

ASSESSMENT OF GOOD GOVERNANCE PRACTICES IN PUBLIC SERVICE  
DELIVERY: THE CASE OF BONGA TOWN ADMINISTRATION, ETHIOPIA



JIMMA UNIVERSITY

COLLEGE OF LAW AND GOVERNANCE

DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIE

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JULAY, 2021

JIMMA, ETHIOPIA

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A THESIS SUBMITTED TO THE SCHOOL OF GRADUATE STUDIES  
OF JIMMA UNIVERSITY IN PARTIAL FULFILLMENT OF THE  
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTER  
OF ARTS (MA) IN DEVELOPMENT MANAGEMENT

JULAY, 2021

JIMMA, ETHIOPIA

### **Declaration**

I, the under signed, declare that this work entitled “Assessment of good governance practice in public service delivery : The case of Bonga town Adiminstration ” It is my original work is submitted in partial fulfillments for Master’s Degree of Arts in Governance and Development Studies: Development Management Stream complies with the regulations of the University and meets the accepted standards with respect to originality and quality.It has not been presented earlier for award of any Degree to any other University and that all sources and materials used for the thesis have been duly acknowledged. I have produced it independently except from the guidance and suggestions of my advisors.

Name of student: Mulualem Emiru Signature: \_\_\_\_\_ Date \_\_\_\_\_

## Approval Sheet

I hereby certify that I have read and evaluated this Thesis entitled **Assessment of good governance practice in public service delivery: The case of Bonga town Administration , Kafa Zone, SNNPRS, Ethiopia**, prepared under my guidance by Mulualem Emiru . I recommended that it be submitted as fulfilling the thesis requirement.

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

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## ACKNOWLEDGMENTS

First and foremost “Glory to God”, that helped me to carry all the burdens through my study and research completion. Next, Glory to Saint Michael for protecting and supporting me from beginning up to the end.

My special thanks to my adviser Mr. Bisrat G. (Assist Prof) for his guidance throughout the process until the completion of this paper and also I would like to express my deep gratitude to my co-advisor Mr. Melese Tefo for his constructive comments to complete my thesis.

It is a great pleasure to extend my appreciation to the respondents who participated in providing the necessary data for this study.

I would also like to thank all of my families, friends, and colleagues who have given me all the necessary information and support to complete this paper. Finally, I am also very Great thankful to my friend Mr.Fikire Yohannis for his countless advice, scientific comments, and moral encouragement.

Thank you all

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## **Acronyms and Abbreviation**

CIPFA	Chartered Institute of Public Finance and Accountancy
CP	Community Participation
CSA	Central Statistical Agency
EPRDF	Ethiopian People’s Revolutionary Democratic Front
EU	European Union
GOE	Government of Ethiopia
IFAC	International Federation of Accounts
MoFED	Ministry of Finance and Economic Development
NGO	Nongovernmental Organization
OPM	Office for Public Management
PASDEP	Plan for Accelerated and Sustainable Development to End Poverty
SNNPR	Southern Nations Nationalities and People’s Region
SPSS	Statistical Package for Social Science
SIWI	Stockholm International Water Institute
UN	United Nations
UNDP	United Nation Development Program

## ***Abstract***

*This study assesses the practices of good governance in public service delivery on water and health service in Bonga town, Kaffa zone, SNNPR. To accomplish the objectives, the study used a mixed research approach with a descriptive design. Data were collected from both primary and secondary data. Primary data was obtained through questionnaires, interviews, and focus group discussions. Secondary data involved reviewing relevant literature from books and journal. Data collected by survey questionnaires were entered into SPSS for statistical analysis, and data collected by interviews and focus group discussion were analyzed through narrative, and used for triangulation. the study found that the practice of good governance in public service delivery in Bonga town is evaluated as less implementation in responsiveness principle of good governance, the practices of transparency principle are still ineffective, not effectively implemented accountability and there is no implementation of good governance principle of participation in water and health service sector in the Bonga town. The service delivery frequency still needs improvement since certain households of the town don't know the clear-cut timetable of service provision. The service providers of both water and health service offices deliver the service based on the plan and the way they prepared for the communities without the involvement of the household service user of the town. Water and health offices have no clear procedures of public service delivery for all clients (households). The offices have to improve the public service provision by disclosing the procedures of the service delivery systems in their respective dimensions. Most of the households in the town judged that the current good governance practices of water and health office in service provision are poor in that it needs deep improvement. Additionally, it hinders institutional performances, strongly affects need of the community, retards development and slims down the overall aspect of the town are some of the consequences of the absence of good governance in the water and health offices of the town. Finally, to alleviate these challenges the study suggested that the office of water and health service provision still needs an institutional and structural reformation to improve the practices of good governance in the offices.*

**Keywords: Accountability, Good governance, Public sectors, Participation, Responsiveness, service delivery, and Transparency.**

# CHAPTER ON

## 1. INTRODUCTION

This chapter deals with Background of the Study, Statement of the Problem, Objectives of the Study, Research Questions, Significance of the Study, Scope of the Study, Limitation and Organization of the Paper

### 1.1. Background of the Study

One of the areas of consensus reached by the world leaders in September 2000 in their Millennium summit general assembly of the United Nations conference for the declaration of Millennium Development Goals was democracy and good governance. That is why governance occupies a central stage in the development discourse and is considered a crucial element to be incorporated in the development strategy. It is also taken as a mechanism in which the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development resources (Misgana, 2013).

Good governance offers an important opportunity for improved human progress and provides good quality of public services. Conversely, if good governance is poorly implemented, it can also be a bottleneck for human development and service delivery. But, this needs a mechanism ensuring accountability and transparent and effective resource management (Garcia and Raj Kumar, 2008).

Governance is as old as human civilization and its concept is not new. However, the practical aspect of governance is still new and the communities need a literature explanation continuously (Yahya, 2014). In the world of governance currently, the issue of good governance is what people now a day are arguing and debating on it. As to the UNDP (1994), good governance is a set of principles according to which the act of governance is realized. Good governance ensures that political, social, and economic priorities are based on the broad consensus of society. Besides, good governance is a means to entertain the voices of the poorest and the most vulnerable during decision-making over the allocation of resources. Also, good governance is responsive to the

present and future needs of society (Fitsum, 2016). Globally, good governance has emerged as a development agenda following the end of the Cold War era being accompanied by different multilateral international organizations like the UN, World Bank, EU, and other NGOs and the western investors (Bozile, 2008). Similarly (IFAC, 2013), recognized that the aim of good governance should be seen by the government officials as a means to provide better public service delivery and as a yardstick to improved accountability in the public sector. Several countries, especially in the Third World, since the end of the Cold War era have claimed to achieve their development through the means of good governance. To this end, federalism or other forms of decentralization is considered by many as a crucial means of contributing to good governance (Garcia and Raj Kumar, 2008).

The government of Ethiopia using its Plan for Accelerated and Sustainable Development to End Poverty (PASDEP) has emphasized to continue supporting the enhancement of democratization and improved governance. It recognizes that democracy and good governance are necessary conditions for poverty reduction. To this end, PASDEP promotes a more conducive environment to facilitate enhanced degrees of popular (MoFED, 2010).

As part of federal power devolution, the SNNPR state is responsible for the provision of public services such as water supply, health, education, agricultural expansion, and others. Zone and woreda level administrative units below the region are supposed to be centers of good governance to foster and expand the delivery of public services (Yilmaz and Venugopal, 2008).

Bonga town is one of the growing urban centers in SNNPRS. According to the Bonga town administration report (2013) in Bonga town, there are severe challenges in water and Health services; and others areas of fundamental public need fulfillment.

Thus, the study intends to assess Good governance practices in service delivery with particular emphasis on water and health services in Bonga town.

## **1.2 Statement of the Problem**

In Ethiopia, power is devolved to the lower level tiers of government with local administration responsibility (Kasahun, 2010). Decentralization only works when it is taken seriously by political decision-makers. Otherwise, decentralization itself is not a guarantee of good

governance (Kena, 2016). Thus, good governance is hard to achieve without professionalism, the rule of law, strong civil societies, the media, etc. while engaging in public affairs.

In SNNPR there is no concerted effort on fighting corruption and nepotism in the local government structure. The delivery of basic services is not characterized by public debate, public priority communication as well as accountable, transparent, and efficient or manpower skill fitting to execution (Tewodros, 2015).

Bonga town is one of the towns found in SNNPR which is currently expanding tremendously in terms of population and physical size. As the researchers experienced, in Bonga Town Administration there is widespread public dissatisfaction and outcry regarding the service delivery. Mainly the dissatisfactions are associated with the lack of accountability and transparency of the town administration. This worsens the problem in the town water, and health services. As a part of the community, the researcher has experienced the town and got informed about the existing issues. So, the community and the public sectors should take a measure on consequences to minimize (Ageze, 2013).

Different studies were conducted on this problem in several parts of Ethiopia. For instance, (Yoseph and taye, 2011) researched policy reforms to improve good governance in civil service delivery in Adama city administration. However, its result indicated that negative achievement to promote good governance in public service delivery within a public institution of Adama city administration.

Kasahun, (2010) researched power decentralization for the prevalence of good governance in governmental offices, to assess challenges and achievement of good governance based on five indicators of good governance in Debre Birhan town and the result of the study illustrates less achievement and recommend as it required further study.

Tewodros, (2015) researched the prevalence of good governance in public sectors in Gedeo Zone Yirga Cheffe town administration and tried to show how good governance is prevalent in public sectors. Based on the result of the study, the institutions assessed have not been found perfectly effective in maintaining good governance.

Wasihun and Fikre, 2020, conducted on Good Governance Practices and Challenges in local governments of Ethiopia in Bonga Town administration. Based on the findings Good governance

practice in Bonga town administration is weak and identified with a high level of rent-seeking among public servants as well as Appointed and elected authorities.

Additionally, the problem is worsen in bonga town water and healt services .studies listed above did not examine the specific principles of good governance such as responsiveness, transparency, accountability, and participation in public service delivery. Therefore, to fill this gap, the researcher was motivated to research an assessment of Good governance practices in public service delivery, particularly on water and health services in Bonga town.

### **1.3. Research Questions**

- 1) what are the current status of good governance practice in water and health service delivery?
- 2) What are the effects of lack of good governance in water and health service delivery?
- 3) What mechanisms are employed to solve the problems of good governance in water and health service delivery in the study area?

### **1.4. Objectives of the Study**

#### **1.4.1. General Objective**

The General objective of the study is to assess the practices of Good governance in public Service delivery in Bonga town.

#### **1.4.2. Specific Objectives**

The specific objectives of the study are

- To examine the current practices of good governance in water and health service delivery in the study area
- To explore the effects of lack of good governance in water and health sectors concerning service delivery
- To examine the measures taken to solve problems of Good Governance in the water and health sectors



## **1.5. Significance of the Study**

Probably the study would generate valuable information on the good governance practices in public service delivery in selected sectors namely water and health service in Bonga town. It would highlight possible recommendations and directions for interventions to take the necessary actions. It highlights the success part of the sector that could be enhanced and failures that deserve the attention of concerned bodies to take corrective action. The recommendations would assist policy makers, public officials, and community members to have a clear insight of the practicability of good governance elements. Finally, the study would help as secondary data for professionals and other individuals who want to conduct in-depth research in similar areas.

## **1.6. Scope of the Study**

The study was delimited to Bonga town, Kaffa Zone of SNNPR. Conceptually, the study focused on examining the practices of good governance in water and health service delivery in aspects of Accountability, Transparency, responsiveness and participation. Even though all areas need exploration, the study contents and scope focused only on the practice of good governance, Effects of absence of good governance and mechanisms to improve good governance with regarding provision of pure drinking water and Health service in Bonga town.

## **1.7. Limitations of the Study**

While conducting this study there are some limitations that the researcher faced. Lack of cooperation of the respondents and their willingness to participate in the study and provide the right information especially government officials, some officials lack of time in relation with election campaign and another limitation was the shortage of organized secondary sources data related to the issue. Furthermore, the prevalence of Pandemic disease (COVID\_19) affects the generalizations made in one way or another way. The researcher convincing the respondent by creating awareness about the aim of the study with out hesitation, making positive relationships and used physical distance during a focus group discussion and interview sessions.

## **1.8. Organization of the Paper**

This paper contains five major chapters. The first chapter is an introductory part that contains a background of the study, statement of the problem, objectives of the study, scope of the study, limitation of the study, and organization of the thesis. Chapter two is a review of related literature and conceptual framework, chapter three is a research methodology which consists description of the study area, research design, sample size, and sampling techniques and methods of data analysis and presentation followed by chapter four, results and discussion and the last chapter is chapter five which contains summary, conclusion, and recommendation.

## **CHAPTER TWO**

### **2. REVIEW OF RELATED LITERATURE**

This chapter deals with: the concepts of governance and characteristics of Good Governance, good governance and public service delivery, as well as effects of absence of good governance in public service delivery, and Finally, the conceptual framework,also presented.

#### **2.1 Conceptual and Theoretical literature review**

##### **2.1.1 Conceptual Issues and Meanings of Governance**

The concept of “Governance” is not new. However, it means different things to different people. The actual meaning of the concept depends on the level of governance we are talking about, the goals to be achieved and the approach being followed. Governance is relative to politics that is an art of governance as well as talks about government, institutions, order, power, ideas of justices. Governance also deals with the power structure, public sectors, equity, and public administrators. Traditionally, the concept of governance is the study of democracy, how civil society and government decide on meeting their needs (Tamayaocus, 2014).

Generally, governance is defined as the exercise of power or authority by political leaders for the well-being of their country’s citizens or subjects. It is the complex process whereby sectors of the public order exercise power, enact, and transmit public policies which directly shape human and institutional interactions, economic and social development. The exercise of economic, political, and governmental authority to manage a country’s affairs at all levels. It comprises mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences (Abdellatif, 2003).

#### **2.2. Governance and Government**

Governance and government are not similar rather there is a simple beat difference in definition. Governance is the phenomenon that is as old as government itself, namely the pursuit of collective interests through political institutions (Popovych, 2008). Governance is generally understood as the most important pattern by which public power is exercised in a given

collective context. As such, it has been a concern for all ruling parties and states. It is equally the case that all governments have concerned themselves with questions of good governance. It is the quality that ruling bodies and states are looking for addressing important issues for state skill (Stuart, Veron, and Manoj, 2005).

Governance is creating the condition for ordered rules and collective action. It is an order which cannot be externally imposed but it is the result of the interaction in multiplicity governing each other and influencing among the actors whereas government refers to the formal institution of the state and their monopoly of the legitimate coercive power. It is characterized by its ability to make decisions and its capacity to enforce them, which operate at the level of the national state or any other levels and maintain public order as well as facilitate collective performance. But governance with the absence of government is difficult to imagine because it's a government that coordinates and formulate rules for internal and external security as well as goal achievement.

Governance is the set of institutions and actors but it is beyond the government UNESCO, (1998). The United Nations Development Program UNDP, (1997) is also defined Governance as the exercise of economic, political, and administrative authority to manage a country's affairs at all levels. Governance means how power is exercised by the government and others actors in the management of a country's social and economic resources. It comprises the institutions, processes, and traditions which determine how power is exercised, how decisions are taken, and how citizens have to articulate. Thus, governance is not the sole concern of government rather all of these are involved in decision making i.e. governance is broader than government in content (Isabelle, 1997). Governance is what governments do or what a government is to conduct: controlling the allocation of resources between social actors; providing a set of rules and operating a set of institutions setting out "who gets what, where, when and how" in society as well as managing the resources that are the basis of legitimacy. Governing thus involves the establishment of a basic set of relationships between governments and their citizens which can vary from highly structured and controlled by governments or mode of government coordination exercised by state actors in their effort to solve familiar problems of collective action inherent to government (Leyall, 2009).

Thus governance is about actors and their interactions. It is the ideas and instruments through which policy processes are coordinated. Additionally, it is the way of ordering reality, of

explaining how public policies are decided and implemented, and of indicating those actors with a role in such policy-making plus the interaction between these policy-makers (Capano, 2015).

Government is the system of an institution or state that controls overall its subjects. It refers to machinery and institutional arrangements for the exercises of sovereign power for serving the internal and external interests of the political community. Government is consists of all organizations charged with reaching and implementing decisions for the community Hague and Harrop, (2004). (Fakuyama, 2013) also makes clear the definition of governance and government in this way: government is an organization that can do its functions better or worse; governance is thus about execution. Government is an institutionalized authority, organized to direct the larger society towards goals devised by the political actors (Harrison, 1970).

### **2.3. Actors of Governance**

Since decisions made need to be implemented, this also requires us to understand the necessity of actors in governance (Ashiraf, 2014). To accomplish governance issues, there should be actors leading to achieve set goals of governance. The assumption is that there is no single actor which has the knowledge, resources, and capacity to tackle common problems unilaterally (Bell and Hindmoor, 2009) In other words, effective governance often requires the state to build strategic relationships with a range of non-state actors. Because of this, there are different actors of governance. Such as the government, civil society associations, the media, and private sectors (Lee, 2003).

Similarly, Misgana, (2013) explain governance is not a matter of government only but a situation of multiple crisscrossing relationships in which different and various actors in the public and private sectors at national and international levels play various roles, sometimes mutually reinforcing and complementary, sometimes conflicting, but always following the same principles and practice that are agreed as constituents of good governance. Governance needs balancing and managing the changing relationship among actors to maintain the legitimacy of the decision-making process.

According to (Sdeviece, 2013), argued that governance is traditional, the only alternative of government in steering public actors for development, but through time, the governance issues start to give chance for other actors to reduce poverty, create security, protect property right,

develop societal development and reduce the societal problems. Further, the governance plays not only the role of government rather it concerns all organizations and institutions of NGO actors and independent agencies without any one of domination. Additionally, civil society organizations, the media, political parties, and private actors also have a strong contribution in process of governance (Ashraf, 2014).

### **2.3.1. Government**

According to Ashraf, (2014) government is one actor of governance. The main role of government is to provide an enabling environment for other actors of governance to participate and respond to the mandate of the common good. From actors of governance, the government is the main to making decision and implementation process. Government serves as the main actor in different levels of government; corporate, international levels, regional, national, and local levels (Nikolic, 2008).

Government structures could be formal and informal. Formal government structures are how decisions are legally arrived at and implemented. At the national level, informal decision-making structures, such as "kitchen cabinets" or informal advisors may exist. In the same way, the government has a definite economic role: it must ensure an appropriate policy environment, encourage entrepreneurship, create favorable conditions for the business sector and for attracting foreign direct investment, provide basic infrastructures and develop human resources (Nikolic, 2008).

Government typically plays and should play a key role in overseeing, steering, and coordinating governance arrangements; in selecting and supporting the key participants; in mobilizing resources; in ensuring that wider systems of governance are operating fairly and efficiently; and in taking responsibility for democracy and accountability issues. Additionally, the government should seek to institutionally redesign their governance arrangement to make them more responsive and honest (Bell and Hindmoor, 2009).

In process of governance, the government has strong legitimacy than other actors to enhance outputs effectively, steering governance arrangements, ensuring effectiveness, and providing the necessary resources for the citizens, because the legitimacy of government directly or indirectly drives by the choice of citizens. But, this legitimacy output is enhanced only if the government

ensures accountability conversely if the government fails to win legitimacy, it is less to public support (Bell and Hindmoor, 2009).

According to Misgana, (2013) argue on the role of government in the promotion of good governance, it should exercise strong effort in multi-dimensions; create adequate awareness for the community, formulate adequate and appropriate laws and policies, promote the democratic culture, encourage citizens participation and demonstrate a strong commitment in its different organs and levels of government. Particularly, the government should be applying the values of good governance in public service delivery to promote good governance like others actors and the traits of government should be reflected in the principles of good governance in public service delivery.

### **2.3.2. Civil Society Organizations**

Civil society organizations actively contribute to the process of governance. They encompass non-state and non-business sectors and typically are formed by nongovernmental and non-profits initiatives Heidbreder, (2012). Civil society organizations are composed of independent associations which develop a diverse and pluralistic network in the promotion of good governance. It may consist of a range of local groups, specialized organizations, and linkages between them to strengthen the corrective voices of civil society as a partner in governance. Civil societies are separated from the state that has a common interest, need, and principles such as tolerance, equality, effectiveness, accountability, openness, responsiveness, inclusion, and cooperation. As a result, they are considered as an agent of good governance (Pasha, 2004).

In developing countries, civil societies take charge and substantially contribute to governance by provision and maintenance of crucial economic and basic social services/ infrastructures. Such as education, health, water supply, research, and technology; encouragement for improved policy and governance; investment promotion and publicity, and networking to improve flows of information to enhance opportunities (Pasha, 2004).

Similarly, (Syal, 2012), stated that civil societies organizations are considered as a role model of governance actor next to state in the improvement and efficiency of public service delivery. Civil society organizations play a great to maintain stability, radical changes, and service provision in the community through the process of governance. They have quite distinctive effects on

governance warren, (1999) Civil society organizations have contribution in process of governance while they represent the public interest, policy formulation in the manner of transparent and accountable, enabler of catalyst in cross sectors change, in the new paradigm, the civil society contributes in burden reduction and great success to address the societal challenges for each sector because of there is strong integration among each other. Civil society organizations are players of key roles in communicating matters of public concerns, search the solution for common goals, like state governance; promote good governance because they are often intimately connected with individuals' life. Basically, since CSOs in process of governance is not for the aim of political power and gain of money like state and market. They are closely relative to public opinion which contributes toward transparency of governance.

Practically, civil societies have excellence in deliberating the public concern World Economic Forum, (2013). Civil society organizations have a symbolic function in public issues as wealthy and powerful full members through which the weaker and poorer the members of the social influence. This is because most of the time the powerful and wealthy peoples are getting positions and possess to test the legitimacy of public subject matter but they are not thus much committed to the common good. In this way, civil societies contribute to the promotion of good governance (Warren, 1999)

Civil society organizations (CSOs) are important in the delivery of public services and community accountability. Their participation may include initiating promotion to inform citizens about their rights and what services they are entitled to. They may undertake analysis such as public expenditure tracking surveys to follow the money from central government budgets through to service providers or absenteeism surveys to monitor the attendance of providers. Particularly where there is weak accountability in public office (Ringold, Holla, Margaret, and Srinivasan, 2012).

### **2.3.3. Media**

The media acts as a medium of communication whereby information can be transmitted to the general public. There are various forms of media existence in the world today and they serve the purpose of dissemination of information, but also criticizing the government in the best way possible. Media can enhance the notion of good governance through improved transparency,



freedom of expression, and expanded opportunity for citizen participation. The media is an important institution that can and should strengthen democracy and enhance good governance through the role of verifying socio-political development. The media can play a pivotal role as a watchdog for governance. As watchdogs, the news media has a responsibility to help guard the public interest, ensuring the accountability of powerful decision-makers by highlighting cases of malfeasance, maladministration, and corruption, thereby strengthening the transparency and effectiveness of governance (Daniel, 2014) the media plays in fostering an environment of good governance. As a watchdog, the media interpreter of public issues, events, and play a key role in every society (Okolo, 2014).

In a parallel way, the watchdog function of media is essential in a democratic society where people must know what their governments are doing. The primary democratic function of the media is to act as a check on the state. The media should observe the activities of the state, and fearlessly expose exploitations of official authority. An important assumption is that the media speaks for the people, represents the interests of society, and serves as a check on the government. This process holds the government accountable; makes visible what it is doing, so that people can judge.

Through this function, the media helps to ensure good governance in a democratic system. The media could encourage the promotion of these principles of good governance Ashraf, (2014). The public sphere should be opened for media. So, that it can play the role of fostering good governance (Okolo, 2014)

The media is a critical link for the accountability chain between government and the governed, providing information for the citizens to hold those in authority accountable and also articulating citizen's voices and preference for government to use in policy formulation. Given this assumption, this paper argues that media's contributions to good governance in the society is played out within the ambit of the principles of good governance and that media's potential to contributes to good governance depends on the extent to the media reflect and enforce these principles as an institution (Dunu, 2013).

Citizen participation in the act of governance is engendered by the media and other intermediate institutions. However as widely acknowledged, the role of the media in fostering participation is vital as the media reports on aspects of the decision making process and give peoples a voice in

the process. The media enables participation in two ways; first, as a facilitator providing a stage for the citizens to have accurate and sufficient information that helps citizens rational, informed decisions and take the right course of action beneficial to them: second as a feedback mechanism, the media provide the means for the citizens to register their feelings and express their consent and oppose concerning issues. The media serve as the primary intermediaries of information supply (DunuIfeoma, 2013).

The media, given good governance, has a higher duty to inform citizens, to enlighten them about political, economic, and social issues, and to activate them into strong participation in the governance process. It also has a responsibility to subject government policies, programs, activities to expose corruption, bad conduct, and incompetence. In this way, they make a vital contribution to creating an environment for good governance and communicating the principles of governance to the wider public (UNESCO, 2005).

(Berne, 2004) argue media is the principal vehicle for freedom of expression. Media can play as an instrument and partner of governance programs to influence reality. It is a targeted party for the protection of human rights, fighting corruption, information in conflict times, political crises, and natural disasters.

Generally, the roles of media are vital to the quality of good governance deliberation in the public sphere. Media is as watchdogs over the powerful; as agenda setters, calling attention to natural, human-caused disasters and humanitarian crises, as control of corruption, gatekeepers, incorporating a diverse plus balanced range of political perspectives and social sectors (Myers, 2012).

#### **2.3.4. The Private Sector**

Where private sectors participate in governance, degrees of corruption practices become reduced and the provision of public service encouraged for citizens because of a strong partnership of government and private sector Matovu, (2000). Similarly, private sectors are effective and committed to the eradication of poverty and encouragement of development for the community through giving aids, provide the opportunity for unemployment, addressing social factors, have long term demand for investment, infrastructure, products, and services to the community particularly in developing countries for those living in absolute poverty (Davies, 2011).

Hence, weak or bad governance reinforces poverty and good governance is the means to eradicate the degree of poverty. But, this is not effective only by the role of government rather it needs the contributions of private sectors in good governance through giving the opportunity of participation for private sectors. Particularly, these apply the following values of good governance; an accountability executive, efficient and professional public bureaucracy, rule of law, transparent and participatory policy-making Punyarabandhu, (2004). Generally, to achieve goals of good governance effectively in a given country, any governance process should encourage the contribution of the private sector or investors. Particularly on reducing corruption and other manifested failure of government (Bell and Hindmoor, 2009).

Even though the private sectors contribute to the promotion of good governance, but there are also some problems relative to their activities in practicing the values of good governance for all people. So, the private sectors have to treat equally low-income citizens for profits motive in the provision of service. This contributes to principles of good governance in the community to serve them equally and being a participant to exercises their rights and discharge responsibility like other citizens (Davies, 2011).

## **2.4. Core characteristics of Good Governance**

The indicators of good governance are participation, consensus-oriented, accountability, fight corruption, transparency, rule of law, effectiveness, and efficiency, and equitable. Legally, the political and governmental mechanism must fight corruption to ensure public officials remain answerable and accessible to the people they serve, Johnson, 1997, Fitsum, (2016), Downer, (2000), Stiftung, (2011). Similarly, Abdellatiif (2003) acknowledges that the core characteristics of good governance are to ensure social and economic as well as political cultures in any country. Accordingly, the following are some of the common indicators of good governance included in this study.

### **2.4.1. Participation**

The public should have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their interests. Such broad participation should be built on freedom of association and speech, as well as capacities to participate constructively. This increases the quality of decision making, reduces uncertainty, and increases stakeholders’

confidence. The principle of participation is a key for the inclusion of diverse marginalized individuals and social groups in decision-making and effective management resources. Participation accelerates citizens' engagement in various governance aspects and enables them to exercise their rights freely without control of the media, freedom of expression, and association (Olira, 2016).

#### **2.4.2. The Rule of Law**

As one basic principle of good governance, rule of law indicates a fair legal framework that is enforced without bias as well as consistent constitutional procedures. Rule of law is apprehensive observation in which agents develop confidence in and put up with the rules of society. The prevalence of rule of law indicates protection of Property rights, enforcement as well as the implementation of the law, eradication of crime and violence, and peaceful resolution of the disagreement. Legal frameworks should be adhered to by any governmental officials in fairness and enforced impartially, particularly based on the laws of the country. It should serve everyone in an equal manner (Oviasuyi, 2010)

#### **2.4.3. Responsiveness**

Any governmental office and its function have to serve all members. Responsiveness is a mechanism in which a power holder or decision-maker recognizes the demands of individuals or groups and responds properly. Also, responsiveness is the process in which development agents; both private and public institutions will need to respond to the requests of the people (Gioppen, 2003).

#### **2.4.4. Transparency**

Access to information on the performance of public sectors is critical for the promotion of government accountability. Unless the public knows what goods and services are provided by the public sectors, how well they are provided, who the beneficiaries are, and how much they cost, it cannot be considered like effective government in public service delivery (Fitsum,2016).

Transparency in government institutions is accepted as one of the fundamental features of good governance. When people are properly informed and able to see what public officials are doing,

they can articulately interact with their state institutions to build up dialogue on social and economic issues in society. It is inevitable in all dealings of the government. To realize transparency in public service, good institutional arrangements are needed, openness and honesty should be promoted and functional measures of internal and external control must be instituted correctly applied (Helao, 2015)

Since information empowers citizens to demand quality service and accountability from their governments. Governmental institutions should access information to users of public services (Schramm, 1965). Thus, transparency is built on the free flow of information. Processes, institutions, and information are directly accessible to those concerned and enough information is provided to understand for the citizens. Generally, a public sector entity should be open and accessible to its various stakeholders, including citizens, service users, and its staff (IFAC & CIPFA, 2014).

#### **2.4.5. Equity and Equality**

According to Fitsum, (2016) a society's wellbeing rely on ensuring that all its members feel that they have a stake in it and do not feel excluded from government affair. This requires all groups, but particularly the most marginalized, to have opportunities to improve or maintain their wellbeing. All men and women have a chance to get better or maintain their well-being. Therefore, all men and women have opportunities to improve or maintain their well-being.

#### **2.4.6. Consensus Orientation**

Good governance requires the accommodation of diverse interactions in reaching a consensus on what is best for the whole community. 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 result from an understanding of the historical, cultural, and social contexts of a given society or community (Fistum, 2016). Good governance should mediate different interests in reaching a broad consensus on what is in the best interest of the whole and, where possible, on policies and procedures.

#### **2.4.7. Effectiveness and Efficiency**

Kassahun (2010) reveals the concept of good governance should ensure efficiency and effectiveness in the use of resources of a nation. It is the extent to which limited human and financial resources are applied without unnecessary waste, delay, or corruption. Further, good governance means that processes and in which the institutions able to produce results that meet the needs of society while making the best use of resources at their disposal (Fistum, 2016).

#### **2.4.8. Accountability**

Accountability is regarded as the basis of public service. In this regard, accountability is the pillar of democracy and good governance that compels the state, the private sector, and civil society to focus on results, seek clear objectives, develop effective strategies, and monitor and report on performance. Decision-makers in government offices, the private sector, and civil society organizations are accountable to the public, as well as to institutional stakeholders Helao, (2015). Accountability refers to the imperative to make public officials responsible for government performance as well as responsive to the body from which they get their authority (Fitsum, 2016)

Governments should act according to above all criteria of good governance, which is based on common principles stated and the absence of corruption. Only a government that proceeds in this way and improves itself as much as possible on these dimensions and aspects to solve societal problems is considered as good governance, Michael, (2013). Good governance should be characterized by reducing corruption, improved accountability, and adequately decentralized system, and well-managed public resources (Adane, 2013).

#### **2.5. Good Governance and Public Service Delivery**

From the perspective of service delivery, governance can be understood as the set of incentives, accountability arrangement, transparency, effective and efficient use of resources but also rules and regulation in public sectors for public service. This includes policy makers, provider institutions, their executives, and employees who are held accountable for their behaviors and ability to deliver high-quality services with efficiency and responsiveness (Ring OLD,Holla,Marigaret and Srinivasan, 2012)

Additionally, good governance depends on the extent to which the general population perceives a government to be legitimate, which is committed to improving the general public welfare; competent to maintain law and order and deliver public services; able to create an enabling policy environment for productive activities; and equitable in its conduct, favoring no special interests or groups Misgana, (2013). Therefore, good governance in the Public Sector is to encourages better service delivery and improved accountability by establishing a standard for aspects of good governance in public sectors.

Good governance requires all concerned bodies to know their roles, responsibilities and to behave in ways that are consistent with those roles. Members of governing bodies are appointed to direct and control public service organizations by public interest. The primary function of governing body is to: establish the public sector strategic direction and with the executive and ensure accountability to the public for the institute's performance, assure that the institution is managed with desirable quality and integrity (OPM and CIPFA, 2000).

Matovu, (2000) explains good governance is the establishment of a meaningful relationship between civil society and the state or between the governed and the government to promote efficient delivery of public services. Accordingly, good governance has to consider and promote the following principles responsibility, power-sharing, accountability, transparency, rule of law, honesty and openness, equity, efficiency, sustainability, civic engagement, and security. While good governance accomplishes these principles in public service, the community can enhance the spirits of common visions and understand to solve appreciation of community challenges, citizens can voluntarily and timely pay taxes or create a positive attitude towards the government. Additionally, the involvement of citizens in the decision-making process enables to reduce constraints, establish an atmosphere of trust and confidence between government and citizens, responds to the needs of communities concerning the provision of service. Since communities are the eyes and ears of the government, citizens and government jointly do the action of service provision through evaluating and monitory on resource distribution and quality in public office.

Citizens have the interest to create a strong network with service providers through an accountable manner that promotes good governance. As a result, good governance has to give opportunity for citizens the role in achieving better service delivery from service providers in a

transparent and accountable way. On the other hand, government and civil society organizations also have a growing interest in the potential to serve as a tool for strengthening service delivery accountability. The aim is to strengthen governance and accountability for the sake of good governance particularly in public service delivery (Ringold, Holla, Margaret, Srinivasan, 2012).

## **2.6. Challenges of Good Governance practice in Public Service Delivery**

Grindle, (2010) argues that good governance agenda is time-consuming and growing longer over time. Among the mass of governance reforms that must be done there is a little guidance about what's essential and what's not, what should come first and what should follow, what can be achieved in the short term, and what can only be achieved over the longer term, what is feasible and what is not. If more attention is given to understanding out these questions, "good governance" may become a realistic goal for many countries. Good governance is seen as governance that scores high on those factors that make matter for the reduction of societal problems, although it may fail on other indicators of good governance which are less relevant in a specific situation.

(Wani, 2014), argues the challenge of good governance in public service delivery as not scarcity of resources. Rather the real problem is the lack of good governance. As a result, even though it is resourceful, Africa fails to exploit them adequately and properly. This is first and foremost due to such problems as weak institutions, the absence of rule of law, and uncontrolled corruption. The other main challenges which Africa specifically Ethiopia is facing bad leadership and institutional failure. People need to give power to good leaders who have a dream to change Africa towards development and prosperity, for this purpose power needs to be given to those who are able persons for leadership and good governance.

According to Stiftung, (2011), although the state has to provide the most basic public service throughout the country, its operations are poor. Particularly towns that are found distantly from the center of the country experience shortage of Public service. Additionally, the countryside districts and towns suffer from widespread corruption.

The crucial factor that matters in good governance is a well-functioning public sector. This effectiveness depends not on the interest and acts of politicians who make empty promises. It depends to a much higher extent on the capacity of actually delivering the needed service. It has to prepare and implement the policies crucial for the development of the country and the



wellbeing of society. Thus, agents of governance have to focus on common responsibility in public service (Sdevcies, 2013)

Helao, (2015) explains; lack of good governance badly affects public service delivery. The study argues that inappropriate governance in most public institutions delays service delivery. Unlikely the inquiry was confirmed that good governance practices improve public service performance and ultimately enhances service delivery. Tewodros, (2015) talks about related problems are found in Ethiopia. These are rooted in a lack of accountability, transparency, responsiveness, efficiency, effectiveness, corruption, poor control of public funds, and abuses of human rights. Another Challenge of good governance in Ethiopia is the distrust of the majority of people to tackle social problems. The self-confidence of traditional public confidence has fadeout and it has been replaced by a character of crisis (Lee, 2003).

Similarly, Adane, (2013) has argued that, among others, inequitable distribution of national wealth, mismanagement of resources; lack of effectiveness or wisely using of resources, corruption, lack of accountability, lack of constitutionalism, and absence of rule of law by government officials and lack of interest to participate by the public are the major problem of public services delivery in Ethiopia.

### **2.6.1. Corruption**

Corruption is the abuse of public and private sectors for private gains by government officials, USIAD, (2005). It is an illegal act that involves the abuse of public trust or office for some private benefit. Corruption is an ancient, wide, and dangerous problem that continues to be a factor in everyday life around the world. So, it is a universal problem. Traditionally, corruption was considered as a public sector problem only. However, corruption can also distort the functioning of the private sector. The problem of corruption in Ethiopia has become dangerous there are legal and administrative mechanisms to combat it (Berihun, 2011).

In Ethiopia, particularly bribery which is informal payment for public officers for the demand of service delivery has become prevalent. The service seeker is intimidated if she or his approach has not based on bribery. Another problem is the misappropriation or theft of public funds or equipment by officials. Yet, widespread corruption is patronage. This is taking place in the form of appointing or assisting one's relatives in the public institution. A further manifestation of

corruption in the country is an absence of public officials from office, late entry, early leaving, etc. USIAD (2005). In governmental offices, the majority of workers are corrupted. As a result, corruption has become a difficult crisis in public sectors from top to bottom (Mbah, 2013).

Generally, in Ethiopia, there are no judges able to render decisions free from the influence of the ruling political-party leaders and government offices that are independent of the judiciary, formally guaranteed by the constitution, which is significantly impaired by the political system and the high level of corruption. Offices holders who break the law and engage in corruption are not adequately prosecuted. Therefore, corruption remains a significant problem in Ethiopia due to the lack of taking proper measures against corrupt practices. Corruption is the disease that makes weak the activities of public institutions from day to day (Stiftung, 2011).

### **2.6.2. Problem of Leadership**

Zerihun (2014), defines leadership as a set of processes that establishes the effectiveness of organizations and modifies them to changing situations to make their performance effective. It is the ability to have a vision that is well communicated, to build trust among colleagues, who realize one's leadership potential, influencing and supporting others to work for the public cause. Uncorrupted leadership stands for the public common good and benefits and wins trust for commitment but also competence. Because, many of the public service institutions lack visionary leadership, and public participation, they are operated under very poor conditions. The community is interested in leadership with those who effectively manage the affairs of the community. However, in a real-life situation, there is sometimes the problem of leadership in which condition they are not manages the affairs of citizens properly (Nicolic, 2008).

### **2.6.3. Undemocratic Rule**

Authoritarianism has become a prevalent situation in Ethiopia. There is a problem of unfair distribution of the resources made available inside the country as well as obtained from the international community. The ruling elites were interested only to secure their positions by bringing their followers into the state service and also foster their private wealth. The bureaucracy is extremely extended and its funds channeled outside the public sector's usage or to private accounts. Additionally, many public service budgets are just designed to satisfy personal

benefits or groups of people not for mass use, partial treatment, there is no free flow of information for the community and there is the violation of human rights (Adane, 2013).

## **2.7. Theories of Good Governance**

The concept of governance captures “how power is exercised in the management of a country’s economic and social resources for development” World Bank (1992). Various theories are used to explain good governance about development.

### **2.7.1. Cautionary School of Governance for Growth (Governance School of Growth)**

This theory emerged from the research that showed a link between good governance and economic growth. According to this theory, countries with good governance have high rates of economic growth in comparison to those with poor governance. Indeed for many economists and political economists, the main theories of governance and development are found in the interpretation of the dynamics of the relationship between governance and economic growth (development). Governance is viewed to be at the heart of the development agenda.

Some economists even argue that good governance is development itself as they combine it with material wellbeing and that societies with good governance attain the Pleasure of advanced societies (Rodrick, 2008).

Governance school of growth theory believes that good governance is central to all development processes in the society.

### **2.7.2. Successful Society Theory**

According to (Bloom, 2004), this theory tries to shape the development agenda with a focus on key features and characteristics of a successful society.

A successful society possesses the following features, competitiveness, strong institutions and rules, and social capital. There must be competitiveness in any successful society, and which is facilitated by the government. The competition has to be that of firms and industries.

Also, any successful society must have strong institutions and rules-based conduct. The rules, laws, and regulations ensure that a particular society behaves in good conduct which enables the society to act in peace and order.

Also, a successful society is should have social capital which is very purposefully for actions to facilitate competitiveness and build strong institutions which occur within a social context.

### **2.7.3. Modernization Theory**

Modernization theory is a description and explanation of the processes of transforming traditional or underdeveloped societies to modern or developed societies. In the words of one of the major proponents, "Historically, modernization is the process of change towards those types of social, economic, and political systems that have developed in Western Europe and North America from the seventeenth century to the nineteenth and have then spread to other European countries and in the nineteenth and twentieth century's to the South American, Asian, and African continents" (Eisenstadt,1966). Modernization theory has been one of the major perspectives in the sociology of national development and underdevelopment since the 1950s. Primary attention has been focused on ways in which past and present pre-modern societies become modern (i.e., Westernized) through the processes of economic growth and change in social, political, and cultural structures.

In modernization theory, the emphasis is put much on the internal factors of the development of a nation. Good governance on the other hand cannot be created from the outside as its principles have to come from within by the society; that means the principles of good governance have to be tracked from the inside of the organization to influence the intended development of the organization.

## **2.9. Consequences of absence of Good Governance practice in Public Service**

### **Delivery**

(Grindle, 2010) argues that good governance agenda is time-consuming and growing longer over time. Among the mass of governance reforms that must be done there is a little guidance about what's essential and what's not, what should come first and what should follow, what can be achieved in the short term, and what can only be achieved over the longer term, what is feasible and what is not. If more attention is given to understanding out these questions, "good governance" may become a realistic goal for many countries. Good governance is seen as governance that scores high on those factors that make matter for the reduction of societal

problems, although it may fail on other indicators of good governance which are less relevant in a specific situation.

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(Helao, 2015) explains; lack of good governance badly affects public service delivery. The study argues that inappropriate governance in most public institutions delays service delivery. Unlikely the inquiry was confirmed that good governance practices improve public service performance and ultimately enhances service delivery. (Tewodros, 2015) talks about related problems are found in Ethiopia. These are rooted in a lack of accountability, transparency, responsiveness, efficiency, effectiveness, corruption, poor control of public funds, and abuses of human rights. Another Challenge of good governance in Ethiopia is the distrust of the majority of people to tackle social problems. The self-confidence of traditional public confidence has fadeout and it has been replaced by a character of crisis . (Myungsuk, 2003)

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## **2.10. Efforts of the Country to Achieve Good Governance**

As for governance matters for any activities that a country tries to achieve, it must be practically established. Unless good governance is substantially established and assorted with existing national institutional frameworks, all effort to ensure development and democracy would remain in fiasco. Although economic growth is a driving force in reducing poverty, experience has shown that good governance and pro-poor choices are vitally important in the process of alleviating poverty. Therefore as described above it was in 1991, just after the annihilation of the military regime that a process on building democratic governance which is very valuable started. Since then the government has taken important measures to promote good governance and the FDRE Constitution adopted in 1995 establishes a multi-party parliamentary system of government and recognizes most of the human rights elaborated under international law.

The government has also shown its commitment to promoting good governance by ratifying several international human rights instruments, reforming domestic laws to harmonize with international human rights standards, emphasizing good governance in different policies and programs such as the SDPRP/PASDEP. Still recognizing how far good governance is indispensable for poverty alleviation, the government of Ethiopia has been making efforts to achieve it. One of the efforts to achieve good governance has been the development and implementation of the Urban Development and Urban Good Governance Packages, which has provided the basis for the implementation of good urban governance practices in Ethiopian urban centers to facilitate accelerated and sustained urban development and which also involve substantial public and private investment, support the government's strategy of growth and poverty eradication is worth mentioning. The Urban Good Governance Package answers the question "how" will the government deliver the public services of the Urban Development Package and all other public services – those less tangible but essential attributes of government service delivery that are described in terms of efficiency, effectiveness, accountability,

transparency, participation, sustainability, the rule of law, equity, democratic government and security (Ministry of Works and Urban Development, 2007). Urban good governance principles and practices are cross-cutting – they are applied to the development and implementation of all programs.

The PASDEP governance matrix, according to the Ministry of Finances and Development (2007),

Sets out several out puts and outcomes relating to the development of state organization and Institution, in particular, about parliaments, the justice sector, the civil service, decentralized system of government, mechanisms of conflict management and resolution, democratic representation, and organization of good governance such as Institute of Ombudsman, and Human Rights Communication.

The government has also made a five-year program agreement, in support of PASDEP’s team goal to develop “a fully operational democratic, accountable and responsive constitutional federalism, ensuring good governance, citizens’ empowerment and participation with UNDP, in 2007 under Multi-Donor Support for the Democratic Institution Program (DIP) with the total budget of USD 53.438 million. Based on the agreements, for instance, at the end of the term of the agreement in 2011, one of the selected institutions, the Federal Ethics and Anti-Corruption Commission (FEACC) is expected to achieve improved effectiveness, efficiency, and accountability of the civil service; efforts to fight against corruption, institutionalized, well-structured and systematized (MMoFED, 2007). These all show the attempts that the government with the support of donors making are making to achieve good governance for sustainable economic development.

However, despite all the efforts of the government and other philanthropy organizations, the process of building good governance is at its early stage, this is due to serious challenges that the process has faced. Some of the major challenges, according to Rahamato, et al are includes:

- lack of adequate awareness about human rights among the public
- the limited democratic culture and experience in the country
- limited participation of citizens in governance and lack of adequate and appropriate laws and policies in some areas

- capacity limitations of law enforcement and governance organs of the government, etc. (Rahmato, et al,2008:) Cognizant of the fact that PASDEP recognizes the need for more efforts to make local authorities more transparent, accountable, and efficient in their response to the needs of the people

## **2.11. Empirical Literature Review**

Various studies conducted in the areas of public service delivery in Ethiopia indicate that several problems exist and have been leading to poor quality public service delivery. The government of the FDRE published a service delivery policy of the Ethiopian civil service in April 2001, realizing that the existing way of service provision requires reforms to improve public service delivery. The policy came up with the assumption that effective implementation of the policy requires that all civil servants, service users, and other concerned bodies have a sufficient understanding of the objectives, contents, concepts, and principles that enables civil service initiations to carry out what is expected of them and makes service users or customers aware of their rights to receive services and benefit subsequently. Some of the studies are discussed based on their objectives and findings.

(Ashenafi Gaemi, 2018) conducted research entitled Assessment of service delivery and customers' satisfaction: experience from Jinka town, in South Omo zone, with the main objective of assessing the quality of public service delivery and examining the level of customer satisfaction in land management related service in Jinka Town municipality, South Omo Zone of SNNPR. Finally, the result indicates that the dimensions of Tangibility, Reliability, and Empathy are not significantly related to customer satisfaction, in other words, they are not major determinants of customer satisfaction. The data also shows that Information on the practices of the public service delivery principles in the office is declining customer satisfaction. Only one out of seven factors included in information on the practices of the public service delivery principles in the office has the low mean effect which shows the satisfaction of the customers. Other information on the practices of the public service delivery principles in the office fails to have an impact on customer satisfaction. (Yoseph, 2011) . researched policy reforms to improve good governance in civil service delivery in Adama city administration. However, its result indicated that negative achievement to promote good governance in public service delivery within the public institution of Adama city administration.



(Kasahun, 2010) researched power decentralization for the prevalence of good governance in governmental offices, to assess challenges and achievement of good governance based on five indicators of good governance in Debre Birhan town and the result of the study illustrates less achievement and recommend as it required further study.

(Tewodros, 2015) researched the prevalence of good governance in public sectors in Gedeo Zone Yirga Cheffe town administration and tried to show how good governance is prevalent in public sectors. Based on the result of the study, the institutions assessed have not been found perfectly effective in maintaining good governance.

(Wasihun Bezabih and Fikre Yohanes, 2020) researched Good Governance Practices and Challenges in local governments of Ethiopia in Bonga Town administration. Based on the findings Good governance practice in Bonga town administration is weak and identified with a high level of rent-seeking among public servants as well as Appointed and elected authorities.

However, this study assesses the practices of good governance in the public sector .particularly in water and health services. This problem is common in Bonga town public sectors particularly, in water and health services . Accordingly, this study focused on the idea of good governance that intimately related, among others principles, to transparency, accountability, responsiveness and participation. Due to the absence good governance practice in selected sector there is problems of service delivery in the study area.

## 2.12. Conceptual Framework Of the Study

The conceptual framework of this study is formulated based on the following figurative illustration. The appropriate practice of good governance promotes the amount and quality of public service delivery. However, the relevance of good governance is understandable in service delivery while its core characteristics are effectively executed in government institutions unless it exposes to poor governance as well as shortages of service delivery.

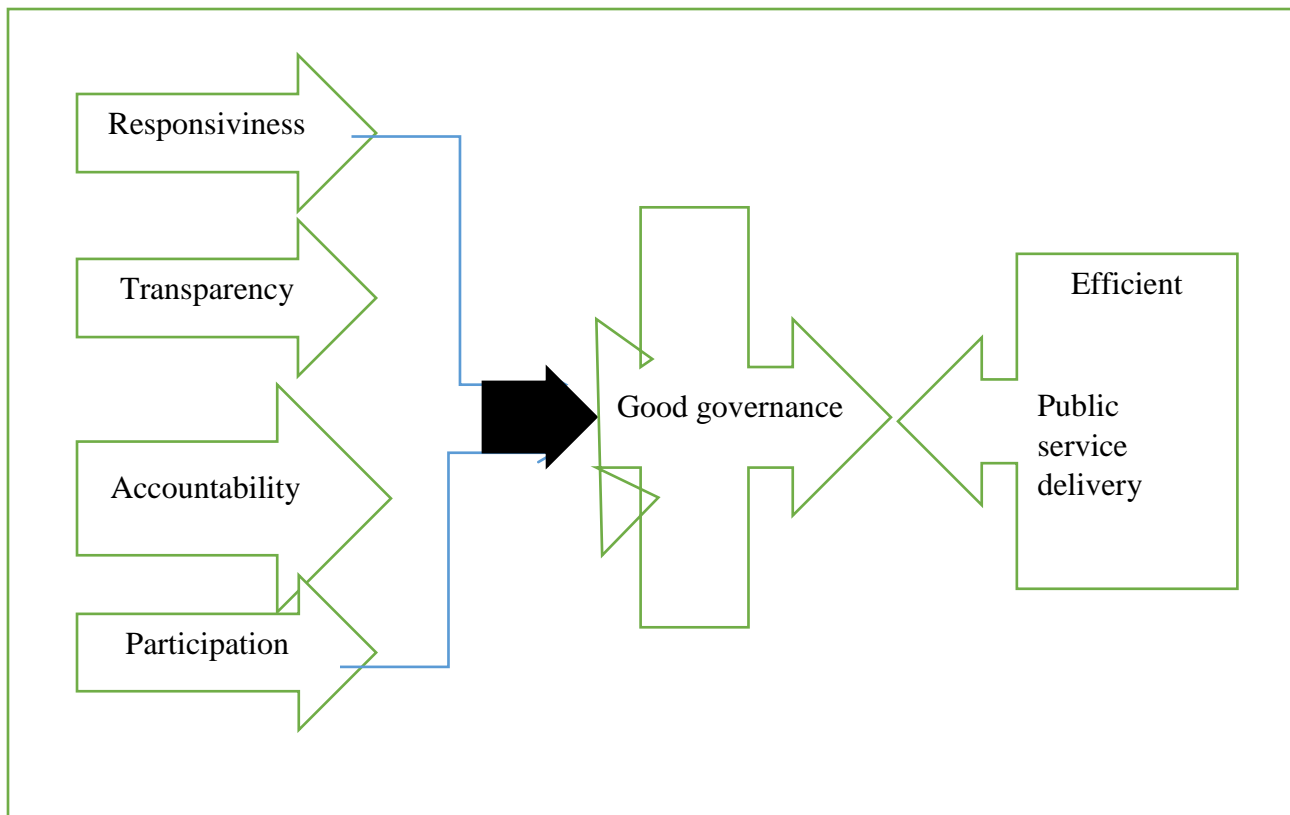


Figure 1: Conceptual framework of the study

Source: Researchers own construction based on review of literature, 2021

## CHAPTER THREE

### 3. Research Methodology

This chapter deals with the description of the study area, research approach, and design, data sources, Study population and the sample as well as the sampling techniques in determining the sample size for the study. Moreover, techniques of data collection and methods of analysis and presentation will discuss.

#### 3.1 Description of the study area

According to the SNNPR Administration bureau (2012), SNNPR is divided into 16 Zonal administrations. Below the zonal tier, there are 210 woreda governments and 6 special woreda governments. Accordingly, Municipal decentralization in the SNNPR was legalized based on the Ministry of Works and Urban Development (MWUD), and today there are around 53 town administrations in the southern region having municipal responsibility. The study were conducted in Bonga Town Kaffa Zone of SNNPR. Bonga Town is Located 449 KMs away from Addis Ababa City, and 729 KMs away from the regional Town, Hawassa. Kaffa Zone has 12 districts (woredas) and 2 city administrations, (i.e. Bonga Town and Chena Town Administration). Bonga Town administration has 6 kebeles. Bonga town obtained its municipality status in 1934 and the total population of the town is 50,168 from this there are 25,279 M and 25,289 F with 10,442 households (Bonga Town municipality Office, 2013). Bonga town administration unit is located at the center of the Kaffa zone. Bonga is bounded by Gimbo woreda in the North, North West and East, and Decha in the South and West. It has a latitude and longitude of 7°16'N36°14'E with an elevation of 1,714 above sea level. The climate condition is woinadega. The mean monthly Minimum, Average, and Maximum Temperature, as observed in Bonga station is from 11 0c-30 0c, and The mean monthly rainfall in mm as observed is from 40mm-350mm mean monthly rainfall. It is one of the coffee-growing regions in Ethiopia and exchanges various cash crops. It is also known by a brand sheep, which are unique in Africa

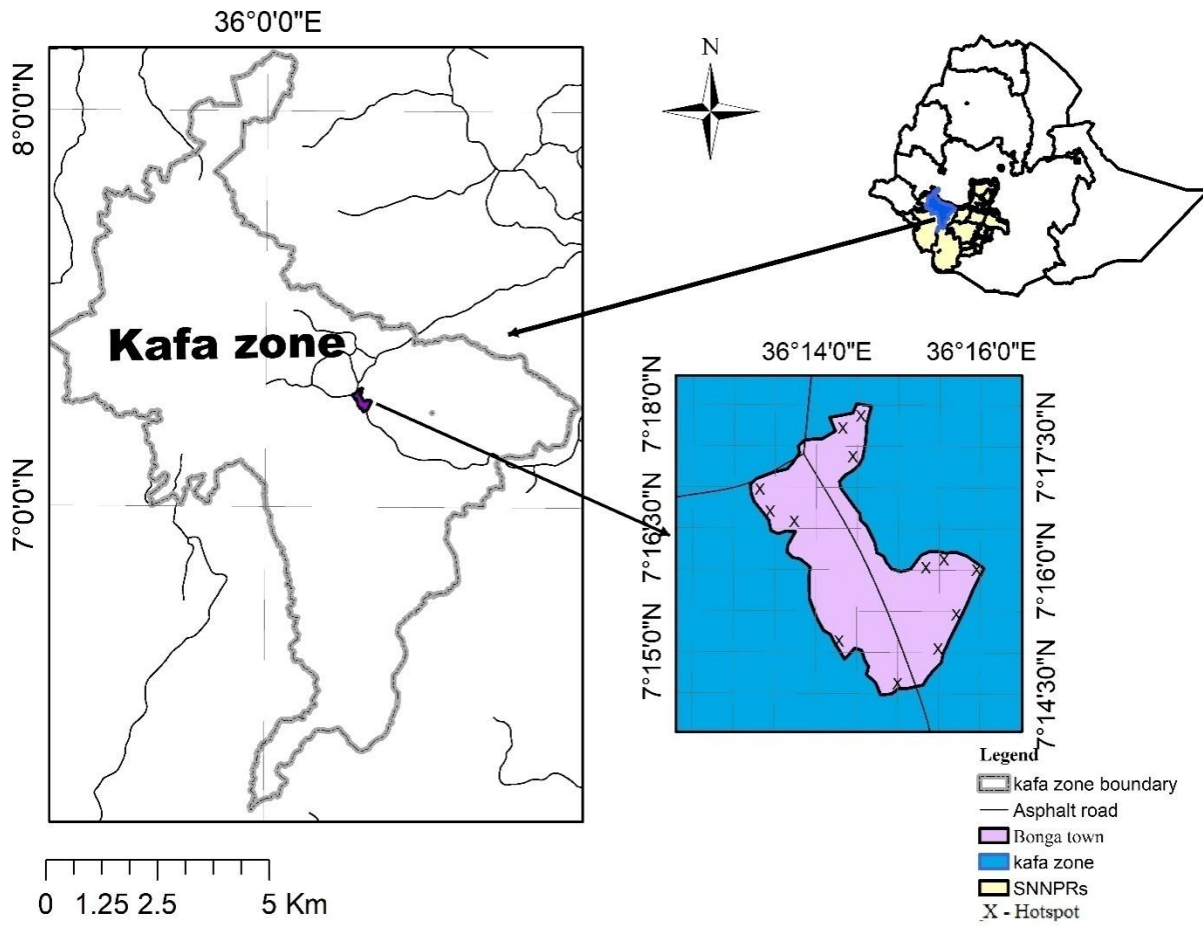


Figure 3.1 : Map of the study area

Source: Bonga Town municipality office ,2016

### **3.3. Research Approach**

This study employed mixed research approach involving both qualitative and quantitative research strategies. The researcher used a mixed research approach because the combination of qualitative and quantitative approaches provides a more complete understanding of a research problem than either approach alone, (Creswell,2014). Besides in a mixed research strategy, the qualitative approach helps to clearly describe the existing reality in the study area and the quantitative approach helps to describe the objective ideas in a more detailed manner.

### **3.4. Research Design**

To achieve the objectives of the research, the study employed a descriptive research design because descriptive design helps to emphasize detailed contextual analysis of a limited number of events or conditions. It allows the researcher to use a variety of sources, and a variety of types of data as part of the investigation. It also actually invites and encourages the researcher to do so. Observations of events within the case study setting can be combined with the collection of documents from official meetings and informal interviews with people involved (Abiy, 2009). Moreover, the University of Southern California Libraries (2016) suggested that descriptive research is also used to obtain information concerning the current status of the phenomena and to describe "what exists" concerning variables or conditions in a situation. Generally, a descriptive case study uses a narrative framework that focuses on a real-world problem and provides essential facts about it, including the relevant background information. The purpose is the description of the state of affairs as it exists at present.

### **3.5 . Type and Source of Data**

To achieve the objectives of this study, the researcher used both primary and secondary data. The primary data was collected directly from the concerned respondents namely; the service users, Experts, and officials of town administration. Secondary data was taken from books, journals, articles, previous Papers, and from internet access.

### 3.6. Population of the Study

The population is the universe of residents or peoples from which the sample is drawn from. The study population for this research consisted of householders which are water and health Service users in Bonga town. According to the Bonga town administration Finance and Economic development office report of 2013, the total population of the town is estimated to 51,168, of which 25279 are males and 25,889 females: the town inhabitant is about 10,444 numbers of households. According to Bonga town municipality, 6884 households are service users. Moreover, the study includes purposively officials of the concerned institution. The sample was drawn from those households and institutions.

### 3.7. Sample size

The study was conducted in the Bonga town administration. Because it is difficult to take the whole Populations (households) found in Bonga town, the researcher selected the sample for this study. Bonga town has six kebeles and the study included three kebeles to make a representative sample. According to Bonga town municipality, those kebeles are relatively Accessible to water and health services. In determining the sample size, according to Glenn and Israel (1992), the degree of variability in the attributes being measured (population) plays a role which refers to the distribution of attributes in the population. This means the less variable (more homogeneous) a population is; the smaller the sample size is used. In this study, the populations are more or less similar in aspects like; economy, culture, and others, and thus, lack of good governance affected from these respective households' is more or less the same type and amount.

The sample size was determined by using the Yamane (1967) formula by considering a 5% precision level where Confidence Level is 95. Therefore, the researcher used Yamane's

(1967) formula to determine the sample, because it is better to manage sample representatives.

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

Where: N= size of the population

n = size of the sample

e = acceptable error (the precision),

Accordingly,  $n = 385$  would be the minimum sample size of household heads for reliable results. When use a 5% error and 95% confidence interval sample size is 385 would be the minimum sample size. so, It is difficult to manage .but, it is more representative.

To allocate the sample size of each stratum, the method of proportional allocation because to ensure the same percentage of quota representation at the same percentage of the study population under which the sizes of the samples from the different strata are kept proportional to the sizes of the strata Kothari (2004). Thus, the sample size for each kebele is determined from the total sample size based on the household size of each kebele proportionally by dividing the total sample size for the total population and multiplying it by population size in each kebele.

$n_i = (n/N)N_i$  where,  $N_i$  =population size in stratum

$n$  =total sample size required for study

$N$  = the total number of elements in the population all strata taken together

$n_i$  = the sample size in stratum  $i$

Based on this, Meskel Adebabay =  $(385/5280) 1780 = 130$

Mehal ketema =  $(385/5280) 1500 = 109$

Sheta kentari =  $(385/5280)2000=146$

Table 1: Thus, from the given data, the study used the following sample size from each Kebele:

Name of kebele	Targeted population	Share of one kebele from the total sample size
<b>Meskel adebabay</b>	1780	130
<b>Mehal Ketama</b>	1500	109
<b>Sheta kanteri</b>	2000	146
<b>Total</b>	5280	385

Source: Bonga town municipality, 2021

### 3.8 . Sampling technique

Non-probability and probability sampling techniques were employed to select samples from Populations. The researcher purposively selected three kebeles with judgmental sampling

involves the choice of subjects who are most advantageously placed or in the best position to provide the information required because it gives each possible sample combination an equal probability of being picked up and each item in the entire population to have an equal chance of being included in the sample (Kothari, 2004).

Participants of the study for questionnaires selected by using a simple random sampling technique, According to Kothari (2004), random sampling refers to the method of sample selection which gives each possible sample combination an equal probability of being picked up and each item in the entire population to have an equal chance of being included in the sample. Thus, a simple random sampling technique gives each unit of the population equal opportunity of being selected. Later on, a sample was drawn in the form of lotto until the researcher gets the decided/calculated amount of sample size. On the other hand, the researcher selected participants for key interviews purposively from water, and health service offices. The discussions were held with a group of individuals who are purposely selected from kebele administration, mayor office, House holds and Elders.

### **3.9. Method of Data Collection**

#### **3.9.1. Primary Data Collections Tools**

The researcher used survey questionnaires, semi-structured interviews, and focus group discussions as data collection tools to collect first hand information.

##### **3.9.1.1. Questionnaire**

To collect data, the researcher prepared both close-ended and open-ended questions for the heads of household i.e. service users. The closed-ended questionnaires are chosen for it is easy to fill out, takes little time, keeps the respondents on the subject, is relatively objective and is fairly easy to tabulate and analyze, whereas, the open-ended questions used to gather additional information. In line with this, the open-ended questions were used because it gives a chance for respondents to express their ideas, feelings, and understanding about the issue freely.

For questionnaires, heads of households/service users were selected randomly because random sampling gives an equal chance of selection. The Data were collected with the help of enumerators. Six enumerators were employed for the collection of data. The selection of enumerators was based on their understanding of the issues under the study and fluency of the



local language called Kafaano and Amharic which are the official language of Ethiopia. The researcher with enumerators to coordinate and cross-check their works as well as maintains the quality of data collection.

### **3.9.1. 2. Interview**

It is one of the methods that were used to collect qualitative data. It supplements the data collected from individual heads of households through questionnaires and to have a detailed insight. In the area, a discussion covered different topics with 4 key informants, purposefully selected informants from the Water office, and health Service office. An interview was conducted with each of the key informants to acquire the necessary information for the study. The interview mainly focused on the current practices of good governance in service delivery, effects of absence of good governance and the measures taken to solve these problems. While the interview was conducted, to minimize loss of information, the obtained data carefully record with an audio recorder.

### **3.9.1. 3. Focus Group Discussion (FGD)**

It is used to support the data obtained from the heads of households/service users through surveys, and Key informant interviews with representatives of public sectors. The discussions were held with a group of individuals composed of representatives purposefully selected from kebele administrations, town administration, and house holds. The discussions were held in three groups and also conducted with representatives from service users a total number of seven participants from each group. A checklist is prepared to guide the discussion. To remove any redundancy, from the discussions, the researcher made an effort to create a very conducive situation, where the participants of the discussions can speak all information they have without any hesitation. In conducting this, the role of the researcher was taking notes and put necessary concepts on the paper in an organized manner during and after the discussion.

### **3.9.2. Secondary Data**

In the study, the researcher was collected relevant secondary data which are related to the topic by analytically reviewing different documentary sources; including books, articles /thesis, journals, Internet, reports, and any other relevant scholarly or academic writings that were used in the study.

### **3.10. Methods of Data Analysis**

To achieve the objectives of the study, both qualitative and quantitative data gathered by using different techniques were analyzed and interpreted qualitatively and quantitatively hence the data analysis employed a mixed method. Accordingly, data gathered through a questionnaire was analyzed quantitatively using descriptive statistics and displayed by using tables (by frequencies and percentages) to describe the service delivery practice, The researcher used current Statistical Package for the Social Sciences (SPSS) 21 to analyze the quantitative data. Similarly, data gathered through open-ended questions, interviews, and field observations were analyzed qualitatively to describe the practices of public service delivery in Bonga town. Therefore, the analysis of both qualitative and quantitative data was conducted correspondingly with the specific objectives. Four hundred (385) questionnaires were distributed to heads of households. Out of these, 364 questionnaires were returned and entered into SPSS version 21 for statistical analysis. The result of statistical analysis is presented using percentage and tables as they are simple to work with and easy to understand while data that was collected through interviews as designed involving (2) people from the Water office and (2) from health service offices were analyzed by description and triangulation methods.

### **3.11. Reliability and Validity of Instruments**

Reliability of an instrument is the measure of the degree to which a research instrument yields consistent results or data after repeated trials. The researcher used Reliability test analysis for the assessment of the practices of good governance service delivery using Cronbach's alpha ( $\alpha$ ). Cronbach's alpha is the most common and widely used measure of internal consistency (reliability) when data have multiple Likert questions in a questionnaire that forms a scale to decide whether the scale is reliable or not (Adam and Mark, 2016).

Moreover, the widely acceptable cut off level of Alpha value in most social science research is 0.7 (Hulland, 1999). So, the Cronbach's Alpha result of 0.7 and above implies acceptable level of internal reliability. To meet consistency of reliability of the instrument, questionnaires were distributed to 28 individual households which are to be out of the required sample size and finally Cronbach's alpha was found to be 0.746 which is above 0.7.

Table 2: Reliability test result

<b>Reliability Statistics</b>		
Number of individuals	Cronbach's Alpha Based on Standardized Items	N of Item
28	0.746	19

Source: Survey result, 2021.

Validity refers to whether an instrument actually measures what it is supposed to measure, given the context in which it is applied (Babbie and Mouton, 1998; Bless and Higson-Smith, 1995). Thus, it is the degree to which an instrument asks the right questions in terms of accuracy. To assure validity, questionnaires were designed on the basis of previous studies' questionnaires and review of related literatures. Additionally, the expertise opinion was solicited from different scholars while developing questionnaires. Thus, researcher has collected the data by questioners developed based on the comments from the expertise advisor.

### **3.11. Ethical Consideration**

To ensure the confidentiality of data collection and to keep the right of the respondents the following ethical respects were carefully observed:the respondents were asked for their willingness, Based upon their permission they were oriented or informed of the objectives and the aim of the research,Letter of confirmation for conducting the research was presented for the Town adiminstration,the researcher considered cultural,religious,gender,and other significant Differences into account with in the population

## **CHAPTER FOUR**

### **4. RESULTS AND DISCUSSION**

In this chapter, the researcher presented, analyzed, and interpreted the collected data through; interviews, focus group discussion and questionnaires distributed to Bonga town households mainly focusing on purposely selected three kebeles namely; Meskel Adebabay (01), Mehal Ketema (02), and Sheta Kenteri (03). Accordingly, from the total questionnaires, 364 questionnaires were filled and returned properly. Thus, the response rate is 94.6 % and only 21 (5.4%) questionnaires are lost. The collected data are presented and analyzed together based on descriptive statistics techniques like frequencies, percentages. Additionally, the researcher compared the result of this study with other studies conducted in different areas.

#### 4.1 Socio-Demographic characteristics of Respondent

In this section, the demographic profiles of the respondents were analyzed under the dimensions sex, age, and educational status by using frequencies and percentages.

Table3. Demographic description of respondent household head

Respondent household heads		Frequency	Percent (%)
Gender	Male	161	44.2
	Female	203	55.7
	Total	364	100
Age	Below 20	25	6.9
	21-35	209	57.4
	36-50	118	32.4
	51-65	12	3.2
	above 66	-	-
	Total	364	100
Education	No formal education	8	2.1
	1-8 completed	47	13
	9-12 completed	76	20.87
	Certificate	106	29.12
	Diploma	71	19.5
	Degree and above	56	15.38
	Total	364	100

**Source: own survey, 2021**

In this study, from a total of 364 sample household respondents, 55.7% (203) were female-headed and the remaining 44.2% (161) were male-headed. The information indicated that in this study; female households outweigh the male. Though males are household heads, the majority of the questionnaires were responded to by females since they stay in the house for most of the time. Thus, in this study majority of the respondents are females.

As also depicted in the above table; the majority of respondents were aged in the age group of 21-35 which represents 209 (57.4%) of the total respondents. Respondents with aged group 36-50 account 118 (32.4 %) and less than 20 years count 25 (6.9%), the rest 12 (3.2%) respondents are between the age group of 51-65 and as a chance, there are no respondents under the age group of above 65 years.

Likewise, the educational status of the respondents shows that the majority of the respondent 106 (29.12 %) have a certificate from different levels, and 76 (20.87%) of the respondents completed grade 9-12 education. Similarly, 71 (19.5%) of the respondents are Diploma holders and 47 (13%) completed 1-8 grade school. Finally, 56 (15.38%) respondents have Degree and above, and; only 8(2.1%) of the sample respondents (household) have no formal education. Therefore, this figure shows that the majority of the respondents are not poorly educated means that most of the respondents at least completed above high school education.

#### **4.2. Current Practices of good governance in water and health service delivery in Bonga town**

According to the council of Europe, good governance is the responsible conduct of public affairs and management of public resources which are encapsulated in the Council of Europe's twelve Principles of Good Governance. The twelve principles are enshrined in the Strategy on Innovation and Good Governance at the local level, endorsed by a decision of the Committee of Ministers of the Council of Europe in 2008. They cover issues such as ethical conduct, rule of law, efficiency and effectiveness, transparency, sound financial management, participation, responsiveness and accountability (Council of Europe. 2018).

Out of these principles, this study purposely focused on the four selected principles of good governance such as, Responsiveness, accountability and transparency to measure the current practices of good governance in water and health service delivery in Bonga town administration.

##### **4.2.1. Current practise of Responsiveness in water and health service delivery**

Responsiveness in the context of this study refers to the level to which water and health service provision sector adaptation of rule, pocedures ,structures and its performance in terms of timeliness and properly.

**Table 4:** Responsiveness in water and health service delivery

Questions	A sample households` Responses									
	Water service			Health service			Average			
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Objectives, rules, structures, and procedures are adapted to the legitimate expectations and needs of citizens.	Fr	67	297	364	89	275	364	78	286	364
	%	18.4	81.6	100	24.4	75.6	100	21.4	78.6	100
Public services are delivered, and requests and complaints are responded to within a reasonable timeframe.	Fr	55	309	364	104	260	364	79	285	364
	%	15.1	84.9	100	28.6	71.4	100	21.7	78.3	100

**Source:** own survey, 2021

Responsiveness is a mechanism in which a power holder or decision-maker recognizes the demands of individuals or groups and responds properly. Also, responsiveness is the process in which development agents; both private and public institutions will need to respond to the requests of the people (Gloppen, 2003).

Accordingly, the above table shows the response of the household on the principle of responsiveness of both water and health office in delivering the services to dwellers of Bonga tow administration. Participants were asked about the Responsiviness principle of good governance whether Objectives, rules, structures, and procedures are adapted to the legitimate expectations and needs of citizens as well as Public services are delivered, and requests and complaints are responded to within a reasonable timeframe. Hence, from the total sample

households that participated in this study on the average majority of respondents i.e. 286 (78.6%) and 285 (78.3%) respectively evaluated as less implementation in responsiveness principle of good governance.

This result shows that water and health service-providing institutions in Bonga town are not timely responding to residents' interests within a reasonable time frame.

My finding indicates implementation of responsiveness principle in Bonga town water and health service delivery is less effective. On the contrary According to (Bloom, 2004), Successful theory tries to shape the development agenda with a focus on key features and characteristics of a successful society. A successful society possesses the following features, competitiveness, strong institutions and rules, and social capital. Also, a successful society should have social capital which is very purposefully for actions to facilitate competitiveness and build strong institutions which occur within a social context. Therefore, water and health service delivery in Bonga town is not operating in line with the successful theory concepts.

#### **4.2.2. current practise of Transparency in water and health service delivery**

Transparency, which is the central part of good governance, in the context of this study refers to free and open flow of information from the government organization to the community. In addition, transparency here implies Decisions are taken and enforced by rules and regulations, decision-making process and reporting systems. Respondents opinion regarding the current status of transparency in water and health service delivery in bonga town is discussed in the following table.



**Table 5:** Transparency in water and health service delivery

Questions	A sample households` Responses									
	Water service			Health service			Average			
		Yes	No	Tot	Yes	No	Tot	Yes	No	Tot
Decisions are taken and enforced by rules and regulations.	Fr	169	195	364	181	183	364	175	189	364
	%	46.4	53.6	100	49.8	50.2	100	48.0	51.9	100
There is public access to all information that is not classified for well-specified reasons as provided for by law	Fr	123	241	364	201	163	364	162	202	364
	%	33.8	66.2	100	55.2	44.8	100	44.5	55.5	100
decisions, implementation of policies, and results are made available to the public in such a way as to enable it to effectively follow and contribute to the work of the local authority.	Fr	87	277	364	196	168	364	141	223	364
	%	24.0	76.0	100	53.9	46.1	100	38.7	61.3	100

**Source:** own survey, 2021

Transparency in government institutions is accepted as one of the fundamental features of good governance. When people are properly informed and able to see what public officials are doing, they can articulately interact with their state institutions to build up dialogue on social and economic issues in society. It is inevitable in all dealings of the government. To realize transparency in public service, good institutional arrangements are needed, openness and honesty

should be promoted and functional measures of internal and external control must be instituted correctly applied (Helao, 2015).

Accordingly, for the transparency principle, three questions were asked for participants' and 175 (48.0 %), 162 (44.5%), and 141 (38.7 %) of the participants respectively replied that there are the practices of transparency principle. On the other hand, 189 (51.9%), 202 (55.5%), and 223 (61.3%) of participants responded that there are no practices of transparency principle. From these results, this study conclude that the practice of transparency principle is still ineffective in both water and health service providing sectors in Bonga town administration.

This result complies with a study conducted by Mintesenot (2016) was found to be ineffective. The system of information provided by the water agency is not yet considered mandatory to provide information to customers about water supply and allocation.

Interview participants in water and health office head of the town stated that: *In reality, there are attempts at informing the people regarding decisions on the water distribution. Such attempts are done orally and by notice during village meetings and religious gathering. However, this does not mean that there are no problems. The decision making process on water and health service is not clear yet. .*

In addition, focus group participants of house hold head, too, confirmed that: *the is difficulties in Information on decisions, implementation of policies and results is made available to the public in such a way as to enable it to ineffectively follow and contribute to the work of the local authority. This, in turn, has been making the decision- making process difficult and many of the people get confused whom to ask and where to take any of their cases in relation to the issue of water and health.*

My finding indicates implementation of transparency principile in Bonga town water and health service delivery is still ineffective . on the contrary According to (Bloom, 2004), Successful theory tries to shape the development agenda with a focus on key features and characteristics of a successful society. A successful society possesses the following features, competitiveness, strong institutions and rules, and social capital. Also, a successful society is should have social capital which is very purposefully for actions to facilitate competitiveness and build strong institutions

which occur within a social context. Therefore, water and health service delivery in Bonga town is not operating in line with the successful theory concepts.

#### 4.2.3. current practise of Accountability in water and health service delivery

Accountability is answerability of an organization and public servants for the action and resulting consequence in delivery water and health service. The indicator of accountability in the context of this study includes responsible for their own action, sanction on the decision and remedies against maladministration in water and health service delivery.

Institutions have also been assessed based on one of the core elements of good governance, accountability. And questions based on the sub indices of accountability were provided to the respondents and their responses are provided in the following table.

**Table 6:** Accountability in water and health service delivery

Questions	A sample households` Responses									
		Water service			Health service			Average		
		Fr	Yes	No	Tot	Yes	No	Tot	Yes	No
All decision-makers, collective and individual, take responsibility for their decisions.	Fr	16	348	364	18	346	364	17	347	364
	%	4.3	95.6	100	4.9	95.0	100	4.7	95.3	100
Decisions are reported on, explained, and can be sanctioned.	Fr	11	353	364	24	340	364	17	347	364
	%	3.0	96.9	100	6.6	93.4	100	4.7	95.3	100
There are effective remedies against maladministration and against actions of local authorities which infringe civil rights.	Fr	9	355	364	12	352	364	10	354	364
	%	2.4	97.5	100	3.2	96.7	100	2.7	97.2	100

**Source:** Own survey, 2021

Accountability is regarded as the basis of public service. In this regard, accountability is the pillar of democracy and good governance that compels the state, the private sector, and civil society to focus on results, seek clear objectives, develop effective strategies, and monitor and report on performance. Decision-makers in government offices, the private sector, and civil society organizations are accountable to the public, as well as to institutional stakeholders Helao, (2015).

The principle of accountability was asked in water and health service provision in Bonga town administration. Hence, out of the sample household participants in this study, almost all of the respondents' i.e. 347 (95.3), 354 (97.2%), and 347 (95.3%) of sample respondents responded that there are no practices of accountability principle in water and health service sectors. This result shows that there low implementation of accountability in both water and health service providing institutions.

This result compiles with kassahun (2016), a study that depicted the weakness of public institutions as far as the prevalence of accountability is concerned. The study found that due to the absence of an institutional mechanism that enables the society to control the administration of the institution and the absence of monitoring and reviewing procedures to follow up the implementation of policy and the inability of the public to review the budget, the public institutions, in general, are observed and found poor in accountability.

The Concept of Public Accountability demands that politicians and public servants who are entrusted with public resources must be answerable for their fiscal and social responsibilities to the people who provided the resources and who assigned the responsibilities to them.

My finding indicates very low implementation of accountability principile in Bonga town water and health service delivery is less effective . on the contrary According to (Bloom, 2004), Sucessful theory tries to shape the development agenda with a focus on key features and characteristics of a successful society. A successful society possesses the following features, competitiveness, strong institutions and rules, and social capital. Also, a successful society is should have social capital which is very purposefully for actions to facilitate competitiveness and build strong institutions which occur within a social context. There fore ,water and heath service delivery in Bonga town is not operating in line with the successful theory concepts.

#### 4.2.4 current practise of Participation in water and health service delivery

Participation is the act of commitment of stakeholders in decision making processes regarding water issues that influence their interest. The indicators of participation in this context includes the involvement of community members in the water and health service delivery processes, participation in decisions-making process, consultation with community in decision, and Decisions are taken according to the will of the many, while the rights and legitimate interests of the few are respected. All men and women should have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their interests. Such broad participation is built on practice of good governace, as well as capacities to participate constructively. The following table shows the response respondents for participation questions.

Table 7: Participation in water and health service delivery

Questions	A sample households` Responses									
	Water service			Health service			Average			
		Yes	No	Tot	Yes	No	Tot	Yes	No	Tot
Citizens are at the center of public activity and they are involved in clearly defined ways in public life at the local level.	Fr	160	204	364	112	252	364	136	228	364
	%	43.9	56.0	100	30.7	69.2	100	37.3	62.6	100
Decisions are taken according to the will of the many, while the rights and legitimate interests of the few are respected.	Fr	170	194	364	151	213	364	160	204	364
	%	46.7	53.2	100	41.4	58.5	100	43.9	56.0	100

**Source:** own survey, 2021

Lastly, the principle of participation was asked for sample respondents based on whether citizens are at the center of public activity and they are involved in clearly defined ways in public life at the local level as well as decisions are taken according to the will of the many, while the rights and legitimate interests of the few are respected. This directly means that in a participation principle all groups, particularly those most vulnerable, have direct or representative access to the systems of government. The principle of participation is a key for the inclusion of diverse marginalized individuals and social groups in decision-making and effective management resources. Participation accelerates citizens' engagement in various governance aspects and enables them to exercise their rights freely without control of the media, freedom of expression, and association (Olira, 2016).

Accordingly, out of the sample participant respondents, 136 (37.36%) and 160 (43.95%) of participants responded that there is a participation principle of good governance in the water and health sector in Bonga town. However, most of the respondents i.e. 228 (62.63%) and 204(56.04%) of the household participants responded that there is no implementation of good governance principle of participation in the water and health service sector in the town.

This result shows that the participation principle of good governance is not effectively implemented in the water and health service sector in Bonga town.

Based on the interviews conducted with key officials the main reason behind the institutions low achievement in participation is the way that institutions mostly favored participation to be conducted through suggestion boxes put in the compound of the institutions rather than through face to face discussion with customers. In general as far as the indicator selected (participation) concerned, institutions are not that effective in attaining one of the core elements of good governance.

In addition, focus group participants of house hold head stated that: *There are surely factors that affect the participation and coordination of stakeholders in water and health service delivery in Bonga town. The water and health service problem can be mostly related with inefficient coordination, participation, and lack of discussion on the issues with stakeholders.*

My finding indicates implementation of participation principle in Bonga town water and health service delivery is not effective . on the contrary According to (Bloom, 2004), Successful theory tries to shape the development agenda with a focus on key features and characteristics of a successful society. A successful society possesses the following features, competitiveness, strong institutions and rules, and social capital. Also, a successful society is should have social capital which is very purposefully for actions to facilitate competitiveness and build strong institutions which occur within a social context. There fore ,water and heath service delivery in Bonga town is not operating in line with the successful theory concepts.

According to the responses provided by the respondents, it can be concluded the average frequencies of water and health service delivery processes in Bonga town are mostly per week and per month. Assuming in order to further know their reasons a question was prepared as indicated in the following table.

Table 8: Frequency of water and health services to the residents

Responses of respondent on frequencies of services	water service		Health services		Average	
	Freq	%	Freq	%	Freq	%
Two times a week	12	3.29	-	-	6	1.64
Weekly	207	56.86	61	16.75	134	36.81
Monthly	67	18.40	238	65.38	153	42.03
Schedule is not clear	78	21.42	65	17.85	71	19.50
Total	364	100	364	100	364	100

**Source: own survey, 2021**

As shown in the above table, Bonga town households have been asked how often they receive water and health services in the town. Accordingly, in the case of water service, the majority of a sample respondents 207 (56.86%) receive water service per week, and secondly, 78 (21.42%) of the respondents replied that the service date is not set because sometimes they receive weekly and other time per two weeks. Moreover, 67(18.40%) and 12 (3.29%) of the sample respondents receive water service monthly and two times a week respectively.

Similarly, in most of the sample household respondents, 238 (65.38%) receive health service one time in a given month. Additionally, 61(16.75%) of the participants of the study replied that they receive monthly as well as 65 (17.85%) of the respondents don't know the clear schedule of health service delivery due to the changing timetable of service provision.

Therefore, from this result, one can understand that on average the frequencies of water and health service delivery processes in Bonga town are mostly per week and per month. The delivery frequency still needs improvement since certain households of the town don't know the clear-cut timetable of service provision.

Additionally, the interview conducted with the office of water in Bonga town administration revealed the following;

*We deliver pure water drinking service in the town two times a week. The schedule is similar in all kebeles in the town. But sometimes, there may be a variation on some kebeles because of shortage of staffs in our office, bureaucracies (our staffs are busy on maintaining of materials in some kebeles) and as well as a shortage of some materials. However, having this and other problems, our office is trying to deliver effective service in the town.*

Moreover, the focus group discussants also confirmed that water and health service providing institutions in Bonga town do not conduct a meeting to discuss the ways to deliver the services to residents rather delivery processes are more or less similar in the town that the concerned body simply informs residents on the service delivery system if there is any change in the system. The data obtained clearly indicates that there are no clear mechanisms of obtaining information about water and health service delivery in the town. This may lead to the occurrence of conflicts, confrontation, between residents and the town administration due to lack of sufficient information on water and health service delivery.

According to the responses provided by the respondents, it can be concluded good governance in water and health service is found poor. Assuming in order to further know their reasons a question was prepared as indicated in the following table.

Table 9: Evaluation of Current governance practices of Bonga town water and health service delivery process



Evaluation of the current good governance practices of the Bonga town water and health service delivery	Pure drinking water service		Health service		Average	
	Freq	%	Freq	%	Freq	%
Excellent	-	-	-	-	-	-
Very good	-	-	-	-	-	-
Good	81	22.25	79	21.70	80	21.97
Poor	209	57.41	226	62.08	217	59.61
Very poor	74	20.32	59	16.20	67	18.40
Total	364	100	364	100	364	100

Source: own survey, 2021

As shown in the above table, sample households are asked to evaluate the current governance practices of the Bonga town water and health service delivery process. As a result, 217 (59.61%) of respondents evaluated the governance practices as poor, and 67(18.40%) of the sample respondents evaluated as very poor, 80(21.97%) of the sample respondents evaluated as good.

This result shows that in Bonga town, the good governance practices of water and health office in service provision is poor in that it needs deep improvement in implementation of good governance indicators specifically accountability ,Transparency ,participation and responsiveness. By making improve the participation of service users in decision making, Decisions are taken according to the will of the many, taking effective remedies against maladministration and against actions of local authorities which infringe civil rights. Making public access to all information and requests and complaints are responded to within a reasonable timeframe.

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

### 4.3 The effects of lack of good governance in water and health service delivery in Bonga town

According to Consultation Draft on Good Governance in the Public Sector 2021, the function of good governance in the public sector is to ensure that entities act in the public interest at all times. Acting in the public interest requires a strong commitment to integrity, ethical values, and the rule of law; and as well as openness and comprehensive stakeholder engagement.

Table 10: Showing the consequences of the absence of good governance practices on selected principles in the office of water and health service

Consequences of the absence of good governance practices on selected principles in the offices of water and health service in Bonga town.	Frequency	Percent
Hinders institutional performances	-	-
Strongly affects the community and retards development	-	-
Slims down the overall aspect of the town	51	14.0
All mentioned	313	85.99
If Other(specify)	-	-
Total	364	100

Source: own survey, 2021

From the above table, the study can see that for the absence of responsiveness, participation, transparency, and accountability principles of good governance majority of the sample participants i.e. 313 (85.99%) have chosen all the mentioned are the consequences for the lack of the selected principles of good governance.

Hence, this result shows that lack of good governance principles particularly; participation, responsiveness, transparency, and accountability in water and health offices of the town will hinder institutional performances, affects the community need, retards development and slims down the overall aspect of the town.

The result of FGD also showed that the consequences of the absence of good governance principles of responsiveness, transparency, accountability, and participation in the provision of water and health service in Bonga town would have much more effects. Accordingly, the discussants' impression in this study revealed that there are various consequences in the absence of good governance practices in the provision of water and health services. Sample households who participated in this study pointed to various consequences that the respondents mentioned in this study are discussed in the following paragraphs in detail. Some of the effects are it affects socio economic developments in the study area, reduce institutional performance and affects loyalty of the government to the people.

In addition, most of the respondents raised the health-related consequences of the absence of good governance in the water and health offices of the town. When there is no good governance in the delivery of water and health services, there is poor delivery of the services for the communities in the town and this, in turn, will decrease the residents the quality of life.

Moreover, when water is scarce, people are often forced to rely on drinking water sources that may not be safe. They may also lack sufficient water for basic hygiene to wash themselves and their clothes, and to prevent infection including from foodborne and waterborne diseases.

This result is directly coinciding with what has been found by Kassahun Yirga (2010). He conducted a study on assessment of the Prevalence of Good Governance in the Public Sector: the Case of Public Institutions in Debre Birhan Town and found that sequences of the absence or less prevalence of good governance strongly affects the community and retards development slims down the overall aspect of the town damage investment, trade, and the development and expansion of small/medium and micro-enterprises.

Moreover, Stockholm International Water Institute SIWI (2021) study result found, that contaminated water, and poor sanitation are linked to the transmission of diseases such as cholera, diarrhea, dysentery, hepatitis A, typhoid, and polio. Absent, inadequate, or

inappropriately managed water and sanitation services expose individuals to preventable health risks.

#### **4.4 Mechanisms used to improve the practices of good governance in water and health service delivery in Bonga town**

Even though various efforts have been made to improve the practices of good governance in government and NGOs at different levels, still there are challenges that the process has faced. Some of the major challenges, according to Rahamato, et al are lack of adequate awareness about human rights among the public, the limited democratic culture and experience in the country, limited participation of citizens in governance, and lack of adequate and appropriate laws and policies in some areas, capacity limitations of law enforcement and governance organs of the government, etc.(Rahmato, et al,2008).

Community participation is defined as a process by which individuals, families, or communities assume responsibility for local problems and develop a capacity to contribute to their community development (Singh , 2005). World Bank experience with Community participation has given rise to the following definition: an active process whereby beneficiaries influence the direction and execution of development projects rather than merely receivers of benefits. This definition places participation by beneficiaries rather than external personnel, stressing the involvement of beneficiaries in groups, and refers to a process rather than a product. Recent reports of WB and the US Agency for International Development (USAID) and WASH point out that CP may have considerable potential for improving development planning and sustainability (Schouten and Moriarty, 2003). Community participation in the context of water and health service delivery include; increasing service efficiency, increasing service effectiveness, and increasing community empowerment.

Ahmad et al (2005) see also in Mintesinot (2016 ) suggested that a variety of governance approaches have been proposed to increase access to piped water and improve the efficiency of existing water utilities in developing countries. Those proposals include municipal management of water service in a decentralized governance approach, privatization of water utilities, and administration of water service at the community level.

Table 11: Measures suggested improving the practices of good governance

Measures suggest to improve the practices of selected good governance indicators in water and health service delivery in Bonga town.	Frequency	Percent
Training for officials and employees	127	34.90
Creating awareness about good governance to the public to enable them to challenge in the absence of Good institutional governance.	39	10.71
Establish institutional framework for good governance implementation follow up	198	54.39
Other (specify)	-	-
Total	364	100

Source: Own survey, 2021

From the above table, one can understand that to improve the practices of good governance in water and health office in service provision in Bonga town, the majority of the respondent 198 (54.39%) of the sample households said that the office should establish an institutional framework for good governance implementation follow up and 127 (34.90%) of sample participants responded that to improve the practices of selected principles of good governance, training need to be given for officials and employees. But, only 39 (10.71%) of the sample household respondents reply that the office should create awareness about good governance to the public to enable them to challenge in the absence of Good institutional governance. This result shows that residents in Bonga town have somehow understanding about good governance but, the office of water and health service provision still needs an institutional and structural reformation to improve the practices of good governance in the offices.

The same study was conducted in Debre Birhan Town by Kassahun Yirga (2010). He conducted a study on assessment of the Prevalence of Good Governance in the Public Sector: the Case of Public Institutions in Debre Birhan Town and found that public institutions should create awareness about good governance especially using regional Media and let them struggle the absence of good governance in public institutions. But, the result of this study is a little bit different in the sense that residents have an adequate understanding of good governance practices, and institutions need to rearrange their system of service delivery.

On the other hand, the result of an interview made with the office of water and health service provision in Bonga town showed that among the main consequences of lack of good governance in the office the low service provision, failure of the office in development dimensions of the sector, and generally ineffective service delivery in the town are the major ones.

From this result, the study can conclude that the officials of both water and health services at least understand that the lack of good governance in their respective offices is the result of officers' reluctance to the practical implementations of what they are responding to.

Additionally, the participants of the study both in an interview and FGD stated that to improve the good governance practices of the water and health offices, the concerned institutions should conduct a meeting with the residents in the town and discuss, identify and cope up with the identified problems. Here the local community has to play the role of participating in the process by giving good ways by which the service has to be delivered. Similarly, every service user has to contact the office and give suggestions with the hope of being solved.

## **CHAPTER FIVE**

### **SUMMARY ,CONCLUSIONS AND RECOMMENDATION**

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

#### **5.1. SUMMARY OF MAJOR FINDINGS**

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

To accomplish the objectives, the researcher used a mixed research approach with a descriptive research design. Data were collected from both primary and secondary data. Primary data was obtained through questionnaires, interviews, and focus group discussions. Secondary data involved reviewing relevant literature from books and journals. Data collected by survey questionnaires were entered into SPSS for statistical analysis, and data collected by interviews and focus group discussion were analyzed narrative, and used for triangulation.

The findings of this study indicated that the majority of households are evaluated as less implementation in the responsiveness principle of good governance. That water and health service-providing institutions in Bonga town are not timely responding to residents' interests within a reasonable time frame. Similarly, the practice of the transparency principle is still ineffective in both the water and health service-providing sectors. Most of the respondent indicates that there is the low implementation of accountability in both water and health service providing institutions and the participation principle of good governance is not effectively implemented in water and health service sector in Bonga town. In general, in Bonga town, the good governance practices of water and health office in service provision is poor in that it needs deep improvement.

The consequences of the absence of good governance practices on selected principles in the office of water and health service hinder institutional performances, strongly affect the community,retards development and Slims down the overall aspect of the town. Most of the

respondents raised the health-related consequences of the absence of good governance in the water and health offices of the town. When there is no good governance in the delivery of water and health services, there is poor delivery of the services for the communities in the town and this, in turn, will decrease the residents the quality of life.

Moreover, when water is scarce, people are often forced to rely on drinking water sources that may not be safe. They may also lack sufficient water for basic hygiene to wash themselves and their clothes, and to prevent infection including from foodborne and waterborne diseases.

To improve the practices of good governance in water and health office in service provision in Bonga town majority of the respondent Said that the office should establish an institutional framework for good governance implementation follow up, training for officials and employees. This result shows that residents in Bonga town have somehow understanding about good governance but, the office of water and health service provision still needs an institutional and structural reformation to improve the practices of good governance in the offices.

Generally, identifying the problem and cope the concerned institutions should conduct a meeting with the residents in the town and discuss, up with the identified problems, community participation and every service users has to contact the office and give suggestions and implementing their duties are some the mechanisms mentioned to improve good governance in public service delivery.



## 5.2 CONCLUSIONS

This study assesses the practices of good governance in public service delivery with particulariy emphasis on water and health services in Bonga town. More specifically, the study explored: the current good governance practices in public sectors service delivery in Bonga Town, explore the effects of lack of good governance in the public sector and mechanisms taken to solve problems of good governance in public sectors.

Most of the households in the town judged that the current good governance practices of water and health office in service provision are poor in that it needs deep improvement. When there is no good governance in the delivery of water and health services, there is poor delivery of the services for the communities in the town and this, in turn, will decrease the residents the quality of life. Additionally, it hinders institutional performances, strongly affects the community need , retards development and slims down the overall aspect of the town are some of the consequences of the absence of good governance in the water and health offices of the town. The result of study has indicated; even though the effects of good governance are suffer community, majority of the service users kept silent but, some individuals repeatedly inform to water and health service sectors at several occasions but still no response about the problems of practice good governace on water and health service delivery in Bonga town.

### **5.3 RECOMMENDATIONS**

Based on the conclusion drawn from this findings, the study has suggested the Following recommendations that need to be taken by all stakeholders to improve the practice of good governance in service delivery of Bonga town water and health office.

- Bonga town water and health service sector should be guided by rule of law in order to serve the community and to achieve good governace.
- Bonga town water and health service sectors shuold using local media should be disclose information for all service seekers about public service delivery by improving public relation activities .
- The Bonga town water and health sector should discussed with the community to understand the demand of service seekers before developing plans and decision-making.
- The Bonga town water and health service should improve their efforts to solve negative effects of absence of good governance in public service delivery.
- Further to minimize and solve the effects of an absence of good governance in service delivery: both public sectors( water and health sector) and community or service users should work together, each sector should have unity among each other, government sectors should solve problems on time, the community should not be silent, civil servants have to be committed for their profession and leaders as well as staff in leadership have to be equipped by potential.

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**Appendix 1**  
**Jimma University**  
**College of Law and Governance**  
**Department of Governance and Development Studies**

**Questionnaire to be filled by households**

Dear respondents, the main objective of this questionnaire is to obtain data on the assessment of the practices of good governance in public service delivery in Bonga town water services. The result of the study will be only for the academic purpose that you are requested to fill freely and accurately as much as possible.

The researcher would like to thank you in advance for your truthful response.

**General direction:**

For questions which have choices, circle the letters of your choices and for those questions which do not have choices, write your response in the space provided.

- Don't write your name and try to attempt all questions.

Date: \_\_\_\_\_

- Code: \_\_\_\_\_

**Part I. Respondents Profile: Choose the appropriate one.**

**Sex:**    A. Male                      B. Female

**Age:** \_\_\_\_\_

**Educational status:**

- |                        |                        |
|------------------------|------------------------|
| A. No formal education | D. Certificate         |
| B. 1-8 complete        | E. Diploma             |
| C. 9-12 complete       | F. BA Degree and above |
| D.                     |                        |

**Part I: Questions on the current practices of good governance in water service delivery in Bonga town**

Variables	Questions	Responses	
		Yes	No
<b>Responsiveness</b>	Objectives, rules, structures, and procedures are adapted to the legitimate expectations and needs of citizens.		
	Public services are delivered, and requests and complaints are responded to within a reasonable timeframe.		
<b>Transparency</b>	Decisions are taken and enforced in accordance with rules and regulations.		
	There is public access to all information which is not classified for well-specified reasons as provided for by law (such as the protection of privacy or ensuring the fairness of procurement procedures).		
	Information on decisions, implementation of policies and results is made available to the public in such a way as to enable it to effectively follow and contribute to the work of the local authority.		
<b>Accountability</b>	All decision-makers, collective and individual, take responsibility for their decisions.		
	Decisions are reported on, explained and can be sanctioned.		
	There are effective remedies against maladministration and against actions of local authorities which infringe civil rights.		
<b>Participation</b>	Local elections are conducted freely and fairly, according to international standards and national legislation, and without any fraud.		
	Citizens are at the center of public activity and they are involved in clearly defined ways in public life at local level.		



	Decisions are taken according to the will of the many, while the rights and legitimate interests of the few are respected.		
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13. How often do you receive those services?

- A. Two times a week   B. Weekly   C. Monthly   D. Schedule is not clear

14. How do you evaluate the current governance practices of the Bonga town water and health service delivery process?

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

**Part II: Questions on the effects of lack of good governance in public sectors with respect to service delivery**

15. What are the consequences of the absence of good governance practices of selected principles such as responsiveness, transparency, accountability and participation in the offices of water service in Bonga town?

- A. Hinders institutional performances
- B. Strongly affect the community and retard development
- C. Slim down over all aspects of the town
- D. All mentioned
- E. If other (specify)

16. Do you think that there is lack of Accountability in water service delivery?

- A. Yes   B. No

17. If your answer is “yes” for question number 16 what are the effects of absence of accountability?

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18. Do you think that there is lack of Transparency in water service delivery?

- A. Yes                      B. No

19. If your answer is “yes” for question number 18 what are the effects of absence of Transparency?

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20. Do you think that there is lack of public participation in water service delivery?

- A. Yes                      B. No

21. If your answer is “NO” for question number 20 what are the effects of absence of public participations?-----

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22. Do you think that there is the principle responsiveness in water service delivery?

- A. Yes                      B. No

23. If your answer is No for question number 22 what are the effects of absence of responsiveness?

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**Part III: Questions related with mechanisms used to solve problems of good governance in water sector**

25. What measures do you suggest to improve the practices of selected good governance such as responsiveness, accountability, transparency and participation ?

- A. Training for officials and employees
- B. Creating awareness about good governance to the public to enable them to challenge in the absence of good institutional governance
- C. Establish institutional framework for good governance implementation follow up
- D. if other (specify)

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26. Anything you want to add on good governance practices in the office of water service provision in Bonga town?

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Thank you for your cooperation!!!

**Appendix 2**  
**Jimma University**  
**College of Law and Governance**  
**Department of Governance and Development Studies**

**Semi structure Interview Questions for water service sector officials**

Date of interview -----

Name of the public sector representative -----

Position of the respondents-----

1. Are civil servants accountable in public service delivery for the community?
2. Is the process of decision making of public service delivery is open for the community?
3. Is there any institutional framework that enables the public users or the society to participate in your institution?
4. Do the institutions give response soon or stay for a long period of time?
5. What are the consequences of absence of accountability ,Transparency ,participation and responsiveness in public service delivery ?
6. What are the mechanisms to ensure accountability ,Transparency ,participation and responsiveness in public service delivery ?

**Appendix 3**  
**Jimma University**  
**College of Law and Governance**  
**Department of Governance and Development Studies**

**Questionnaire to be filled by households**

Dear respondents, the main objective of this questionnaire is to obtain data on the assessment of the practices of good governance in public service delivery in Bonga town health services. The result of the study will be only for the academic purpose that you are requested to fill freely and accurately as much as possible.

The researcher would like to thank you in advance for your truthful response.

**General direction:**

For questions which have choices, circle the letters of your choices and for those questions which do not have choices, write your response in the space provided.

- Don't write your name and try to attempt all questions.

Date: \_\_\_\_\_

- Code: \_\_\_\_\_

**Part I. Respondents Profile: Choose the appropriate one.**

**Sex:**    A. Male                      B. Female

**Age:** \_\_\_\_\_

**Educational status:**

- |                        |                        |
|------------------------|------------------------|
| E. No formal education | D. Certificate         |
| F. 1-8 complete        | E. Diploma             |
| G. 9-12 complete       | F. BA Degree and above |

**Part I: Questions on the current practices of good governance in health service delivery in Bonga town**

Variables	Questions	Responses	
		Yes	No
<b>Responsiveness</b>	Objectives, rules, structures, and procedures are adapted to the legitimate expectations and needs of citizens.		
	Public services are delivered, and requests and complaints are responded to within a reasonable timeframe.		
<b>Transparency</b>	Decisions are taken and enforced in accordance with rules and regulations.		
	There is public access to all information which is not classified for well-specified reasons as provided for by law (such as the protection of privacy or ensuring the fairness of procurement procedures).		
	Information on decisions, implementation of policies and results is made available to the public in such a way as to enable it to effectively follow and contribute to the work of the local authority.		
<b>Accountability</b>	All decision-makers, collective and individual, take responsibility for their decisions.		
	Decisions are reported on, explained and can be sanctioned.		
	There are effective remedies against maladministration and against actions of local authorities which infringe civil rights.		
	Local elections are conducted freely and fairly, according to international standards and national legislation, and without any fraud.		

<b>Participation</b>	Citizens are at the center of public activity and they are involved in clearly defined ways in public life at local level.		
	Decisions are taken according to the will of the many, while the rights and legitimate interests of the few are respected.		

13. How often do you receive those services?

A. Two times a week B. Weekly C. Monthly D. Schedule is not clear

14. How do you evaluate the current governance practices of the Bonga town health service delivery process?

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

**Part II: Questions on the effects of lack of good governance in public sectors with respect to service delivery**

15. What are the consequences of the absence of good governance practices of selected principles such as responsiveness ,transparency,accountability and participation in the offices of Health service in Bonga town?

- A.Hinders institutional performances
- B.Strongly affect the community and retard development
- C.Slim down over all aspects of the town
- D.All mentioned
- E.If other (specify)

16.Do you think that there is lack of Accountability in water service delivery?

B. Yes B. No

17. If your answer is “yes” for question number 16 what are the effects of absence of accountability?

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18. Do you think that there is lack of Transparency in water service delivery?

- B. Yes                      B. No

19. If your answer is “yes” for question number 18 what are the effects of absence of Transparency?

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20. Do you think that there is lack of public participation in health service delivery?

- B. Yes                      B. No

21. If your answer is “NO” for question number 20 what are the effects of absence of public participations?-----

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22. Do you think that there is the principle responsiveness in health service delivery?

- B. Yes                      B. No

23. If your answer is No for question number 22 what are the effects of absence of responsiveness?

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**Part III: Questions related with mechanisms used to solve problems of good governance in health sector**

25. What measures do you suggest to improve the practices of selected good governance such as responsiveness, accountability, transparency and participation ?

- E. Training for officials and employees
- F. Creating awareness about good governance to the public to enable them to challenge in the absence of good institutional governance
- G. Establish institutional framework for good governance implementation follow up
- H. if other (specify)

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26. Anything you want to add on good governance practices in the office of health service provision in Bonga town?

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Thank you for your cooperation!!!

**Appendix 4**  
**Jimma University**

**College of Law and Governance**

**Department of Governance and Development Studies**

**Semi structure Interview Questions for health service sector officials**

Date of interview -----

Name of the public sector representative -----

Position of the respondents-----

1. Are civil servants accountable in public service delivery for the community?
2. Is the process of decision making of public service delivery is open for the community?
3. Is there any institutional framework that enables the public users or the society to participate in your institution?
4. Do the institutions give response soon or stay for a long period of time?
5. What are the consequences of absence of accountability ,Transparency ,participation and responsiveness in public service delivery ?
6. What are the mechanisms to ensure accountability ,Transparency ,participation and responsiveness in public service delivery ?

**Appendix 5**  
**Jimma University**  
**College of Law and Governance**  
**Department of Governance and Development Studies**

**FGD Questions for households on both water and health service Users**

1. How do you see the nature of good governance based on its indicators such as accountability, transparency, participation and responsiveness in public service delivery?
2. Do selected public sectors make clear the procedures of public service delivery for all clients?
3. What are the major consequences of poor governance in service delivery? Effects on your service?
4. According to your opinion what should be done to achieve good governance in service provider institution? Specifically accountability, transparency ,participation and responsiveness ?