to disturb the very survival of humanity (Henry W. Doe, 2007). Studying the challenges of good governance in public service provision becomes one important part in the process of ensuring good governance in the town. This study was tried to assess the challenges of good governance with regard to water service supply in Yanfa town by focusing on five indices of good governance.

1.1. Background of the Study

The term good governance was coined in 1989 in the World Bank’s report on “a crisis of governance” in Sub-Saharan Africa (World Bank, 1989). The rationality for its introduction into international discourse was the World Bank’s “lack of effectiveness of aid, the feeble commitment to reform recipient governments and the persistence of endemic corruption in developing countries”. By deciding to address this “crisis in governance” the World Bank as well as other donors indicated awareness that the quality of a country’s governance system is a key determinant of the ability to pursue sustainable economic and social development (Santiso, 2001 as cited in Tessa, 2012).

Good governance became an essential instrument on development agenda in 1990s and often an integral component of programmers and projects (Ram Prasad Pal, 2017). It has been thought in the field of international development since the mid-1990s associated with the public sectors (Grindle, 2004). 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. Proper application of good governance improve the quality of life of citizen, enhance the effectiveness and efficiency of administration, establish the legitimacy and credibility of institutions, secure freedom of information and expression, provide citizen friendly and citizen-caring administration (Gizaw, 2014). In addition, it helps to address the voice of the poorest and helps to accommodate the need and interest of the vulnerable group in decision-making process over distribution of development resources (Kaufmann and Kraay, 2003).

Good governance is pointed out as one of the target of Millennium Development Goals (MDG) and agenda for poverty alleviation and sustainable development. It is considered as the single most important factor in eradicating poverty and promoting development. To achieve economic and social development, strengthening good governance is assumed to play a key role especially in mobilizing human and capital resources (Hailu, 2018). African countries measured by the world governance indicators have a low performance of good governance and this, in turn, resulted to stifling their development (IIAG, 2013).

The achievement of the millennium development goals depend largely on improved water supply and sanitation in the developing countries. Water supply is always a challenging task to be tackled with and there exists various factors which keep on posing challenges both in the rural and urban areas. Provision of urban water supply systems has been a major concern in many of the developed and the developing countries (UNWWDR, 2006). There are serious constraints to meeting the challenge to provide adequate water for all urban dwellers. Various strategies are always being developed to make water accessible to all inhabitants. However, due to insufficient infrastructures coupled with rapid population growth and urbanization, the gap between demand and supply of water continues to widen in most of developing countries. Africa faces huge challenges with multiple issues that adversely affect public health. One major challenge is the ability for both rural and urban Africans to access a clean water supply (Mahesh & Getu, 2018).

Ethiopia is one of the member countries that have adopted the Millennium Development Goals declarations with its main objective towards poverty reduction. As a part of the Universal Access Program (UAP), the water supply program was ratified by the Ethiopian Parliament in 2005. This initiative laid the framework for planning the Water Sanitation and Hygiene measures (WASH). Rapid urbanization in Ethiopia is leading to overcrowding, development of slums and

informal settlements. They in turn inhibit the increase in the nature of challenges that hamper effective urban water supply and consumption systems. Growing population will further increase the demand for water (UNDP, 2008, cited in Mahesh and Getu, 2018).

Pathak et al (2008) states that key drivers of corruption in Ethiopia water and sanitation sector are poor governance, lack of accountability and transparency, low levels of democratic culture and traditions, lack of citizen participation, lack of clear regulations and authorization, low level of institutional control, extreme poverty and inequity. Based on African governance survey conducted by the Economic Commission for Africa in 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. 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).

The practice of decentralization is important for good governance processes in developing countries and it promotes pillars of good governance (Hossain, 2005; Lai and Cistulli, 2005). 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). This marked a change in terms of the tradition of the country's governance. Since then, the incumbent government committed itself to alleviate poverty by introducing proven economic strategies in tandem of good governance. Despite these efforts of Ethiopian governments at both local and national levels and assistance of international community for the realization of good governance, assessment of the practical implementation of good governance on the ground remains an area of scrutiny (Hailu, 2018). Similarly, even if various initiatives have been pursued in Oromia National Regional State to ensure good governance such as citizen charter, leadership capacity building and fighting rent seeking attitudes and mitigation programs, still ineffective leadership and bad governance are reported in different part of the region.

In view of the above points, Yanfa town administration which found in Buno Bedele zone of Oromia region is one of the urban centers that face similar problems of poor governance due to several factors. In the town, most of the infrastructure demands of the people are not fulfilled and there is a bitter grievance from residents of the town for a long period of time, like poor water provision, road and electric power. With the increasing number of population in the town and

weakness of governance system to provide water service, the residents are getting shortage of safe and potable water supply. The objective of this study was to assess the status and challenges of good governance in water supply and possible measures taken to improve the problem of water service supply in Yanfa town. Accordingly, the assessment was carried out by using five core elements of good governance which include accountability, participation, transparency, responsiveness, efficiency and effectiveness which were adopted from (UNESCAP, 2008).

1.2. Statement of the Problem

According to OECD (2008) in most developing countries, there is growing dissatisfaction with the delivery of public services. Deficiencies in the coverage, access and quality of basic services such as water supply and roads are common. UNDP (2006), for example, indicated that there are around 1.2 billion people in the world who lack access to sufficient quantities of safe water. Like most countries in the developing world, African countries have major difficulty in providing effective and equitable public services (ECA, 2005). While several factors have contributed to this phenomenon, the fundamental problems are broadly related to governance issues where transparency, responsiveness, effective and accountability mechanisms over services are lacking. The poor are usually excluded from participation in the design and oversight of the policies and programs that affect their lives. This is due to low levels of transparency, and responsiveness of governments and service providers to their rights and needs (Fenta et al, 2013).

As a result, transparency, responsiveness, accountability, participation and efficiency have constituted important issues in public service delivery discourse. Citizens have the right to know what actions have been taken on their behalf, and they should have the means to force corrective actions when government acts in an illegal, immoral, or unjust manner. There is a need for significant improvement of the accountability approach in developing countries that would help to enhance the efficiency and effectiveness of their public services (Joshi, 2010).

Ethiopia like any other developing countries has faced a number of challenges in democratization and good governance building processes especially in public service provision. Fenta et al (2013) suggested that, like many developing countries, public service delivery in Ethiopia suffers from weak capacity of public agencies and lack of effective transparency, responsiveness and accountability systems. Direct accountability of service providers to citizens is at the infant stage. Transparency and accountability in water service supply is very low since public service

deliveries are under the monopoly of public agencies. In most developing countries, like Ethiopia, there is insufficient service delivery in coverage, access, and quality of basic service and infrastructures (OECD, 2008). According to UNDP (2006), service provision in Ethiopia is significantly very low. It is anticipated that many town residents have poor access to water services. The absence of good governance is the major obstacles to town development (Kim, 2002). The problems that hinder the prevalence of good governance is the lack of effective service delivery, transparency, responsiveness, participation, and accountability mechanisms over services (MOCB, 2003, as cited in Bonkola, 2010).

In Ethiopia different studies have been conducted by different researchers regarding water supply. For instance, Getachew B. (2002) stated that 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).

Another study state that, in Ethiopia many people were without access to an improved potable water source. This is as a result of increase in population which is not directly proportional to the facilities provided for water supply. Also according to UNICEF/WHO (2012) access to clean water and proper sanitation is a major challenge in Ethiopia. Based on the above assumptions, the researcher is interested to conduct this study on the challenges of good governance in water service supply in Yanfa town of Buno Bedele zone, Oromia regional state.

As the living experience of the researcher in Yanfa town, there is a bitter grievance from residents of the town, like poor water provision, road and electric power in relation to lack of good governance. Compared to other towns in Buno Bedele zone, the development status of the town is backward and most of the infrastructures demands of the people are not fulfilled by the concerned bodies; especially in the areas of affordability of water supply and road, the communities are exposed for unnecessary expenditures. Shortage of potable water supply is a serious problem in Yanfa town due to the absence of pipeline water supply. With the increasing

number of population in the town and weakness of governance system to provide water service, the residents are getting shortage of safe and potable water and spending long hours waiting in line to get water from other sources such as hand pumps and springs. This leads to occurrence of disputes and confrontation among residents to use the provision of water service. Even if the community frequently amplifies their voice with respect to the scarcity of water supply for the concerned bodies, no one is giving a due attention to address such problem. The official report of Borecha wereda water, mineral and energy office (2020) is also confirmed that the woreda is unable to provide water service effectively and equitably to the people due to the failure of pipeline water service projects in the town. The number of service users and the existing water supply facilities in the town are unbalanced. This indicates that there is still a gap in implementing the principle of good governance like transparency, accountability, responsiveness, participation and efficiency and effectiveness.

Earlier studies conducted on water supply both at international and national levels focused mainly on rural areas and big town and cities. But in small towns like Yanfa, no adequate research is yet carried out. As per the knowledge of the researcher, there is no previous study done in Yanfa town with regard to challenges of good governance in water service supply. Therefore, the present study was intended to assess the challenges and status of good governance in water supply and the measures taken in the town. The research would bridge the existing gap and helps to replicate the findings for sustainable development of urban water supply in other parts of the country.

1.3. Objectives of the Study

The study was guided by the following general and specific objectives:

1.3.1. General Objective of the Study

The main objective of the study was to examine the challenges of good governance in public service provision: the case of water supply in Yanfa town, by focusing on five basic elements of good governance. These are, accountability, transparency, responsiveness, participation and efficiency and effectiveness.

1.3.2. Specific Objectives

The study is aimed to achieve the following interrelated objectives.

- To assess the status of good governance in water supply service in Yanfa town.
- To identify the challenges hindering the practice of good governance in water supply service in the town.
- To explore the measures taken to improve the status of good governance with respect to water supply service in the town.

1.4. Research Questions

In order to achieve the above-mentioned research objectives, the researcher aimed to answer the following basic research questions:

- What is the status of good governance in water supply service in Yanfa town?
- What are the challenges hindering the practice of good governance in water supply service in the town?
- What are the measures taken to improve the status of good governance in water supply service in the town?

1.5. Significance of the Study

Good governance serves as an important tool for development of a nation at large and for specific town in particular. It is considered as the single most important factor in eradicating poverty and promoting development. The major problems related to good governance in developing countries are corruption, 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. Many researchers are mainly conducting researches either to solve practical social problems or add valid knowledge to the existing ones. Therefore, this study, in one way or another, is expected to have the following significance.

First, it will provide insights about the status of good governance in the town as well as on the challenges that the town faces in the path towards promoting good governance. Therefore, it will provide policy suggestions for regional and national leaders, NGOs, community based organizations and other stakeholders to find means of alleviating challenges that the towns are

facing in the process of promoting good governance. Second, it will 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 in water service supply. Third, since the researcher is not assessed all aspects of good governance challenges, it will motivate other researchers who are eager to deal with this area and conduct further studies. Thus, the study will serve as a source of information and reference to future researchers, policy planners and practitioners.

1.6. Scope of the Study (Delimitation)

The study was confined to the assessment of the challenges of good governance in public service provision: the case of water supply in Yanfa town, by focusing on five core principles of good governance i.e. accountability, transparency, responsiveness, participation, efficiency and effectiveness. The concept, application and principles of good governance are broader in scope. Similarly, the issue of water supply is also multi-sectorial issue and involves many stakeholders. Therefore, due to time and resource constraints, the research could not focused on comprehensive study of all challenges of good governance and did not included all the principles of good governance apart from the above five basic elements. Thus, the study has been conceptually delimited to governance or administrative aspects of water service supply based on the above five indicators of good governance to make the study manageable and to complete within the time frame and does not concern health aspects of the problem. On the other hand, geographically the study would be confined to Yanfa town, Borecha Wereda, Buno Bedele zone and does not include other towns and rural areas of the wereda. This study was covered the problem of water supply from 2008 to 2021. Water supply is selected because it is a serious problem that the community of Yanfa town encountered due to poor administration system.

1.7. Limitation of the Study

It is obvious that research work cannot be totally free from constraint. While conducting this study, the researcher was expected certain limitations and constraints. One of the problems that the researcher encountered was financial and time constraints. Next to this, lack of cooperation of the respondents and their commitment to fill the questionnaires and to devote their time to provide the researcher with relevant information was the major obstacle. In addition to these, the frequent interruption of electric power and inaccessibility of different officials was the other

obstacles. Beside the above obstacles, the researcher was encountered problem of access to written sufficient materials in the concerned offices. These challenges were managed through financial support of parents, the assistance of my friend teachers in data collection, hard working, awaring and initiating the respondents to fill the questionnaire, using break time of the officials and primary data as alternatives.

1.8. Ethical Considerations

As far as an ethical issue of the study is concerned, this research was tried to follow certain ethical standards and considerations suggested by Kvale (2009). These includes, informing the participants about the purpose of research, voluntary participation, confidentiality, avoiding dependent relationship and asking for approval.

In this regard, efforts were made to make the research process professional and ethical. To this end, the researcher was tried to clearly inform the respondents about the purpose of the study as it is purely for academic issue and the letter written from Jimma University was given to concerned bodies of the wereda. The researcher was also introduced its purpose in the introduction part of the questionnaire and interview guide to the respondents. The researcher was asked the consent of the participants to participate in the research process on voluntary basis. Names of the participants were not mentioned without their consent for their confidentiality. The study was conducted after getting full willingness and consent from the participants.

1.9. Operational Definitions

Water: is one of the most abundant element on the surface of the earth that occupy about 3/4th of the earth's surface and it is also the bases for the life of living things.

Water Service Supply: The provision of sufficient, reasonable and quality basic water services provided to the societies by concerned body.

Challenges: Is limitations and difficult situation which requires great effort and determination.

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. Basically accountability in water service is about the power relationships shaped by actors and influencing the water sector (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, 2004).

Responsiveness: Responsiveness is the extent to which a public service agency demonstrates receptivity to the views, complaints and suggestions of service users by implementing changes to its own structure, culture and service delivery patterns in order to deliver a more appropriate product (Goetz and Gaventa 2001).

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, 2000).

Efficiency and effectiveness: Efficiency should be understood as a government's ability to establish predictability in the institutional and policy environment (Mimicopoulos, 2006). This is brought about by an economically efficient system of production and distribution as well as a fair and consistent legal system. Efficiency is also a question of correctly prioritizing government services to correspond with citizen needs (Afonso, Schuknecht, Tanzi, 2006).

1.10. Organization of the Study

Generally the paper is organized in to five chapters. The first chapter consists of introducing back ground of the study, statement of the problems, research questions, objective of the study, significance of the study, delimitation/scope of the study, limitation of the study, ethical considerations and organization of the study. The second chapter presents review of related literature consists of theoretical literatures like definition and concepts of governance, good governance and related concepts, principles of good governance, overview of good governance and water supply in Ethiopia, empirical evidences and conceptual framework. The third chapter contains methodology of the study including description of the study area, research design, types and sources of data, data collection instruments and method of data analysis. The fourth chapter incorporates the results and discussion of the study. The last chapter includes conclusions and recommendation of the study.

CHAPTER TWO

2. REVIEW OF RELATED LITERATURE

2.1. INTRODUCTION

The lack of good governance is the major challenge of development in many countries especially in developing countries. For this reason, governments, international organizations and other concerned bodies are engaged in promoting good governance. One of the major problems that affect the practice of good governance is lack of effective provision of public service like water. Problems in providing satisfactory water supply to the rapidly growing population in developing countries are increasing from time to time. Water supply systems in urban areas are often unable to meet existing demands and are not available to everyone rather some consumers take disproportionate amounts of water and the poor is the first victim to the problem. The developing towns have financial and technical difficulty to develop and expand water supply projects and one of the difficulties among the other is governance and delivery of distribution system. Lack of good governance practices on the part of these public utilities has manifested into service delivery battles with residents completely losing trust and faith in the water provider. The review of related literatures would try to assess significant conceptual issues and definitions associated with the main theme of the study. It also includes theoretical and empirical literature and conceptual framework.

2.2. THEORETICAL LITERATURE

2.2.1. Concept and Meaning of Governance

In common usage, governance as distinct from good governance is often equated with ‘government’ or ‘the act or process of governing’. In the Oxford English Dictionary of Current English (1996) governance is defined as “the act or manner of governing, of exercising control or authority over the actions of subjects; a system of regulations”. This dictionary definition appears to be a synthesis of various connotations that appeared over many centuries of the etymological evolution of the concept.

In defining governance much of the body of literature moves from the dictionary premise. The emphasis is on the exercise of authority, power or control and the tools for such are laws, rules or a system of regulations. The conceptualization of governance from this perspective presupposes

that governance is essentially about control. For instance the UNDP (1997) define governance as the exercise of economic, political and administrative authority to manage a country's affairs at all levels, which comprises mechanisms, processes and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences. For the IMF, it is the way by which public institutions conduct public issues and manage public resources (UNDP, 2007). For the OECD, it is the use of political authority and exercise of control in a society in relation to the management of its resources for social and economic development. According to World Bank (1992), Governance is the exercises of political power to manage nation's affairs.

The term governance has several concepts. According to the Concise Oxford Dictionary; Governance is an act, or manner of governing and the office or functioning of governing. It is the process of decision making and the process by which decisions are implemented or not implemented. Governance refers to the process of exercise of authority to govern people or regulate the public affairs. It relates to the effective management of the affairs of a country at all levels, guarantying its territorial integrity, and securing the safety and over all welfare of people.

UNESCO (1997) defines governance as a process whereby citizens' needs and interests are articulated for the positive social and economic development of the entire society and in the light a perceived common good. According to this concept, governance is more than government.

According to UN (2007), governance refers to the formal and informal arrangements that determine how public decisions are made and how public actions are carried out from the perspective of maintaining a country's constitutional values (United Nations, 2007).

In addition, Chotary and Stoker (2009) emphasize that governance is about the rules of collective decision making in settings with a plurality of actors or organizations and where no formal control system can dictate the terms of the relationship between these actors and organizations.

2.2.2. Concept and Meaning of Good Governance

Governance and good governance are sometimes erroneously used interchangeably albeit they are not alike. There is no consensus in using these terms rather they are defined and conceptualized differently by different organizations and scholars. Despite of this discrepancy, the two terms are increasingly being used in development literature. Governance is seen as the

manner in which power is applied in the management of a country's economic and social resources for development (WB 1998, cited in Grindle, 2005). The term good governance on the other hand, is described as participatory, transparent, responsive and accountable (Anello, 2008, Imminak, 2010 and Tahir, 2008). In other words, good governance as many institutions and scholars agree is conceptualized as a process whereby a government runs all affairs of its people in an open and transparent manner and a government that has installed a vivid accountability and grievance handling mechanisms and also a government that encourages its people to actively take part in all their affairs in decision making- process right from the planning process up to the monitoring and evaluation stage.

Good governance as a basic development agenda has got significant momentum in the world especially in the last decade and has become the issue that attracts the attentions of different economists, political scientists, lawyers, politicians, international, regional and national organizations and various donor agencies. The notion of good governance is surfaced in 1989 in the World Bank's report on Sub-Saharan Africa, which characterized the crisis in the region as a "crisis of governance" (World Bank, 1989). The main thrust behind its introduction in the Bank's corporate policies is because of practices of bad governance characterized by the continuing lack of effectiveness of aid, the feeble commitment to reform recipient governments, unaccountable governments, lack of respect for human rights and the persistence of endemic corruption in developing countries.

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, 2004). Good governance is the best mechanisms to enhance economic, political and social development in developing countries (Pierre and Peters, 2000). Bad governance is being increasingly regarded as one of the root causes of all evil and immorality within our societies. The absence of good governance leads to the corruption act, violation of human rights and political repression (Babawal, 2007). Most of the donors and international financial institutions are increasingly basing their aid and loans on the condition that reforms that ensure "good governance" are undertaken (Plumptre and Grahm, 1999 cited in S.M. Anowar, 2010).

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), United Nations Development Program (UNDP) and so on. They concluded that good governance is the central tenets of economic, political, and administrative development (IFAD, 1999).

However, there is no single and exhaustive definition of “good governance,” nor is there a delimitation of its scope, that commands universal acceptance. The term is used with great flexibility; this is an advantage, but also a source of some difficulty at the operational level. Depending on the context and the overriding objective sought, good governance has been said at various times to encompass: full respect of human rights, the rule of law, effective participation, multi-actor partnerships, political pluralism, transparent and accountable processes and institutions, an efficient and effective public sector, legitimacy, access to knowledge, information and education, political empowerment of people, equity, sustainability, and attitudes and values that foster responsibility, solidarity and tolerance.

Good governance is a base to encourage the basic public goods and articulate the political power in a free-way. 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 (Ikotun, 2004). 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, 2005).

The United Nations (2007) defines good governance as the exercise of authority through political and institutional processes that are transparent and accountable and encourage public participation. UN (ibid) further elaborates that good governance makes institution to be democratic, making them create avenues for the public to participate in policy making via formal or informal consultations. It also establishes mechanisms for the inclusion of multiple social groups in decision-making processes, especially on a local level.

According to World Bank (2004), 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 (WB, 2004). The World Bank (1992) in its document on governance and development defined good governance as the manner in which the power is exercised in the management of the country's economic and social resources for the development. The Bank has identified aspects of good governance such as, political and bureaucratic accountability, freedom of association and participation, rule of law and independence of judiciary, freedom of information and expression, a sound administrative system, which is leading to efficiency and effectiveness, cooperation between the government and civil society organizations, the quality of policy making as well as implementation, the quality of public service delivery, quality of regulations, the control of corruption and rent seeking.

According to United Nation Development Program (UNDP, 1997), good governance is defined as the exercise of economic, political and administrative authority to manage a country's affairs at all levels through participatory, transparent, accountable, effective and equitable manner which promotes the rule of law, ensures that social, political and economic priorities are based on broad consensus in society and that voices of the poor and the most vulnerable are heard in decision making over the allocation of development resources. USAID (2005) refers good governance as the ability of government to develop an efficient, effective and accountable public management process.

Based on Asian Development Bank (2001) good governance is defined as the process of translating societal demands in to choices, resulting in policy formulation and implementation. As governance relates to the way power and authority is exercised and distributed within an organization, 'Good' governance is about making sure this power and authority is not concentrated in the hands of a single individual or group. This requires checks and balances be put in place within an organization that separates and balances power between different bodies (such as management and board) and has clear lines of accountability between them. Effective governance structures play an important role in ensuring resources are managed effectively within an organization and ensuring activities are undertaken that are in the interests of the mission and not of a group of individuals.

Furthermore, Bond (2006) views good governance as transparent and accountable management of human, natural, economic and financial resources of a country in the drive towards equitable

and sustainable development. Good governance generally implies a number of institutions, which regulate the behavior of public bodies, stimulate citizens' participation in government and control public-private relations (Villadsen, 1999). According to Leftwich (1993), Good Governance involves an efficient public service, an independent judicial system, and legal framework to enforce contracts, and accountable administrative of public funds, an independent public auditor responsible to a representative legislature, respect the rule of law and human rights at all levels of government, a pluralistic structure and a free press.

Good governance is a major factor in creating an environment of peace, stability and security in which people can pursue various productive and creative activities, creating wealth and employment and thus promoting human development and alleviating poverty. But good governance is a product of deliberate policies. It requires all the institutions of governance to function in accordance with a country's constitutional provisions of the rule of law, due process of law, cultures and traditions. And in order for the institutions of governance to perform their functions efficiently and effectively they must be endowed with the appropriate capacities. Good governance is a development issue with capacity-building ramifications (ECA, 2005).

2.2.3. Good Governance and Development

Governance embraces all of the methods- good and bad that societies use to distribute power and manage public resources and problems. Thus, functions that government has are not specific to a particular type of political regime, good governance can be achieved in any number of ways in which government operates and exercises its functions. Good governance does not necessarily mean democratic governance or western style liberalism; governance can be said good when public resources and problems are managed effectively, efficiently and in response to critical needs of societies (Abdellatif, 2003).

But this does not mean that good governance is all about, it is a broad and complex multidimensional concept that acquires the traditions, institutions, and processes that determine how power is exercised, how citizens acquire a voice and how decisions are made on issues of public concern in an efficient, effective, transparent, accountable, equitable manner based up on the broad participation of the society and the rule of law (UNDP, 1997).

According to UNDP there is a growing international consensus that sound governance is essential in achieving sustainable human development and Abdellatif (2003) has also described good governance as a key determinant of growth. Besides, good governance according to ECA (2005) has described as a major factor in creating an environment of peace, stability and security in which people can pursue various productive and creative activities, creating wealth and employment and thus promoting human development and alleviating poverty.

The former UN General Secretary Kofi A. Annan in one of his statement declared that “governance and development are important goals in their right; they also dependent on and reinforce each other. That is one of the main lessons that the United Nations has drawn from its vast and varied experience throughout the world. Without the rule of law and respect for human rights; without transparency and accountability; and unless governments derive their power legitimately, through the ballot box, the path to prosperity is likely to be more difficult, and gains could remain fragile and reversible. ”

The 1992 World Bank report entitled “Governance and Development” concluded that sustainable development can only take place if a predictable and transparent framework of rules and institutions exists for the conduct of private and public business, and the essence of good governance was described as predictable, open and enlightened policy, together with a bureaucracy imbued with a professional ethos and an executive arm of government accountable for its actions. All these elements are present in a strong civil society participating in public affairs, where all members of the society act under the rule of law (IFAD, 1999).

Good governance is at the heart of sustainable development and the alleviation of poverty. It clearly is good for economic growth. It augments production inputs, such as labor and capital, and enhances the productivity of those inputs. It can also influence the distribution of the benefits of economic growth as income distribution is a crucial factor in transforming growth into poverty reduction. Governance thus has a dual impact: on growth and its distribution. So better governance, by increasing growth and improving income equity, can reduce poverty and spur advances towards the Millennium Development Goals (ECA, 2005).

Getting good governance calls for improvements that touch virtually all aspects of the public sector—from institutions that set the rules of the game for economic and political interaction, to

decision-making structures that determine priorities among public problems and allocate resources to respond to them, to organizations that manage administrative systems and deliver goods and services to citizens, to human resources that staff government bureaucracies, to the interface of officials and citizens in political and bureaucratic arenas (Grindle, 2004 and 2005).

According to the UNDP (2008) annual report, the effects of poor democratic governance are inextricably linked to poverty, HIV AIDS, civil wars, and climatic change. Definitely, development cannot ensue unless governments at all levels are responsive, transparent and accountable to their citizens, especially the poorest and marginalized. Researches show that good governance brings concrete benefits to developing countries. Countries that have better governance achieve higher economic growth both overall and per capita and getting advances in such areas as infant mortality and illiteracy. That is why the importance of improving governance is set out in a number of high level international policy statements such as Millennium Declaration and specified as one of the targets of the Millennium Development Goals (MDGs).

2.2.4. Good Governance and Poverty Reduction

Good Governance simply means the effectiveness, which government performs its work and promotes the public services. Public service means enforcement law and order, collection of revenue, provision of infrastructures and promotion of human welfare services. Democracy always enhances good governance. Under the guidance of good governance, poverty eradication plan would involve, not only for policy making but government has moral responsibility to intends poverty. It is moral duty of government to enhance people participation, ensure accountability, political and economic citizenship rights (Ram Prasad Pal, 2017).

Good governance perhaps is the single most important factor in eradicating poverty and promoting development. In addition, democratic governance wants achievement of the Millennium Development Goals, as it providing the enabling environment for the realization of the MDGs and in particular, the elimination of poverty. It protects people's right and provides security, economic growth and services like education and health care. There is a broad consensus in the initial donor community that one of the key obstacles to achieving the MDGs is poor governance. Poverty reduction cannot be achieved without an institutional environment policy because it facilitates growth of the nation (Ram Prasad Pal, 2017).

2.2.5. Preconditions for Good Governance

According to Ethno cultural Diversity Resource Center and the King Baudouin Foundation (2007) for the concept of good governance is to be practically established especially in a multiethnic country like Ethiopia the following necessary conditions have first put in to practice. These are:

1. Security- as it is understood in terms of chances of survival, chances of self-affirmation and chances of participation, talking about practices of good governance without security is superfluous, as the fundamental right to life is not ensured.

2. Recognition of diversity- as recognition of diversity is the first step in ensuring access to resources, participation in decision-making processes, representation in local public institutions, and policies addressing the needs of the minorities, Good governance in multiethnic communities requires, as well, recognition of the ethno cultural diversity.

3. Capacity to improve local governance- Local government is one of the subsidiaries of the national government that plays crucial role in implementing the legal instruments and mechanisms to solve the relevant issues at the local level. Thus, in order to make the local public administration more effective and politically willing to implement policies and programs, the process of improving local governance should deserve important attentions.

4. Decentralization- Centralization, or insufficient decentralization, is yet another barrier to ensuring good governance at the local level. Lack of decision-making power, insufficient human and financial resources, overlapping competences between the local and the central levels, or overruling power of the central level over local decisions, are all aspects that impede good operation at the local level, and therefore any form of good governance. Thus, delegation of decision-making responsibilities from the central to the regional and the local levels is another precondition of good governance.

2.2.6. Elements of Good Governance

Different international and regional organizations tried to list and define different core elements of good governance. 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 (Brown 2007; Momen, Hossain & Begum 2005).

The United Nations Development Program (UNDP) approved that governance is good when it subscribes to nine characteristics. These are: (1) participation, (2) strategic vision, (3) rule of law, (4) transparency, (5) consensus orientation, (6) equity building, (7) effectiveness, (8) efficiency and (9) accountability (UNDP, 1997).

The UNESCAP recognized eight elements of good governance: like (1) accountable, (2) participatory, (3) transparent, (4) consensus oriented, (5) responsive, (6) follows the rule of law, (7) effective and efficient and (8) equitable and inclusive (UNESCAP, 2008). Likewise, ODA and DFID identified four main elements of good governance that ensure the quality of government services. These are (1) accountability, (2) participation, (3) legitimacy and (4) transparency.

World Bank (WB) identified six criteria that strengthen the concept of good governance (Turner and Hulme, 1997). These include (1) accountability, (2) participation, (3) rule of law and control of corruption, (4) government effectiveness, (5) regulatory quality and (6) political stability and absence of violence. In addition, the Asian Development Bank (ADB) identified four basic components of governance that help a government to operate most effectively and efficiently. These are (1) accountability, (2) participation, (3) predictability and (4) transparency. These major elements of good governance are discussed as follows. But the researcher was focused on five of good governance characteristics.

1. Participation- Which refers to the process by which all men and women have a voice in decision making either directly or through legitimate intermediate institutions that represent their interests. It means people are the key to good governance. The course of such broad participation is based up on freedom of association and speech, as well as capacities to participate constructively. Good governance also requires that civil society has the opportunity to participate during the formulation of development strategies and that directly affected communities and groups should be able to participate in the design and implementation of programs and projects. Even where projects have a secondary impact on particular localities or population groups, there should be a consultation process that takes their views into account. This aspect of governance is

an essential element in securing commitment and support for projects and enhancing the quality of their implementation (IFAD, 1999). The principle of participation in public service emphasize the importance of community participation in all activities of services; start from the stage of policy formulation and determination of regulation, the implementation phase, and even up to the level of evaluation.

2. Rule of law- According to Brown (2000), governance does not imply arbitrary use of authority. Any type of governance to be effective needs to be supplemented by a fair legal framework. This should be supported by appropriate enforcement machinery independent judiciary which instills confidence in the people. Good governance requires fair and just legal frame works that are enforced impartially. It also requires full protection of human rights, particularly those of minorities. Impartial enforcement of laws requires an independent judiciary and an impartial and incorruptible police force.

3. Transparency- According to Jennfer Jalal (2008), transparency is any mechanism for adopting reforms for responsive governance usually implies the need to access the vital information. According to Max Weber, governments which operate in secrecy are more prone to corruption as compared to governments which operate in greater openness. Therefore, transparency is an openness of governmental functioning and regarded as an essential ingredient of democracy and the right to information as fundamental democratic right. Transparency and the right to information tends to remove unnecessary secrecy surrounding the decision making process in the government and there by helps to improve the quality of decision making in public policy and administration. Transparency implies that the decisions which are taken and their enforcements are done in a manner that follows rules and regulations. It is also means that information is freely available and directly accessible to those who will be affected by such decision and their enforcement. It also means that enough information is provided in easily understandable forms and media.

4. Responsiveness- According to Goetz and Gaventa (2001), responsiveness is the extent to which a public service agency demonstrates receptivity to the views, complaints and suggestions of service users by implementing changes to its own structure, culture and service delivery patterns in order to deliver a more appropriate product. According to them, responsiveness also depends to a large extent on the influence citizens have on the design, delivery and assessment of public services. Good governance requires that the institutions and processes try to serve all

stakeholders within a reasonable time frame. In this reason, everyone who has the obligation to deliver service has also the obligation to response for the demand of customers. 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.

5. Consensus orientation- urges good governance to mediate differing interests to arrive at broad consensus on what is the best interest of the group, and where possible, on policies and procedures. There are several actors who have many complex view points in the given society. Good governance requires the mediation of the different interests in the society to reach the broad consensus in the society on what is the best interests of the whole community and how this can be achieved. It also requires a broad and long term perspective on what is needed for sustainable human development and how to achieve the goals of such development. This can only be result from understanding of the historical, cultural and social contexts of a given society.

6. Equity and Inclusiveness- Since governance structure and mechanisms aim at participation, they have to promote equity. A society's well-being and development depends upon ensuring that all the members feel that they have a stake and the role in it and are not excluded from the mainstream activities. This means, Society's wellbeing depends on ensuring that its entire members do not feel excluded from the mainstreaming of society. This requires all groups, but particularly the most vulnerable groups have opportunities to improve their wellbeing.

7. Effectiveness and efficiency- the concept of good governance should ensure efficiency and effectiveness in the use of resources of a nation having not compromise the crucial needs of citizens. It is the extent to which limited human and financial resources are applied without unnecessary waste, delay or corruption. It also refers the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies (M.A. Thomas). According to Jian (2004), Good governance relates to the government effectiveness which includes the quality of policy making and public service delivery as well as quality of regulation. 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 concept of efficiency in the context of good governance

also covers the sustainable use of natural resources and the protection of the environment (Jain, 2004)

8. Accountability- refers to establishing of criteria and oversight mechanisms to measure the performance of public officials as well as to ensure that the standards are met. Decision makers in public institutions, private sector and civil society organizations should be accountable to the public as well as to institutional stakeholders. Who is accountable to who varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability is the most important principle in effective service delivery and without accountability it is difficult to talk about good governance. Officials are required to answer periodically and to take predictable and meaningful consequences for their actions. Internal (administrative) and external (to citizen) accountability are needed to improve efficiency and effectiveness of public service delivery (ADB, 1999).

9. Strategic vision- leaders and the public should have a broad and long term perspective on the issue of good governance and human development including the understanding of the basic traits for such development.

10. Predictability- It refers to (i) the existence of laws, regulations and policies to regulate society; and (ii) their consistent application. Thus, there should be orderly existence of citizens and institutions in the society. Predictability results from legal frameworks that are based on an independent and effective judiciary that is clear, fair, and equal to access, known in advance and which is uniformly, impartially and effectively enforced (ADB, 1998). Laws and policies should exist that regulate society and that are applied fairly and consistently. Predictability requires the state and its subsidiary agencies to be bound by and answerable to the legal system in the same way as private enterprises and individuals. The specific area of action could be the development of predictable legal frameworks for private-sector development.

2.2.7. Good Governance in the Ethiopian Context

Although Ethiopia has a long tradition of various governments, it has given little attention to good governance due to the orientation, attitude and work practices of the bureaucratic machinery established to carry out centralized and control oriented government policies of the various regimes are ill suited to the needs of the new policy environment in Ethiopia.

According to FDRE Ombudsman (2012), “before 1991, there was not good governance in Ethiopia”. The despotic monarchy and dictatorship form of governments, the violation of fundamental rights and freedoms were the major problems of democracy and good governance. After down fall of PDRE government, political, economic and social changes have taken place in Ethiopia since the establishment of the transitional government and later FDRE government. The FDRE constitution (1995), establishes a federal democratic state structure.

The federal constitution provides the protection of different rights such as the right to hold opinion, thoughts and free expressions, freedom of assembly, public demonstration and the right to petition and right to association even if they are not effectively implemented. Article 12 of the constitution incorporates transparency, accountability and responsiveness in the affairs of government. As provided under article 12(1), the conduct of affaires of government shall be transparent. Any public officials or an elected representative is accountable for failure in official duties. In the case of loss of confidence, the people may recall an elected representative.

The country also established Ombudsman institution. As provided under article 5 of the proclamation issued to establish the Ombudsman, the objective of the institution is to bring about good governance that is of high quality, efficient, transparent and are based on rule of law by way of ensuring that citizens’ rights and benefits provided for by law are respected. For example access to information to encourage and promote participation and public empowerments to foster a culture of transparency, accountability and promote good governance are emphasized.

The government believes that the corner stone of good governance are quality of service, quick response mechanisms and above all accountable and transparent mechanism. Good governance practices such as participation, rule of law, responsiveness, equity, efficiency, consensus oriented, accountability, transparency and effectiveness determine the quality of governance. A government that enshrines these principles in its decision-making and puts institutional framework in place to implement builds public confidence in its governance.

To this effect, the government has also undertaken various reforms to improve the level of governance. To this effect, the government designed new policy documents in 2001 to reform the Ethiopian Civil Service in order to improve the effectiveness and efficiency of the civil

service in civil service giving institutions. The overall aim of the Civil Service Reform Program (CSRP) was to alleviate the drawbacks and wrong practices of the previous military regime and to build an efficient and effective civil service system. The civil service reform program (CSRP) has five components/ sub-programs to improve: (1) Top management systems; (2) Governance of financial resources and control; (3) Ethics (4) Governance of human resources and control; and (5) Public service delivery.

The Service Delivery Sub-program elaborates problems and drawbacks of the Ethiopian Civil Service in the delivery of services, the need for and objectives of the policy as well as policy instruments and strategies designed to attain these objectives. In order to strengthen service delivery and to realize quality of governance in the urban centers, urban good governance package was also designed in Ethiopian Urban Development Policy of 2006 (MUWD, 2006). Ensuring good governance practices in urban leadership and administration is emphasized. In its five-year Growth and Transformation Plan, 2010/11-2014/15 urban centers are frequently cited as “growth and development poles” that require effective leadership practices to accommodate these functions. Therefore, the issue of leadership practices and good governance implementation has become a center of attention to promote poverty reduction programs that enhance economic development (MoFED, 2009).

In Ethiopia, the urban sector encompasses several sub-sectors and constitutes a complex development issues. In addition to the provision of services, it includes crosscutting areas such as employment and poverty alleviation, gender and environment. The complexity of the sector and the relative weakness of existing institutions points to the need for increased emphasis on good governance and leadership capacity (Jemal, 2019).

2.2.8. Understanding Public Service Provision

Public services include all services provided by the government as well as all services where the government has a significant influence (OECD, 2010). In addition, OECD states that public services can be provided directly by the government or indirectly where the government is not the direct provider but still plays a role in their provision through regulation or a financial contribution. The most obvious public services are those directly provided by some level of government, such as police protection or building inspection. Humphreys (1998), concurs that

public services are those services which are mainly, or completely, funded by taxation and that typically, public.

According to Tamrakar (2010), public services should be concerned with what customers want rather than what providers are prepared to give. Yet in most of the developing countries public service delivery is characterized by lack of efficiency and effectiveness, cumbersome, full of procedures, costly, red taped and not transparent systems. Tamrakar (2010) further argues that generally, public servants have acted as masters without any sense of accountability and transparency instead of acting as servants of people (Tamrakar, 2010).

As Besley and Ghatak (2007) concluded that public service delivery is based on four key issues: Public service provision is often mission-oriented and that the mission of the organization displaces the conventional notion of profit maximization used in the case of private sector organizations, Accountability in public service delivery applies to the political, bureaucratic as well as market spheres. It is the system of punishment and reward consequent on actions taken by agents, and to the process of putting in place specific individuals to make decisions although it does not have to be governed by formal relationships, Competition from private organizations can induce public organizations to get their act together to hold on to funding and to their clientele and Utilization of resources on the evaluation of policies is a vital part of effective public service provision where missions are either too weak or not aligned and front line actors cannot be made directly accountable by the beneficiaries.

2.2.9. General Concept of Water Supply

Water demand is increasing throughout the world for different activities such as for agricultural, recreational and domestic consumptions. Water uses for basic domestic activities, such as sanitation, drinking, bathing, and food preparation needs of residents. The role of potable water supply has a vital contribution upon development activities and health of the society, for that reason availability of drinkable water is important components in poverty mitigation. Adequate and reliable water supply is critical for coping with every day urban life. Poor access to potable water has negative impact on development. The majority proportion of drinking water supply is consumed almost exclusively by household users (Jouravlev, 2004).

Pipe supplied drinking water is one of the most important sources of urban water. Efforts to assess challenges of urban water supply are important. Urban poor often rely on water vendors from their private connection. Water restrictions involve complex rules which control the outdoor consumption of water by urban communities (Kayaga and Franceys, 2007).

The challenges in urban water management are ample. Lack of skilled manpower, underpricing of water and lack of a holistic approach and frame work are the major challenges for urban water supply management. A major recent United Nations report on the state of water supply in the world's cities found that water distribution systems in many cities in the developing world are inadequate, typically serving the city's upper- and middle-class neighborhoods but not rapidly expanding settlements on the urban fringe. The large projected increases in the numbers of urban residents in the developing world over the next 20-30 years implies that municipal authorities responsible for these sectors face very serious challenges in the years ahead. Water and Sanitation in the World's Cities, estimates that in Africa as many as 150 million urban residents representing up to 50% of the urban population do not have adequate water supplies (UN-HABITAT, 2010).

Facing present growth of urban population, it is increasingly difficult to find and utilize new sources of water necessary to satisfy growing water demand. For the poor, the residents of per-urban and squatter areas, an ultimate poverty, the poverty of lacking clean water is a result. To remove this kind of poverty should be a first priority target for all people and especially, for people dealing with water Supply in urban areas (Niemczy, 1999).

More than a billion people in the developing world lack safe drinking water- an amenity those in the developed world take for granted. Nearly three billion people live without access to adequate sanitation systems necessary for reducing exposure to water-related diseases. The failure of the international aid community, nations and local organizations to satisfy these basic human needs has led to substantial, unnecessary and preventable human suffering (Gleick, 1998). Generally, in the provision of adequate clean water facilities to urban dwellers, the world faced many challenges, which are related to capacity of the nations, (i.e. technological knowhow and institutional), inadequate finance, rapid urbanization, inadequate water supply, unfair distribution of water and declining of global water resource.

Water supply is one of the ingredients of a healthy and productive life. For the poor people residing in urban slums and rural areas, to achieve a better economic growth rate and higher productivity, priority has to be given to the health of these people, for which provision of public utilities like water supply is necessary. Pathak et al (2002) asserted that expanding access to basic water supply integrated with hygiene education can reduce the burden of water-related diseases significantly by improving the lives of a large part of the world's population. Since provision of sanitation breaks the vicious cycle of poverty and initiates a virtuous cycle of economic well-being, it should be a vital ingredient in the poverty alleviation programs.

Furthermore, provision of safe and sufficient drinking water with adequate service in urban areas is an important investment which safeguards health and safety of the people living in urban areas, and protection, conservation and promotion of the environment, especially in developing countries. In addition, Palamuleni (2002) cited by Mengistu (2008) in developing countries, one third populations do not have access to safe drinking water. In these nations, more than 80% of diseases and one third of deaths are caused by the consumption of contaminated water. Inaccessibility of safe water facility strengthens the cycle of disease, poverty and weakness; therefore water and sanitation programs are instrumental in efforts to rescue people from poverty. In other word, provision of water should be indispensable parts of the Poverty Reduction Strategies applied by developing countries. Safe drinking water is the birthright of all humankind as much a birthright as clean air while access to clean water can be considered as one of the basic needs and rights of a human being. Health of people and dignified life is based on access to clean water (Rao, 2002).

Generally, as stated by Gender and Water Alliance (2006), water is crucial for sustainable development. However, limited access to clean and safe water associated with poor water supply, hygiene and sanitation at household level is widening the poverty gap, gender inequalities and the prevalence of water borne diseases. As UNICEF (2008), this is contributing to 3.7% of the global disease burden and 2.2 million deaths each year with women and children in the developing countries being the most affected.

2.2.10. Local Water Supply

Local water supply means the source and infrastructure that provides water to households. A local water supply can take different forms: a stream, a spring, a hand-dug well, a borehole with

hand pump, a rainwater collection system, a piped water supply with tap stand or house connection, or water vendors. Households use water for many purposes: drinking, cooking, washing hands and body, washing clothes, cleaning, cooking, utensils, watering animals, irrigating the garden, and often for commercial activities. Different sources of water may be used for different activities, and the water sources available may change with the seasons. There is always some kind of water source present where people live, as they could not survive without one. The source may be inadequate, however; it may be far away, difficult to reach, unsafe, or give little water, making it inaccessible or unavailable. It may give water of poor quality. Although both problems play an important role in people's health and well-being, the availability of water is often more important than quality (IRC, 1983).

2.2.11. Water Supply in Ethiopia

According to WHO and UNICEF (2008) the world's population is projected to expand to nine billion people by 2050. It was approximated that 90% of the additional 3 billion people will be living in various developing countries, which are already experiencing severe water scarcity. Approximations demonstrated that by 2030, 75 to 250 million people in Africa only would be experiencing water shortage. Millennium Development Goal-VII aims to raise access to secure water, in order to achieve this, water supplies should reach an included 1.5 billion people by 2015. Some notable achievements in the MDG were the increase of population from 4.1 billion in 1990 to 5.3 billion in 2004 with access to water from improved sources (Mushir, 2012).

The economic backwardness and topographical features of the land determined the supply of water for consumption in Ethiopia. The amount of income; working conditions and education were indicators and influenced the water supply. Inadequate water supply, poor standards and absence of correct allocation were caused due to high interruptions in electric power supply and administration problems (Mekonnen and R. Utama, 2014).

The major factors attributed to lower supply of water were, shortage of water provision, high cost of piped water connection, rapid population growth, frequent interruption and lack of narrowing gap between communities. The majority of the dwellers preferred to use alternative sources, which have seriously contributed to water supply problems (Kebede, 2015).

2.2.12. Challenges of Water Supply in Ethiopia

Access to safe drinking water supplies services in Ethiopia is among the lowest in Sub-Saharan Africa. Access to safe potable water for urban areas was 91.5 per cent, in the year 2010. Systems are however frequently broken and not functioning with poor arrangements for maintenance and repair. Hand washing practice is reported as 7% and open defecation is about 15%. Poor hygiene practices continue to cause illness contributing to poverty in urban areas. Water related diarrheal disease is among the top three causes of all deaths in Ethiopia that have faced this life-threatening challenge for many years. Increasing the number of people with access to safe water supply, has proven to be a tremendous challenge throughout the developing world. Despite huge investments over the years in the water supply millions of urban poor communities still remain without adequate water supply services (Collick. A, 2008)

Although numerous schemes have been planned and implemented in Ethiopia, only a proportion of these schemes continue to provide water to the communities that they were intended to serve. The failure in service may have been caused by a multitude of reasons including poor technology selection, insufficient maintenance, malfunctioning equipment, inadequate community planning or participation and many others. By recognizing the combination of factors that have led to the success or failure of a water scheme, more meaningful and enhanced strategies can be arranged and employed for the preparation and implementation of more successful schemes. Therefore, the chief factors of each Water supply should be fully documented by implementers, other partners and the communities being served by them in order to better explore a scheme's likelihood of remaining functional and challenges to its sustainability (Carter, R.C. 2009).

2.3. EMPIRICAL LITERATURE

This part of the study try to outlines the results different researches related to the topic 'assessing challenges of good governance in public sector service provision: the case of water supply' and summarized as follows.

Kebede (2015) conducted study on "Urban Water Supply in Hossana Town of Hadiya Zone". The results showed that the major factors attributed to lower supply of water are shortage of water provision, high cost of piped water connection, poor coordination and participation of

stakeholders, inadequate water supply, unfair distribution of water, lack of capacity, limited budget/fund, limited forecasting strategies of the HWSSS, limits of water consumption, rapid population growth, frequent interruption and lack of narrowing gap between communities particularly makes the provision of services difficult in the area. As a result nearly half of the dwellers prefer to use alternative sources, which have seriously contributed to water supply problems. Community participation in water supply and sanitation is inadequate due to the limitation of offices or authorities particularly municipality in coordinating and supporting active community participation in the area.

Asefa (2006) conducted study on “urban water supply, the case of Assosa town”. The study has confirmed that Assosa town water supply service could not cover the demand of the town with present existing capacity. At present the coverage of water supply is only 38 percent in terms of population though the research outcome showed 69.9 percent of the total sample households use potable water. All areas of the town could not get equal and proportional service. Central parts get more water supplies, while the peripheral areas remain without water. In addition to this, the tariff set is neither affordable nor generates sufficient revenue to sustain the service. The majority of victims of the problem are the poor as they cannot afford connection charges. As a result, they exposed to unprotected sources and buy water from vendors at high price. The root causes of the challenging problems are institutional, financial, human and material resource constraints.

Mintesinot (2016) conducted a study entitled “Governance and Public Service Delivery: The Case of Water Supply in Akaki Kaliti Sub-City”. He concluded that the Addis Ababa water and sewerage authority (AAWSA) Akaki kaliti branch office unable to provide sufficient water supply for its people, the policies practice and tools for translating that in to sustainable governance of water resource are not keeping the growing demands of society. The findings revealed that Water governance related problems are the main cause to shortage of drinking water in Akaki-kaliti sub-city. On the other hand lack of information about water service delivery aggravates the dissatisfaction of the clients and availability of drinking water in Akaki kaliti sub-city is unpredictable. The data also revealed that the Capability, Accountability and Responsiveness (CAR) frameworks in water service delivery were found to be ineffective due to lack of transparency, accountability and responsiveness. In addition to this the capacity of water

service giving agencies is limited with compared to the current demand of the clients. Besides, the transparency and accountability mechanism in water service delivery were found to be ineffective.

Selamawit (2015) made a study on the “Corruption and Service Delivery (water supply and sanitation sector) in Fitch Town”. The study reveals corruption remain problem in the town water supply and sanitation sector service delivery and petty corruption is the very most common and serious challenge in the town water and sanitation sector. In relation with this community face different challenges like poor quality of service and lack of productivity. Besides community involvement in decision making as well as fight against corruption is less. Mekonnen and R. Uttama (2014) studied on the assessment of potable water supply in Awaday town, Ethiopia. The study indicated that, inadequate water supply, poor standards and absence of correct allocation were caused due to high interruptions in electric power supply and administration problems.

Furthermore, Tewodros (2015) conducted a study on assessment of 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.

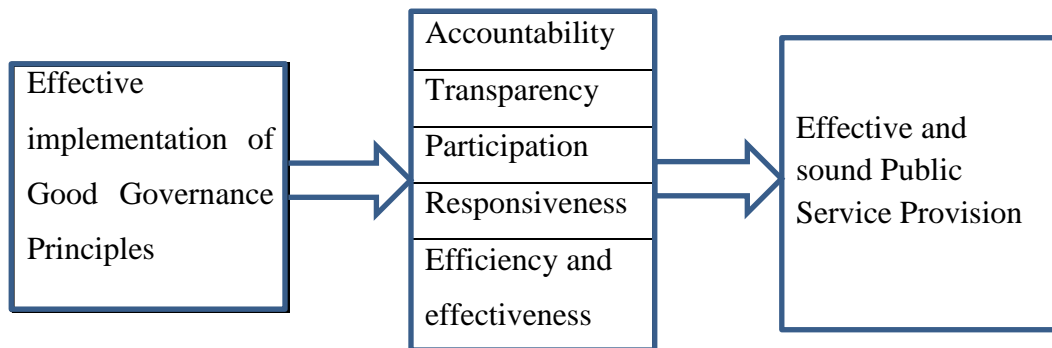
2.4. CONCEPTUAL FRAMEWORK

The importance of good governance as a critical condition for human development can no longer be under estimated. According to Adel (2003) cited in Gebresilassie (2011), stated that good governance endures that political, social and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development resources. Similarly, Kebbay (2010) cited in Musa (2014), defined governance as a multifaceted situation of institution, systems, structures, processes, procedures, practices, relationships and leadership behavior in the exercise of social, political, and managerial or administrative authority in the running of a state, public or private affairs. Furthermore, good governance simply can be defined as the responsibility and responsiveness of public officials both elected and appointed and/or the governors, to the electorate and the

governed, aspirations of the governed as well as acting in accordance with their dictates. All these entail accountability and transparency by public officers in discharging their duties, responsibilities and obligations (Jega, 2007).

As cited in different literature, lack of good governance is very common and remains least confronted issues in developing countries public service delivery including water service supply. In line with this, most of developing countries have realized that lack of good governance is one of plugging reason in water supply and sanitation sector service provision which lead to low productivity and reduce efficiency and effectiveness. Like other developing countries, the main cause of bad governance in Ethiopia includes lack of transparency, accountability, responsiveness, citizen participation and efficiency and effectiveness. In this case, the conceptual framework shows that how the effective implementation of good governance principles is very essential in solving the challenges of public service provision and vice versa.

Figure 1: Conceptual framework of the study



Source: Adapted from Food and Agriculture Organization /FAO, 2007

CHAPTER THREE

3. RESEARCH METHODOLOGY

According to Dawson, (2002) methodology is a philosophy or general principle which guides a study. This chapter presents the research methodology in carrying out the study. In particular this was employed in order to describe the challenges of good governance in effective public service provision with regard to water service supply in the case of Yanfa town. The methodological part of the study focus on; description of the study area, research design and approach, type and source of data, sampling techniques, method of data collection and method of data analysis.

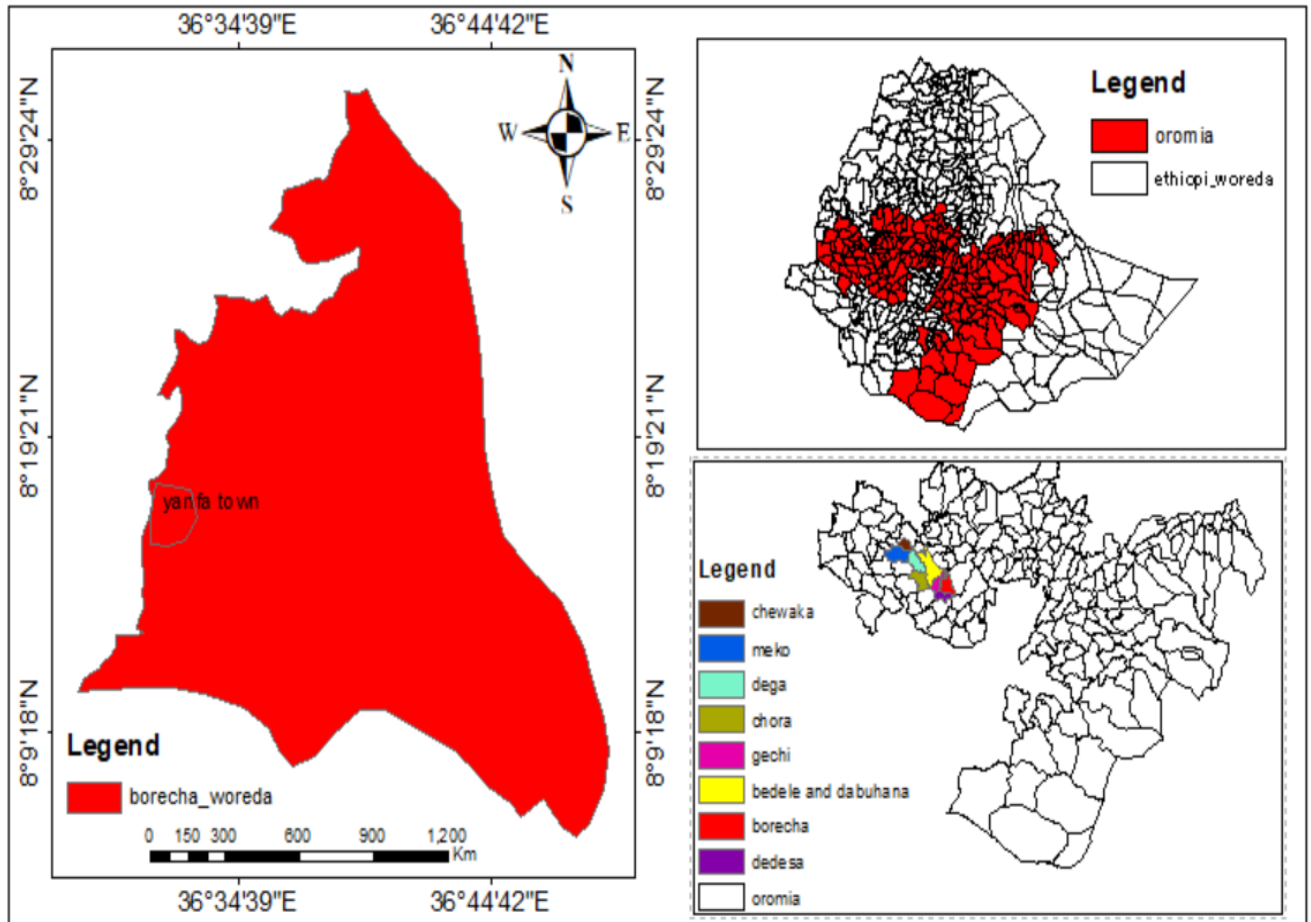
3.1. Description of the Study Area

Yanfa is the town of Borecha wereda. Borecha is one of the 10 weredas in Bunno Bedele zone of Oromia Regional state. It is located 575 km away from Addis Ababa to the Southwest. The astronomical location of Borecha wereda is 8°9'-8°33'N and 36°33'-36°45'E. It is bordered by East Wollega in the north, Jimma zone in the east, Didessa wereda in the south and by Gechi wereda in the west and northwest (Borecha wereda Administrative Office, 2007).

Demographically, the total population of this wereda according to office of vital events registration in 2017 was 104,712, of whom 56,350 were men and 48,362 were women. The total population of Yanfa town was 8692, from this, 5581 were male and 3111 were female. The majorities (95%) of the inhabitants are Muslims, and only 5% of them are Christians. Based on data obtained from wereda's rural land management office the total area of the wereda is 1064.9 sq km and which has different climatic zones such as dega (5%), woinadega (66%) and kolla (29%).

The basic livelihoods of the wereda are agriculture, trade and government employees. Agriculture is source of income and employment. Food crops like teff, maize, barely and sorghum are widely cultivated. Cash crops of the wereda are coffee and ground nut.

Figure 2: Map of the study area



3.2. Research Design and Approach

To achieve the intended objectives and to answer the basic questions of the study, descriptive research design was used. It was proved in earlier research studies that, this approach is economical in obtaining information from wider areas and large population, time efficient and inferences could be easily drawn. The study was also used both primary and secondary data as a source of information. This research design is selected based on the nature and type of data; because the study was tried to assess or describe the existing good governance challenges in water service supply on the basis of five good governance indicators.

The study was used a combination of both qualitative and quantitative approach (mixed) approach in order to achieve the intended objectives and to collect extensive data from qualitative and quantitative data sources. Qualitative research helps to undertake in-depth study

through exploring attitude, behaviors and experience by using such methods or data collection instruments as key informant, and focus group discussion. The qualitative approach 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 status of good governance and its challenges in water service supply in the study area. On the other hand, quantitative approach is the systematic and scientific investigation of quantitative properties and phenomena and their relationships. It generates statistics and presents findings in numeral form. Hence, the mixed approach was used in this study to describe the challenges of good governance in water service supply in Yanfa town and to assess the respondent's opinions, experience, perceptions and feelings.

3.3. Types and Sources of Data

In order to generate relevant data for this study, the researcher was used both primary and secondary data. Thus, the data were gathered from both sources of primary data and sources of secondary data. The primary sources of data for this study were collected from the households of the town, workers of water, mineral and energy office, municipality office workers and water committees through questionnaire, semi-structured interviews, FGDs and field observation. Secondary data were obtained from published and unpublished materials such as books, internets, documents, journals, articles, manuals and reports.

3.4. Sampling Technique and Sample Size

The study was undertaken in Oromia region, Buno Bedele Zone, Yanfa town. The town is highly vulnerable to the shortages of water supply and there is no research conducted in the area on the challenges of good governance in water supply.

Sampling is required because it is difficult to collect data from the entire population. According to Wallace (2006) one could face financial, administration and time constraint to deal with the whole population. Yanfa town has only one kebele and three villages. Across all villages there are identical problems of water service supply. Therefore, the researcher was decided to select sample respondents from the study population to determine sample size. Hence, in order to obtain sample respondents for this study, probability and non-probability sampling techniques were employed. These techniques are a simple random sampling and purposive sampling techniques respectively.

From probability sampling, simple random sampling was used to select representative sample from households of the town for survey questions and from non-probability sampling, purposive sampling technique was used to select sample from household heads who are not members of survey respondents, workers of water, mineral and energy office, municipality office and water committees for interview and FGD.

Participants of the study were the households of the town, workers of water, mineral and energy office, municipality office officials and water committees. These groups of respondents was selected for an interview, questionnaire and focus group discussion because it is believed that they are very close to the issue and know the day to day practices and challenges of good governance in water supply in the study area.

Sample size refers to the number of respondents to be selected from the population. The sample size and sampling technique were determined to select the representative sample from the populations under study. In order to have representative sample, the sample size was determined from heads of households by using a formula. To calculate the sample size, the researcher used a simplified formula provided by Yemane (1967) to determine the required sample size at 95% confidence level, and level of precision or acceptable margin of error=5%. This determination was made to reconcile manageability with representativeness. In Yanfa town there are about 1500 household heads. The sample was drawn from these given households. Therefore, the target population, N= 1500, level of precision or the standard error, e= 5%=0.05, at 95% confidence. To determine sample size the formula is;

$$n = \frac{N}{1 + N(e)^2}$$

Where n= the desired sample size

N= Population size (equal to 1500)

e= the level of precision or acceptable margin of error (equal to 5% or 0.05)

$$n = \frac{1500}{1+1500(0.05)^2} = \frac{1500}{1+1500(0.0025)} = \frac{1500}{1+3.75} = \frac{1500}{4.75} = 316$$

Therefore, by using simple random sampling techniques the researcher was decided to take 316 sample households of Yanfa town for survey questions. By using purposive sampling the

researcher was selected a total of 4 FGD participants from household heads who are not members of survey respondents, 2 key informants and 4 FGD participants from water, mineral and energy office, 2 key informants from municipality office and 2 key informants and 4 FGD participants from water committees. So, 334 total respondents were selected using simple random and purposive sampling techniques.

3.5. Methods and Tools of Data Collection

The researcher was used the following methods and instruments of data collection in this study:

3.5.1. Questionnaire

The first method of data collection instrument employed in this study is the questionnaire. Such data collection instrument was developed to assess the respondent's perception, feelings and experience about challenges of good governance in water supply in the study area. The questionnaire was constituted close-ended and open-ended questions and constructed to gather data from the respondents. The questions were first tested by pilot testing using eight respondents who are not members of the sample respondents. The questionnaires then refined and finalized based on inputs from the pilot survey, which were administered to the sample members of the respondents. Completed questionnaire was checked for error. Then, the questionnaires were distributed to 316 sample respondents of households. Moreover, the questionnaire was first prepared in English and then directly translated into local language (Afan Oromo) and the collected data was translated back into English to maintain the consistency.

3.5.2. Interview

The interview was the other important data gathering instrument in this study. In this study semi-structured interview was prepared to the purposively selected key informants. Semi-structured interviews are flexible in process, allowing the interviewee's to express own perception to be explored (Bryman, 2004). Thus, the researcher was used semi-structured interview to obtain the relevant information from key informants concerning the challenges of good governance in water service supply in the town.

Therefore, an interview was conducted with public officials and water committee members. They were selected using purposive sampling techniques from municipality office, water and mine energy office and from the members of water committees of Yanfa town. These groups of

participants were selected because of more information can possibly obtained from them due to their position and participation in the core activities related to water supply. For this study, two (2) key informants from municipality office, two (2) from water, mineral and energy office and two (2) from water committees were purposively selected. Therefore, in this study the researcher was used six (6) purposively selected key informants who have knowledge on challenges of good governance in water supply in the town. Audio recording and note taking were used to record the data acquired from the respondents by consenting them.

3.5.3. Focus Group Discussion (FGD)

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 was used to gather specific information from respondents concerning the challenges of good governance in water service supply in Yanfa town.

Members for focus group discussion were selected by using purposive sampling technique from households of the town who are service recipients, water, mineral and energy office and water committees. In this study, three FGD group were organized and discussion was conducted with four (4) household heads, four (4) water, mineral and energy office members and four (4) water committees in order to get deep information on the challenges of good governance in water service supply. Therefore, a total of 12 respondents were purposively selected for FGDs. During FGDs the researcher was facilitated various activities and recorded the discussion of the participants by consenting the groups to analyze the data.

3.5.4. Observation

To get first hand, authentic or real data, observation is very important and another major method of data gathering instrument. This instrument of data collection was used because it is important to crosscheck the data and information that gathered through the above three methods. Thus, the

researcher was employed non-participant observation to gather first-hand information from the community about water service supply situation in the study area. Additionally, photographs were taken to show current status of the problem.

Table 1: Summarized form of data collection tools:

No.	Participants of study	Total number of participants	Data collection methods and number of participants			Sampling techniques
			Questionnaire	Interview	FGD	
1	Households heads	320	316		4	Simple random and purposive
2	Water and mine energy officials	6		2	4	Purposive
3	Municipality officials	2		2		Purposive
4	Water committees	6		2	4	Purposive
Total		334	316	6	12	

Source: Author, 2021

3.6. Method of Data Analysis

This study was involved both qualitative and quantitative data analysis techniques. Quantitative data collected through questionnaires were reorganized in to five main categories based on five main good governance indicators used in the study and analyzed descriptively. This is because the proposed study needs the collection of statistical (numerical) data, frequencies and percentages to analyze the categorical data. Information obtained from FGD, interviews of key officials, water committee members and observation were supported the analysis of data collected directly from service users or households. The qualitative data gathered through the above mentioned tools of data collection were organized and analyzed qualitatively and presented through description, narration and interpretation. The quantitative data were organized and analyzed into simple statistics such as table, frequency and percentage. The analysis and results was interpreted and presented based on the objectives of the study.

CHAPTER FOUR

4. RESULTS AND DISCUSSION

Introduction

This chapter deals with presentation, analysis and discussion of the data. From the 316 total questionnaires distributed to the respondents, all of the questionnaires were filled and returned properly. Accordingly, presentation, analysis and interpretation were made to achieve the objective of the study. Descriptive methods of analysis like table, frequencies and percentages were mainly used in the study to analyze data obtained from the survey. Data were obtained mainly from questionnaire, key informant interview and focus group discussion.

Generally, the chapter presents the results of the study on assessment of the challenges of good governance in public service provision; the case of water supply in Yanfa town, Buno Bedele zone of Oromia regional state. The analysis began with a description of the demographic profile of the sampled households. Examining the status and challenges of good governance in water service supply and the measures taken to improve the status of good governance in water service supply were the bases for the analysis of the obtained data for the study.

4.1. Socio-Demographic Background of the Respondents

In this section the demographic profiles of the respondents were analyzed under the dimensions of sex, age, educational level and marital status by using frequencies and percentages. The demographic characteristics of the respondents are presented in the table below as follows.

Table1: General Information of Respondents

Items	Option	Frequency	Percentage
Gender	Male	230	73%
	Female	86	27%
	Total	316	100%
Age	18-30	97	31%
	31-45	156	49%
	46-60	43	14%
	61 and above	20	6%
	Total	316	100%

Educational status	Illiterate	83	26%
	Primary School 1-4	80	25%
	Primary School 5-8	67	21%
	Secondary School 9-12	31	10%
	Certificate or diploma	34	11%
	BA/BSC and above	21	7%
	Total	316	100%
Marital status	Single	19	6%
	Married	249	79%
	Separated	9	3%
	Divorced	23	7%
	Widowed	16	5%
	Total	316	100%

Source: Own Survey (2021)

The above table shows that out of 316 total household respondents 230(73%) of them were males whereas 86(27%) of the respondents were female. This reveals that among the sample respondents of the study majority of them were male headed households and the few of them were female headed households.

Concerning the age structure of the respondents, 97(31%) of them were aged between 18-30, about 156(49%) of the respondents were in the age of 31-45, and around 43(14%) were in the age of 46-60, whereas, the remaining 20(6%) respondents were aged 61 and above. Majority of the respondents were aged 31-45. This shows that majority of them were well experienced and matured to give necessary data concerning the challenges of good governance in public service provision in the case of water supply.

Besides, the above table clearly indicates the educational background of the respondents. Accordingly, 83(26%) of the respondents were illiterate, 80(25%) of them were attained primary school 1-4 and 67(21%) were attained 5-8. About 31(10%) of the respondents were completed high school grade 9-12, 34(11%) of them were certificate/diploma holders and the remaining 21(7%) were degree holders and above.

As also the above table reflects the marital status of the respondents, 29(6%) of them were single, 249(79%) were married, 9(3%) were separated from partners, 23(7%) were divorced and the rest 16(5%) were widowed. This indicates that majority of the respondents were married households.

4.2. Status of good governance in water service supply in Yanfa town

This part of the study presents the status of good governance in water service supply on the basis of perception of the sampled respondents on the five principles of good governance in water service supply in Yanfa town.

4.2.1. Accountability in water service supply

Accountability is one of the core elements of good governance frequently used as indicator in governance measurement. Accountability is about answerability of organizations and servants for their action and decisions. The indicators of accountability in the context of this study include performance of the officials, mechanisms of fulfilling duties in compliance with rules and regulation and measures taken in Yanfa town water service supply. Questions related to accountability in water service supply were provided to household respondents and their responses are provided in the following table.

Table 2: Accountability in water service supply

Questions of Accountability	Category	Frequency	Percentage
1. Public officials of Yanfa town perform their duties diligently without seeking bribes?	Strongly agree	29	9%
	Agree	72	23%
	Neutral	35	11%
	Disagree	139	44%
	Strongly disagree	41	13%
	Total	316	100%
2. Do water service providers of Yanfa town are accountable to the service users?	Yes	85	27%
	No	231	73%
	Total	316	100%
3. How often officials are acting in compliance with rules and regulations in water service	Always	21	7%
	Usually	53	17%

supply in Yanfa town?	Sometimes	118	37%
	Rarely	124	39%
	Total	316	100%
4. Do Yanfa town public officials create awareness about rules and regulation in water service provision?	Yes	102	32%
	No	214	68%
	Total	316	100%

Source: Own survey, (2021)

As indicated in the above table out of the total 316 sampled households respondents 29(9%) replied as they strongly agree on idea that officials of Yanfa town perform their duties diligently and honestly without seeking bribes and 72(23%) of them also agreed on this idea, about 35(11%) respondents were replied neutral to this statement, while significant portion of the respondents 139(44%) were disagreed and 41(13%) respondents were strongly disagreed to the same statement. This result suggested that Yanfa town public officials are not honest and do not fulfilling their duties properly as the community expected.

With regard to the operational question which tries to assess whether officials of Yanfa town water service providing offices are answerable to service users, only 85(27%) respondents chose yes while majority of the respondents 231(73%) responded no. This result reflects that Yanfa town water service provider bodies are not answerable to the community and not asked for their failure to provide enough water service in the town.

Besides, the households were also asked the question that how often public officials acting in compliance with rules and regulations in water service provision. Accordingly, 21(7%) respondents replied that public officials always acting in compliance with rules and regulations in Yanfa town, 53(17%) respondents responded usually, 118(37%) said sometimes, and 124(39%) respondents replied that officials are rarely acting in compliance with rules and regulations of water service supply. This shows that the public officials do not acting in compliance with rules and regulations of water service provision in Yanfa town.

Concerning with the responsibilities of creating awareness on rules and regulations of water service provision to residents, on the basis of which officials will be held accountable, it was

disclosed by 102(32%) of the respondents that public officials of water, mineral and energy office are doing their best to raise awareness regarding the utilization of water service while majority of the respondents 214(68%) stated that they have never seen officials exerting efforts to raise awareness. This indicates that the public officials in Yanfa town do not create awareness about rules and regulations in water service provision. 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 community in the study area cannot easily to get access to water laws, rules and regulation.

In supporting this idea focus group participants of household heads stated that:

Yanfa town public officials and water committees don't let us to know the rules and regulations in water service provision and utilization. We don't know what officials of water, mineral and energy are doing and most of the time we question that what is the purpose of the office unless it provide us water service. It could be the case that if we know the rules, we could question them. Besides, we don't believe that the water office workers both at villages and town know the rules.

The above focus group discussion indicates that Yanfa town public officials did not discharging their responsibilities in creating awareness about the rules and in providing water service to the residents. Eventually, it can be stated from the finding above that the households in the study area are not consulted to have awareness on the rules of water service provision and utilization. Similarly, Samsudin (2011) found low public awareness coupled by low consultation as hindrance for promoting good governance in developing countries.

4.2.2. Transparency in water service supply

Transparency mainly focused on the accessibility and the level of information disclosure to the public in decision-making and in the provision of goods and services. Transparency allows people to gather information critical to reveal abuses and defend their interests, to take advantage of opportunity, access services, exercise their rights. Transparency of water service provision is measured in terms of information flow from water supply agencies to service recipient and vice versa. 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. The indicators of transparency in this context include the mechanisms of flow of information, openness in decision-making process and reporting systems. Thus households' attitude towards the status of transparency in water service supply in Yanfa town is provided in the following table.

Table 3: Transparency in water service supply

Questions of Transparency	Category	Frequency	Percentage
1. Is there reporting mechanism when hand pumps are broken or water services are interrupted in the town?	Yes	127	40%
	No	189	60%
	Total	316	100%
2. If your answer for question 1 is 'yes' what is the mechanism(s)?			
3. How frequently the service provider bodies timely inform you whenever changes are made in water supply system in the town?	Always	18	6%
	Usually	32	10%
	Sometimes	53	17%
	Rarely	213	67%
	Total	316	100%
4. The decision making process on water service supply is made in a clear way in Yanfa town.	Strongly agree	22	7%
	Agree	37	12%
	Neutral	20	6%
	Disagree	164	52%
	Strongly disagree	73	23%
	Total	316	100%
5. How many times the water, mineral and energy office reports its performance to the public within a year?	Once in a year	82	26%
	Two times in a year	73	23%
	Three times in a year	10	3%
	Four times in a year	34	11%
	No reporting mechanisms at all	117	37%
	Total	316	100%
6. Do the service users have the chance to review the budget of water service provider institutions in the town?	Yes	35	11%
	No	281	89%
	Total	316	100%

7. Do you know about the future plan for water service provision in the town?	Yes	124	39%
	No	192	61%
	Total	316	100%
8. If your answer to question 7 is ‘yes’, what is the plan? Specify			

Source: (Own Survey, 2021)

As the above table demonstrates, respondents were asked whether the office has established mechanism for reporting complaints regarding water service provision. Accordingly, 127(40%) of them agreed that the office already has mechanism of reporting for residents while the rest 198(60%) do not agree on the existence of reporting mechanism and readiness of the office to entertain complains from the residents of the town. This shows that majority of the respondents did not know the existence of reporting mechanism when hand pumps are broken or water services are interrupted in the town.

In addition, for open ended question the respondents were asked to express their idea on the existing reporting mechanism if they agreed on the existence of the mechanism; majority of the respondents argued that it is reported through water committees of the area and the committees in turn reports to the concerned bodies.

In relation to this, focus group discussion participants from water committees confirmed that:

Even if there is a reporting mechanism when water hand pumps are broken or water services are interrupted in Yanfa town, most of the people did not know the existence of the mechanism. The mechanism that community of Yanfa town used to report water service related problems is through water committees of the area and the committees in turn reports it for the concerned bodies.

As depicted in the above table, respondents were asked to rate the extent to which the service providers are transparent in providing information about water service provision in Yanfa town. Accordingly, 18(6%) of the respondents replied that service providers always inform to the residents whenever changes are made in water supply system in the town, 32(10%) of them stated that service providers usually provides information when there is a change and 53(17%) of them replied that they are informed only sometimes, while majority of the respondents 213(67%)

were responded as they were informed rarely. This indicates that service providers did not provide information transparently to service users whenever changes are made in water service supply system in the town.

With regard to openness of the decision making process of the town in water service supply, 22(7%) of the respondents strongly agreed that they are well aware of decisions on the supply of water in Yanfa town and 37(12%) of them also replied agree on this statement, while majority of the respondents 164(52%) disagreed and 73(23%) strongly disagreed that decision making process on water service supply is not clearly communicated to them. Yet, 20(6%) of the households replied neutral for an unknown reason. This result reflects that the decision making processes in water service provision are not made in a clear way in the town and decisions are not communicated on time to the residents.

In line with this FGD participants of water, mineral and energy office of the town stated that:

To speak the reality, there are attempts to inform the people regarding the decisions on water service supply. Such attempts are done orally and through call to lower structures and during meeting and religious gathering. However, this does not mean that there are no problems. The distributions process on water service is difficult due to the absence of piped water supply. As a result, there are contradictions and disputes over the use and distributions of water.

In addition, FGD participants of water committees, too, confirmed that:

According to our observation, one of the difficulties in ensuring transparent decision-making process about distribution of water particularly at mender level is mainly due to the absence of clear powers and functions in the decision making process of water service provision in Yanfa town. This, in turn, has been making the decision-making process difficult and many of the people get confused on whom to ask and where to take any of their cases in relation to the issue of water.

As observed from the above table, respondents were also asked the operational question that how many times the Yanfa town water, mineral and energy office reports its performance in water service supply to the people within a year. In relation to this 82(26%) of respondents replied that

the office presents its reports only once in a year, 73(23%), 10(3%), 34(11%) and 117(37%) are replied two times in a year, three times in a year, four times in a year, and no reporting mechanisms at all respectively. This implies that the water, mineral and energy office of Yanfa town did not report its annual performance to majority of the dwellers.

As the chance of reviewing the budget of water service provider institutions is concerned, the significant portion of the respondents 281(89%) have not got the opportunity to review the budget of the service provider institutions in the town and only a few of them 35(11%) have the chance to review budget report of the institutions. This result shows that the budget of water service provider institutions is not accessible or open to majority of the residents.

As displayed in the above table, respondents were also asked whether they are aware of the future plan for water service provision in the town. Accordingly, 124(39%) of respondents are well aware of the future plan of water service provision in the town while 192(61%) of them don't know about the plan. This indicates that majority of the residents are not informed about the future plan of water service provision in the town. With regard to the future plan, majority of the respondents who are aware of the future plan stated that the town is planned to reconstruct another pipeline water project.

4.2.3. Responsiveness in water service supply

Responsiveness was assessed based on how the service providers are responsive to the demand of the citizens periodically based on the duration that the customer would have waited to get service from the town administration. It is about giving a quick and appropriate response to the questions and complaints of the people. Responsiveness in the context of this study is refers to the degree to which water service providing agencies take actions to solve the problems of the service users and to satisfy their demand. This include exerting efforts to address water service supply related questions and grievances and maintenance problems in terms of timeliness and quality of response.

Table 4: Responsiveness in water service supply

Questions of Responsiveness	Category	Frequency	Percentage
1. Yanfa town water, mineral and energy office timely respond to the questions and complaints of the dwellers.	Strongly agree	13	4%
	Agree	19	6%
	Neutral	22	7%
	Disagree	138	44%
	Strongly disagree	124	39%
	Total	316	100%
2. How long will it take to fix a broken water pump in the town?	Less than one week	9	3%
	One week	16	5%
	More than a week	62	20%
	One month	98	31%
	More than one month	102	32%
	No attention at all	29	9%
	Total	316	100%

Source: (Own Survey, 2021)

As the above table demonstrates the first statement presented to the respondents was related to the office's timely and appropriate responses to their questions and complaints'. And, it was found that 13(4%) of respondents replied strongly agree and 19(6%) replied agree on the idea that Yanfa town water, mineral and energy office timely respond to the questions and complaints of the dwellers, while high number of the respondents 138(44%) and 124(39%) replied disagree and strongly disagree respectively. But, the remaining 22(7%) replied neutral. This result displays that Yanfa town water, mineral and energy office do not give timely and appropriate responses to the questions and complaints of the residents.

Moreover, the respondents were asked to respond the time duration to fix broken water hand pump in Yanfa town. Accordingly, 9(3%) of the respondents replied that a broken hand pump can be repaired in a period of less than one week in the town, while 16(5%), 62(20%), 98(31%) and 102(32%) of them replied that it takes one week, more than one week, one month, and more than one month to fix the broken hand pump in the town respectively. The rest 29(9%)

respondents believed that the water service providers do not give attention to fix the broken hand pumps in the town. This implies that in most cases the service providers do not maintain the broken water pumps within a time and they lag behind to give a quick response.

4.2.4. Participation in water service supply

Participation is one of the key elements of good governance. It is the extent to which actors or stakeholders are involved in decision making process as well as implementation of the decision. Engagement of all stakeholders in planning, implementation, monitoring and evaluation of development activities is important in ensuring good governance. Participation in the context of this study is about the involvement of community members and other stakeholders in water service provision processes, participation and consultation in decision making process and the level of collaboration and coordination with water management institutions.

Table 5: Participation in water service supply

Questions of Participation	Category	Frequency	Percentage
1. Do public officials of Yanfa town encourage citizen's participation in the decision-making process of water service provision in the town?	Yes	78	25%
	No	238	75%
	Total	316	100%
2. If your answer is 'No', for question 1, what do you think the reason?	The framework for participation is not practical	72	30%
	The society/service users are not ready to participate	42	18%
	No favorable conditions on the part of the institution	93	39%
	Officials of the town disfavor customers' participation	31	13%
	Others (specify)	-	-
	Total	238	100%
3. Is there participation and coordination of stakeholders in water service provision?	Yes	22	7%
	No	294	93%
	Total	316	100%

4. Do water service providers of Yanfa town prepare community forum in order to enable the community to discuss on issues that mater them?	Yes	54	17%
	No	262	83%
	Total	316	100%

Source: Own Survey (2021)

As the above table indicated, 78(25%) of the respondents replied that officials of Yanfa town encourage citizen’s participation in the decision-making process of water service provision in the town while 238 (75%) of them argued that the officials did not encourage citizen’s participation in the process. Majority of the respondents replied as officials of the town did not encourage them to participate in the decision making process of water service provision in the town. This shows that officials of the town did not use their capacity to initiate the people in development activities. As observed from the above result, the first main reason for the problem is absence of favorable condition that enables the people for participation in town. And the second reason is that the framework for participation is not practical in the town.

As the above table demonstrates, the respondents were also requested to judge whether participation and coordination of stakeholders in water service supply is exist or not. Based on their responses 22(7%) of them argued that there is participation and coordination of stakeholders while majority of the respondents 294(93%) replied as there is no participation and coordination of stakeholders in water service supply. This result reflects that there was no participation and coordination of stakeholders in water service supply to solve the problem in the town. In relation to this, International Water Association (IWA 2004) stated that “access to good, safe and reliable drinking water is one of the most basic needs of human society and as such requires integrated approach, close cooperation and partnership between all stake holders”.

A question whether community forum was prepared by the water providers in order to enable the community to discuss on issues that concerned them were presented to service user respondents and their responses’ were yes 54(17%) and no 262(83%). This clearly pointed out that water providers of Yanfa town did not provide the relevant community forums that enable the community to discuss on the issues which concerned them.

4.2.5. Efficiency and effectiveness in water service supply

Effectiveness and efficiency are one of the core elements of good governance frequently used as indicators in governance measurement. Efficiency and effectiveness are the quality of administrating water resources and making the best use of it to meet users' service needs without wastage. The indicators of efficiency and effectiveness in the context of this study include customer satisfaction; mechanisms of fairness and equal distribution of water, sources and accessibility of water. The following table shows these questions with their responses.

Table 6: Efficiency and effectiveness in water service supply

Efficiency and effectiveness questions	Category	Frequency	Percentage
1. Is the provision of drinking water is sufficient and equally distributed for all dwellers in Yanfa town?	Yes	-	-
	No	316	100%
	Total	316	100%
2. How much the residents are satisfied with the water service provision process in the town?	Highly satisfied	-	-
	Satisfied	12	4%
	Partially satisfied	26	8%
	Dissatisfied	208	66%
	Highly dissatisfied	70	22%
	Total	316	100%
3. Rate the efficiency of water service provider institutions in your town.	Very poor	151	48%
	Poor	129	41%
	Good	36	11
	Very good	-	-
	Perfect	-	-
	Total	316	100%
4. How would you rate the degree of confidence (trust) you have in your water service providers?	Very low	124	39%
	Low	170	54%
	Medium	22	7%
	High	-	-
	Very high	-	-
	Total	316	100%

5. What is the major source of water for your domestic chores?	From water vendor	93	29.5%
	Borehole with hand pumps	97	31%
	Well	68	21.5%
	Spring	25	8%
	Rainfall	23	7%
	River	10	3%
	Others (specify)	-	-
	Total	316	100%
6. Averagely, how many days per week can you get an access to the supply of water?	One-two days	218	69%
	Three- four days	91	29%
	Five-six days	7	2%
	Daily	-	-
	Total	316	100%
7. Approximately, how long you can go in order to get access to water service supply?	200- 400m	43	14%
	500-700m	71	22%
	800-1km	88	28%
	More than 1km	114	36%
	Total	316	100%

Source: Own Survey (2021)

As the above table displays, respondents were requested to replay whether provision of drinking water is sufficient and equally distributed to all residents in the town or not. Accordingly, all of the respondents 316(100%) replied that the supply of drinking water is insufficient and not equally distributed to all dwellers of the town. This implies that there is a strong problem in fair provision of drinking water in Yanfa town.

The above table also presents the level of satisfaction or dissatisfaction to the water service provision process of the town. According to the data no one was highly satisfied, 12 (6%) and 26 (8%) of the respondents were replied satisfied and partially satisfied on the water service provision of the town respectively, and 208 (66%), and 70 (22%) of the respondents replied

dissatisfied and highly dissatisfied respectively. From this result it is possible to conclude that almost all of the residents are not satisfied with the current water service provision of the town.

The efficiency of water service provider institutions were rated very poor by 151(48%) of the service user respondents, 129(41%) of the respondents said poor and 36(11%) of them rated it good. From the results observed, it can be said that more of the respondents rated the efficiency of water service provider institutions very poor.

The respondents were asked to rate the degree of trust or confidence that service users had on the water service provider institutions. Those respondents replied low accounts 170(54%), those said very low and medium accounted 124(39%) and 22(7%). From the result it can be possible to conclude that majority of the residents have low trust or confidence in water service provider institutions.

As the major sources of water in the study area is concerned, about 93(29.5%) of the households depend on water vendors who sells 20 liters of water by 10 birr during summer and up to 25 birr during winter, 97(31%) of them get water service for day to day activities by fetching from hand pumps, for about 68(21.5%) of the respondents well is their major source of water, 25(8%) of them use spring water as a major source, 23(7%) of the respondents replied as rainfall collection is the major source of water in the study area especially during rainy seasons and the rest 10(3%) of them use river water as a major source of water for food preparation and washing purposes. This indicates that most of the households in the study area are dependent on hand pumps and water vendors. The water vendors themselves fetch the water either from hand pumps or springs. But during winter season of Ethiopia most of the sources of water like hand pumps and wells are drying due to heat and high number of users. During this time, the people search other alternatives like springs and rivers that found in very difficult areas and far away from the town. This implies that the town is not efficient and effective in providing water service to the residents.

Figure 3: Major sources of water in Yanfa town



Sources: Field Survey and water, mineral and energy office (2021)

Also according to the above table respondents were asked regarding access to water service per week in the town, 218(69%) of the respondents responded as they get access to water service from one-two days, 91(29%) of them argued as they get three-four days and only 7(2%) replied five-six days per week. This result shows that majority of the households get access to water 1-2 days per week. Based on observation and experience of the researcher those individuals who have the capacity to fetch by moving at distance and waiting for a long period of time can get more access to water than others while those who do not have the capacity to move long and wait for a long period of time cannot get more access to water. Similarly, it is difficult to go and bring water more than one time due to distance and shortage of water in the study area.

Furthermore, respondents were asked the distance they move to get access to water service. Accordingly, 43(14%) of the respondents answered that as they going 200-400m, 71(22%), 88(28) and 114(36%) of them replied the distance 500m-700m, 800m-1km and more than 1km respectively. This result reflects that significant portion of the respondents going more than 1km distance. These all results indicate that the inefficiency and ineffectiveness of the town in providing water service supply to the residents.

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

4.3. Challenges of good governance in water service supply in Yanfa town.

This part is another objective of the study which tries to discuss challenges of good governance in water service supply in Yanfa town. The respondents' perception on the challenges of good governance in water service provision was analyzed by tables as follows.

4.3.1. Accountability in water service supply

Table 7: Challenges of accountability in water service supply

Questions of accountability	Category	Frequency	Percentage
1. Are there problems of good governance in discharging responsibilities of water service supply in Yanfa town?	Yes, there is a problem	316	100%
	No, there is no problem	-	-
	Total	316	100%
2. If your answer is 'yes', for question 1, what factors mainly contribute to the problems in discharging responsibilities of water service supply?	Corrupted behavior of officials in the town	35	11%
	Scarcity of water in the town	132	42%
	Population growth in the town	149	47%
	Others (Specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As in the above table data, all 316(100%) of the respondents were agreed on the existence of good governance problems in discharging responsibilities of water service provision in Yanfa town. The above survey result implies that the town is highly affected by shortage of water service supply.

In relation to this an interview conducted with Ato Jihad Defar (Yanfa town municipality office head) stated that:

Of course, there are problems of water service supply in the town. The most important problems include absence of adequate investigation of water source in the town, corruption, unsustainability of the existing sources, high population growth and high rural-urban migration. These problems in turn aggravated the dissatisfaction of the residents on water service supply of the town. Water service provision capacity has

remained the same while the number of population demanding the service is ever growing.

Additionally, interview conducted with Jafer Mecha (water, mineral and energy office head of Borecha Wereda) confirmed that:

There are problems with water service provision in Yanfa town. A shortage of water supply has been highly increased since thirteen years in the town because of high level of rural-urban migration and population growth. It is the regional government who has the power to build great projects like pipelines water and the wereda did not have the budget that enables to provide such service to the town. Therefore, the imbalance between water service supply capacity and number of service users is the great problem among others in the town.

As also we can see from the above table, respondents were asked to identify the major factors contributing to problems in discharging responsibilities of water service supply, 35(11%) of the respondents underlined corrupted behavior of officials while 132(42%) of them attributed it to scarcity of water in the town, whereas 149(47%) of the respondents related the problem with population growth in the town. It can be possible to say from this result that population growth and scarcity of water in the town can be mentioned as the first and second major contributing factors behind problems of good governance in discharging responsibilities of water service supply by service providers.

In relation to this an interview conducted with members of water committees of Yanfa town stated that:

High rate of population growth, scarcity and unsustainability of the available water sources in the town are the major factors that contribute to the problems of water service supply and distribution in the town. Furthermore, technical problems were also hindered effective provision of water service to residents.

In addition, an interview conducted with Nasir Mohammed (municipality office worker) stated that:

The water service provision problems in Yanfa town are associated mainly with absence of adequate investigation for water source to build pipeline water supply, technical problems in mobilizing the existing resources and lack of support from non-governmental organizations.

In similar manner, FGD participants of water, mineral and energy office assured that:

The factors contributing to the problems of water service supply in the town are population growth since majority of the community are Muslims in religion, absence of pipelines water service, lack of interest from different actors to participate and rural-urban migration. These problems in turn lead to shortage of water in the town.

4.3.2. Transparency in water service supply

Table 8: Challenges of transparency in water service supply

Question of transparency	Category	Frequency	Percentage
1. Why Yanfa town water, mineral and energy office is unable to provide information related to the decisions of water service provision transparently to all people in the town?	Absence of reporting mechanisms	84	26.5%
	Fear of pressure from the community	129	41%
	Carelessness of the officials	103	32.5%
	Others (Specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As the above table indicates respondents were asked operational question that ‘why Yanfa town water, mineral and energy office is unable to provide information related to the decisions of water service provision transparently to all people in the town?’, 84(26.5%) of the respondents replied that it is due to the absence of reporting mechanisms, 129(41%) of them responded that it is because of fear of pressure that comes from the community and the rest 103(32.5%) attributed the reason for the problem to carelessness of public officials in the office. This result indicates that the office is unable to provide information related to the decisions of water service provision transparently to all people due to the fear of pressure/challenge comes from the community.

4.3.3. Responsiveness in water service supply

Table 9: Challenges of responsiveness in water service supply

Questions of responsiveness	Category	Frequency	Percentage
1. Which one of the following explains the causes of water supply problem in Yanfa town?	Scarcity of water at source	87	27.5%
	Absence of pipelines water supply	99	31.5%
	Absence of appropriate investigation of water source	103	32.5%
	Technical problem	27	8.5%
	Other (specify)	-	-
	Total	316	100%
2. Why Yanfa town administration water, mineral and energy office is not able to overcome the water supply problems?	Lack of budget	113	36%
	Less attention of concerned bodies	110	35%
	Insufficiency of municipality office support	32	10%
	Low participation of NGOs and people	61	19%
	Other (specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

With respect to the cause that explain water service supply problem in Yanfa town, about 103(32.5%) of the respondents attribute the main cause that explain problem of water service supply in the town to absence of appropriate investigation of water source, about 87(27.5%) perceived scarcity of water at the source as a cause of the problem and 99(31.5%) of them associated the problem with absence of pipelines water supply in the town. Only 27(8.5%) of the respondents replying as technical problem is the cause for the problem. According to majority principle the causes of water supply problems are mainly happened as a result of absence of appropriate investigation of the water source and absence of pipelines water supply in the town.

An interview conducted with water and mines energy office head Jafer Mecha suggested that:

Attempts made to provide pipeline water supply in the town was affected by absence of adequate investigation of water source nearest to the town, low quality of pipes due to corruption and design problem. This in turn makes the supply of water difficult and the community was forced to use other alternative sources of water which are not sustainable. These also lead to unfair distribution of water in the town. As a result, there are shortages of water supply service in the town.

Respondents were also asked the operational question that ‘why Yanfa town administration water, mineral and energy office is not able to overcome the water supply problems.’ In line with the respondents observation, the water service provision problem in the town has not been resolved for many years and 113(36%) of them pointed lack of budget as an obstacle while 110(35%) claimed less attention of concerned bodies as a challenge. About 61(19%) and 32(10%) of the respondents mentioned low participation of NGOs and people and the insufficient attention given to the problem by the municipal authority as an impediment to solve the problem respectively. This manifests that lack of budget is taken as a reason that hinder the town to solve water service provision problems.

An interview conducted with Bikila Ayana (member of water and mine energy office staff) stated that:

The main obstacles to overcome water supply problems in the town are lack of budget, design problems, weak participation and coordination of concerned bodies and scarcity of human power. As a result resolving water supply problem in the town in the short run has become a very challenging task.

Figure 4: Serviceless reservoirs, pipes and public taps due to design problems



Source: Field Survey (2021)

4.3.4. Participation in water service supply

Table 10: Challenges of participation in water service supply

Questions of participation	Category	Frequency	Percentage
1. Which factor mostly affects the participation and coordination of stakeholders in water service provision in your town?	Lack of encouragement from concerned bodies	97	31%
	Lack of plan for the services	61	19%
	Location of the town or remoteness	43	14%
	Lack of infrastructures like road	115	36%
	Others (specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As indicated in the above table respondents were asked to identify the factor that mostly affects the participation and coordination of stakeholders in water service provision. Accordingly, 97 (31%) of the respondents attributed it to lack of encouragement from concerned bodies, 61(19%) of them replied lack of plan for the service as a reason, 43(14%) responded location or remoteness of the town and 115(36%) of the respondents associated it to lack of other developmental infrastructures like road as a contributed factor. Therefore, majority of the respondents stated that stakeholders' participation and coordination is limited because of lack of developmental infrastructures like road which discourages the flow of investors and other NGOs to the town even if there are also other factors.

In addition, an interview conducted with Jafer Mecha (water, mineral and energy office head), also, confirmed that:

There are several factors that affect the participation and coordination of stakeholders in water service provision in Yanfa town. Of these factors corruption from the regional officials and lack of infrastructures like road and electric power plays the major role by discouraging different investors and organizations to

come to the town even if there are some efforts from the part the government bodies. In addition, there are also weaknesses from the town administration to encourage and attract stakeholders for coordination and participation. This is happened due to lack of adequate discussion and investigation on the issues with stakeholders.

In addition, an interview conducted with Ato Jihad Defar confirmed that:

Participation and coordination of stake holders/actors was affected by factors such as corruption, lack of infrastructures that attracts different actors, and lack of encouragement by the concerned bodies. At the first time, the menschen for menschen was agreed to build pipeline water project, but the regional government said that we have already planned to build the project and we did not need support for time being by assuming their personal benefits.

4.3.5. Efficiency and effectiveness in water service supply

Table 11: Challenges of efficiency and effectiveness in water service supply

Questions of efficiency and effectiveness	Category	Frequency	Percentage
1. What is the reason for the insufficiency and unequal distribution of water in Yanfa town?	Lack of participation and coordination among stakeholders	66	21%
	Absence of piped water supply	147	46.5%
	Lack of attention to the service	92	29%
	Lack of budget	11	3.5%
	Others (specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As the above table shows respondents were asked to identify the reason for insufficiency and unequal distribution of water provision in the town. Accordingly, 66(21%) of the respondents replied that low participation and coordination among stakeholders affect the service provision, 147(46.5%), argued absence of pipeline water supply as a reason, 92(29%) said that it is lack of attention to the service and the remaining 11(3.5%) attributed the reason to the lack of budget.

The above survey clearly implies that the main reason for insufficiency and unequal distribution of water is absence of pipeline water service supply.

In relation to this, the FGD participants of water, mineral and energy office stated that:

The existing water service provision in the town is not sufficient and not equally distributed to all residents. The reasons for the problem are absence of pipelines water supply in the town, lack of budget, lack of discussion with concerned bodies, scarcity of water sources, lack of communication with the community and lack of initiative for facilitating private sectors, NGO s and community based organizations.

In addition, FGD participants from household members confirmed that:

In Yanfa town there is no sufficient and equal provision of water for all dwellers. Through the current way of water provision we never get sufficient and equal amounts of water forever. Because now in this time we are using hand pumps water service which cannot be provided in a place and time someone needs. The reasons for the problem are absence of pipelines water supply and lack of attention to the service by concerned bodies.

In generally, the above data from questionnaire, key informants' interview, FGD and field observation indicates that challenges of good governance in water service provision in Yanfa town are absence of adequate investigation, absence pipelines water supply, shortage of budget, corruption, quality and design problem, unfair distribution of water, lack infrastructures like road and electricity, unsustainability of the existing sources, high population growth, rural-urban migration, less participation and coordination of stakeholders and technical related problems.

Kebede (2015) studied on the urban water supply system in Hosanna town, Ethiopia. The objective of this study was to assess the household water supply problems by using descriptive survey research design. The results showed that the major factors attributed to lower supply of water were, shortage of water provision, high cost of piped water connection, poor coordination and participation of stakeholders, inadequate water supply, unfair distribution of water, lack of capacity, limited budget/fund, limited forecasting strategies, limits of water consumption, rapid population growth, frequent interruption and lack of narrowing gap between communities. It was

concluded that majority of the dwellers preferred to use alternative sources. Yehuala Minwuye (2015) conducted studies on assessing the potable water supply and distribution problems in Rebugebeya town, Ethiopia. In his study, he highlighted that the source of water supply was crucial in affecting the various water requirement experiences of the respondents.

4.4. Possible measures taken to improve good governance with respect to water service supply in the town.

This part of the study presents the measures taken and suggested to be taken to improve problems of good governance with respect to water service supply in Yanfa town.

4.4.1. Practice of accountability in water service supply

Table 12: Practice of accountability in water service supply

Questions of accountability	Category	Frequency	Percentage
1. Is there any measure taken on officials of water service office in Yanfa town?	Yes	13	4%
	No	128	40.5%
	I don't know	175	55.5%
	Total	316	100%
2. Are there mechanisms put in place to ask and forward your suggestions, questions and complaints about your service providers?	Yes	98	31%
	No	218	69%
	Total	316	100%
3. If your answer to question 1 is 'yes', what are the mechanisms?			
4. Which one is the requisite suggestion to ensure accountability in water service provision in Yanfa town?	Training for officials and employees regarding to water service provision	48	15%
	Creating awareness about good governance in water service provision	25	8%
	Efficient/committed leaders is required	101	32%

	Establishing an institutional framework that enables the community to ask officials	142	45%
	Other (specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As the above table displays respondents were asked whether there is any measure taken on officials of water service office or not, 13(4%) of them agreed on the existence of measure taken to ensure accountability, 128(40.5) of respondents replied that there is no measure taken on officials to ensure accountability and the rest 175(55.5%) responded as they didn't know about the measure. The survey of this result shows that majority of the residents didn't know about the existence or non-existence of measure taken on officials of water service office in Yanfa town.

With respect to the existence of mechanisms to ask and forward one's own suggestions/ comments, questions and complaints about service providers in Yanfa town, 98(31%) of the respondents were agreed with the existence of mechanisms of providing suggestion/ comments, question and complaints while 218(69%) of the respondents were disagreed with availability of means of providing suggestions/comments, questions and complaints about service providers. This result witnessed that majority of the respondents didn't known the existence of the mechanisms and it is difficult to easily provide their suggestions, questions, comments and complaints about service providers.

In addition, for open ended questions that respondents were requested to write the existing mechanisms to ask and forward one's own suggestions/comments, questions and complaints about service providers in Yanfa town, the majority of respondents state as they provide through the opportunities of public conferences and a few of them said we provide our suggestions, questions and complaints by a means of petitions.

Furthermore, the respondents were also requested to suggest the possible measurement to be taken in order to ensure accountability in water service provision. Accordingly, 48(15%) replied training for officials and employees as a solution, 25(8%), 101(32%) and 142(45) of the respondents suggested that creating awareness about good governance in water service provision,

efficient/committed leaders and establishing institutional framework that enables the community to ask officials are required to ensure accountability in water service provision of the town respectively. This indicates that majority of the respondents suggested establishing institutional framework that enables the community to ask officials failed to discharge their responsibilities as a solution to ensure accountability in water service provision of the town.

In relation to this an interview conducted with Nasir Mohammed stated that:

The measures needs to be taken in order to ensure accountability in water service provision of the town are undertaking investigation to identify those officials committed corruption in the process of the town’s water project and establishing institutional framework that enables to check the acts of officials starting from higher to lower structures.

4.4.2. Practice of transparency in water service supply in the town

Table 13: Practice of transparency in water service supply in the town

Questions of transparency	Category	Frequency	Percentage
1. Do water service provider bodies of your town have informing mechanisms of water service supply?	Yes	93	29.5%
	No	223	70.5%
	Total	316	100%
2. If your answer to question 1 is ‘yes’, what informing mechanisms are in place in water service supply in the town?	Through public meeting	48	51.5%
	Through training activities	19	20.5%
	In religious ceremonious	26	28%
	Others (specify)		
	Total	93	100%
3. Is there mechanism of evaluating and commenting the performance of water service providers to make them transparent in Yanfa town?	Yes	102	32%
	No	214	68%
	Total	316	100%
4. If your answer to question 2 is ‘yes’, what is the mechanism that people like	Evaluation or “ <i>Qorano</i> ”	38	37%
	Suggestion box	14	14%

you uses to make the public officials transparent in your town?	Consultation with local councils	50	49%
	Other (specify)	-	-
	Total	102	100%

Source: Own Survey (2021)

For the question which said ‘do water service provider bodies of your town have informing mechanisms of water service supply?’ about 223(70.5%) of the respondents said no, and the rest of them 93(29.5%) said yes. When it is seen based on principle of majority it can be said that water service providers of Yanfa town did not have known informing mechanisms about water service supply in the town.

From those respondents who agreed with the existence of informing mechanisms of water service supply in the town, 48(51.5%) replied that they are informed about water service supply through public meeting in the town, 19(20.5%) and 26(28%) responded through training activities and religious ceremonious respectively.

As far as the availability of mechanism of evaluating and commenting the performance of water service provider institutions of Yanfa town is concerned, 102(32%) of the respondents agreed with the existence of the mechanism while the significant portion of the respondents 214(68%) disagreed with the existence of mechanism of evaluating and commenting the performance of water service providers in order to make them transparent in serving the community. This implies that majority of the residents did not have awareness of the availability of mechanism of evaluating their service providers.

Furthermore, those respondents who agreed with the existence of mechanism of evaluation and comment were requested to select the mechanism that people uses to make the public officials or service providers transparent in the town. Accordingly, 38(37%) of the respondents replied that through evaluation or “*qorano*” mechanisms. On the other hand, 14(14%) and 50(49%) of the respondents stated that through suggestion box and consultation with local councils respectively. This indicates that most of the residents of town evaluate and comment service provider public officials during discussion with local councils.

4.4.3. Practice of responsiveness in water service supply

Table 14: Practice of responsiveness in water service supply

Questions of responsiveness	Category	Frequency	Percentage
1. Are there measures taken by the town administration to answer the questions of the dwellers and solve problems of water service supply?	Yes	121	38%
	No	195	62%
	Total	316	100%
2. If your answer to question 1 is 'yes', what are the measures?			
3. What measures do you suggest to overcome the problems of good governance in water service supply in the town?	Training which insure the community maintenance team	51	16%
	Building modern pipelines water service supply in the town	168	53%
	Build human resources capacity in water service provision	80	25.5%
	Increasing the number of hand pumps	17	5.5%
	Other (specify)	-	-
	Total	316	100%

Source: Own Survey (2021)

As indicated in the above table respondents were asked whether there are measures taken by the town administration to answer the questions of the dwellers and to solve the problems of water service supply or not, 121(38%) of the respondents replied that there are measures taken by the town while 195(62%) of them responded as there is no measures taken by the town administration. This result shows that majority of the dwellers did not have awareness about the measures taken by the town administration to solve the problems of water service supply.

In addition, for an open ended question those sample household respondents who agreed with the existence of measures taken by the town administration required to state the measures taken. Accordingly, majority of the respondents argued that the town has expanded the numbers of hand pumps after the pipeline water service project is failed out.

In line with this, interview conducted with Jafer Mecha (water, mineral and energy office head) confirmed that:

To speak the reality, when pipeline water service project was failed due to inadequate investigation of water source, distance and poor quality of pipes as well as other spare parts, an efforts were made to solve the problems of water service supply which became the challenges of good governance in the town by allocating budget for maintenance and other burned spare parts. The efforts were unsuccessful due to distance and poor quality of pipes. The project was constructed in 2010 G.C. and served only for one day properly and through maintenance it was extended for about two months. Later other measure like expanding the numbers of hand pumps as much as possible was made in the town. But due to high population growth and rural-urban migration the existing water capacity is unable to meet the demands of water in the town. Again for the second time, another pipelines water project was contracted in 2018. This was also interrupted because of the same problems. Now for the third time, we are planned to reconstruct another pipelines water project in the town.

In similar way, an interview conducted with Ato Jihad Defar (municipality office head) confirmed that:

The first pipelines water project was constructed in 2010 and gave service only for one day. It was interrupted due to inadequate investigation, poor pipes and long distance 18km. When the service interrupted different measures were taken by the town administration to improve the problems of water supply. These include maintenance of the broken pipelines and replacing the burned instruments with another by allocating budget from the town. However, these efforts were unable to solve the problems due to the above reasons. Again in 2018 another contractor was tried to dig out water near to the first project, but its machine was broken repeatedly and leave the town. Now this time, the transformation government is on the process to send efficient personnel for investigation.

Moreover, respondents were also asked to suggest measures needs to be taken to overcome the problems of good governance in water service provision in Yanfa town, 51(16%) of the

respondents suggested that providing training which insure the community maintenance team as a measure, 168(53%), 80(25.5%) and 17(5.5%) of the respondents replied that building modern pipelines water service supply in the town, building human resource capacity in water service provision and increasing the number of hand pumps in the town respectively. The result implies that building modern pipelines water service supply in the town is the best measurement needs to be taken to overcome challenges of good governance in water service supply in the town.

In line with this an interview conducted with Jafer Mecha stated that:

The measures needs to be taken to solve the problems of good governance in water service supply of the town are first, providing pipeline water service by making appropriate investigation of water source and using quality pipes, second, establishing strong rules and regulations to control the act of officials, third, building human resource capacity in water service supply, and fourth, creating awareness about principles of good governance to concerned bodies.

4.4.4. Practice of participation in water service supply

Table 15: Practice of participation in water service supply

Questions of participation	Category	Frequency	Percentage
1. Participation and cooperation of community, private sector, NGOs and other stakeholders is necessary measure to solve the town's water supply problems.	Strongly agree	152	48%
	Agree	164	52%
	Neutral	-	-
	Disagree	-	-
	Strongly disagree	-	-
	Total	316	100%
2. Do you think community forum and participation is expected measure to overcome water service provision problems?	Yes	241	76%
	No	75	24%
	Total	316	100%

Source: Own Survey (2021)

The above table presents the level of agreement or disagreement to the statement participation and cooperation of community, private sector, NGOs and other stakeholders is necessary

measures to solve water supply problems of the town, 164(52%) and 152(48%) of the respondents were replied agree and strongly agree on the participation and cooperation of community, private sector, NGOs and other stakeholders as a necessary measure to solve the town’s water supply problems. This reflects that all of the respondents have a positive impression to the statement and none of them have negative impression to the statement.

As the above table also confirmed that majority of the respondents, 241(76%) replied community forum and participation is expected measurement to improve water service provision problems in Yanfa town, while 75(24%) of the respondents disclosed otherwise. According to majority principle of respondents preparing community forum is the another possible measure needs to be undertaken in the town to solve water service provision problems.

In relation to this an interview conducted with Jafer Mecha (water, mineral and energy office head) confirmed that:

Community forum is very important to overcome water service provision problems in the town. Because it is the community that affected by the problems and the solution for the problems also obtained from the community through discussion.

4.4.5. Practice of efficiency and effectiveness in water service supply

Table 16: Practice of efficiency and effectiveness in water service supply

Questions of efficiency and effectiveness	Category	Frequency	Percentage
1. Is there any measure taken by the town administration to improve the efficiency and effectiveness of the town in water service supply?	Yes	98	31%
	No	218	69%
	Total	316	100%
2. If your answer to question 2 is ‘yes’ what is the measure?			
3. Do you think that the water committees in your town have an adequate capacity and efficiency to effectively function their duties and responsibilities?	Yes	64	20%
	No	195	62%
	I don't know	57	18%
	Total	316	100%

Source: Own Survey (2021)

As the above table depicts respondents were requested to reply whether there is any measure taken by the town administration to improve the efficiency and effectiveness of the town in water service supply, 98(31%) of them replied yes while the remaining 218(69%) answered no. According to the principle of majority, there is no measure taken by the town administration to improve the efficiency and effectiveness of the town in water service supply but 31% should not be discounted. Here as indicated in the above table, for the open ended question if yes what is the measure, majority of the respondents expressed that the town has tried to provide few capacity building trainings to concerned officials and water committees in order to update them with the existing conditions even if it is not sufficient to properly function their duties and responsibilities.

House hold respondents were also asked to indicate whether water committees of Yanfa town have enough capacity and efficiency to effectively function their duties and responsibilities or not, 64(20%) of them were replied as the water committees have an adequate and efficient capacity, 195(62%) of the respondents were responded that the committees did not have enough capacity and efficiency which enable them effectively function their duties and responsibilities and the rest 57(18%) respondents were replying as they don't known about the issue. This result clearly indicates that water committees of Yanfa town did not have adequate capacity and efficiency to effectively function their duties and responsibilities. In line with this, Kumera (2007) and Negalegn (2010) noticed the restricted access in overseeing service delivery of local government in Ethiopia, among others, illiteracy, low commitment of the local councils and inadequate training to scale up their capacity to oversee the service providing agencies.

Similarly, an interview conducted with Jihad Defar (municipality office head) stated that:

Since majority of the water committees in the town are illiterate they did not have enough capacity and efficiency to effectively function their duties and responsibilities. There is also no adequate training given to water committees by the town to capacitate them.

Additionally, FGD participants from household heads argued that:

Water committees of the town did not have sufficient capacity to function their duties and responsibilities. The reasons are most of them are uneducated and they were never get enough capacity building training.

The above survey, interview and FGD indicate that water committees have not adequate capacity to function their duties and responsibilities properly.

CHAPTER FIVE

5. FINDINGS, CONCLUSION AND RECOMMENDATION

This chapter deals with the general picture of chapter four major findings related to the challenges of good governance in public service provision, the case of water supply in Yanfa town through making conclusion and forwarding appropriate recommendations for anybody concerned.

5.1. Summary of Major Findings

Respondents were asked to provide their understanding on the challenges of good governance in public service provision with respect to water supply service from accountability, transparency, responsiveness, participation and efficiency and effectiveness point of views in Yanfa town, Buno Bedele zone of Oromia regional state with the objectives of assessing the status of good governance in water supply service, identifying the challenges hindering the practice of good governance in water supply service and exploring the measures taken to improve the status of good governance in water supply service in the town.

The respondents had brought their perception on the status of good governance in Yanfa town water supply service. The service providers in the town are not accountable to service users and not providing information to the residents about water service provision, decisions making processes and changes made in the town's water supply system. The officials in the town are not responsive to the questions, suggestions and complaints of the dwellers. The finding of the study also revealed as there is poor participation and coordination of community, private sector, NGOs, CBOs, as well as other stakeholders to solve water supply problems of the town and to provide adequate water service to the people. The town administration is also insufficient, incapable and ineffective in providing drinking water sufficiently and equally for all dwellers because of the lack of budget and absence of pipeline water supply.

The challenges hindering the practice of good governance in water supply service are absence of appropriate investigation of water source to build pipeline water supply, unfair distribution of water, corruption, quality and design problem of pipes and reservoirs, lack of budget, rapid population growth, rural-urban migration, scarcity and unsustainability of the existing water sources, less participation and coordination of stakeholders and technical related problems.

With respect to measurements taken and suggested to improve the status of good governance in water supply service in Yanfa town, the study shown that maintenance of the broken pipes, replacing burned spare parts, and expanding hand pumps as measures taken and making appropriate investigation for pipeline water supply, building human resource capacity, preparing community forum, encouraging the participation and coordination of different actors and stakeholders, establishing strong rules and regulations to control the acts of officials, creating awareness about principles of good governance to concerned bodies in the town as suggested measures to improve water service provision in Yanfa town.

5.2. Conclusion

This study attempted to investigate the challenges of good governance in public service provision with respect to water supply in Yanfa town of Buno Bedele zone, Oromia region, from governance perspectives using five indicators of good governance. The Yanfa town water service provision practice is becoming incapable of providing sufficient water service to its customers/users. The study has shown that there is imbalance between demand and supply of water service in the town. The accountability, transparency, participation, responsiveness and efficiency and effectiveness mechanisms of water service provision were found to be ineffective in Yanfa town.

The data showed that public officials of the town were not accountable and the system of providing water service and allocation of information by the water service office to the customers is not organized. Respondents proved that due to lack of responsiveness, residents of the town are highly dissatisfied with the current water service provision condition in the town. The finding of the study also shows as there is poor participation and coordination of different actors to solve water supply problems and inefficiency of water service providers and water committees in fulfilling their duties and responsibilities.

The great challenges for water service provision in the town are absence of appropriate investigation of water source to build pipeline water supply, unfair distribution of water, lack of budget, rapid population growth, rural-urban migration and scarcity and unsustainability of the existing water sources. To improve the problems of good governance in water service supply in the town, establishing institutional framework, building human resource capacity, building

pipeline water service, encouraging the participation and coordination of stakeholders, preparing community forum in the town and creating awareness on the principles of good governance and service provision are the suggested solutions in this study.

5.2. Recommendations

Based on the conclusions and the findings of the study, the following suggestions were strongly recommended for the concerned bodies; particularly to improve the challenges of good governance in water service supply in the study area. The recommended points include:-

- ❖ In order to provide effective water service provision that enable the residents to get fair, sufficient and sustainable water service supply, the regional government should build pipeline water service project in the town by undertaking appropriate investigation through modern technological instrument to find water source and using quality pipes.
- ❖ The town administration should improve accountability, transparency, responsiveness, participation and efficiency and effectiveness mechanisms in water service sector by clarifying roles and responsibilities of the offices and establishing institutional frame work that enables the community to ask officials failed to discharge their duties and responsibilities.
- ❖ The water, mineral and energy office of Yanfa town should timely and appropriately respond to the questions and complaints of the residents of the town.
- ❖ Whenever changes are going to made in service provisions, informing the service users timely and transparently is important to enable them to adjust themselves on time and avoid later confusions.
- ❖ Water, mineral and energy office of the town should initiate and attract the participation and coordination of different actors such as private sectors, NGO's, community based organizations and other stakeholders to provide drinking water and to support the efforts of the government. Integration with different actors helps in sharing ideas and experiences to solve the problems of water supply system that are being faced in the town.
- ❖ Community forum and participation in water service supply needs to be fostered through

expression of the demand, the selection of technology, the provision of labor, local materials and cash contribution towards project costs.

- ❖ To improve the condition of good governance and efficiency in water service sector, total staff of the water office and water committees of the town should have awareness about good governance through training. This further plays a great role in improving the quality of service provision for the residents of the town.
- ❖ In the study area there was no study that has been conducted regarding the challenges of good governance in water service supply. Good governance is also not assessed only from accountability, transparency, responsiveness, participation and effectiveness and efficiency point of view but also from the other principles of good governance. Therefore, local government of the study area, especially, water service sector of Yanfa town administration and other stakeholders should encourage other researchers who might be interested to conduct study on the issue under study to suggest possible solutions to the challenges of water supply.

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Post Graduate Program in Governance Studies

Questionnaire code: _____

Date: _____

APPENDICES

Appendix A: Survey Questions for households

Dear Respondents,

I'm Misganaw Fanta, a Masters Student at Jimma University in the Department of Governance and Development Studies and currently I am conducting a research on the title: 'Assessing the challenges of good governance in public service provision: the case of water supply in Yanfa town'. I kindly request you to share me some minute of your precious time for filling this questionnaire. In line with this, I assure you 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. Therefore, fill this questionnaire based on your willingness and consent.

Thank you so much in advance for your understanding and cooperation!

General Instructions

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

Part 1: General Information of Respondents

1.1. Sex: A. Male B. Female

1.2. Age: _____

1.3. Educational status

- A. Illiterate B. Primary School (1-4) C. Primary School (5-8)
D. Secondary School (9-12) E. Certificate or diploma F. BA/BSC and above

1.4. Marital status

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

Part 2: Questionnaire for Households

2.1. Questions related to objective 1: To assess the status of good governance in water service supply in Yanfa town.

2.1.1. Accountability in water service supply

1. Public officials of Yanfa town perform their duties diligently without seeking bribes?
A. Strongly agree B. Agree C. Neutral D. Disagree E. Strongly disagree
2. Do water service providers of Yanfa town are accountable to the service users?
A. Yes B. No
3. How often officials are acting in compliance with rules and regulations in water service supply in Yanfa town? A. Always B. Usually C. Sometimes D. Rarely
4. Do Yanfa town public officials create awareness about rules and regulation in water service provision? A. Yes B. No

2.1.2. Transparency in water service supply

1. Is there reporting mechanism when hand pumps are broken or water services are interrupted in the town? A. Yes B. No
2. If your answer for question 1 is 'yes' what is the mechanism? _____

3. How frequently the service provider bodies timely inform you whenever changes are made in water supply system in the town?
A. Always B. Usually C. Sometimes D. Rarely
4. The decision making process on water service supply is made in a clear way in Yanfa town.
A. Strongly agree B. Agree C. Neutral D. Disagree E. Strongly disagree

5. How many times the water, mineral and energy office reports its performance to the public within a year?

- 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

6. Do the service users have the chance to review the budget of water service provider institutions in the town? A. Yes B. No

7. Do you know about the future plan for water service provision in the town? A. Yes B. No

8. If your answer to question 7 is 'yes', what is the plan? Specify _____

2.1.3. Responsiveness in water service supply

1. Yanfa town water, mineral and energy office timely respond to the questions and complaints of the dwellers.

- A. Strongly agree B. Agree C. Neutral D. Disagree E. Strongly disagree

2. How long will it take to fix a broken hand pump in the town?

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

2.1.4. Participation in water service supply

1. Do public officials of Yanfa town encourage citizen's participation in the decision-making process of water service provision in the town? A. Yes B. No

2. If your answer is 'No', for question 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) _____

3. Is there participation and coordination of stakeholders in water service provision?

A. Yes B. No

4. Do water service providers of Yanfa town prepare community forum in order to enable the community to discuss on issues that mater them? A. Yes B. No

2.1.5. Efficiency and effectiveness in water service supply

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

2. How much the residents are satisfied with the current water service provision process in the town? A. Highly satisfied B. Satisfied C. Partially satisfied D. Dissatisfied
E. Highly satisfied

3. Rate the efficiency of water service provider institutions in your town.

A. Very poor B. Poor C. Good D. Very good E. Perfect

4. How would you rate the degree of confidence (trust) you have in your water service providers? A. Very low B. Low C. Medium D. High E. Very high

5. What is the major source of water for your domestic chores?

A. From water vendor B. Borehole with hand pumps C. Well

D. Spring E. Rainfall F. River G. Others (specify) _____

6. Averagely, how many days per week can you get an access to the supply of water service?

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

7. Approximately, how long you can go in order to get access to water service supply?

A. 200- 400m B. 500-700m C. 800-1km D. More than 1km

2.2. Questions related to objective 2: To identify the challenges of good governance in water service supply in Yanfa town.

2.2.1. Accountability in water service supply

1. Are there problems of good governance in discharging responsibilities of water service supply in Yanfa town? A. Yes, there is a problem B. No, there is no problem

2. If your answer is 'yes', for question 1, what factors mainly contribute to the problems in discharging responsibilities of water service supply?

A. Corrupted behavior of officials in the town

B. Scarcity of water in the town

C. Population growth in the town

D. Others (Specify) _____

2.2.2. Transparency in water service supply

1. Why Yanfa town water, mineral and energy office is unable to provide information related to the decisions of water service provision transparently to all people in the town?

A. Absence of reporting mechanisms

C. Carelessness of the officials

B. Fear of pressure from the community

D. Others (Specify) _____

2.2.3. Responsiveness in water service supply

1. Which one of the following explains the causes of water supply problem in Yanfa town?

A. Scarcity of water at source

B. Absence of pipeline water supply

C. Absence of appropriate investigation of water source

D. Technical problem

E. Other (specify) _____

2. Why Yanfa town administration water, mineral and 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
- E. Other (specify) _____

2.2.4. Participation in water service supply

1. Which factors mostly affects the participation and coordination of stakeholders in water service provision 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. Lack of infrastructures like road
- E. Others (specify) _____

2.2.5. Efficiency and effectiveness in water service supply

1. What is the reason for the insufficiency and unequal distribution of water in Yanfa town?

- A. Lack of participation and coordination among stakeholders
- B. Absence of piped water supply
- C. Lack of attention to the service
- D. Lack of budget
- E. Others (specify) _____

2.3. Questions related to objective 3: To explore the possible measures taken to improve good governance with respect to water service supply in the town.

2.3.1. Practice of accountability in water service supply

1. Is there any measure taken on officials of water service office in Yanfa town?

- A. Yes
- B. No
- C. I don't know

2. Are there mechanisms put in place to ask and forward your suggestions, questions and complaints about your service providers? A. Yes B. No

3. If your answer to question 1 is 'yes', what are the mechanisms? _____

4. Which one is the requisite suggestion to ensure accountability in water service provision in Yanfa town?

A. Training for officials and employees regarding to water service provision

B. Creating awareness about good governance in water service provision

C. Efficient/committed leaders is required

D. Establishing an institutional framework that enables the community to ask officials

E. Other (specify) _____

2.3.2. Practice of transparency in water service supply in the town

1. Do water service provider bodies of your town have informing mechanisms of water service supply? A. Yes B. No

2. If your answer to question 1 is 'yes', what informing mechanisms are in place in water service supply in the town?

A. Through public meeting in the town C. In religious ceremonious

B. Through training activities D. Others (specify) _____

3. Is there mechanism of evaluating and commenting the performance of water service providers to make them transparent in Yanfa town? A. Yes B. No

4. If your answer to question 3 is 'yes', what is the mechanism that people like you uses to make the public officials transparent in your town?

A. Evaluation or "Korano" C. Consultation with local councils

B. Suggestion box D. Other (specify) _____

2.3.3. Practice of responsiveness in water service supply

1. Are there measures taken by the town administration to answer the questions of the dwellers and to solve the problems of water service supply? A. Yes B. No

2. If your answer to question 1 is 'yes', what are the measures? Specify them _____

3. What measures do you suggest to overcome problems of good governance in water service supply in the town?

A. Training which insure the community maintenance team

B. Building modern pipelines water supply in the town

C. Build human resources capacity in water service provision

D. Increasing the number of hand pumps

E. Other (specify) _____

2.3.4. Practice of participation in water service supply

1. Participation and cooperation of community, private sector, NGOs and other stakeholders is necessary measure to solve the town's water supply problems.

A. Strongly agree B. Agree C. Neutral D. Disagree E. Strongly disagree

2. Do you think community forum and participation is expected measure to overcome water service provision problems? A. Yes B. No

2.3.5. Practice of efficiency and effectiveness in water service supply

1. Is there any measure taken by the town administration to improve the efficiency and effectiveness of the town in water service supply? A. Yes B. No

2. If your answer to question 2 is 'yes' what is the measure? _____

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

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Appendix B: Interview questions for public officials and water committees

Part 3: Interview Questions

3.1. Interview questions for public officials from water and mine energy office and municipality office and water committees

Dear Respondents,

With these questions, the student researcher intends to assess the challenges of good governance in water service supply in Yanfa town. Since this research has been done for academic purpose, I assure you that all verbal and written responses are confidential. Meanwhile, I kindly request you to bring in to your attention that the outcome of this study will highly depend on your sincere and timely response.

Name _____

Position _____

Place of interview _____

Time of interview _____

Date of interview _____

Question related to the challenges of good governance in water service supply

1. Are there problems with water service provision in Yanfa town? If there, what are the problems?
2. What factors negatively contribute to the problem of water service supply in Yanfa town?
3. Why Yanfa town administration water, mineral and energy office is not able to overcome the water supply problems?

4. Do you think that the water committees in your town have an adequate capacity to function their duties and responsibilities effectively?
5. What factors mostly affects the participation and coordination of stakeholders in water service supply in your town?
6. What are the measures taken by the town administration to improve water supply problem?
7. Do you think community forum is expected measures to overcome water service supply problems?
8. What measures do you suggest to overcome the problems of good governance in water service supply in the town?

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Appendix C: FGD Questions for households, officials and water committees

Part 4: FGD Questions

4.1. Focused group discussion for household heads, water and mine energy office officials and water committees

1. What factors are the major water service supply problems in Yanfa town? Discuss briefly.
2. Is the decision making process on water distribution and allocation is made in an understandable way in your town? If *Not*, why? Discuss on it.
3. Is the provision of drinking water is sufficient and equally distributed for all dwellers in the town? If your answer is '*No*', what is the reason for the unequal distribution?
4. Is there reporting mechanism when water services are interrupted in the town? If *yes*, discuss on the mechanisms.
5. Do public officials create awareness about rules and regulation in water service supply?
6. Do you think that the water committees in the town have an adequate capacity and efficiency to effectively function their duties and responsibilities? If *Not*, why?
7. In your opinion, what do you think factors that hinder good governance in the water service supply? What solution do you suggest for the challenges encountered the town? Forward your view.

Univarsiitii Jimmaa

Koollejii Seeraa fi Bulchinsaa

Muummee Bulchinsaa fi Qo’annoo Misoomaa

Sagantaa Digirii Lammaffaa

Koodii Gaafannoo: _____

Guyyaa: _____

Jaallatamtoota Deebi-kennitoota,

Ani Misgaanaaw Faantaan jedhama; barataa digirii lammaffaa Jimmaa Univarsiitii muummee bulchinsaa fi qo’annaa misomaati. Yeroo ammaa qorannoo koo mataduree ‘Assessing the challenges of good governance in public service provision: the case of water supply in Yanfa town’, jedhuun hojjachaan jira. Gaaffiilee kana guutuudhaaf yeroo keessan mi’aa akka naaf qooddan kabajaan isiin gaafadha. Kana wajjiniin walqabatee, odeeffannoon hundi faayidaa barnootaaf kan oluu fi maqaan osoo hin ibsamiin kan dhiyaatu ta’uu isaa isiniif nan mirkaneessa. Kanaafuu, gaaffiilee kana fedhii fi eeyyama keessaniin guutaa.

Deeggarsaa fi hubannoo kessaniif baay’ee galatoomaa!

Qajeelfamoota waliigalaa

- Maqaa kessan hin barressinaa
- Gaaffiilee filannoo qabaniif filannoo kessan saanduqa keessatti mallattoo tikii (✓) ka’aa
- Gaaffiilee bakka duwwaatiif deebii ifa ta’e barreessaa

Kutaa 1: Odeeffannoo waliigalaa deebi-kennitoota

1.1. Saala: A. Dhiira B. Dhalaa

1.2. Umurii: _____

1.3. Sadarkaa barnotaa:

A. Kan hin baranne B. Sadarkaa 1^{ffaa} (1-4) C. Sadarkaa 1^{ffaa} (5-8)

D. Sadarkaa 2^{ffaa} E. Sartafikeetii ykn diplomaa F. Digirii fi sana ol

1.4. Haala gaa'eelaa:

- A. Kan hin fuune/hin heerumne B. Kan fuudhe/heerumte C. Kan addaan bahe/baate
D. Kan gad-dhiise/gad-dhiifamte E. Kan jalaa duute/du'e

Kutaa 2: Gaafannoo Abbootii Warraaf Dhiyaatu

2.1. Gaaffiilee kaayyoo 1^{ffaa} waliin walqabatan: Sadarkaa bulchiinsa gaarii dhiyeessii tajaajila bishaanii keessaatti jiru qorachuuf

2.1.1. Ittigaafatamummaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Abbootiin aangoo magaala Yaanfaa osoo matta'aa hin barbaadiin dirqama isaanii of eeggannoon raawwatu.

- A. Cimseen waliigala C. Imbaabsa/bilisa E. Ciminaan nan morma
B. Waliingala D. Wal hin galu

2. Dhiyeessitoonni tajaajila bishaanii magaala Yaanfaa fayyadamtoota tajaajilaaf ittigaafatamoo dha? A. Eeyyee B. Lakkii

3. Abbootiin aangoo magaala Yaanfaa ammam danbii fi qajeelfama dhiyeessii tajaajila bishaanii hordoofuun socho'u?

- A. Yeroo hunda B. Yeroo baay'ee C. Al tokko tokko D. Hin baramne

4. Abbootiin aangoo magaala Yaanfaa hubannoo waa'ee danbii fi qajeelfama dhiyeessii tajaajila bishaanii keessatti jiru ni kennu? A. Eeyyee B. Lakkii

2.1.2. Iftoomina dhiyeessii tajaajila bishaanii keessatti jiru

1. Yeroo haandpaampiin cabuu fi tajaajilli bishaanii addaan citu, tooftaan ittin gabaasan ni jira?

- A. Eeyyee B. Lakkii

2. Yoo deebiin keessan 'eeyyee' ta'e, tooftaan kun maalii? _____

3. Yeroo jijjiramni sirna dhiyeessii bishaanii jiraatu ammam qaamoleen dhiyeessii tajaajilaa yeroon isiin beeksisu? A. Yeroo hunda B. Yeroo baay'ee C. Yeroo tokko tokko

D. Darbee darbee

4. Adeemsi murtoo dhiyeessii tajaajila bishaanii magaala Yaanfaa bifa ifaa ta'een murteeffama.

- A. Cimseen waliigala C. Imbaabsa/bilisa E. Ciminaan nan morma
B. Waliingala D. Wal hin galu

5. Waajjirri bishaanii, albuudaa fi inarjii raawwii isaa waggaatti si'a meeqa uummataaf gabaasa?

A. Waggaatti al tokko B. Waggaatti al lama C. Waggaatti al sadii

D. Waggaatti al afur E. Tasumaayyuu tooftaan gabaasaaa hin jiru

6. Fayyadamtootni tajaajilaa carraa baajata dhaabbilee dhiyeessitoota tajaajila bishaanii ilaaluu/madaaluu qabu? A. Eeyyee B. Lakkii

7. Karoora fuuladuraa dhiyeessii tajaajila bishaanii magaalichaa ni beektu?

A. Eeyyee B. Lakkii

8. Yoo deebiin gaaffii 7^{ffaa} keessanii 'eeyyee' ta'e, karoorichi maali? Ibsaa _____

2.1.3. Deebii atattamaa kennuu dhiyeessii tajaajila bishaanii keessatti jiru

1. Waajjirri bishaanii, albuudaa fi inarjii magaala Yaanfaa gaaffii fi komii jiraattootaaf yeroodhaan deebii ni kenna.

A. Cimseen waliigala C. Imbaabsa/bilisa E. Ciminaan nan morma

B. Waliingala D. Wal hin galu

2. Haandii paampii bishaanii cabe tokko hojjechuuf yeroo ammam fudhata?

A. Torbee tokko gadii B. Torbee tokko C. Torbee tokko caalaa

D. Ji'a tokko E. Ji'a tokko ol F. Xiyyeeffanaan hin kennamuufii

2.1.4. Hirmaannaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Abbootiin aangoo magaala Yaanfaa adeemsa murtoo murtessuu dhiyeessii tajaajila bishaanii magaalichaa irratti hirmaannaa lammiilee ni jajabeessu? A. Eeyyee B. Lakkii

2. Yoo deebiin gaaffii 1^{ffaa} kessanii 'lakkii' ta'e, sababni isaa maalii jettanii yaaddu?

A. Caasaan hirmaannaa qabatamaa miti

B. Hawaasni ykn fayyadamaan tajaajilaa hirmaannaaf qopha'aa miti

C. Karaa dhaabbatichaan haalli mijataan hin jiru

D. Abbootiin aangoo magaalichaa hirmaannaa maamiltootaa ni jibbu

E. Kan biraa (ibsi) _____

3. Hirmaannaa fi qindoominni qooda fudhattootaa dhiyeessii tajaajila bishaanii irratti ni jira?

A. Eeyyee B. Lakkii

4. Haawaasni dhimmoota isa ilaallatan irratti akka hirmaatuuf dhiyeessitoonni tajaajila bishaanii magaala Yanfa marii/fooramii hawaasaa ni qopheessu? A. Eeyyee B. Lakkii

2.1.5. Gahumsaa fi bu'aa qabessummaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Dhiyeessiin bishaan dhugaatii magaala Yaanfaa jiraattota hundaaf gahaa fi walqixa kan raabsamu dha? A. Eeyyee B. Lakkii

2. Adeemsa dhiyeessii tajaajila bishaanii magaalichaan jiraattoonni ammam gammadaniiru?

A. Baay'ee gammadaniiru C. Imbaabsa/bilisa E. Baay'ee hin gammanne

B. Gammadaniiru D. Hin gammanne

3. Gahumsa dhaabbilee dhiyeessitoota tajaajila bishaanii magaala keessanii sadarkeessaa.

A. Baay'ee gadii bu'aa B. Gadii bu'aa C. Gaarii D. Baay'ee gaarii E. Siirrii

4. Sadarkaa amantii isiin dhiyeessitoota tajaajila bishaan keessaniif qabdan akkamitti sadarkeessitu? A. Baay'ee gadaanaa B. Gadaanaa C. Giddu-galeessa

D. Olaanaa E. Baay'ee olaanaa

5. Maddi bishaanii ittifayyadama mana kessanii maal irraa argama?

A. Gurgurtoota bishaanii irraa B. Boolla bishaanii haandpaampii waliin C. Boolla/biirrii

D. Burqituu E. Bokkaa F. Laga G. Kan biroo (ibsi) _____

6. Averejiidhaan, torbee keessa guyyaa meeqa dhiyeessii tajaajila bishaanii argattu?

A. Guyyaa 1-2 B. Guyyaa 3-4 C. Guyyaa 5-6 D. Guyyaa guyyaan

7. Tilmaamaan, dhiyeessii tajaajila bishaanii argachuuf fageenya ammam deemtu?

A. Metra 200-400 B. Metra 500-700 C. Metra 800-1km D. Kilo metra tokko ol

2.2. Gaaffiilee Kaayyoo 2^{ffaa} waliin walqabatan: Hudhaalee bulchiinsa gaarii dhiyeessii tajaajila bishaanii magaala Yaanfaa keessatti jiru addaan baasuuf

2.2.1. Ittigaafatamummaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Rakkooleen bulchiinsa gaarii dhiyeessii tajaajila bishaanii waliin walqabatan magaala Yaanfaa keessatti ni jiru? A. Eeyyee, rakkoon ni jira B. Lakkii, rakkoon hin jiru

2. Yoo deebiin gaaffii 1^{ffaa} keessanii ‘eeyyee’ ta’e, wantoota akkamiitu irra caalaatti rakkoochaaf gahee taphata? A. Amala malaanmalaa abbootii aangoo magaalichaa

B. Haanqina bishaanii magaalichaa

C. Dabaluu lakkoofsa uummataa magaalichaa

D. Kan biroo (ibsi) _____

2.2.2. Iftoomina dhiyeessii tajaajila bishaanii keessatti jiru

1. Waajjirri bishaan, albuudaa fi inarjii maaliif odeeffannoo murtoowwan dhiyeessii tajaajila bishaanii waliin wal qabatan ifatti uummata hundaaf dhiyeessuu dhadhabe?

A. Dhabamuu tooftalee gabaasaa

C. Dhimma dhabuu abbootii aangoo

B. Sodaa dhiibbaa uummata irraa dhufu

D. Kan biroo (ibsi) _____

2.2.3. Deebii atattamaa kennuu dhiyeessii tajaajila bishaanii keessatti jiru

1. Kanneen armaan gadii keessa isa kamtu sababa rakkoo dhiyeessii bishaanii magaala Yaanfaa sirriitti ibsuu danda’a? A. Haanqina bishaanii madda irraa

B. Dhabamuu dhiyeessii bishaan xurree ujummoo

C. Madda bishaaniif qorannoo sirriin gadhamuu dhabuu

D. Rakkoo tekniikaa

E. Kan biroo (ibsi) _____

2. Waajjirri bishaanii, albuudaa fi inarjii bulchiinsa magaala Yaanfaa maaliif rakkoo dhiyeessii bishaanii fuuruu dadhabe? A. Hanqina baajataa

B. Qaamooleen dhimmi ilaallatu xiyyeeffannaa kennuufii dhabuu

C. Deeggarsi waajjira mana qopheessaa gahaa ta'uu dhabuu

D. Hirmaannaan dhaabbilee mitimotummaa fi uummataa xiqqaachuu

E. Kan biroo (ibsi) _____

2.2.4. Hirmaannaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Wantoota akkamiitu caalaatti hirmaannaa fi qindoomina qooda fudhattootaa dhiyeessii tajaajila bishaanii magaala keessanii dhibbaa irraan gaha?

A. Qaamoolee dhimmi ilaallatu irraa jajabbeessuun dhabamuu

B. Tajaajilichaaf karoorri dhabamuu

C. Argama magaalichaa ykn fageenya

D. Bu'uraaleen misomaa kanneen akka karaa dhabamuu

E. Kan biroo (ibsi) _____

2.2.5. Gahumsaa fi bu'aa qabessummaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Sababni gahaa ta'uu dhabuu fi walqixa raabsamuu dhabuu bishaanii magaala Yaanfaa maalii?

A. Dhabamuu hirmaannaa fi qindominaa qooda fudhattootaa

B. Dhabamuu dhiyeessii bishaan ujummoo

C. Tajaajilichaaf xiyyeeffannaan kennamuu dhabuu

D. Haanqina baajataa

E. Kan biroo (ibsi) _____

2.3. Gaaffilee kaayyoo 3^{ffaa} waliin walqabatan: Hudhaalee bulchiinsa gaarii gama dhiyeessii tajaajila bishaaniin jiran fooyyeessuuf tarkaanfiilee fudhataman qorachuuf

2.3.1. Ittigaafatamummaa gama dhiyeessii tajaajila bishaaniin jiru

1. Tarkaanfiin abootii taayitaa waajjira tajaajila bishaanii magaala Yaanfaa irratti fudhatame ni jira? A. Eeyyee B. Lakkii C. An hin beeku

2. Tooftaaleen ittiin yaada, gaaffii fi komii kessan waa'ee tajaajila dhiyeessitootaa kennitanii fi gaafattan ni jiu? A. Eeyyee B. Lakkii

3. Yoo deebiin gaaffii 1^{ffaa} keessanii ‘eeyyee’ ta’e, tooftaaleen kun maal fa’ii? _____

4. Dhiyeessii tajaajila bishaanii magaala Yaanfaa keessatti ittigaafatamummaa mirkaneessuuf isa kamtu yaada barbaachisaadha?

A. Abbootii aangoo fi hojjettootaaf dhiyeessii tajaajila bishaanii ilaalchiisee leenjii kennuu

B. Waa’ee bulchiinsa gaarii dhiyeessii tajaajila bishaanii keessatti jiru hubannoo uumuu

C. Hoogganaa gahomaa/abdachiisaatu barbaachisa

D. Caasaa hojimaata dhaabbilee hawaasni abbootii aangoo gaafachuuf dandeessisu hundeessuu

E. Kan biroo (ibsi) _____

2.3.2. Iftoominaa dhiyeessii tajaajila bishaanii magaalichaa keessatti jiru

1. Qaamooleen dhiyeessitoota tajaajila bishaan magaala kessanii tooftaalee odeeffannoo waa’ee dhiyeessii tajaajila bishanii ittiin kennatan qabu? A. Eeyyee B. Lakkii

2. Yoo deebiin gaaffii 1^{ffaa} kessanii ‘eeyyee’ ta’e, tooftaalee odeeffannoo dhiyeessii tajaajila bishaanii akkamiitu jiru?

A. Karaa walgayii magaalichaan

C. Karaa sirnoota ayyaanaa amantiileetiin

B. Karaa sochiilee leenjiitiin

D. Kan biroo (ibsi) _____

3. Magaala Yanfa keessatti dhiyeessiitoota tajaajila bishaanii iftooma gochuuf tooftaan raawwii isaanii ittiin gamaaggaman/madaalanii ni jira? A. Eeyyee B. Lakkii

4. Yoo deebiin gaaffii 3^{ffaa} keessanii ‘eeyyee’ ta’e, tooftaan namoonni akka keessanii abbootii taayitaa iftoomaa gochuuf magaala keessanitti itti fayyadaman maali?

A. Gamaaggama ykn “Qorannoo”

C. Marii mana maree wajjiniin taasifamu

B. Saanduqa yaadaa

D. Kan biroo (ibsi) _____

2. Deebii atattamaa kennuu dhiyeessii tajaajila bishaanii keessatti jiru

1. Gaaffiilee uummataa deebisuu fi rakkoolee dhiyeessii tajaajila bishaanii hiikuuf tarkaanfiileen bulchiinsa magaalichaan fudhataman ni jiru? A. Eeyyee B. Lakkii

2. Yoo deebiin gaaffii 1^{ffaa} keessanii 'eeyyee' ta'e, tarkaanfiileen kun maal fa'ii? Ibsi _____

3. Magaalicha keessatti rakkoolee bulchiinsa gaarii gama dhiyeessii tajaajila bishaaniin jiran hiikuuf tarkaanfii akkamii gorsitu?

A. Leenjii garee suphaa hawaasaa mirkaneessu kennuu

B. Dhiyeessii tajaajila bishaanii xurree ujummoo ammayyaa magaalichaaf ijaaruu

C. Dhiyeessii tajaajila bishaaniitiin dandeettii qabeenya humna namaa ijaaruu

D. Baay'ina haandipaampiiwwanii dabaluu

E. Kan biroo (ibsi) _____

2.3.4. Hirmaannaa dhiyeessii tajaajila biishaanii keessatti jiru

1. Hirmaannaa fi waltumsuun hawaasaa, sectaroota dhuunfaa, dhaabbilee mitimotummaa fi qooda fudhattoota kan biroo rakkoo dhiyeessii bishaanii magaalichaa hiikuuf tarkaanfii barbaachisaa dha. A. Cimseen waliigala C. Imbaabsa/ bilisa E. Ciminaan nan morma

B. Waliigala

D. Wal hin galu

2. Fooramii/marii fi hirmaannaan hawaasaa rakkoolee dhiyeessii tajaajila bishaanii fuuruuf tarkaanfii eegamudha jettanii yaaddu? A. Eeyyee B. Lakkii

2.3.5. Gahumsaa fi bu'aa qabessummaa dhiyeessii tajaajila bishaanii keessatti jiru

1. Gahumsaa fi bu'aa qabessummaa magaalichaa gama dhiyeessii tajaajila bishaaniin foyyeessuuf tarkaanfiin bulchiinsa magaalichaan fudhatame ni jira? A. Eeyyee B. Lakkii

2. Yoo deebiin gaaffii 1^{ffaa} kessanii 'eeyyee' ta'e, taarkaanfiin kun maali? _____

3. Koreewwan bishaanii magaala keessanii gahumsaa fi dandeettii gahaa ittigaafatamummaa fi dirqama isaanii sirriiitti ittiin raawwatan qabu? A. Eeyyee B. Lakkii C. An hin beeku

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Kutaa 3: Gaaffiilee Gaaffannoo

3.1. Gaaffiilee gaafannoo abbootii aangoo waajjira bishaan, albuudaa fi inarjii, mana qoophessaa fi kooreewwan bishaaniif dhiyaaate

Kabajamtoota Hirmaattootaa

Gaaaffiilee kanaan, barataan kun qorachuu kan barbaadu hudhaalee bulchinsaa gaarii gama dhiyeessii tajaajila bishaanii magaala Yaanfaa keessaatti jirudha. Qorannoon kun kan adeemsifamu kaayyoo barnootaatiif waan ta'eef, deebiin isiin sagaleeniis ta'e barreeffamaan kennitan iccitiin isaa kan eegame ta'uu isaa isiniif nan mirkaneessa. Kanumaan walqabate kanaan kabajaan isin gaafadhu, bu'aan qorannoo kanaa kan bu'uureeffatu deebii amanamaa fi yeroo isaa eggate isin kennitan irratti waan ta'eef xiyyeeffannoo akka itti kennitaniidha.

Maqaa _____

Taayyiitaa _____

Bakka gaafannoo _____

Yeroo gaafannoo _____

Guyyaa gaafannoo _____

Gaaffiilee hudhaalee bulchiinsa gaarii dhiyeessii tajaajila bishaanii waliin wal qabatan

1. Rakkooleen dhiyeessii tajaajila bishaanii magaala Yaanfaa keessatti ni jiru? Yoo jiraatan maal fa'ii?
2. Wantoota akkamiitu rakkoo dhiyeessii tajaajila bishaanii magaala Yaanfaa haammeessuun gahee taphatu?

3. Waajjirri bishaanii, albuudaa fi inarjii bulchiinsa magaala Yaanfaa maaliif rakkoolee dhiyeessii bishaanii hiikuu dadhabe?
4. Kooreewwan bishaanii magaala keessanii dandeettii ga'aa dirqamaa fi itti gaafatamummaa isaanii sirriitti ittiin raawwatan qabu jettanii yaaddu?
5. Magaala keessan keessatti wantoonni irra caalaatti hirmaannaa fi qindoomina qaamoolee qooda fudhattoota dhiyeessii tajaajila bishaanii irratti dhibbaa irraan gahan maal fa'ii?
6. Tarkaanffiileen rakkoo dhiyeessii bishaanii fooyyessuuf bulchiinsa magaalichaan fudhataman maal fa'ii?
7. Mariin/foramiin haawaasaa rakkoo dhiyeessii tajaajila bishaanii fuuruuf tarkaanfii eegamudha jettanii yaaddu?
8. Rakkoolee bulchiinsa gaarii magaalichaa gama dhiyeessii tajaajila bishaaniin jiru hiikuuf tarkaanfii akkamii goorsu?

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Kutaa 4: Gaaffiilee marii garee irrati xiyyeeffatan

4.1. Gaaffilee marii garee abbootii warraa, abbootii angoo waajjira bishaanii fi koreewwan bishaaniif dhiyaatan

1. Wantoonni rakkoolee ijoo dhiyeessii tajaajila bishaanii magaala Yaanfafa ta'an maal fa'ii? Gabaabinaan irratti mariyaadha.
2. Murtoon adeemsa raabsaa fi qoodinsa bishaanii magaala keessanii bifa ifaa ta'een murteeffama? Yoo hin taane, maaliif?
3. Dhiyeessiiin bishaan dhugaatii magaalichaa jiraattoota hundaaf gahaa fi wal-qixa raabsama? Yoo deebiin keessan **lakkii** ta'e, sababni walqixa raabsamuu dhabuu maali?
4. Yeroo tajaajilli bishaanii addaan citu tooftaan ittiin gabaasan ni jira? **Eeyyee** yoo jettan, toofticha irratti mariyaadha.
5. Abbootiin aangoo waa'ee danbii fi qajelfama dhiyeessii tajaajila bishaanii hubannoo ni kennu?
6. Koreewwan bishaanii magaalichaa dandeettii fi gahumsa gahaa dirqamaa fi itti gaafatamummaa isaanii sirriitti ittiin raawwatan qabu? Yoo **lakkii** jettan, maaliif?
7. Ilaalcha keessaniin, wantoonni bulchiinsa gaarii dhiyeessii tajaajila bishaanii guufachiisan maal fa'iidha jettanii yaaddu? Rakkoolee magaalichaa mudataniif furmaata akkamii goorsitu? Yaada kessan calaqqisaa.