



Addis Ababa University
School of graduate studies

An assessment of the sustainability of social accountability
civic engagement in ensuring good governance and
participation: Adet Town

By
Eskender Tilahun

February 2015
Addis Ababa, Ethiopia



Addis Ababa University
School of graduate studies
Department of public administration and development management

This is to certify that the thesis prepared by Eskender Tilahun entitled An Assessment of The Sustainability of Social Accountability Civic Engagement In Ensuring Good Governance And participation: Adet Town which is submitted in partial fulfillment for the Degree of Master in Public Management and Policy (Development Management stream) complies with the regulation of the University and meets the accepted standard with respect to originality and quality

Approved by Board of Examiners:

Prof C.D.Dash, (PhD)

Advisor

Signature

Date

Degefe Duressa (PhD)

Internal Examiner

Signature

Date

Bikila (PhD)

External Examiner

Signature

Date

Chair of Department or Graduate programs coordinator

Signature

Date

ACKNOWLEDGEMENTS

First and foremost, my hearty thanks go to Almighty God for his blessings, inspirations and diligence required for the successful completion of this thesis and for turning my dream a reality. My special thanks and recognition go to my research advisor Prof. Dr. Chakra Dhar Dash for his stimulating advice and constructive comments at every step of writing this thesis and for his unreserved efforts to assist me.

My thanks goes to the ESAP2(Ethiopian Social Accountability Program) Management Agency office staff Blen, Lucia, Tenaw, Girum, Gibrye and Wondewosen for providing valuable information for writing the thesis and their advices that has been an asset for this study.

My gratitude also goes to Adet city administration officials, Adet Health Center, SAC (Social Accountability Committee members), and residents for their support without which I could not have successfully completed this study.

I also send my thanks to all contributors of Books, Articles, Journals, Reports and others resources which are cited in the bibliography for their contribution for this study.

My appreciation and thanks extend to my wife and son; this study would have not been possible without my wife, and unquantifiable support and sacrifices that she made all her life for me and for our beloved son Eyoab. Lastly but not the least, I am deeply indebted to thank my father Tilahun Tassew and I give my warm thankful regards to him for his valuable assistance and advice on this thesis.

God bless you all!

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ACRONYMS

AFSR:	Action for Self Reliance
BSC:	Balanced Score Card
BPR:	Business Process Reengineering
CBO:	Community Based Organization
CM:	Community Mapping
CSA:	Central Statistical Agency
CRC	Citizen Score Card
CSC	Community Score Card
CSO:	Civil Society Organization
CSRP	Civil Service Reform Program
ESAP:	Ethiopian Social Accountability Program
FDRE:	Federal Democratic Republic of Ethiopia
FGD:	Focus Group Discussion
GOE:	Government of Ethiopia
GTP:	Growth Transformation Plan
GRB:	Gender Responsive Budgeting
HSDP:	Health Sector Development Program
JECDO:	Jerusalem Children and Community Development Organization
KII:	Key Informant Interview
LG:	Local Government
MDG:	Millennium Development Goal

NGO:	Non Governmental Organization
OPRIFS:	Organization for Prevention Rehabilitation and Reintegration of Female Street Children
PPB:	Participatory Planning and Budgeting
PASDEP:	Plan for Accelerated and Sustainable Development to End up Poverty
PBS	Public Basic Service
SA:	Social Accountability
SAC:	Social Accountability Committee
SAIP:	Social Accountability Implementing Partners
SAIC:	Social Accountability Implementing Committee
SAT:	Social Accountability Tools
SP:	Service Providers
UNDP:	United Nation Development program

Abstract

Good governance is one of the pillars for rapid economic, social and political development. The FDRE in its countrywide strategic plans (PASDEP, currently GTP) highly emphasized the need to enhance community participation in policy formulation, planning, implementation, monitoring and evaluation. It comprised a range of interventions such as human development, democratization, enhancing peoples' participation, integrated capacity building, transparency and accountability. The sustainability of the social accountability civic engagements in creating citizens participation by using dialogue and interface meetings enhance citizen's participation in planning, monitoring and evaluation of basic public service and that in turn promote the service provision. However, insufficient state-citizen relationship, weak application of good governance, and social inclusion hinder the smooth flow of the service provision in Adet town. Sustainable participatory planning between communities and basic public service providers are still lacking in many of the sector offices. The performance of the service providers in providing quality service and good governance is not in a position to meet the need of service users. Therefore, the major purpose of the study was assessing the sustainability of social accountability civic engagements that ensure good governance, and how it will be institutionalize in the government reform agenda in the future. It also identified the major areas of problems in implementing the SA program related to service delivery and the SA civic engagements. The SA good practice and outcomes has to replicate to other non targeted woreda and kebeles as well as sector offices.

The analysis was conducted by using a descriptive survey method by clustering the respondents in to citizens, local governments, service providers, partner organization and ESAP management agency. The sample is selected using judgmental sampling technique. To do this, the citizen's are first stratified in to youth; women, households, neglected, religious fathers and community representatives, then questionnaires were distributed to 250 citizens by using simple random sampling technique. Both primary and secondary data was used in the study. Moreover, structured and semi structured interviews and FGD were conducted to gather relevant information from key informant interview from service providers, local government, ESAP management agency officer and partner organization OPRIFS.

CHAPTER ONE

1. Introduction and background of the study

1.1. Introduction

Good governance is one of the pillars for rapid economic, social and political development. The FDRE in its countrywide strategic plans (PASDEP, currently GTP) highly emphasized the need to participate communities in policy formulation, planning, implementation, monitoring and evaluation.¹

Good Governance in PASDEP and GTP comprised a range of interventions such as Human development, democratization, enhancing peoples' participation, integrated capacity building, transparency and accountability. Enhancing people's participation, transparency and accountability are the important objectives of the Ethiopian Social Accountability Program (ESAP) which is part of the Protection/Promotion of Basic Services (PBS).

This research paper examines and assesses the sustainability of social accountability civic engagements that are applied in the program towards promoting participation of local communities in planning and implementation of basic public services in education, health, agriculture, water and sanitation. It also assesses the accountability and responsiveness of local government and service providers in this regard.

The Ethiopian government with its partners has undertaken two social accountability programs (ESAP1 and ESAP2), during these programs civil society organizations were made responsible for implementing the program by raising awareness in social accountability among local government officials, public service providers (schools, health institutions, water, agriculture and rural road service providers) and the community at large in collaboration with implementing partners.

Social accountability engagements which were aimed to ensure community participation, accountability of local government officials and public service providers that enhance good governance were applied. The main social accountability tools applied were the following:

¹ FDRE GTP Main Report P.94

- Community Score Card (CSC)
- Citizen Report Card (CRC)
- Community Mapping
- Participatory Planning and Budgeting
- Gender Responsive Budgeting and
- Social Auditing

This research paper focus on the social accountability civic engagement on its sustainability to ensuring citizens' participation in planning, monitoring and evaluation of public services and promoting the application of service standards as benchmarks in Civil Service Reform Program (1996). The paper gives emphasis on the sustainability and viability of the social accountability civic engagement in implementation as well as their institutionalization in the government structure in the future.

Social Accountability in general term is an instrument for empowering citizens and communities as a means to make basic service delivery more effective, efficient and transparent which has the following characteristics

- ❖ It is an approach for the realization of the constitutional rights of citizen's democracy through direct participation (direct democracy). Which is enshrined in Article eight of the FDRE constitution
- ❖ It is an element of strengthening democratic institutions and organization at the grass root level i.e. woreda and subsequently the kebele level decentralized government structure
- ❖ It is a means to make the conduct of government to be transparent and the accountability of any public official or an elected representatives in conducting official duties
- ❖ Protection of basic services is a social accountability ongoing program in the Ethiopian context

The GTP recognizes participation in local governance and development decision making. In addition, the woreda and local administrations will be strengthened to ensure better public participation and thereby to facilitate the achievements of the Millennium Development Goal.

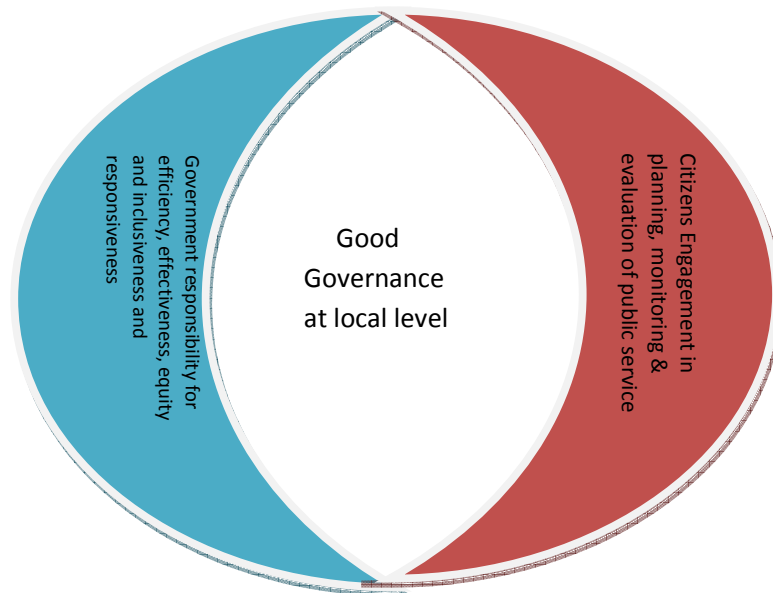
This study is important in assessing the viability and sustainability of the social accountability civic engagements in relation to good governance in the basic public service delivery and to see how its civic engagements institutionalize in the government structure.

1.2. Background of the study

Social accountability has both “intrinsic” and “instrumental” value in contributing to poverty reduction, economic growth and service delivery. The government is open to its citizens, those citizens have the right and power to hold their government to account, and that they can participate meaningfully in basic public service delivery. Instrumentally, social accountability mechanisms can help to: establish and implement policies that are responsive to broad public interest, insure that resources are allocated to areas and services that citizens need, track the flow of resources to reduce leakage and corruption , monitor the quality of outputs and service delivered.

People’s participation in planning, monitoring and evaluation of basic public services and government responsibility for efficiency, effectiveness and responsiveness reinforce each other towards institutionalizing Good Governance systems.²

Figure 1: Good governance at local level



Source: Mercy corps’ Guide to Good Governance Programming: (2011)

² Social Accountability E-Guide – Introduction / World Bank <https://saeguide.worldbank.org> accessed on 13 December 2014

Enhancing Basic Service Delivery through Social Accountability Initiatives was successfully introduced as a concept in Ethiopia in 2006 through a pilot program. The Ethiopia Social Accountability Program 2 has a countrywide scope and articulates the needs and concerns of citizens regarding their access to education, health, water and sanitation, agriculture and rural roads.

Social Accountability programs that were undertaken by Ethiopian government, World Bank and partner organizations aimed at implementing best practice tools to enhance people's participation in planning, monitoring and evaluation in public services delivery in health, education, water and sanitation, agriculture and rural roads. (ESAP 1, ESAP 2). In line to this, Civil Service Reform Program (CSR 1996) conducted by the government using strategic management, Business Process Reengineering (BPR) Balanced Score Card (BSC) and service standards aimed at rendering services effectively and efficiently. These two programs which are important in creating good governance at the local level are not conducted in a coherent manner and in way that will enforce each other.

The researcher has participated in social accountability benchmark surveys and later in the application of CRC (Citizen Report Card) for joint identification of problems and then joint development of plans and monitoring tools by community and public health providers in two woredas namely Malga and Adet. These practices were very different from the Woreda public meetings chaired by government officials where they present their achievements and then invite the public for its view. They were characterized with criticisms and there were no systematic procedures which would enable the community to follow up with its recommendations and suggestions. On the other hand the social accountability media created for the duration of the project joint committees namely Social Accountability Committee (SAC) at the woreda, public service entity and kebele level created participation in planning and monitoring. Most of all it created willingness from the community to contribute in cash and in kind for improving the public service institutions.

This research paper assessed the sustainability of Ethiopian Social Accountability civic engagements through how it will be institutionalize in the government reform programs and enhance citizens' participation in planning, monitoring and evaluation on basic public service and promoting the application of service standards as benchmarks in Civil

Service Reform Program. In addition to this it will see whether or not they are institutionalized in the government practices at the local level. Moreover it will see the continuity of the engagement in general.

2. Statement of the problem

The constitution of Ethiopia is the foundation of the ongoing efforts in building democratic order and good governance. These efforts in turn aim to realize those relevant provisions established in the constitution. Establishing democratic order and good governance, in conjunction with, other inputs of development are key requirements for alleviating poverty and ensuring sustainable livelihood in Ethiopia. Other development inputs, such as capital, skilled human power, holistic and integrated plans, etc though are necessary requirements can neither be realized nor alone bring sustainable development, unless coupled with meaningful and concerted actions for building democratic order and good governance. (Mekonen, 2007:12)

Good Governance is related to economic, social and political development. This is a significant problem in developing countries. The Ethiopian governments as well as the World Bank have recognized the importance of good governance and the need to participate communities in policy formulation, planning, implementation, monitoring, and evaluation. In PASEDP and then the GTP strategies and performance indicators were set towards such end. Sector Development Programs, strategies were developed based on PASDEP and GTP. Poor basic service delivery by basic public service providers is one of the basic problems in our country; moreover there is also weak state-citizen relationship and not better inclusion and cohesion.

The Ethiopian Government with multi-donor participation has undertaken two social accountability programs aimed at good governance. It is also the ongoing government process on building democratic order and good governance in Ethiopia.

One of the organization; Action for Self Reliance Organization (AFSR) with its partners Organization for Prevention Rehabilitation and Reintegration of Female Street Children (OPRIFS) are undertaking social accountability program in the health centre in Adet town and Malga woreda using Citizens' Report Card (CRC) social accountability tool as

part of the Ethiopian Social Accountability Program 2 (ESAP 2) for the civic engagements.

In ESAP1 the Government of Ethiopia and international development partners established the Protection of Basic Services (PBS) project in June 2006. It was aimed to ensure that the critical basic services in primary schooling, basic health care, water supply and sanitation and agricultural extension continue to reach the poor.

ESAP2 is the continuation of the first Ethiopian Social Accountability Program. The PBS-1(Promoting Basic Service) Social Accountability Component IV focused on transparency of budget processes, citizens and civil society organizations engagement in the process of budget literacy and piloting of selected tools and approaches to strengthen citizens and CSOs voice and downward accountability in the context of decentralized service delivery.³

ESAP2 has scaled up the social accountability activities during ESAP1 (SAIP Operational Manual). SAIPs are expected to raise awareness and encourage the use of social accountability tools and in the process ‘‘bring citizens into dialogue with local governments and service providers to contribute to and increase the demand for improved quality of public basic services.’’ The CSOs are responsible for implementing social accountability programs in individual districts (woredas), with the Management Agency providing overall guidance and capacity strengthening⁴

Moreover, there is a proposal in PBS3 to change the name of the third phase of the program from Protecting Basic Services to Promoting Basic Services. The three programs in PBS III are planned to be basic services block grant and strengthening local accountability and transparency systems incorporating environment component.

AFSR’s and OPFRIS’s programs concentrate in the health sector in Adet and Malga. The woreda level health Centers play prominent role in the local level. The Growth and Transformation Plan (GTP) considered the health centers as a first curative referral for Health Posts (HPs).

³ Evaluation Report Final PDF:[http://esap2.org.et/wp-content/uploads/2012/06/final-evaluation report](http://esap2.org.et/wp-content/uploads/2012/06/final-evaluation-report) Accessed on 24 July 2014

⁴Concept note, Impact Evaluation of the PBS II social accountability program, march 2013

The health centers will provide health care that will not be available at the health posts through ambulatory and in some cases of inpatient admissions.

According to the Health Sector Development Program IV (2011/11-2014/15) final draft 2010, Ethiopia has a three-tier health care's delivery system, which the woreda health care delivery system is one of them. The Woreda health care delivery system, which is the focus of this study, comprised of a primary hospital, health centers and health posts. A primary hospital serves 60,000 to 100,000 people; a health center 15,000 to 25,000 people and a health post, which is a satellite to the health centre, serving 3,000 to 5,000 people are the features of the woreda health system.⁵

One of the aspects of good governance is the institutionalization of participatory planning between communities and public service providers as set in GTP and the sector development programs and strategies of government offices. Towards this end civil service reform and social accountability programs are prominent. Social accountability programs by requiring the empowerment of grass root communities in decision making of basic services like health, education, agriculture, water and rural roads.

Social accountability tools are varied like Community Score Card (CSC), Citizen's Report Cards (CRC), Community Mapping, Participatory Planning and Budgeting, Gender Responsive Budgeting and Social Auditing, that enables the community to participate, accountable the local government and service providers to be efficient, effective, equity, inclusive and responsive.

On the other hand, in the community side, it is greatly observed that low or minimal participation, lack of awareness, mistrust of the public sector, passiveness or lack of culture of civic engagement and low capacity of communities towards participating and implementing to bring good governance and social accountability. This paper tries to assess the sustainability of social accountability civic engagements towards implementing good governance of the community participation and the progress in current ongoing public basic service delivery in local government, service providers, and citizens.

Moreover, this paper tries to see the social accountability tools and its civic engagements on how to address the communities' problems related to good governance as well as to

⁵ Health Sector Development Program IV 2010/11-2014/15 phe-ethiopia.org/admin/uploads/attachment accessed on 4 November 2014

see the viability and sustainability of the social accountability engagements how they overcome the problems and how these tools are institutionalize in the government program .This research paper will try to address the following basic issues.

- Are the social accountability civic engagement tools effective enough to enable the community to participate in the basic public service delivery process?
- Does a government body use the social accountability tools to assess the community needs and interests in basic service delivery for decision making?
- To what extent do the communities mobilize their own resource voluntarily and their commitment in the future?
- Does the social accountability tools/ civic engagements create joint planning, monitoring and evaluation of service delivery at local level? How sustainable and institutionalize are they in the future?
- What are the major challenges encountered in provision of social accountability engagements in community participation and empowerment?

This paper assess the sustainability of the social accountability civic engagement in enabling communities at the local level to participate in planning, implementation, monitoring and evaluation as well as to see the level of participation of different stakeholders' and how it institutionalize in the local government structure.

3. Research questions

Ethiopia has made considerable efforts and established strong foundations for building democratic order as well as advancing sustainable development to end poverty. Since the country has been engaged with a complex and fundamental shift towards building a new democratic system, much remains to be done ahead to reinforce the current notable successes. Along with this, the government continued its effort and has been implementing a wide range of activities as the core part of the Five- Year Ethiopian Plan for Accelerated Sustainable Development to end Poverty (PASDEP).

In light of the above statements of the problem and the discussion above, the study tried to answer the following basic research questions.

- To what extent the communities participate and mobilizing their own resources voluntarily to enhance basic public service delivery?
- To what extent the social accountability committee willing to get involved in the future to enhance the basic public service provision?
- To what extent the social accountability civic engagement addresses the community participation problems in related to good governance and its sustainability in the future?
- How sustainable the social accountability civic engagement in ensuring good governance and participation at the local government, service providers, and communities?
- How the social accountability civic engagement is institutionalized in the government structure as well as local/woreda government structure?
- How the social accountability civic engagement good practices replicate to non targeted kebele/ woredas and sector offices?
- What are the challenges and achievements of the social accountability civic engagements faced during the implementation process?

4. Objectives

4.1. General Objective

The general objective of this research is to see the viability and sustainability of the social accountability civic engagements to enable people to participate directly and meaningfully in basic public service delivery that in turn ensure the communities effective participation at all level of lowest government units.

4.2. Specific Objective

The specific objective of this research is to assess the sustainability of the social accountability civic engagements by the Ethiopian Government, World Bank and its implementing donor partners. The study aims:

- To assess the level of communities participation in basic public delivery,
- To assess the level of basic public service delivery,

- To assess the future commitment of social accountability committee (SAC) to enhance basic public services delivery,
- to assess the community participation on mobilizing their own resource voluntarily to improve the basic service delivery,
- To identify the major challenges and problems in the implementation of the Social accountability civic engagements faced and to propose possible solution,
- To assess sustainability and institutionalization of social accountability program in the future ; and
- To assess the responsiveness of service providers’ insights for reflective and corrective action using the social accountability tools in improving basic services delivery

5. Significant of the study

The basis of this study as EFDRE constitution Article Eight (Sovereignty of the people), states that, “All sovereign power resides in the Nations, Nationalities and People of Ethiopia (sub- article 1). And “Their sovereignty shall be expressed through their representatives elected in accordance with the constitution and through their direct democratic participation (sub – article 3)”. That guarantees citizens’ rights and holds government officials and civil servants accountable to citizens. Moreover, the study is believed to have the following importance:

- The study adds to very much limited works done so far in the area of social accountability civic engagements to improve the basic public service delivery in Ethiopian context.
- It enables for refining social accountability tools and its civic engagement that are being used by the Ethiopian government, World Bank and other implementing partners for the realization of communities’ participation in basic services delivery at the kebele and woreda level.
- The study shows how sustainable the social accountability program and the institutionalization of the civic engagement in day to day local government activities.

- The study shows how the community establishes to oversee and monitor in the implementation of the joint service delivery improvement agenda.
- The study shows the active engagement of the stockholders and social accountability implementing committee (SAIC) their willingness to get involved in the future.
- The findings of this study help as a basis for further study and discussion.

6. Brief description of the study area

Yilmana Densa is one of the Woreda in the Amhara region of Ethiopia. It is part of the west Gojjam zone, Yilmana Densa is bordered on the south by Kuarit, on the southwest by Selkela, on the west by Mecha, on the north by Bahir Dar zuria, on the east by the Abay river which separates it from the South Gondar zone, and on the southeast by the east Gojjam zone. The major town in Yilmana Densa is Adet. According to 2007 national census, the five small towns are Ambatina, Tsiyon, Senkegna, Mesobo, and Adet Zuria were considered as rural

Adet city administration is the capital city of Yilma Densa Woreda which is found 42 kilometer away from Bahir Dar city on the way to Mota, Yilmana Densa has eight urban towns based on the 2007 national census conducted by the Central Statistical Agency (CSA), this Woreda has a total population of 214,852 of whom 107,010 are men and 107,842 women; 19, 1169 (8.92%) are urban inhabitants. The majority of the inhabitant's practice Ethiopian Orthodox Christianity, with 98.19% reporting that as their religion, while 1.76% was Muslim. The largest ethnic group reported in Adet was the Amhara (99.94) Amharic was spoken as a first language by 99.6%.⁶

⁶ http://En.m.wikipedia.org/wiki/Yilmana_Densa Accessed on 24 July 2014

7. Research methodology

7.1. Research Design

In this research both qualitative and quantitative research were employed to undertake the study. Both primary and secondary data were used to collect the required information. In qualitative research data are mediated through the researcher or the human instrument.

According to Dawson, (2002:211) methodology is a philosophy or general principle which guides a study. Qualitative research helps to undertake in-depth study through exploring attitude, behaviors and experience by using such data collection instruments as key informant, and focus group discussion. On the other hand quantitative research generates statistics and produce numerical data which is collected through questionnaire indulges the opportunity to be as much flexible as needed in digging deep to the situation. Moreover, a qualitative approach is chosen due to subjective nature of data.

Purposive sampling technique was used to select the specific citizen group for the study and stratified sampling was used to distribute citizen questionnaires. Beside, structured questionnaire for the household survey and semi structured questioners and interviews were used for key informant interview and focus group discussion to obtain the required data.

The research design used in this research is descriptive with the following justifications i.e. the kind of problems identified and the research questions raised in this study directly interconnect the theoretical arguments forwarded by scholars in favor of descriptive method. For instance, Oritnau Cited by Negalegne, M. (2010) forwarded three determinants for the research method to be descriptive. These are;

- A) If the nature of the initial research problem is to describe the characteristics of phenomena under investigation.
- B) If the research question focus on issues like what, how and who elements.
- C) If the type of questions used to ask respondents are about what they think, felt and do.

As a result, in this study descriptive study was employed due to the problems, the research questions and the types of questions were asked respondents are engaging to the above determents of descriptive design. Kumar (2005:10) also state that descriptive

research attempts to describe systematically a situation, problem, phenomena program, administrative structure of organization, and the needs of community.

Based on the above theoretical arguments and the main purpose of this study focuses on assessing the extent of social accountability tools and its civic engagements' viability and sustainability to ensure community participation and good governance.

The citizen participation in planning, implementation, monitoring and evaluation and their institutionalization in the government structure were assess through collecting data related to peoples opinion about social accountability, responsibility, participating communities in decision making, participation of local government and service providers and responsiveness of administrates to the needs of community.

7.2. Sample design

The major objective of this study was to assess social accountability tools and its civic engagements in how it promote participation of local communities in planning, implementation, monitoring and evaluation of basic public service delivery as well as the accountability of local government and service providers and their sustainability in the future by collecting original data from representative sample and through document analysis in Yelmana Densa woreda at Adet City administration. To achieve this objective, it is desirable to gather the opinion from local government representatives, service providers (health, education, agriculture, water and sanitation), citizens and citizen representatives (women, youth, vulnerable groups, elderly, and others) were incorporated.

For the purpose of identifying respondents in Adet city administration level, the researcher identified and collect data from the following five public organizations based on purposive sampling technique. This includes Education, Health, Agriculture, Water and Sanitation; in addition, local government, service providers and the citizen at large were involved in the three kebel namely Keble one, Kebele two and Kebele three. They are taken as sampling unit because they are considered relevant to the study in providing basic public services provisions.

The population represented in this study is the people of Adet City Administration in Yelmana Densa wereda. However, since it is usually impossible to deal with the whole population, the researcher identified the portion of the population for sampling.

In this regards, from the outset, for the purpose of forming accessible population of the study, Adet city administration three kebeles were selected among the study sites. From which a sample of 250 participants were randomly selected from the area out of the population proportionally from the three kebeles for the house hold survey. These include vulnerable group, women's, youth, elderly, religious fathers, community representative, marginalized group and others. The key informant interview questionnaires KII were also employed to local government officials, service providers and the SA management officials and SAIP's officials.

Table 1 Summaries of samples

Wereda	Targeted Kebeles	Total Population Size	House-Hold (P/5)	Proportion	Sampled Population
Adet	01	6539	1308	38%	95
	02	6,802	1360	40%	100
	03	3,774	754	22%	55
	Total	17,115	3422	100%	250

P= stands for Total population size

Source: primary data (questionnaire 2014)

7.3. Data sources

Data regarding social accountability program, service providers, good governance and other related information were gathered in numerous ways by making reference document review, interviewing, surveying or combination of two or more methods. For the purpose of this study, data were collected from both primary and secondary source so as to answer the basic questions of this research. It is believed that the combination of both primary and secondary information obtained from different groups of respondents and organizational documents will give clear picture of the existing situation.

7.4. Data collection methods

For the purpose of this study, data were collected from both primary and secondary source to answer the basic questions of this research. It is believed that the

combination of both primary and secondary information obtained from different groups of respondents such as citizens, service providers, local government's partner organization and the ESAP2 management agency organizational documents gives clear picture of the existing situation.

7.4.1. Primary data

The FGD participants were selected from the community (community representatives, vulnerable groups, women', and youth, marginalized groups and others), local government institution and public service providers. The Key Informant Interview (KII) was conducted with local government officials and service providers.

There was two FGD group participants consists from community, local government and service provider, the FGD was consist of 12 people each who are closes related to the subject matter by using judgment sampling technique .

The KII mainly focused on the local government, service providers and partner organization interview, five people from each local government service providers and partner organizations were participated in the KII interview.

The household survey was mainly conducted to gather information from the community; two hundred fifty households from the three kebeles were surveyed for the quality of the study.

In general, Semi structured interview, Key Informants Interview (KII), Focus Group Discussions (FGD) and Household survey were conducted. These instruments enable the researcher to triangulate the data sources meaningfully.

7.4.2. Secondary data

Secondary data gathering techniques of analyzing written documents- both published and unpublished material were used for this study.

Document review used for secondary data gathering from written documents both published and unpublished material such as the ESAP programme document, Evaluation documents, Ethiopian GTP, technical program documents, research on social accountability and good Government, policy documents on social accountability and related matters was reviewed.

7.4.3. Method of data analysis

The method of data analysis is mainly used descriptive type and the analysis has been handled in a way that each issue included in the study is addressed. The filled questionnaires, KII and the FGD were used as main inputs. All the questionnaires collected were checked and data editing done to ensure the questionnaires has the required quality. Manual editing and coding were done before entry to computer. After editing and coding the data then entered in to computer using Statistical package for social science (SPSS) to analyze the data. The qualitative data was analyzed qualitatively. Information obtained through these data gathering tools were combining with the quantitative data to analyze.

8. Scope of the study

The population of this study is Yelmana Densa woreda of Adet city administration in three Kebles namely (keble one, keble two and keble three), these has been implemented the social accountability program. Social accountability tools as part of the good governance endeavor of the government and its multi donor partners in the last 10 years in Ethiopia.

9. Limitation (Delimitation of the study)

One of the limitations of this study is that good governance and social accountability in particular is a broad and multidimensional concept that embodies several issues that cannot be exhaustively covered by this research. As result, the researcher limits its domain of the study only to some aspect of social accountability which is considered relevant for good governance i.e. participation of citizens in planning, implementation, monitoring and evaluation in basic public service delivery, in turn that involves other major actor such as local governments, service providers for the responsiveness, transparency and accountability . Due to this fact the researcher was forced to limit in this domain.

Secondly, the study is limited to one woreda (Yelmana Densa) at Adet city administration three Kebles and the findings from such a study could be considered as a starting point for further studies.

Thirdly, the city administration woreda officials, service providers and the citizen in large is on the hands of their willingness. Their collaboration and cooperation in the woreda is important for the successful completion of this study. Thus, these were overcome by producing a letter of cooperation from the university as well as the ESAP Management Agency Office.

10. Definition of important terms

Social Accountability: Social accountability provides a mechanism for citizens to contribute and to participate in improving the performance of public basic service delivery for the community. It promotes and fosters transparency and accountability and partnership between public service providers and communities being served ⁷

Basic Public Services: These are public services provided by government owned institutions such as education, water, health, agriculture, rural roads

Social Accountability Tools: Social accountability tools are means to measure satisfaction of citizens in basic service provision and at the same time making accountable service providers and local governments to meet service standards set by the civil service reform program enhance joint commitment of the stakeholders for participation and transparency which are important in implementing good governance practices. ⁸

Citizen Report Card: The Citizen Report Card Survey is one of the tools in social accountability that uses household survey to identify needs of communities and benchmarking questionnaires to measure the compliance of local government officials and public service providers to service standards and through Focus Group Discussion (FGD) bring together service providers and communities for joint planning, implementation and monitoring of basic services.

Participatory Planning and Budgeting supports the direct participation of citizens and citizens groups in the budget formulation process of the Woreda, to influence the amount and priorities of budgets allocated to basic service delivery. Another approach to participatory budgeting is when the community suggests alternative budgets to influence budget formulation by expressing citizen preferences.

⁷ <http://www.socialaccountability.net> accessed on 11 February 2015

⁸ <http://www.thelawkictionary.org/social-accountability> accessed on 11 February 2015

Public Expenditure Tracking: is a means to assess if the allocated budget for the provision of public services is actually spent as intended, to deliver quality services. By studying the transfer and use of funds and in kind resources, the Public Expenditure Tracking Survey provides a rigorous basis for citizens and citizen groups to engage in a dialogue with service providers and local government to improve budget execution for enhanced service delivery.

Community Score Card: is a citizen-driven accountability measure for the assessment, planning, and evaluation of service delivery to gather feedback from service users and improve communication between communities and service providers. It is designed to complement conventional supply-side mechanisms of accountability by bringing together service users and service providers first to identify the underlying obstacles to effective service delivery, and then develop a shared strategy for their improvement. <http://www.governancecare2share.wikispaces.net> accessed on 22 June 2014.

Civic Engagement: or called civic participation is the encouragement of the general public to become involved in the political and non-political process and the issues that affect them. It is the community coming together to be a collective source of change, political and non-political. In most basic senses it is about decision making or governance over who, how, and by whom community's resource will be allocated. Civic engagement can also be summarized as a means of working together to make a difference in the civic life of our communities and developing the combination of skills, knowledge, values, and motivation in order to make that difference by promoting a quality of life in a community, through both political and non-political processes. http://www.En.m.wikipedia.org/wik/civic_engagement accessed on 22 June 2014.

11. Organization of the thesis

This thesis divided into four chapters. The first chapter deals with the problems and its approach. It includes the introduction, statement of the problems, research question, and objectives of the study, significance of the study, brief description of the study area, research design and methodology, scope of the study, limitation of the study and definition of terms. The second chapter presents the review of related literature. The third chapter discusses the analysis and interpretation of the data. Finally, the fourth chapter ends with the summary, conclusion and recommendations related to research.

CHAPTER TWO

2. THE REVIEW OF RELATED LITERATURE

2.1. Introduction

This chapter is devoted to review related literature pertaining to the conceptual and theoretical frameworks that are essential for this study. Public Service Delivery, Social Accountability, Transparency, Accountability, Community Participation/ Civic engagement and good governance related to basic public service delivery will be presented in this research literature review part. Moreover, the overview definition of what different scholars have said about basic public service delivery, social accountability, Community participation and or civic engagement, good governance, transparency, accountability and their characteristics will be presented as well.

Basic Public Service delivery

We can consider Public services as those services provided by governments to the public. The Goods and services that require exclusion, jointness of use or consumption, and not easily divisible are regarded as “Public” goods and services. (Ladipo, 2002:123)

In the Ethiopian case the World Bank and IMF consider public services in education, health, water and sanitation and rural roads as basic public service units.⁹

The primary responsibility of any public administration system is to deliver service that private sector may not deliver at all or to deliver service to those who cannot afford the market price of the product. (Ladipo, 2002:123)

Basic Public Service Delivery is not just customer service representatives, but all employees of a company are responsible for delivering good customer service, and delivery means being a dedicated, empowered, linked, informed, valued, and experienced representative who accepts responsibility.

Social accountability

The concept of social accountability and good governance has grown in the last decade. Social accountability was successfully introduced as a concept in Ethiopia in 2006 through a pilot program. The Ethiopia Social Accountability Program² (ESAP²) which is a continuation of the previous project was launched in (2012). The SA projects have countrywide scope and articulate the needs and concerns of citizens regarding their

⁹ <http://www.imf.org/external/data.htm> accessed on 08 July 2014

access to education, health, water and sanitation, agriculture and rural roads. Working through civil society organizations, the program opened up channels of communication between citizens and the responsible government bodies and public service providers. ESAP1 and ESAP2 aimed to strengthen the use of social accountability tools, approaches and mechanisms by citizens and citizens' groups, civil society organizations, local government officials and service providers as a means to make basic service delivery more equitable, effective, efficient, responsive and accountable. (Social Accountability Policy brief www.esap2.org.et) accessed on 14 August 2014

As Yamini A. 2009 stated that, Social accountability is about affirming and making operational the direct accountability relationship between citizens and the state for a mutually agreed objective; for instance, improved service delivery. It involves citizens/communities working together, to ensure that government and service providers are managing public funds effectively and transparently. It is a constructive dialogue, which brings ordinary citizens, CSOs, local government institutions and public service providers towards a common vision of effective service delivery and improved accountability.

The prime objective of the pilot Ethiopian Social Accountability Program was to strengthen social accountability approaches by citizens and civil society organizations as a means to make basic service delivery effective, efficient, responsive and accountable. This was attempted through adapting best practices of social accountability in Ethiopia and by building a learning curve. The other sub-objective was to build capacity on social accountability amongst all stakeholders (i.e., citizens, civil society organizations, service providers, local government representatives, etc.).¹⁰

As ESAP1 evaluation has confirmed that the implementation of social accountability initiatives has significantly improved citizens' awareness of their rights and responsibilities as well as their entitlements and service standards. The initiatives have promoted collaborative engagement between the civil society and service providers, with the two jointly assessing the quality and performance of basic service and developing a signed and time-bound joint action plan designed to remedy and improve basic services

¹⁰ International Bank for Reconstruction and Development, Program Appraisal Document for Protection of Basic Service Program Phase II, 2009

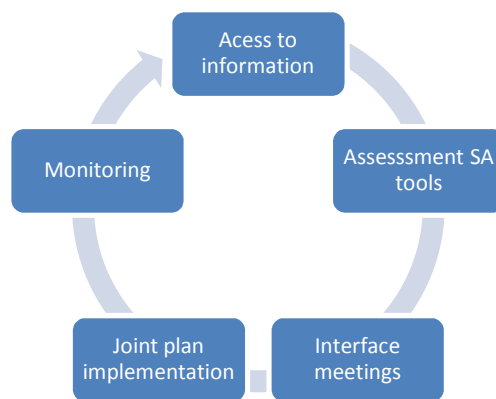
quality and enhance service provider performance. In addition a majority of pilot sites, social accountability initiatives have resulted in building community ownership of services and solutions with contribution of personal resources, time and labor for the expansion, quality improvement of basic facilities, and unprecedented and invaluable change in citizens' attitudes toward working with government.¹¹(World Bank 2009)

Jerusalem Children and Community Development Organization (JECDO) has applied the CRC survey during the ESAP1 and as its findings were useful when the interviewees are educated which amounts to stating that the tools is inefficient for community assessment of satisfaction. On the other hand the woreda and City Administration Benchmarking Survey III (FDRE Ministry of Capacity, 2010:P44) found them.

Social Accountability process

Social Accountability is a process by which ordinary citizens - who are the users of basic public services – voice their needs and demands and create opportunities to hold policy makers and service providers accountable for their performance. The process aims to improve the quality of and access to public basic services (www.esap2.org.et/social-accountability/process) accessed on 17 December 2014

Figure 2: Social Accountability Process



Source: Social Accountability Implementation Manual, 2014.

Step 1: Access to information

The Social Accountability process starts with access to information about services standards, plan targets and budgets. Social Accountability Implementing Partners

¹¹ World Bank (2009), program Appraisal Document(PAD) to the Federal Democratic Republic of Ethiopia for a Protection of Basic Services Program phase II Program, April 22, p.10

(SAIPs) make sure that citizens have the confidence and build the relationships that help them to ask for such information.

Step 2: Assessment with SA tools

Based on this information citizens can assess the service situation, namely their experience with access and quality of the services compared to the standard/plan/budget. SAIPs enable the Social Accountability Committee to use Social Accountability tools, so that service users can access the service situation from various perspectives. For example, vulnerable groups may have different needs.

Step 3: Interface meeting

When the assessment is complete, interface meetings are organized by SAIPS to facilitate dialogue with providers about the service issues, and to identify and agree among all stakeholders on local solutions.

Step 4: Joint Action Plan Implementation

A Joint Action Plan is implanted as agreed between citizens, service providers and woreda officials during the kebele or woreda level interface meetings.

Step 5: Monitoring service improvements

The Social Accountability Committee monitors the improvements and when required, starts the Social Accountability process again.

Social Accountability Tools

Five different tools are used to implement Social Accountability projects all over Ethiopia. These tools help to assess the quality of service delivery, and to monitor and evaluate a service improvement agenda as agreed between citizens and service providers in the interface meeting. Yamini A. 2009: P23

The main used Social Accountability tools are:

- 1) Community Score Card
- 2) Citizens Report Card
- 3) Participatory Planning and Budgeting
- 4) Public Expenditure Tracking
- 5) Gender Responsive Budgeting

Community Score Card is a tool used by community members to evaluate their access to basic services and the quality of service they receive. It also includes a self-assessment

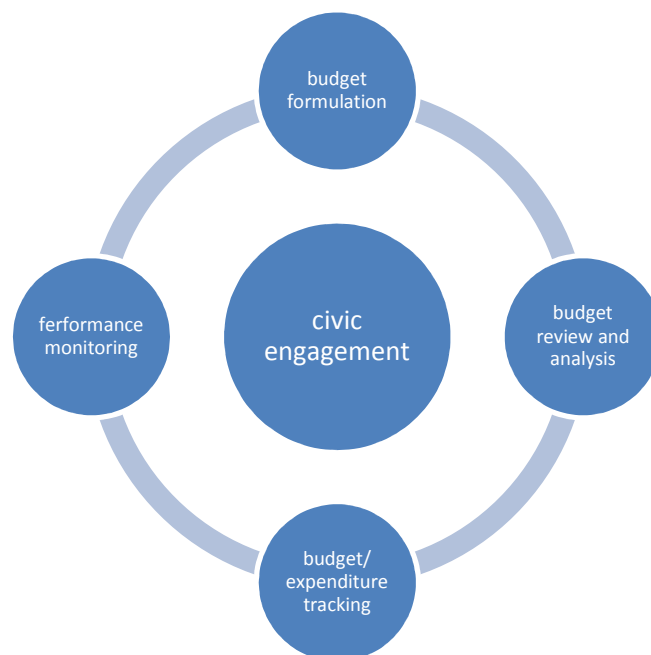
of service delivery and performance by service providers. Access, quality and equity of basic service delivery are assessed using community developed performance indicators assisted by the grantees.

Citizens' Report Cards are surveys that collect service users' opinions on the performance of public service delivery. The opinions of different social and vulnerable groups are gathered to enable equitable service delivery.

Participatory Planning and Budgeting supports the direct participation of citizens and citizens groups in the budget formulation process of the Woreda, to influence the amount and priorities of budgets allocated to basic service delivery. Another approach to participatory budgeting is when the community suggests alternative budgets to influence budget formulation by expressing citizen preferences.

As Jeff Thindwa (2011) presentation in participation and civil engagement group, in the social development department at the World Bank shows the International experiences in civil society to influence budget processes as below.

Figure 3: Participatory Planning and Budgeting



Source: World Bank. 2011: Participation and Civil Engagement Group, Social Development Department, Jeff Thindwa.

Public Expenditure Tracking: is a means to assess if the allocated budget for the provision of public services is actually spent as intended, to deliver quality services. By

studying the transfer and use of funds and in kind resources, the Public Expenditure Tracking Survey provides a rigorous basis for citizens and citizen groups to engage in a dialogue with service providers and local government to improve budget execution for enhanced service delivery.

Gender Responsive Budgeting is a means of integrating a gender dimension into all steps of the budget process. This ensures that budget policies can take into consideration the gender dimension in society and can stop direct and indirect discrimination against either women or men. It is about taking into account the different needs and priorities of both women and men without gender exclusivity. Gender Responsive Budgeting ensures that budgets are gender sensitive, not gender neutral. (<http://www.esap2.org.et>) accessed on 9 December 2014

As Jeff Thindwa (2011) stated, Social Accountability is mainly built on three principles; those are Transparency, Accountability and Participation. The effectiveness of these principles depends on several conditions including an enabling political environment for civic engagement, an appropriate policy and legal framework, capable and supportive state actors and the institutional capabilities of non-state actors. The importance of civil society to enter the budget process is

- To enhance good government practices- increase responsiveness, reduce discretion and corruption,
- To improve effectiveness of service delivery and making public decision-making on resource allocation more transparent, participatory and pro-poor,
- To empower civil society – especially poor people- by demystifying the budget system, and giving them a collective ‘voice’ to influence decisions

Transparency

Transparency according to the literature means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. By making full and accurate information about its mission, activities, finance, and making them publicly available to the government encourage transparency and accountability. (<http://www.unescap.org/sites/default/files/good-governance.pdf>) accessed on 6 January 2015

Transparency refers to the availability of information to the general and clarity about government rules, regulations, and decisions. It is the foundation upon which both accountability and participation are built. Information in the public domain is the “currency” of transparency and, together with open and visible decision-making processes, signals that there is really nothing to hide. There are three dimensions of transparency:

- 1, disclosure of information (the level of transparency of the government regarding, for example, budget expenditures, programs...etc
- 2, demystification of information (strengthening the level of awareness and understanding of citizens, for example, about laws, rights budgets, policies etc and
- 3, dissemination of information (spreading information as related to, for example, governance issues, processes, finances, laws, etc) to the public. In promoting transparency, dissemination of information should be followed by citizen action and advocacy based on this information.¹²

Participation

Participation refers to citizens influencing decisions, budgets, and government activities that affect them. Participation should be rigorous of high quality, and able to make a difference. The benefits of participation are well documented. They are particularly important decision on the types of investment projects to be done, their design and implementation and their operation and maintenance. The involvement of civil society organizations, consumer groups, project beneficiaries, and affected communities in all stages of Bank-financed projects can simultaneously improve development outcomes and reduce the scope for fraud and corruption.¹³

Accountability can be defined as the obligation of power-holders to account for or take responsibility for their actions. This includes conventional power-holders like politicians and bureaucrats but can also encompass local power-holders like politicians and bureaucrats but can also encompass local power-holders, such as members of service-user

¹² <http://www.acag.org.au/epsa.htm> effective public sector-accountability-ACAG

¹³ <http://www.ndi.org/citizen-participation>

committees and contractors for community projects. These power-holders can be held accountable for both their:

- (1) Conduct in that they must obey the law and not abuse their powers and
- (2) Performance in that they must serve the public interest in an efficient, effective, and fair manner.

In return, people have rights and responsibilities, including the right to information, the right to organize, the right to services and the obligation to uphold their responsibilities as citizens.¹⁴

Accountability

What is accountability? Conventionally, accountability refers to answerability for one's actions or behavior. Formally, accountability involves the development of objectives. Accountability thus has three crucial components: a clear definition of responsibility, reporting mechanisms, and a system of review, rewards, and sanctions. Accountability flows indifferent directions: up-ward, downward between subordinates and superiors, and laterally among professional peers. (Ladipo, 2002:140).

Fanta, (2007:227) indicate that transparency and accountability are important elements of local decision-making in respect of local development

Accountability to function properly, it is important that the public have access to government information and it has to enforce accountability and improving transparency and openness in the conduct of government business. (Ladipo, 2002:9)

As (Peter Newell and Joanna Wheeler 2006) describe accountability is formal democracy system has led to an increase focus on the accountability of states to citizens, and role of citizens in decision making processes. Development actors and practitioners recognize that strengthening citizen voice and the engagement of civil society along with traditional forms of support to develop state systems and institutions is critical to responsive governance mechanisms, ultimately resulting in more efficient service delivery

It is guaranteed in the constitution of Ethiopia Article 29(2) calls for transparent conduct of governmental administration that public officials and elected representatives are accountable for any dereliction of the duties of their office.

¹⁴ <http://www.unescap.org/sites/default/files/good-governance.pdf> accessed on 7 January 2015

Accountability is a key element of a human rights-based approach, which emphasizes the relationship between the duties of the state and the corresponding entitlements of the individual. It helps identify who has a responsibility to act to ensure that rights are fulfilled. For accountability to function there must also be transparency, Transparency has been described as “relating to openness in the processes and procedures in performing and reporting on the designated function. To be transparent, the processes and procedures must be clear, easily understood, and implemented without guile or concealment.” Social accountability refers to a form of accountability that emerges through actions by citizens and civil society organization [CSOs] aimed at holding the state to account, as well as efforts by government and other actors [media, private sector, donors] to support these actions. (UNDP, 200:19)

Social accountability can enhance development outcomes and progress towards the achievement of human development overall as well as the MDGs by strengthening links between governments and citizens to:

- Improve the focus of public service delivery;
- Monitor government performance and foster responsive governance;
- Emphasize the needs of vulnerable groups in policy formulation and implementation;
- Demand transparency and expose government failure and corruption;
- Facilitate effective links between citizens and local governments in the context of de-centralization;
- Empower marginalized groups traditionally excluded from policy processes.

Simply defined, accountability is the obligation of power-holders to take responsibility for their actions. It describes the rights and responsibilities that exist between people and the institutions [including governments, civil society and market actors] that have an impact on their lives.³ In democratic states, accountability relationships help to ensure that decision-makers adhere to publicly agreed standards, norms and goals: citizens grant their government powers to tax, to spend, and to enact and enforce laws and policies. In return, they expect the government to explain and justify its use of power and to take corrective measures when needed. (Peter Newell and Joanna Wheeler. 2006:33)

In this view, accountability has a political purpose (to check the abuse of power by the political executive) and an operational purpose (ensure the effective functioning of governments). To be effective, accountability must have two components: answerability the obligation to provide an account and the right to get a response; and enforceability ensuring that action is taken or redress provided when accountability fails. (Mark Schacter 2000: 9)

The Legal Basis of Citizen Participation

Citizen participation as presented by HE Manyaziwal as enshrined in the FDRE Constitution. He stated that, the legal basis for Social Accountability is thus related to the FDRE constitution. The Health Sector Development Program (HSDP) sets the need for participating citizens in planning, monitoring and evaluation of public health services.

Fundamental rights and freedoms of participation is constitutional “every nation, nationality and people in Ethiopia has the right to speak, to write and to develop history.

In social accountability at the local level CSRP Civil Service Reform Program is equally important in formulating public service delivery and government accountability Quote

Civil Service Reform

Right after coming to power, the current government of Ethiopia (EPRDF) initiated a first phase (1991-1996) to overhaul and enhance the civil service system through a retrenchment and redeployment programme.

In 1996, the government established a task force aiming to assess problems in the civil service system. The task force found that the orientation, attitude and work practices of the bureaucratic machinery were ill-suited to the needs of the new policy environment of the country. Some of the problems included: lack of clear national service delivery policy, attitudinal problems; insufficient recognition of citizens’ rights; lack of accountability; excessively hierarchical organizations; giving priority to the convenience of providers, not users; more concern on inputs and routine activities, less on achieving tangible outputs; lack of consultation with clients, and lack of complaint handling mechanism. (CSRP, Government of Ethiopia, 2001: 5-24).

Consequently, the government initiated its second phase of the civil service reform started with the establishment of the Task Force for Civil Service Reform in November 1994. The six main areas of work of the task force were: organization of top management; management information systems; financial management and structuring;

human resources management; central arrangements for organizing and managing the civil service; and quality of public service delivery. (Ladipo, 2002:236)

In the area of quality public service delivery, ethics and lack of attention to ethical standards in the civil service was identified as a recommended ways of strengthening ethical standards. (Ladipo, 2002:236).

To this effect, the government adopted the Civil Service Reform Program in 1996 with a focus on five major streams of work: Top Management Systems; Human resource management; Service Delivery; Expenditure Management and Ethics (CSRP, 1996). The overall objective of service delivery sub-program is to improve the scale, efficiency, and responsiveness of public service delivery at the federal, regional and local level, empower citizens to participate more effectively and promote good governance and accountability.

In May 2003, the Government commenced the third phase of its reform agenda in the form of the five-year Public Service Delivery Capacity Building Program. These have typically been reflected in inefficient service delivery characterized by poor working environment and processes, inappropriate conception of the roles and responsibilities of civil service (PMO, 1996).

The Ethiopian government uses (Gingema) and Rapid assessment tools in public service program for effectiveness and efficiency that helps public official's present achievements and contract to inform and gather feedback. According to Ladipo, (2002:231) public officials and elected representatives are accountable for any dereliction of the duties of their office. It provides for the recall of elected representatives if the electorate loses confidence in them. Media reports of recalled or dismissed government officials following a periodic evaluation known as 'Gemgema' are quite common.

According to Civil Service Reform Program (CSRP) Institutionalization/ Mainstreaming in Phase II: the GOE's reform agenda, in particular the civil service reform, is aimed at development and operationalization of a "comprehensive service delivery policy, complaints handling mechanisms, and service standards to facilitate positive changes in the culture, attitudes and work practices of government officials towards the provision of effective and equitable public services" the major elements of civil services reforms are strengthening staff, incentives and setting services standards. The expected outcomes of these reforms are:

- Improved service delivery speed, efficiency and fairness;
- Attitudinal change among civil servants about the importance of accounting resources under their control in a professional manner, searching for more efficient ways of using scarce resources , and responsiveness to both citizens' demands and preferences;
- Increased accountability and transparency of government policy makers and service providers to people; and
- Strengthening of customer service and Complaints Handling Units to handle citizens' complaints effectively and in a timely manner

However as evidenced in the pilot review of ESAP, the effectiveness of these reforms varies across different regions and woredas. In regions and woredas that has been known, there are high staff turnover when the trained staff get transferred, the replacements are yet to be trained and capacitated, the program become less intensive.

Social accountability initiatives can help to bridge the gap between training and implementation of the GOE reform agenda. The main objective of Social Accountability Program is to create an informed and empowered citizenry that can deal and work with the government machinery with confidence to help develop and extract effective, efficient and quality basic services in an equitable accountable and transparent manner. Being a local level initiative, it works with citizens, civil society and community groups, which are the recipients and users of basic public services. Informing, empowering and capacitating citizens, civil groups and civil society organizations to demand equitable, effective, efficient, and quality basic services can incentivize and push service providers to respond. In addition, this engagement will give citizens and citizen groups a better understanding of challenges faced by service providers and will help them to work with service providers to overcome these challenges. As an integer component of the GOE's reform agenda, effective implementation of the social accountability program would further the GOE's reform and capacity build efforts.

Institutional reforms have been driven by the quest for fast economic growth and good governance. The focus has been on civil service and legal reform, decentralization and empowerment. In particular, civil service and legal reforms aim to improve transparency,

accountability and efficiency, while fiscal decentralization and decision-making at the district level is expected to invigorate participation and development at the grassroots level. Thereafter, Ethiopia embarked on multiple public administrations reform programs from early 1990s including structural adjustment.

Governance

Governance defining characteristic of differentiated polities has been conventionally or traditionally conceived and used synonymously with government (OSSREA, 2011:9). For instance, according to World Bank (1992, 1) cited (OSSREA, 2011:89) defined governance as “the manner in which power is exercised in the management of a country’s economic and social resources for development purposes”.

Handicap International, 2009 Cited ENDA P.8 “Governance” is the term covering the mechanisms, procedures and institutions through which: collective decisions are made and applied; -citizens, groups and communities pursue their visions, articulate their interests, exercise their rights, fulfill their duties and express their differences.

Cited in OSSREA, 2011:9 good governance has tended to be associated with liberal democratic systems, underlined by the market economy (Finer 1970,3-4 Dahl 1970). But in current use, governance stands for a change in the meaning of government- referring to a new process of governing; a changed condition of ordered rule; or the new method by which society is governed (Rhodes 1997, ch. 3)

Regardless of the differences in the meaning of governance its significance for economic and political development in the developing world is highly appreciated. Today in Ethiopia, closer attention is given to the importance of good governance in extricating the country from poverty. (OSSREA, 2011:85)

Good governance

“Good governance” is a concept that is understood and applied differently by the various stakeholders involved in development. There is, however, one common understanding in use of the word. This relates to a movement towards “decent-ring” of decision-making, with the active involvement of many different actors: ‘Good governance’ means that political, social and economic priorities are founded on a general consensus and that the voices of the poorest and most vulnerable are taken into account in the decision-making process.” Citizen participation is a component of social participation. It means that an

individual has the possibility to influence the decisions that concern his or her life. Being a citizen means becoming an agent of one's own development. (ENDA P.8)

Good governance has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law.¹⁵

According to ENDA, "Local consultation in development projects: stakes, practices and outlook" 2004. He mentioned possible levels of participation as bellow

- Co-decision or co-management, involving a clear sharing of the powers of local authorities with civil society,
- Participation, with the concept of joint construction, mutual listening, with the public interest taking precedence over the interests of parties or individuals,
- Consultation of communities on local priorities,
- Information from local authorities on the local policies planned and implemented

Good governance is referring to a minimal state, corporate governance, and new public management. It also embodies a broad reform strategy and a set of initiatives to strengthen the institutions of civil society, with the objective of making government more accountable, legitimate and more responsive to the needs of the citizenry. (OSSREA, 2011:9)

The United Nation Development Programmed (UNDP/ German Ministry of Economic Cooperation and Development 2000,27) also provided its own definition of good governance as "the set of values, policies and institutions by which a society manages its economic, political, and social affairs through interactions among the government, civil society and private sector. It is the way a society makes and implements decisions-achieving mutual understanding, agreement and action. It rules, institutions and practices set limits and provide incentives for individuals, organizations and firms. (OSSREA, 2011:89)

Good governance is an indeterminate term used in development literature to describe how public institutions conduct public affairs and manage public resources in order to

¹⁵ <http://www.unescap.org/pdd/prs/ProjectActivities/Ongoing/gg/governance.asp> accessed on 17 November 2014

guarantee the realization of human rights. (Agrawal and Ribot 2000) cited in Negalegne 2010:40).

As stated in (OSSREA) 2011: 1 stated, over the past decade, the concepts of good governance and civil society participation have been assuming increasing priority in international discourse on politics and development across the world. The world Bank , as the chief engineer of the good governance agenda defines it as the manner in which power is exercised in the management of a country's economic and social resources for development (1989,60). The key components of good governance, according to World Bank, include effectiveness and efficiency in public sector management, accountability and responsiveness of public officials to the citizenry, rule of law and public access to information and transparency (World Bank 1992b; 1994, viii)

Government is one of the actor that contribute to good governance along with the civil society and private sectors, individuals, institutions and organizations within these three sectors need to be strong, accountable, and participatory and able to interact effectively with one another and with their communities and constituents for good governance. Governance is the process of decision-making and how those decisions are implemented. Governance is good when the system and processes are accountable, transparent, just, responsive and participatory, while strengthening their capacity to work with one another through; inclusive and accountable decision making, equitable civic participation and voice, effective public service delivery and government responsibility. Mercy corps: Good Governance Approach (2011).¹⁶

As indicated in Berhanu Mingistu conference paper report at AU (2001:54) good governance is understood as efficient, independent, accountable and transparent service. At the broader systematic level good governance can be visualized as in much wider setting than that of government, which conventionally refers to the formal institutional structure functioning in the right way (Berhanu, 2001:53)

The idea of good governance also began to take on new dimensions. It is now broadly understood to mean the manner in which political power is shared and exercise by the government and the social resource for development. It should be added that good governance is now portrayed as a necessary condition for development and it is one of

¹⁶ Good Governance Framework <http://clearspace.mercycorps.org/community/cops/cmgp>

the main conditions for foreign aid under the current wave of political and economic liberation cutting across Africa.

Elements and Characteristics of Good Governance

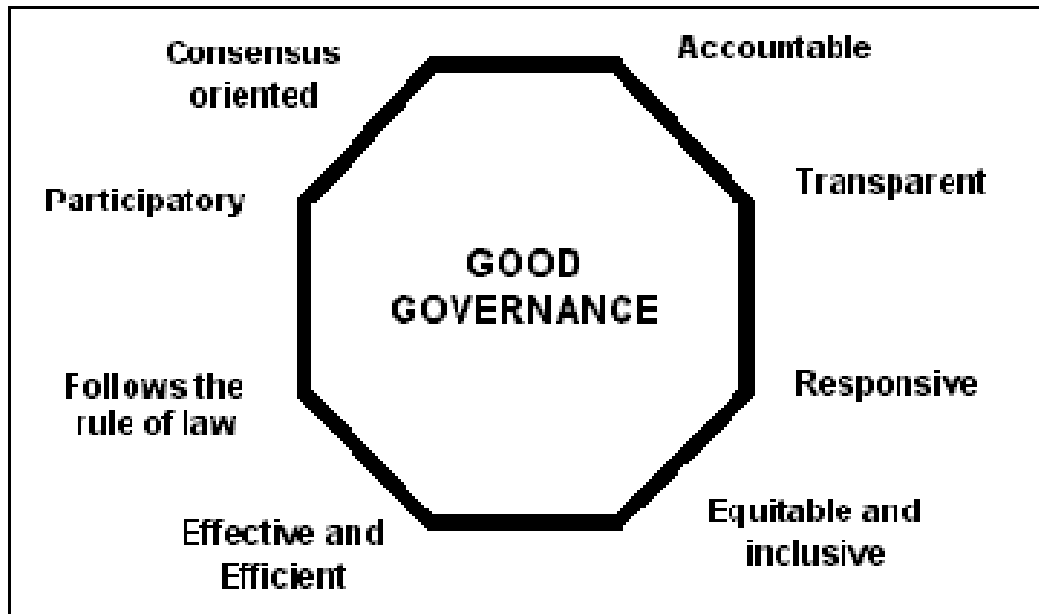
In broader view, Governance elements are rule of law, freedom of expression and association, electoral legitimacy, accountability and transparency, and development oriented leadership (Ladipo Adamolekun, 2002:1)

An attempt to review the literature on the elements of good governance reveals the following: the first element is the established system of national development planning and its integration with annual budgeting processes. Second, good financing or state extractive capacity together with the diamond fortune, has loosened financial and manpower constraints on development. Third, prudent macro-economic management and its implications for managing the national fortune ensuring macro-economic stability, avoiding budgetary crises and most importantly, known adverse consequences of the resource curse. Last but not least is the development and institutionalization of a stable and largely less corrupt democratic system of government with good (exemplary) leadership and how this has enhanced public accountability and transparency. All these factors have combined relatively well as evidence for good governance. (OSSREA, 2011:12)

The key characteristics of good governance according to some scholars OSSREA, 2011:9-10 are described as follows:

- Established or strong institutions for democracy and civil society;
- Effectiveness and efficiency in public sector management;
- Accountability and responsiveness of public officials to the citizenry;
- The rule of law; the legal framework for development; a fair and efficient; system of justice, and respect for human rights;
- Public access to information and transparency in government decision-making;
- Broad popular involvement in political, social and economic process;
- The capacity to manage development.

Figure 4: Characteristics of Good Governance



Source: Good governance <http://www.unescap.org>¹⁷

Democratic Governance

The expansion of formal democracy systems has led to an increased focus on the accountability of states to citizens, and the role of citizens in decision-making processes. Development actors and practitioners recognize that strengthening citizen voice and the engagement of civil society, along with traditional forms of support to develop state systems and institutions, is critical to responsive governance mechanisms, ultimately resulting in more efficient service delivery.

Social accountability is at the heart of UNDP's understanding of democratic governance, and of human development more broadly. Both the UNDP Strategic Plan [2008-2013] and the Global Strategy to Strengthen Civil Society and Civic Engagement [2009] prioritize fostering inclusive participation and building responsive state institutions as means to strengthen democratic governance and accountability. The civil society strategy emphasizes support to a range of social accountability mechanisms through which citizens and CSOs can engage with state officials at various levels to bring about more responsive governance

¹⁷ (<http://www.unescap.org/pdd/prs/ProjectActivities/Ongoing/gg/governance.asp>) accessed on 11 December 2014

Democratic governance is a set of values and principles that underpin state-society relations. This means allowing people, in particular the poor and marginalized, to have a say in how they are governed, in how decisions are made and implemented, in how diverging opinions are mediated and conflicting interests are reconciled in a predictable fashion and in accordance with the rule of law.

Democratic governance, practiced in diverging models of government, means that people's human rights and fundamental freedoms are respected, that they can hold their leaders to account and that they are protected from arbitrary action in their lives by governments, private institutions and other forces. Democratic governance thus results in governing institutions becoming more responsive, inclusive and accountable, and respectful of international norms and principles.

The concept of accountability is therefore at the heart of our understanding of democratic governance. However, accountability is a central element not only of democratic governance, but of all aspects of human development since it contributes to ensuring that the interests of the poorest and most marginalized groups in society are taken into account. It is a core human rights principle, and therefore intrinsic to the human rights-based approach (HRBA) to development.

Governments, donors, civil society and other actors including the private sector are increasingly recognizing the importance of various levels of accountability to achieve human development and there are now significant funds flowing into initiatives that strengthen transparent and accountable governance. The accountability agenda has given rise to a set of often overlapping concepts and terms. These include “voice”, “social accountability”, “civil society”, “active citizen-ship” and “civic engagement” (UNDP, 2010 Guidance Note)

CHAPTER THREE

3. DATA PRESENTATION AND ANALYSIS

In this chapter, the researcher attempts to present the practically observed facts about the basic public service delivery and the social accountability civic engagements in ensuring good governance and participation at local government, service providers and communities. The data collected from management agency, partner organization, social accountability committee, community respondents, basic public service providers and local governments by using tools mentioned in the methodology section, the data have been analyzed in diagram and table forms subsequently.

3.1. BACKGROUND OF ADET TOWN

3.1.1. Profile

Yelmanna Densa Woreda is found in the Amhara National Regional State. According to 2013 population projection made for 2013 based on the 2007 Population and Housing Census of Ethiopia, West Gojam Zone Yilmana Densa woreda has a population of 242,852. Adet town is the capital city of Yilma Densa Woreda which is found 42 kilometers away from Bahir Dar city on the way to Mota from Bahirdar.

3.1.2 General information about the respondents

A total of 250 citizen questionnaires were distributed in the two kebeles. All of the questionnaires were filled and returned to the researcher; most of the questionnaires also filled by the researcher himself by interviewed the respondents for the quality of the data collected.

In addition, the data were collected from key informants such as service provider's higher officials, local government officials, the ESAP2 management agency officials and the social accountability implementing partner's officials by using structured questionnaires and semi-structured interviews. Moreover, the FGD participants also gives crucial information for this research.

Observation and document review was also used exhaustively by collaborating with the partner organization and the local government officials.

3.1.3 Characteristics of the respondents

In order to maximize the diversity and to triangulate the information obtained from different sources; different categories of respondents including local government officials, service providers, SAC committee members, key informants and the residents are involved in the study. The respondents include in the study are considered relevant and representative for the research questions under study.

Table 3.1: Data about the citizen respondents

Categories	Frequency	Percentage
Men	112	44.8
Women	138	55.2
Total	250	100
Total	250	
Respondents classification		
	Frequency	Percentage
Youth (15-29)	106	42.4
Elderly	56	22.4
Religious Fathers	15	6
Disabled	24	9.6
Living with HIV/AIDS	22	8.8
Venerable groups	27	10.8
Total	250	100

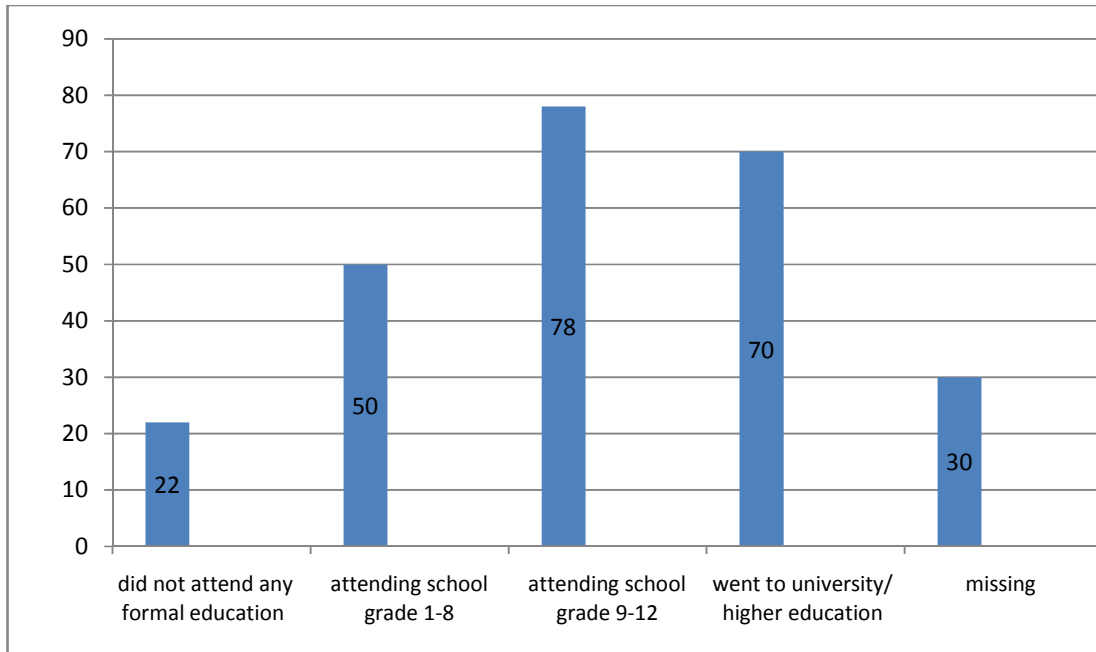
Source: primary data (questionnaire 2014)

From the above Table 3.1 shows information of sample respondents in terms of sex, we can see that 112 (44.8%) of respondents were men, 138 (55.2%) of the respondents were women. In the same table we can see that out of the total population 106 (42.4%) of the respondents were youth, 56(22.4%) of the respondents were elderly, 15(6%) of the respondents were religious fathers, 24(9.6%) of the respondents were represents disabled, 22 (8.8%) were represents living with HIV/ AIDS, and 27(10.8) of the respondents were represents the Venerable groups respectively.

3.1.4: Educational background of respondents

Citizen were asked about their educational backgrounds, the diagram below shows the educational background of the citizen respondents

Diagram 3.1: Educational background of citizen respondents



Source: primary data (questionnaire 2014)

Diagram 3.1 represent the citizen respondents educational background level as follows, 22(9%) were did not attend any formal education, 50 (20%) has attended school 1-8 grades , 78(31%) attending school grade 9-12, 70(28%) went to university or higher learning and 30(12%) are not responding or missed this question. More than 50% of respondents have at least attended high school and university level as we can see from the above diagram.

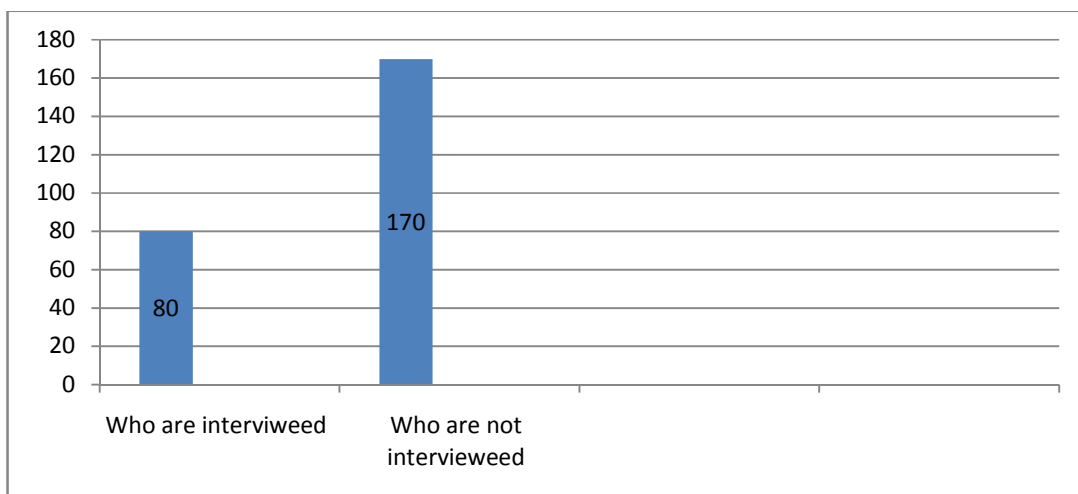
These of the 30 of the citizen respondents did not mentioned or willing to declare their educational background; because of this the researcher mentioned it as missing as it shown in the diagram above.

3.2. Citizen's questionnaires

3.2.1: Citizens who are interviewed by service providers about their satisfaction on the basic public service provision

Citizen were asked to give their opinion on their satisfaction level regarding to basic public service provision weather they have been interviewed by data enumerators' sent from service providers (health, education, water and sanitation, agriculture or rural road) about their satisfaction in relation to their service provision. The response are illustrated in the following diagram

Diagram 3.2: Citizen Interview about their satisfaction level on basic public service provision



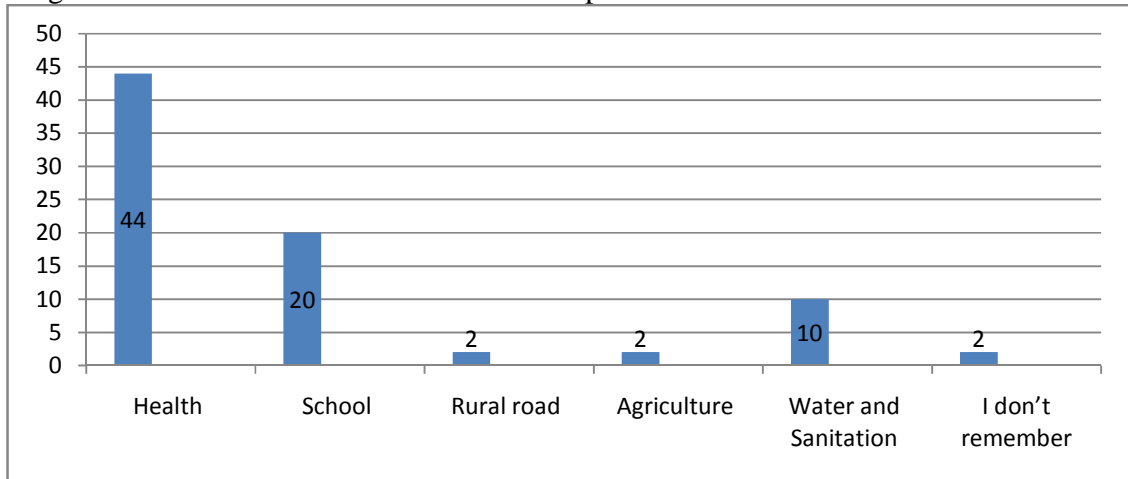
Source: primary data (questionnaire 2014)

For those who are interviewed by data enumerators' sent from service providers (health education water, sanitation agriculture or rural road) about their satisfaction in relation to basic public service provision, as it is shown in the above diagram 170 (68%) said that they were never asked about their satisfaction by any of basic public service providers. On the other hand the remaining 80(31%) of respondents stated that they were interviewed by data enumerators sent by the public service providers about their satisfaction to the services.

3.2.2 Satisfaction assessment undertaken by sector offices on basic public service provision

Citizen respondents were asked which service providers undertook the survey about their satisfaction in regard to the basic public service provision. Their response are illustrated in the following diagram

Diagram 3.3 satisfaction assessments on basic public service in each sector



Source: primary data (questionnaire 2014)

The diagrams 3.3 above elaborate those who said they are being asked about their satisfaction by the basic public service providers on diagram 3.2. Among 80 respondents 45 (55%) are being asked by the health sector followed by school 20 (25%), rural road 2 (2%), agriculture 2 (2%), water and sanitation 10(13%) and the rest 2 (3%) they don't remember by which sector they were being asked.

From this diagram we can infer that most of the respondent 45(55%) being asked by the health sector which shows that the health sector relatively conducted the satisfaction survey to assess the community satisfaction level. From this observation, it is not difficult to know to what extent the health sector survey the satisfaction level of the community that can lead to know the community satisfaction level. Moreover it will help them to identify the citizen needs.

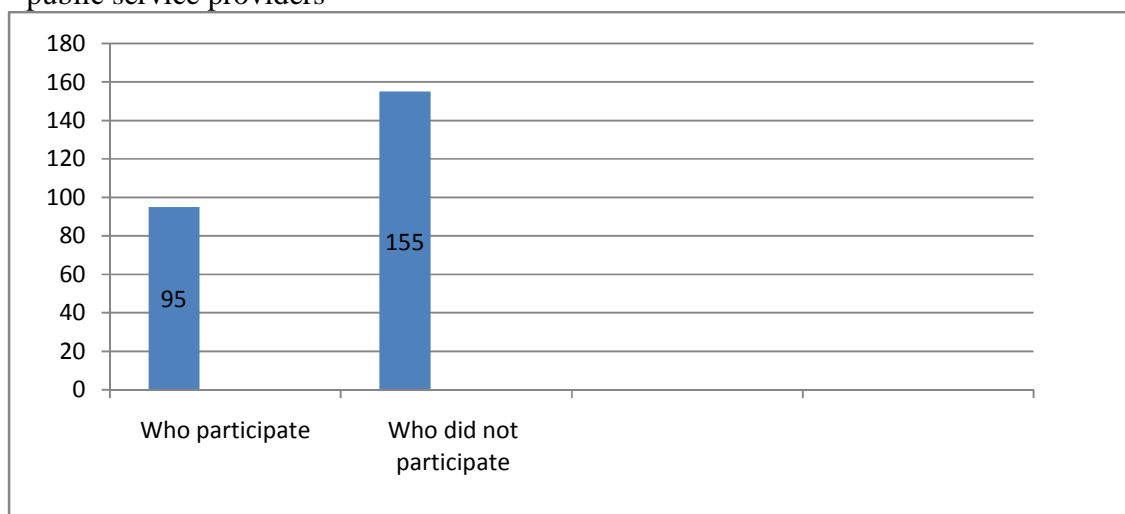
Focus group members on sample kebeles further elaborate that, there is low or minimal commitment shows by the basic service provider's side for the promotion of their service as well as their customer satisfaction other than the health sector. Moreover, they claim that

knowing the citizen satisfaction level can lead them to rate their service provision as well as to improve the service delivery that in turn enhance the good governance.

3.2.3: Citizen Participation on service providers planning, monitoring and evaluation

Citizen were asked about their opinion whether they participated in a meeting with service providers (health, education, water and sanitation, agriculture or rural road) to plan the service to be provided by them. The results obtained are summarized hereunder.

Diagram 3.4: Citizen civic engagement in planning, monitoring and evaluation at basic public service providers



Source: primary data (questionnaire 2014)

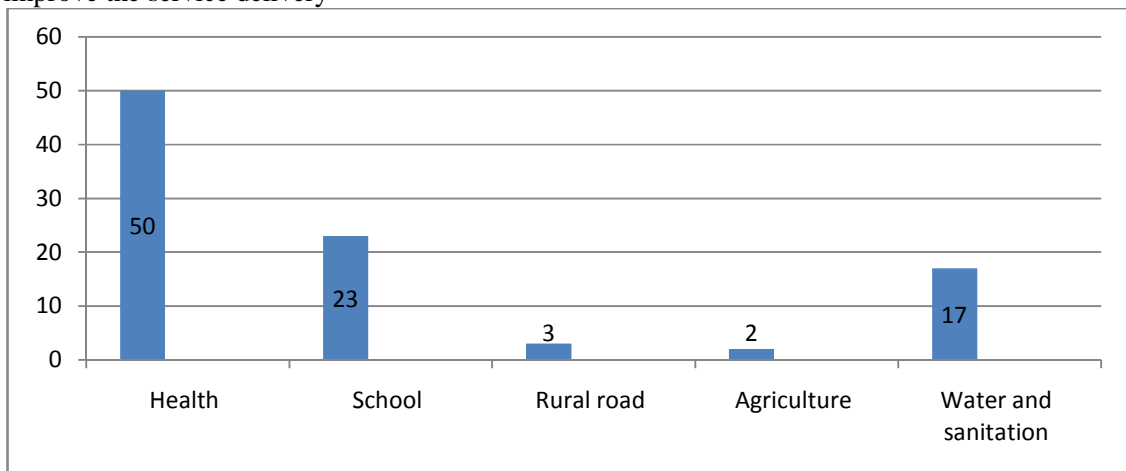
As it shown in the above diagram 95 (38%) of respondents said that they have participated in one or the other basic public service providers in planning and/or implementation. The rest 155 (62%) of the community have not participated in the planning phase of the service providers.

FGD participants said that, the community or community representative have not participated in the planning phase of the service providers. If the community participates in the planning, the participation can lead to know the citizen interest as well as the opinion will be incorporated in the service providers. This also helps the service providers to know exactly what the prioritized needs of the citizens are.

3.2.4. Citizen Participation in planning and incorporating citizens opinion to improve the basic public service delivery in each sector

Citizens were also asked which service providers incorporate their opinions to improve the service provision. The following diagram will summarized their responses.

Diagram 3.5: Citizen civic engagement to incorporate their opinion on service providers plan to improve the service delivery



Source: primary data (questionnaire 2014)

From the above graph we can see that, out of the above 95 respondent on the diagram 3.5 who are asked their opinion to improve the basic public service delivery the majority which is 50(53%) is taken by the health sector which follows by the education/ school 23(24%), rural road 3(3%), agriculture 2(2%), and the rest was taken by the water and sanitation which is 17(18%).

It is also addressed by the FGD group participants that, the majority of the respondents said that they were asked their opinion to improve the public service in the health sector, we can found that in Social Accountability Programs joint planning monitoring and evaluation of public services is important. Most of the respondents said that, there is a better initiation and commitment shows on consisting their opinion to improve the public service in the health sector (53%) followed by schools (24%). The rest of the sector can be considered as minimal.

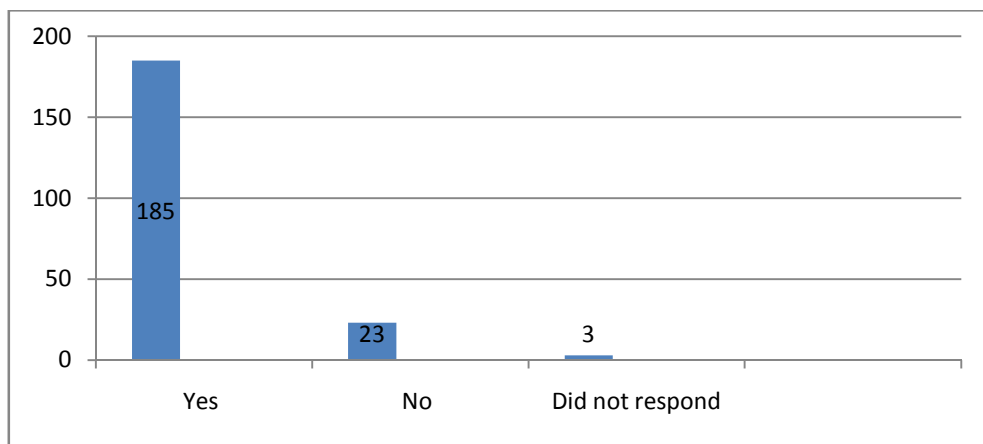
From the above fact we can understand that service improvement and satisfaction is increased when the citizen is participate and included their interest and opinion in the service. The health sector performed in a better way relative to other sectors. This fact

further elaborated by the FGD groups and they give emphasis to being incorporated the citizen opinion and interest in the service provision by service providers

3.2.5. Citizen participation to improve the basic public service provisions

Citizen respondents were asked their level of participation to improve the basic public service provision weather they contribute in cash or in kind to improve the public service delivery. The following diagram will elaborate it.

Diagram 3.6 Level of citizen civic engagement to improve the basic public service provision



Source: primary data (questionnaire 2014)

As the above diagram 3.6 shows most respondents 185 (74%) claimed that they have contributed in cash or in kind towards improving the public service delivery. 57(23%) said that they have not contributed in cash or in kind towards improving public service delivery, the rest 3% did not respond to this question.

It was also emphasized on the FGD that, the main purpose of the Social Accountability Participation Program was to create joint ownership and accountability to public service by service providers and the community.

The community contribution in cash and /or in kind to improve service provision, the total budget of 103 million ETB, for service improvements, about one- third which is 36 million ETB of the contribution were from communities for the targeted 5 sectors; and 53,439,838 Birr were allocated by the government, while the remaining 13, 289,594 birr was collected from NGOs and private sectors. (ESAP Flash,2014: Vol.2 Issue 2)

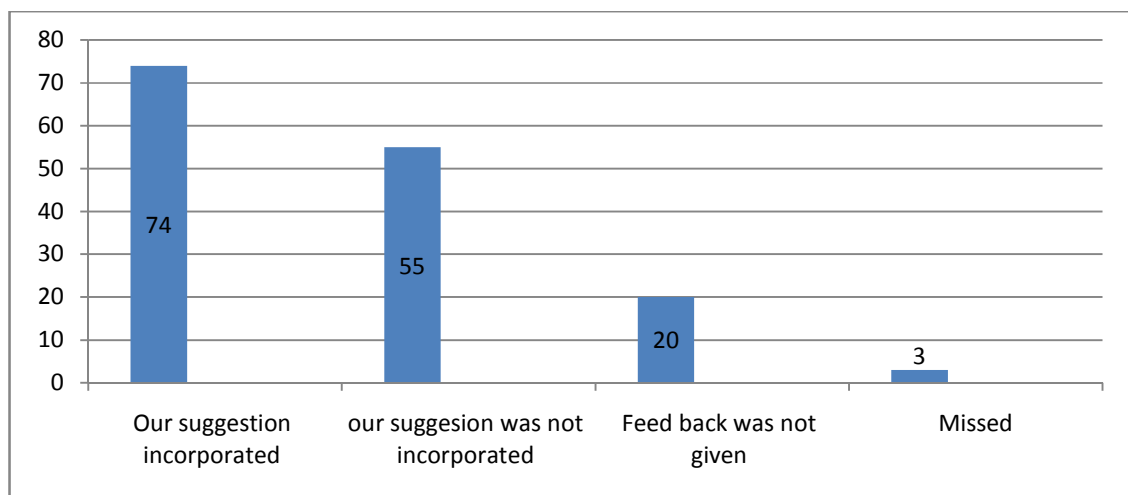
From the above diagram as well as the FGD participants we can infer that there is high commitment and willingness in the community side so as to improve the service provision

by contributing in labor, in kind and in cash voluntarily. It is raised remarkably by the community this days and this is also motivated by the social accountability program.

The community is mobilizing its own resource voluntarily and participated on digging holes for dry waste, contributing cash for the health and sanitation purpose, making fences for water shade protection and so on.

3.2.6: Citizen Participation achievement on service provider planning, monitoring and evaluation

Diagram 3.7.assessment of citizen participation on basic public service providers plan and their level of contribution towards planning, monitoring and evaluation

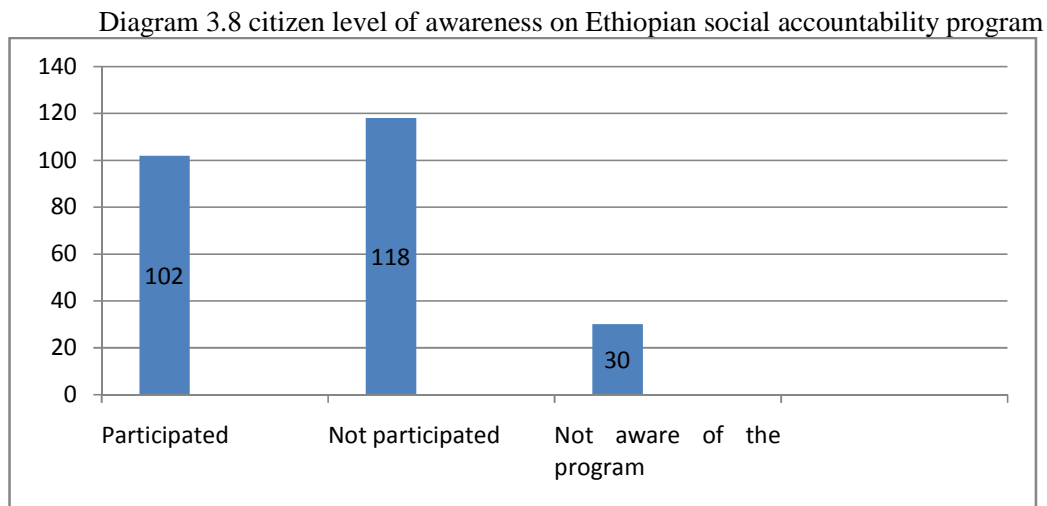


Source: primary data (questionnaire 2014)

Out of 185 the achievements of the respondents who are said they are participated in a meeting with service providers to discussed in the service providers plan in diagram 3.6 we can see that 74 respondents said their suggestion raised were incorporated in the plan and others 54 respondents felt that their suggestion in the meeting were not incorporated in the plan the rest 20 respondents claim that their couldn't get any feedback that they gave in the meeting.

3.2.7 Awareness' and participation in Social Accountability Program (ESAP)

Citizen respondents were asked if they are participated in Ethiopian social accountability program (ESAP) or not and to see their awareness's level. The following diagram will show their response regarding to their awareness and participation in SA program



Source: primary data (questionnaire 2014)

As we can see from the above diagram, most respondents in Adet 118 (47%) said that they have not participated in Ethiopian Social Accountability program (ESAP) but a significant number 102 (41%) said they have participated in ESAP program and 12% responded that they were not aware of the program.

This shows that large number of the respondents are aware of the social accountability program that create awareness but still need to expand the program to address these who are not participated in the social accountability program. Most of the respondents who are participated in the social accountability program were found in the health sector.

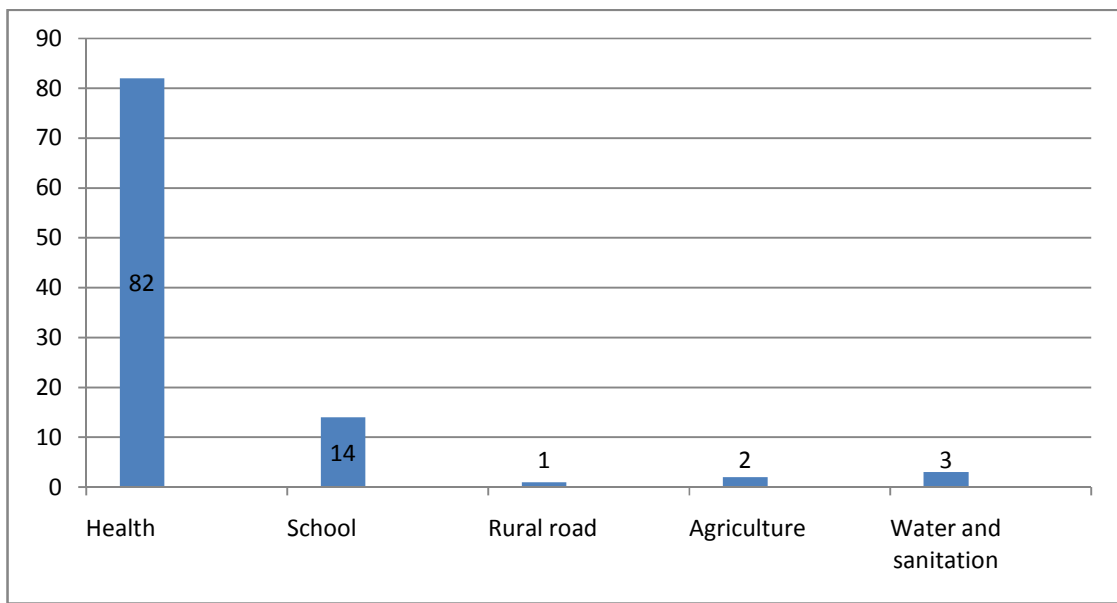
The social accountability program awareness create knowledge on their responsibility and accountability in promoting and improving the basic service delivery, this in turn create better service provision in both citizen local government and service providers.

Other sectors should play the role in promoting and giving knowledge to the community to know their right and responsibility as it does in the health sector.

3.2.8 Citizen participation on ESAP program in sectoral offices

The citizens were asked in which of the service provider they participated in the ESAP program. One can see from the following diagram their response in relation to this question

Diagram 3.9: Citizen Participation in sectoral offices on ESAP program



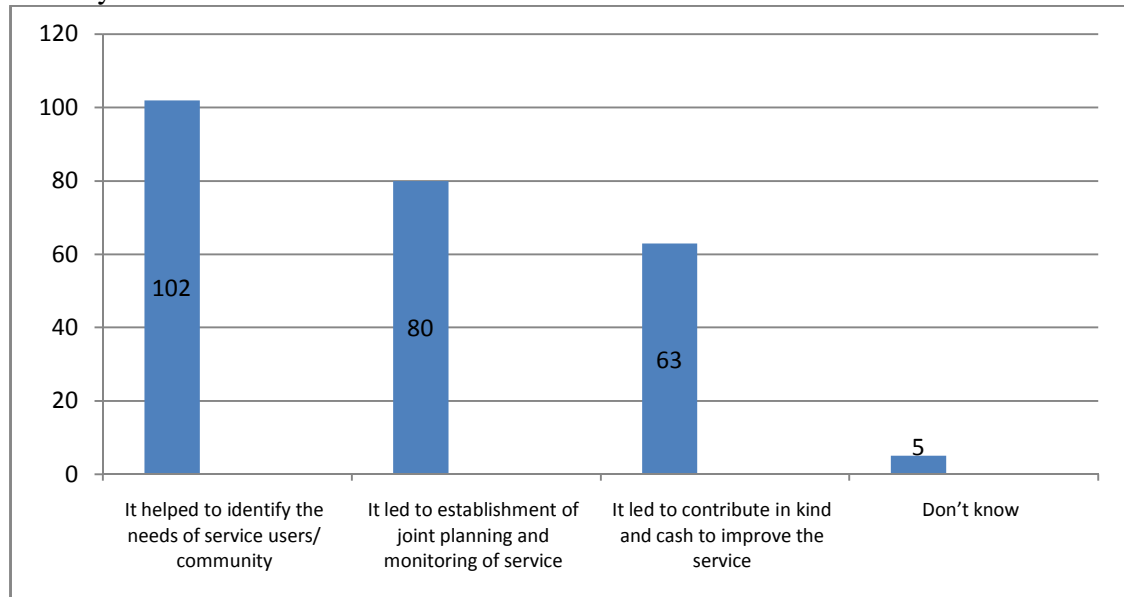
Source: primary data (questionnaire 2014)

Among those who had participated in ESAP program as indicated in diagram 3.8 out of 102 who participated in the social accountability program in each sector we can see that the health sector takes a majority of number 82 (81%) followed by the school 14(14%), rural road 1 (1%), agriculture 2 (2%) and the rest water and sanitation takes3 (3%).

The social accountability program awareness create knowledge on their responsibility and accountability in promoting and improving the basic service delivery, this in turn create better service provision in both citizen local government and service providers. So that other sectors should also play vital role in promoting the community to know their right, accountability and responsibility as it does in the health sector.

3.2.9: Achievements on participation in ESAP civic engagements to improve the basic public service delivery

Diagram 3.10 civic engagements achievements to improve the basic public service delivery

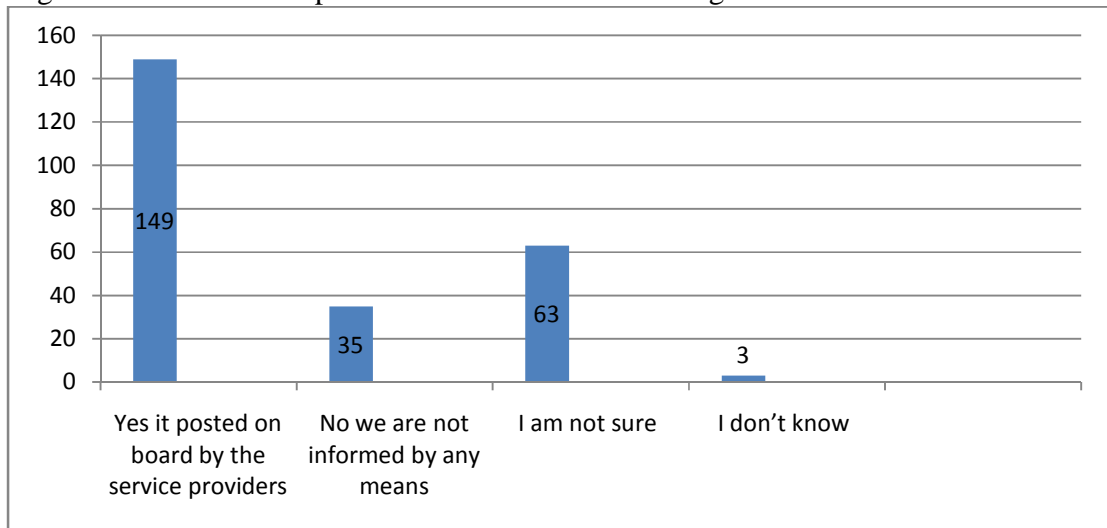


Source: primary data (questionnaire 2014)

The achievements of the participation in ESAP civic engagements such as interface meeting, validation meeting, and joint action plan development and so on were assessed by citizen respondents 102 (41%) said it has helped to identify the needs of citizens/ communities interest and priorities, 80 (32%) said it led to establishment of joint planning and monitoring of services., 63 (25%) said it led them to contribute in kind, labor and in cash to improve the service and the rest 5(2%) did not have any idea on this subject matter.

3.2.10: Budget transparency and access to budget information

Diagram 3.11: citizen respondents view on access to budget information



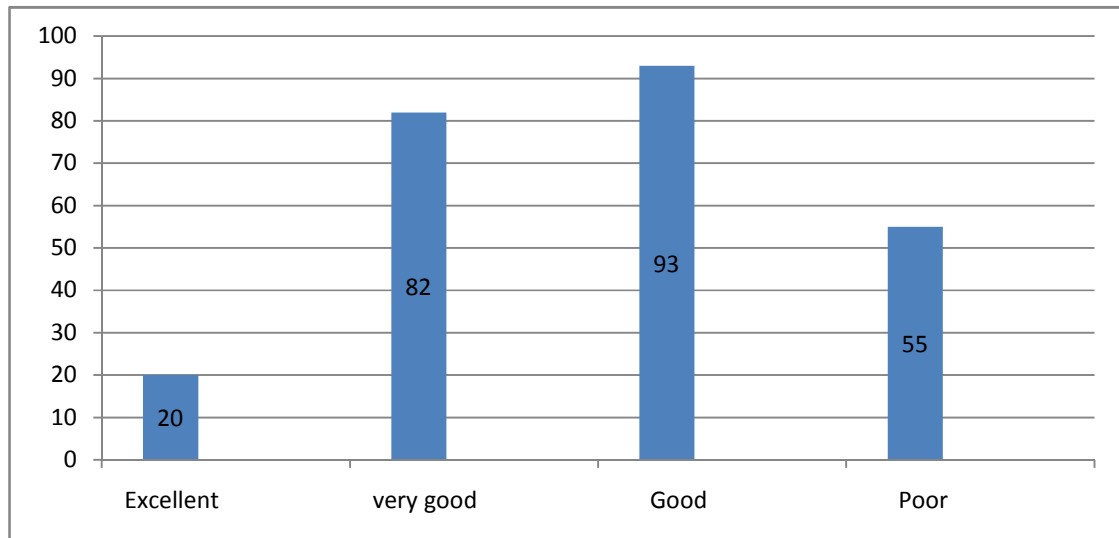
Source: primary data (questionnaire 2014)

A majority of citizen respondent 149 (60%) said that they have seen posted the budget of the service providers on the board while 35(14%) were not informed by any means, and then 63(25%) respondents claim that they are not sure about it and the rest 3(1%) don't know about it.

From this fact we can observe that significant number of respondents is not aware of their local budget information, due to this fact, service providers should communicate the citizen to get access in budget information and budget information access should be disseminated in other means to address those who are not able to identify in the notice board.

3.2.11: Citizens' view on service improvement in basic public service provision.

Diagram 3.12 citizens satisfaction assessment on the basic public service provision improvement



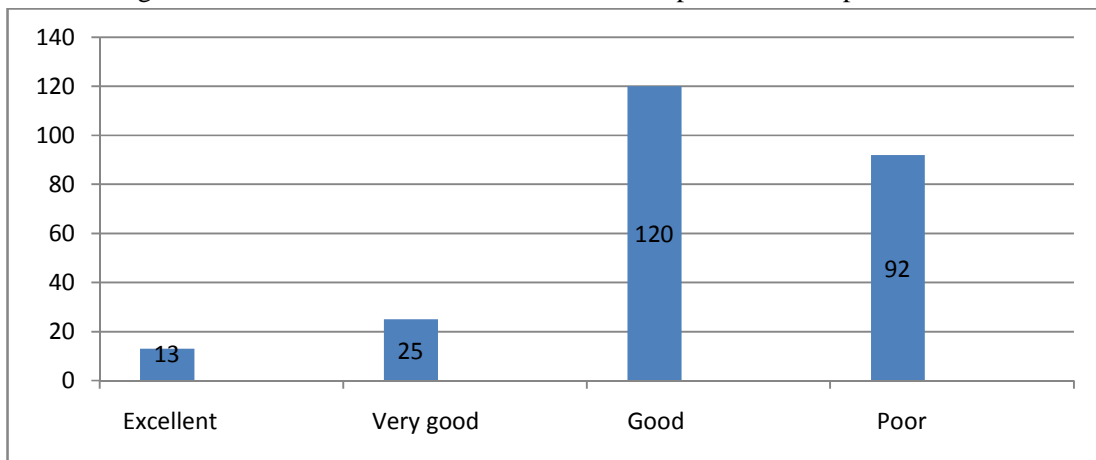
Source: primary data (questionnaire 2014)

From the above diagram, citizen respondent's rate their level of satisfaction related the service provision improvement by service providers were rated excellent 8%, very good 33%, good 37% and bad 22%.

Most of the respondents' including the FGD participants said that, the basic public service providers especially the health sector shows tremendous improvement in its service standards and in its implementation, moreover social accountability implementation plays significant role for the achievements. But other sectors did not achieve to promote the basic public service provision. They further said that, the reason why this achievement in the health sector is recorded due to the social accountability program. So that, this kind of experience must be shared and replicate in other sectors to enhance/ improve the service provision for the society

3.2.12 Satisfaction of citizens on basic public service providers

Diagram 3.13 level of citizen satisfaction on basic public service providers



Source: primary data (questionnaire 2014)

Citizen respondents were asked to indicate their levels of satisfaction in basic public service delivery provided by basic public service providers. It was rated 13 (5%) excellent, 25(10%) very good, 120(48%) good, and 92(37%) poor/ bad respectively.

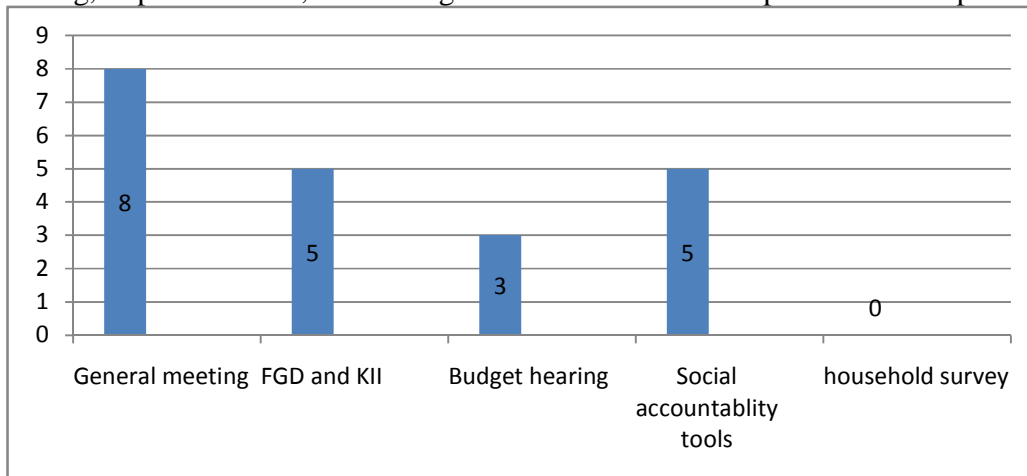
The above fact indicate that, the community participation in planning and evaluation of service providers was clearly showed that majority of the respondent rating good, but significant number of the citizen respondent's rate their satisfaction is poor/ unsatisfied. This shows that the basic public service delivery need to improve in the future to satisfy those ratted poor/ unsatisfactory. The result indicates that much more effort has to be exerted to bring those rating poor/unsatisfactory to good and excellent level, this in turn enhances the good governance and the citizen satisfaction at large.

3.3. Local government respondents

3.3.1. Local governments methods used for civic engagements

Local governments were asked about their methods used for the citizen to participate in planning, monitoring and evaluation on basic service provision, their response are illustrated in the following diagram

Diagram 3.14 Methods applied by local government to participate the community in planning, implementation, monitoring and evaluation on basic public services provision



Source: primary data (questionnaire 2014)

Local government respondents were asked to identify the methods used for the community to participate on planning, monitoring, implementation and evaluation of in basic public services. Most of the respondents 8 (38%) identified general meeting as a main method followed by focus group discussion and key informant interview which is 5 (25%) and budget hearing takes 3(13%) and the rest 5 (25%) identified by using the social accountability tools/ civic engagements. none of the local government respondents identified household as a method.

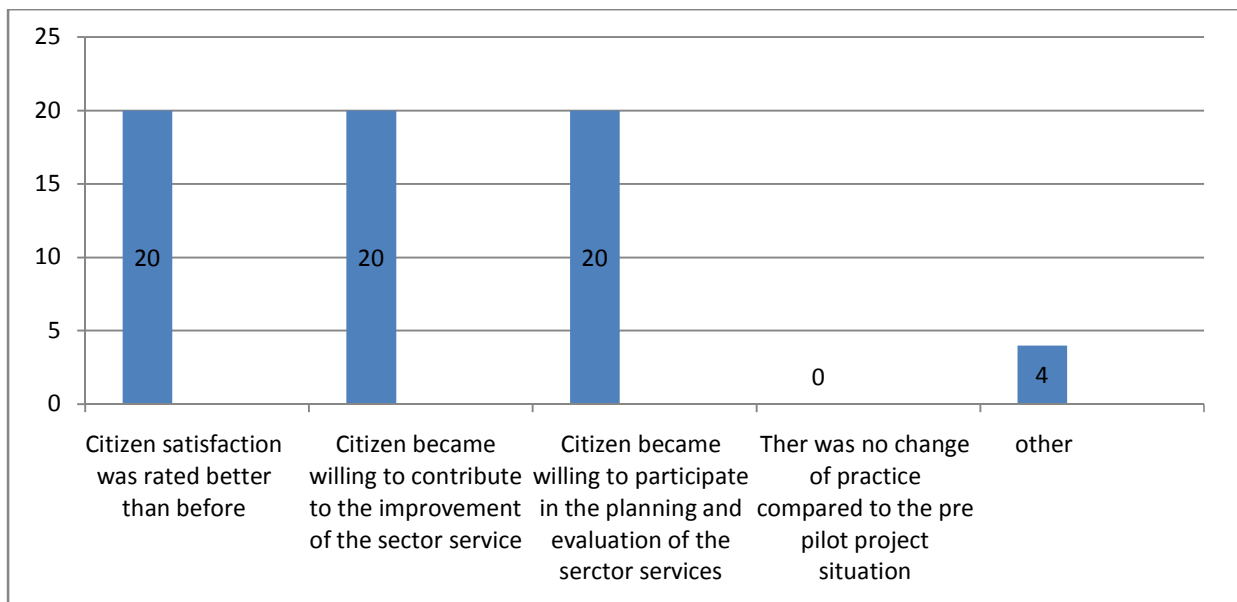
As shown in the above diagram most of the local government uses the general meeting for the purpose more elaborated in the FGD discussion indicates that, most local government officials identified that the main purpose is to get feedback on performance of service providers followed by getting feedback on the already drawn plan for the coming year, past achievements and constraints, to establish technical committees and organize community for contributions in kind, labor or in cash.

In this regard none of the local government officials identified the use of citizen participation to rate the satisfaction status of citizen and to assess their priorities, the local governments has to put in consideration that the community participation in planning, implementation, monitoring and evaluation should consider the community priorities and it has to incorporate starting from planning stage.

3.3.2. Effectiveness of social accountability tools and civic engagements

Local government officials were asked to give their opinion on social accountability program and its achievements towards the basic public service provisions. The result obtained is summarized hereunder.

Diagram 3.15: achievements gained from social accountability civic engagements



Source: primary data (questionnaire 2014)

From the above multiple response all of the local government officials were aware of the Ethiopian Social Accountability Program. As the above diagram indicated that the local governments were asked about the achievement of the social accountability civic engagements, all of the respondents from local government identified the following as achievements the social accountability tools civic engagements:

- Citizen satisfaction was rated better than before
- Citizen became willing to contribute in cash, labor and in kind to the improvement of the sector services especially in the health sector.

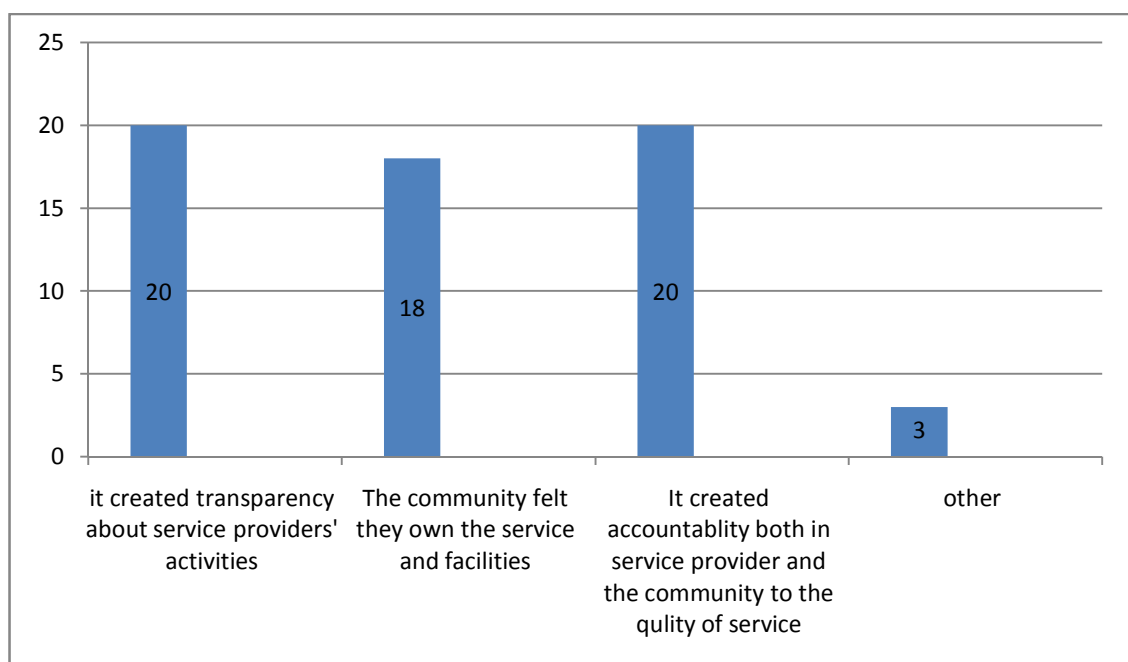
- Citizen became willing to participate in the planning, monitoring and evaluation of the sector services
- No one of the respondents marked the point where there was no change of practice compared to the pre pilot project situation.

Moreover, most of the respondent identifies the positive changes of transparency, creation of ownership and accountability, quality of service; in addition they said that it crates bridge among the citizen and the local governments to work together to solve the obstacles in the service provision.

3.3.3. Achievements of Social Accountability Tools

Local governments were asked about the remarkable achievement that the social accountability tools and its civic engagement that brings the basic public service delivery improvements. The detail of information are summarized in the diagram below

Diagram 3.16 Changes brought by SA practice in relation to good governance



Source: primary data (questionnaire 2014)

As it shows in the above diagram the local government officials were asked about whether or not social accountability practice has brought change in relation to good governance and satisfaction in the service provision all government official respondents answered in the affirmative. Further asked to identify the positive changes all of them identified

transparency, ownership and accountability to quality of service as shown in the above diagram

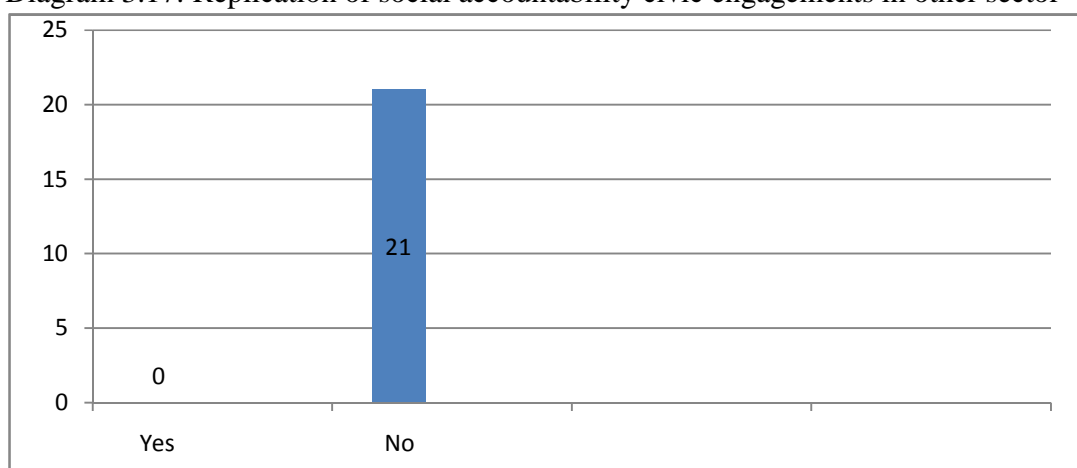
Most of them said that the social accountability practice brought remarkable change especially in the health sector, some of the achievements as per the local government officials are stated as follows:

- The social accountability program created the transparency of the service provider's activities and it in turn creates the good governance especially in the health sector.
- It creates awareness in the community to feel they own the service and the facilities and protecting them.
- It creates in both the service providers and the community became accountable to the quality of service provided to the citizen.
- It also initiate the citizen to ask about the quality of service provided, it develops the belongingness in the community side
- It creates the joint reform agenda to work together so as to resolve the common issues together

3.3.4. Replication of Social Accountability Tools and its civic engagements from sector to sector

The local government officials were also asked about the replication of social accountability tools and its civic engagements in other sector.

Diagram 3.17: Replication of social accountability civic engagements in other sector



Source: primary data (questionnaire 2014)

It is clearly shows that all of the respondents said that the program is not replicated in other sector, replication of social accountability tools and its civic engagement is not yet replicate in to other sectors, government respondents 21 (100%), claimed that the practice was not replicated in other service organizations other than the pilot program sector which is health sector. It was also elaborated in the FGD group discussion that, it is slightly replicated among in the health related sector such as solid waste removal, sanitation water shade and environment protection. They claimed that the program was replicated on the part of water and sanitation schemes have completed projects by mobilizing the public to dig holes for solid waste, cleaning the environment, putting fence in the public toilet and the public water center “Bonno” by organizing and mobilizing the citizen by grasp the experience of SA program as well as organizing the committee member for each problem by working with the sector officials and the community to handle their problem in a short period of time.

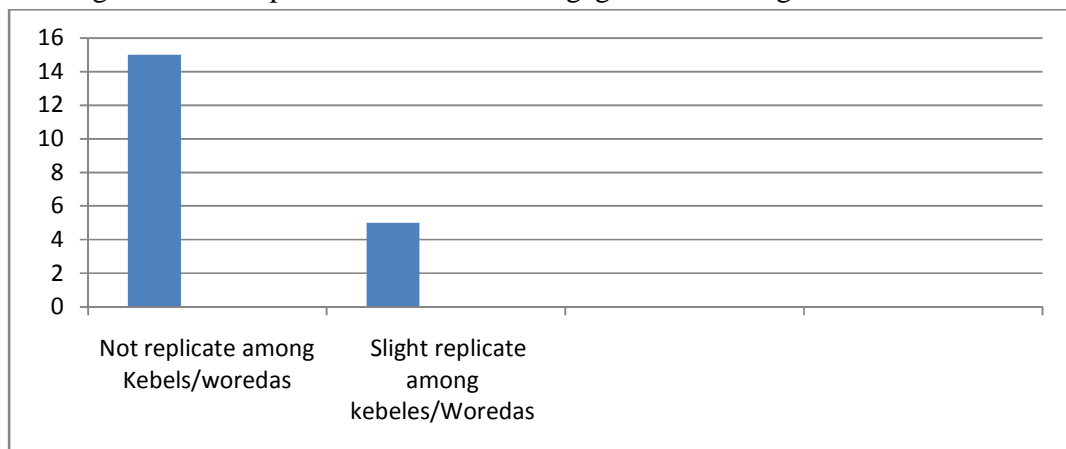
Those who claimed it was not replicated identified the following reasons for the failure:

- Consider the social accountability program as performance evaluation (16%).
- Lack of resources (human, budgetary, etc) 40%
- The program not encompassing all other sectors other than health 17%
- Lack of policy, administrative and institutional directives 27%

3.3.5. Replication of Social Accountability Tools and its civic engagements from kebele to other kebeles/ woredas

Local government also asked about the replication of social accountability tools and its civic engagements to other kebeles/ woredas other than the health sector. The following response was forwarded.

Diagram 3.18: Replication of SA civic engagements among Kebeles/ Woredas



Source: primary data (questionnaire 2014)

The local government officials were asked about the replication of the program among the non pilot kebele/ woredas. In this regard 15(75%) of local government officials approved there was no replication. Those 5(25%) who said there is minor replication mentioned the experience sharing between kebeles on water and sanitation, environment protection and health of the accomplishment of similar projects. The replication could seem directly related to social accountability civic engagements that are grasped from lessons and replicated through experience sharing among kebeles. The 75% who claimed that there was no replication of the practice in non pilot kebeles/woredas identified the following reasons for not replicating the practices.

- Absence of experience sharing programs for SA 29%;
- The program not encompassing all other sectors other than health 29%;
- Capacity limitation 42% (human, capital);
- Not giving due attention for SA programs and government officials high engagement on routine work.

3.3.6. Local government official's suggestions towards the social accountability tools and its civic engagements to enhance the basic public service improvement.

From the qualitative questionnaire, the local government official respondents were asked to share their views what should be done to integrate social accountability program with the other government reform programs. They give the following view points

- Establishing a joint committee of sectors at the Woreda level and replicate in each sector;
- Establishing SA as one independent institution;
- Crating SA awareness in all sector and giving recognition to SA;
- A social accountability office has to be established at woreda level;
- Social accountability has to be incorporating in the civil service reform program autonomously;
- Application of the program in all sectors in the woreda;
- Making SA part of the Good Governance Program;
- Supporting policies, administrative measures has to be taken;
- Strengthening social accountability committee in each sector.

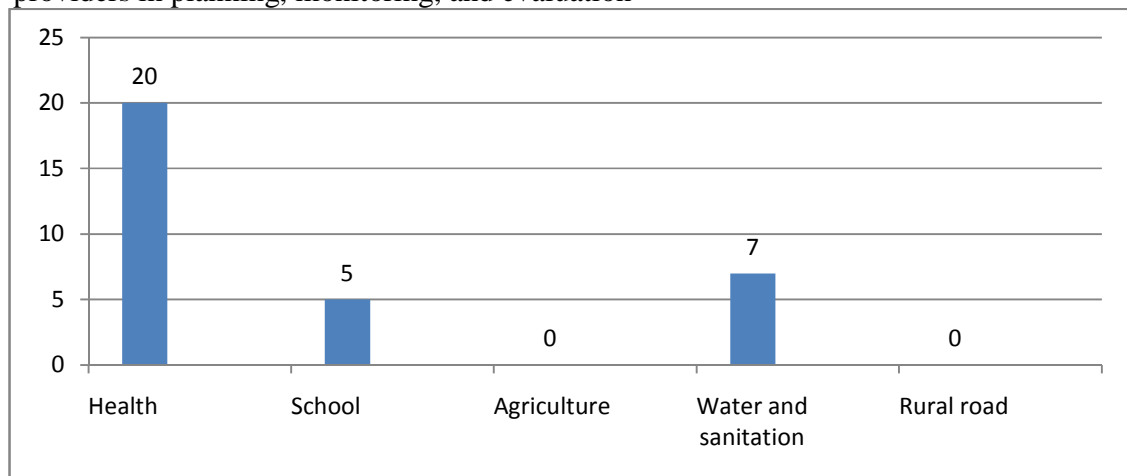
On the local government side, they are highly engaging by government works and most of them in the lower level don't have enough knowhow about the SAP, moreover they are highly overburdened in routine administrative work load. Due to this fact, they didn't give special attention for the SAP other than the health sector. Special attention should be given in each sector for the SAP to its efficiency and effectiveness of its tools as well as the civic engagements, this all in turn enhance the good governance and sustainability of the social accountability program.

3.4: service providers respondents

3.4.1. . Participation of community in planning, monitoring and evaluation

The service providers were asked if there are any committees elected by the community who work with the service providers that participate in planning, monitoring and evaluation on their institution. The following diagram will summarized the service provider's responses in relation to their participation

Diagram 3.19: Elected committees from the citizen who works jointly with service providers in planning, monitoring, and evaluation



Source: primary data (questionnaire 2014)

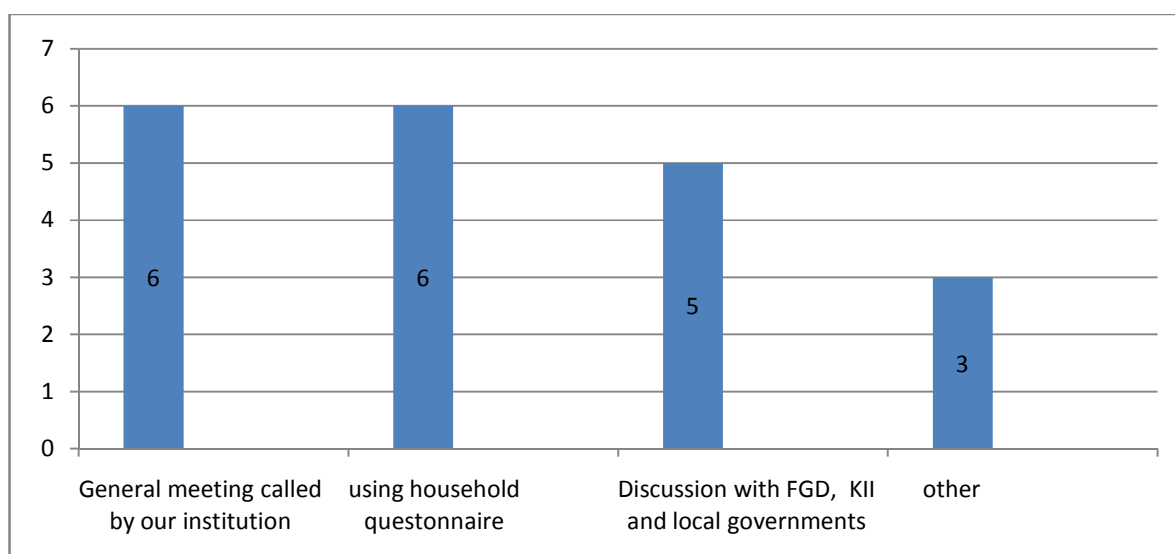
Service providers were asked whether they have elected committee from the community who work with them jointly in planning, implementation, monitoring and evaluation. From the diagram above we can see that the health sector are more inclusive than other sectors, the health sector involves in all level with the community representative and with social accountability committee SAC. When we see the school sector the community is participated in annual meetings called by the institution and there is an ad-hoc committee such as parents- teacher unity that established to resolve the problem. When we see the

water and sanitation they are under replication of the social accountability tools and civic engagements to mobilize the community, in addition to this they call consistent meeting by the water and sanitation office and they also have elected committee members who are closely working with them but still their contribution is in minimal level. In the agriculture and rural road there is no committees elected by the community who are working closely and jointly in planning, implementation, and evaluation in this sectoral service providers. Service providers has to stop being defensive and seeing the civic engagements such as dialogue and interface meeting like evaluation, rather they have to consider it positively and working together for better jointly reform agenda.

3.4.2. Ways of Customer satisfaction assessment on health service providers and SAC where the social accountability program implemented

The health service providers were asked about the methods used how they assessed the citizen satisfaction. One can see from the below diagram their response.

Diagram 3.20: Service provider’s methods of customer satisfaction assessment



Source: primary data (questionnaire 2014)

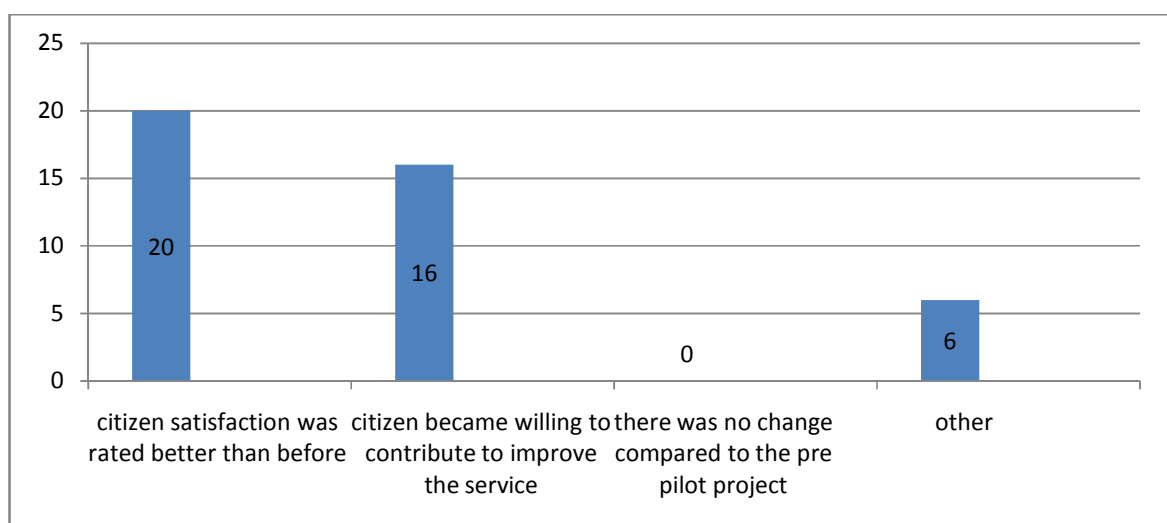
The question was asked for 12 health bureau officers and for the 8 health social accountability committee members to see how they assess the citizen satisfaction level on their service provision. From the above diagram we can see that 6(30%)of respondents said that they used the general meeting called by the health institution to get feedback on their service provision as well as to assess the citizen satisfaction towards their service provision , and then 6(30%) said that they conduct the household survey to assess the citizen’s satisfaction and use it as a bench mark and they focus on improving their service as well as to increase the level of satisfaction of the citizen, while 5(25%) of respondents said that they assess the community satisfaction level through various discussion with them and with the community focal group discussion and by interview the key informants in their own employees are raised as a method of assessing the satisfaction of the citizen , the remaining 3(15%) said they used the social accountability committee feedback as a crucial to assess the citizen satisfaction level they further elaborate it that the SAC is elected and live with the community that can identify the citizen satisfaction towards the service provision and give feedback to enhance the citizen satisfaction. Moreover they used formal and informal

communication with the citizen such as complaints from our customers, neighborhood, suggestion box, using feedback from SAC committee are mentioned.

3.4.3. Comparative assessment before and after SA implementation in the health sector side

The service providers were asked how they assess the service provision before and after the implementation of social accountability program in their institution. The following diagram will elaborate it.

Diagram 3.21 comparative assessments before and after SA implementation



Source: primary data (questionnaire 2014)

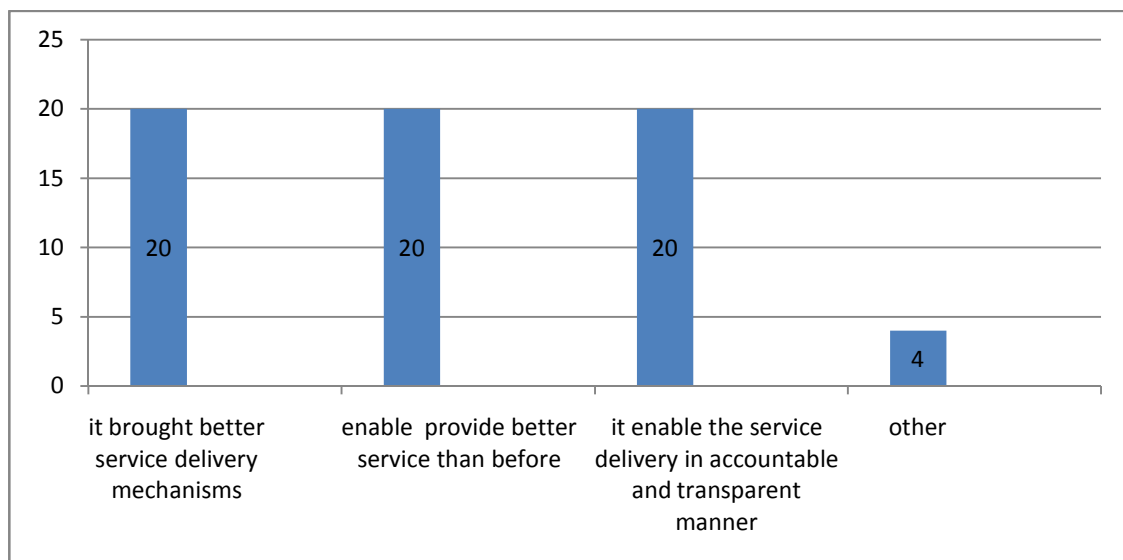
From the multiple response questionnaires the respondents said that there is remarkable change achieved when they compared the service provision before and after the social accountability program implementation. The social accountability program enable them to measure the citizen satisfaction better than before, it also create belongingness and willingness on the citizen side to contribute in labor, kind and in cash for the improvement of the service. It is also more over elaborated in the FGD discussion that the program initiate the citizen to work together with the health service providers by pinpoint the obstacles and getting solution collaborate that in turn brought satisfaction in the service provision and also that led to good governance, accountability and responsibility. None of the respondent response that there is no any change before and after the social accountability program implementation all of the respondents' agreed on the change brought by the social accountability program

From the above diagram and that was elaboration in the FGD discussion, the health service providers could achieve remarkable change as compared before the SA program implementation period. The health sector try to address the satisfaction level of the citizen by mobilizing the resource to tackle that hinders their service provision and they enhance the accountability and responsibilities in a good manner towards their service provision.

3.4.4. Change in citizen’s satisfaction in service provision

Diagram 3.22 below shows that, health service provider’s responses about the social accountability practice that brought change in citizen’s satisfaction with service provision

Diagram 3.22 citizen’s satisfaction in service provision



Source: primary data (questionnaire 2014)

As shown in the diagram 3.22 the service providers were asked about whether or not social accountability practice has brought change in relation to good governance and satisfaction in the service provision all respondents from service providers answered in the affirmative. In addition to that they were asked to identify the positive changes, all of them identified better service delivery mechanism, better service provision, accountability, responsibility and transparency in service delivery is brought by the social accountability program.

Form the above diagram we can easily observed the following achievement as well as it was mentioned on the discussion.

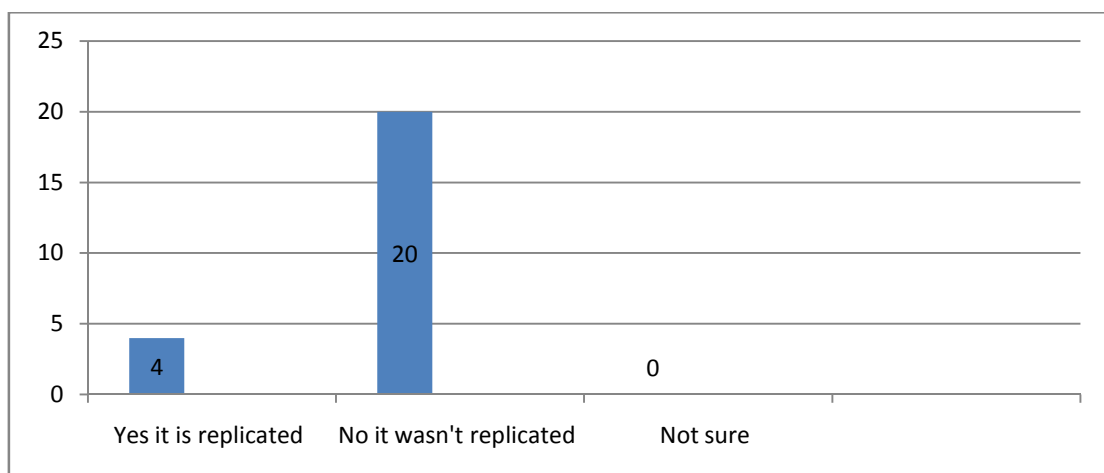
- Citizen satisfaction was rated better than before

- It brought better service delivery mechanisms
- It enable the service providers to give better service than before
- It enable the service delivery in accountable and transparent manner
- Citizen become willing to contribute in cash kind and labour for the service improvement
- It increase the awareness of the citizen's on his right, duty and responsibility
- It enable to create the joint action plan to perform together
- It create belongingness and felling of owning the institution

3.4.5 Replication of SA practices in other sector

The health service providers were asked about the practice of the social accountability whether it is replicated in other sector or not, this fact can be also seen in the following diagram

Diagram 3.23 Replication of SA in other none targeted sector



Source: primary data (questionnaire 2014)

As we can see from the diagram 3.23 even though the social practice brought remarkable change in service provision and customer satisfaction it is not yet replicate to other non targeted sectors or service providers. Those who said it was not replicated identified the following reasons for the failure:

The SAC committee is not as such strong to transform to other sector

- Fear of accountability

- Lack of policy, administrative and institutional directives
- Lack of resource (human, material and capital)
- Fear of sectoral offices considering the practice as evaluation
- Lack of experience sharing among other sectors
- Lack of facilitator to mobilize the resource
- Not giving adequate attention from the local governments
- Busy schedule of government daily routine work
- Lack of prior research in this regard
- High frequent service providers and local government staff turn over

Those 4 who claimed replication mentioned the experience sharing between kebeles on sanitation and health to the accomplishment of similar projects. The replication could not be directly related to social accountability lessons. They mobilize the community in labour, kind and in cash to fence the water shade (Bonno), fence the public toilet and shower, dig holes for solid waste removal together with the sector offices.

3.4.6. Institutionalization and consistency of SA tools and its civic engagements in the government reform program in the future

Service provider's suggestion for the sustainability/institutionalization of the social accountability tools and its civic engagements to ensure the good governance and participation of local government, service providers and citizens in the future were discussed hereunder.

In the open ended questionnaire, the service provider's respondents were asked to share their views on what should be done to integrate social accountability program with the other government reform programs. The following suggestion was given:

- Strengthening Kebele level social accountability committees,
- A social accountability office has to be established at woreda level,
- Incorporating SA in the Civil Service Program,
- Making SA part of the Good Governance Program,
- Increased experience sharing forums.

CHAPTER 4

SUMMARY OF FINDINGS/ CONCLUSIONS AND RECOMMENDATIONS

4.1. INTRODUCTION

The objective of this chapter is to summarize the main findings of the research as discussed and analyzed in the preceding chapters. The findings and observations are drawn on the basis of interview with citizen, local governments, service providers, focus group discussion, ESAP management agency and partner organization OFRIS and key informant interview. In addition, this chapter provides recommendations.

4.2. SUMMARY OF MAJOR FINDINGS

From the assessment with respect to the research questions and objectives from different perspective, the study derives the following findings

- The SA program has helped to identify the needs of service users/ community it led to establishment of joint planning and monitoring of services and it also led them to contribute in kind or cash to improve the basic public service.
- Most citizens evaluated the communities' participation in planning and evaluation of public service in the range of excellent to good however substantial numbers of respondents are claimed it was poor/ unsatisfactory.
- The study also showed that the SA program even if positively viewed it was not replicated in other service providers other than the health sector. Local government officials and service providers confirmed that the program was not replicated in other public service providers other than the health sector.
- Even if the Social Accountability Tools (SAT) were found useful in identifying citizens/communities satisfaction and priority still local government officials and citizens use general assembly to gather information from the community.
- Citizen's respondents rated public service providers from excellent to poor. As per this rating it shows that additional effort has to be added to improving the public services meaningfully.
- The study also showed that, there is high frequent staff turnover of service providers and local government officials that take back the social accountability awareness.

- The community has low knowledge about their right to access information, inclusion, participation, and decision making process.
- Reluctant participation hinder the smooth performance of the social accountability program
- Work over-load and high frequency of meetings by local government officials and giving low priority for SA works have been observed in the study.
- Resistance and highly defensive act in the service provider's official side by consider the social accountability civic engagements such as interface meetings and dialogues with the community as evaluation of their personal performance.
- Non existence of focal government institution for institutionalized the social accountability civic engagements in the future.
- Inaccessibility, human, capital and logistic limitation have been observed as hindering to replicate the social accountability civic engagements to other sector as well as to other kebeles/ woredas
- Social accountability enhances the trust among the government and citizens through the SA civic engagement
- Social Accountability explores the importance of participation in all activities by enhance transparency and partnership on service providers such as health, water and sanitation but still this achievements' is not shown in other sectors
- The study shows that there is limited budget and capacity of service providers to engage citizens in the planning and implementation process that also leads to the woreda sectors unable to respond to community priorities as required
- Continuous government meetings and less time to implement joint action plan was also observed in the study
- Weak status of good governance were observed in the study, the service provides and the local governments. Theoretically the people try to hold them accountable and responsible to the citizen, however, the data from the focus group discussion and interviews shows that the local government and service providers are not accountable and transparent enough and there is minimal chance of community to participate in planning, monitoring and evaluation. In contrast, the health sector shows remarkable change than other sector in this regard.

- The study shows that People have less ownership feelings and always wait for the higher official body to decide and motivate the community
- High improvement and quality service in time, space and standards in the health sector as a result of ESAP is seen in the study, and the citizen still demanding those achievements to replicate to other sectors. The study shows less and minimal replication of the SA practice from sector to sector and from kebele to other non targeted kebeles / woredas
- High motivation, commitment and interest have been observed by the social accountability committee members to serve the citizen in the future. They link both the citizen and the service provider's by identifying the community problems and trying to find the solutions by mobilizing the community and the service providers.
- The study shows that there is no known single ownership and institutional capacity arrangement for the SA continuity and institutionalization in the future
- The viability and effectiveness of social accountability and its civic engagements are found effective and efficient tools to improve the basic service delivery and to identify the citizen priorities and interests that also lead to good governance.

4.3. RECOMMENDATIONS

- There is a need to come up with a policy and administrative measure to replicate the SA civic engagement to other **sector** by local government officials. This would help a smooth transition in implementing the programs after the evaluation period. This also led to enhance the good governance in every sector.
- Local government official respondents and service provider respondents suggested incorporating the ESAP program at the woreda level with the civil service reform program or to be incorporated in the good governance reform program. As the civil service reform program is responsible for the application of service standards and practices by service providers its expertise is limited to benchmarking. The ESAP programs could help in strengthening the benchmarking studies from the best practices of ESAP tools that address benchmarking while measuring effective service delivery. On the other hand the Good Governance Reform Program could use the social accountability tools to measure

the satisfaction of public service users which would help it to better address governance problems. The Social accountability program should be institutionalized on permanent basis in the government reform program.

- Effort on lobby and advocacy should be done to include social accountability concept and its tools in the government reform programs. Government should have give interest and commitment for SA sustainability in the future
- Social Accountability Committee has to be strengthening by legalizing them and by create link to CBOs, youth, HIV, women's association and other for better awareness creation and performance. Hence social accountability committee are trained well government has to facilitate them to enable to practice it in other service sectors to improve service provision and meet service users satisfaction
- Improve the expert's ability who works in the sector offices to use the social accountability tools and its civic engagements such as interface meeting and dialogue with the community to identify the major challenges that hinder the smooth flow of the citizen.
- Government has to use the existing government structure to link the social accountability to make it institutionalize for its sustainability
- The strengthening of Keble level SAC committees would help to institutionalize and creating a permanent body responsible to participation of citizens in day to day activities of the service providers.
- Citizen awareness creation has to be done to successively implement the joint reform agenda successfully and the local government officials, service providers as well as the community member has to show their willingness and commitment in the implementation of this joint action plan together.
- Creating awareness on the service provider's side not to be defensive and seeing the civic engagements (interface meeting and dialogue) as evaluation for better joint reform agenda to work together with the community
- Integrated work among major groups on social accountability, citizen, local government and public service providers has to be practiced. The citizen should be consulted from the beginning so that they actively participated in the planning,

monitoring and evaluation of every sector. This in turn create good governance and increase the satisfaction level of the citizen in the service provision

- The social accountability program should explore more on existing social accountability approach by government, World Bank and CSOs until it becomes a institution by itself, the social accountability program should not be stopped until it is fully handover by the government.
- Government officials are engaging on consecutive meetings which are difficult to find them when they needed, government officials has to give due attention for the social accountability program and has to enforce other sectors also to apply or replicate the SA good practice in other sectors' and kebeles/ woredas
- The ESAP health sectors trends has to be replicated to other sector and the experience sharing has to be also replicate in to other kebeles/ woredas
- Serving not being served attitude, behavior, practice and culture, should be the trend for the service providers as well as the local government officials

Lastly, the researcher recommends further complementary studies to be conducted in the social accountability tools and its civic engagements to enhance the community participation and good governance in local governments, service provider and citizen in better way for

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APPENDIX I

Dear Respondent

With this questionnaire, the researcher intends to assess the viability and sustainability of the Social Accountability tools civic engagements in ensuring good governance and participation at the local government, service providers and communities and to see their institutionalization in the future. Since this research has been done for academic purpose, I assure you that all verbal and written responses will be kept confidential. So, kindly give your responses as directed.

Thanks

Yours Eskender Tilahun

1. Personal data

1.1. Sex

A) Male

B) Female

1.2. Educational Background _____

1.3. Year of work experience _____

Citizen survey Questionnaires

1. Information on the interviewee

ስለተጠያቂው መገለጫ

Circle what you see as appropriate without asking

አግባብ ያለውን ሳትጠይቅ ክብብ

- 1. Women **ሴት**
- 2. Male **ወንድ**
- 3. Youth (15-29) **ከ15-29 እድሜ ወጣት**
- 4. Elderly **አዛውንት**
- 5. Disabled **አካል ጉዳተኛ**
- 6. Living with HIV/AIDS **ከኤች አይቪ ጋር የሚኖር**

2. Educational Background **የትምህርት ደረጃ**

Circle the correct one

አግባብ ያለውን ክብብ።

- A) Did not attend any formal education **መደበኛ ትምህርት ያልተከታተለ**
- B) Attended school grades 1-8 **ከ1-8 ክፍል የተከታተለ**
- C) Attended school grades 9-12 **ከ9-12 ክፍል የተከታተለ**
- D) Went to university/higher learning **የዩኒቨርሲቲ/ከፍተኛ ትምህርት የተከታተለ**

3. Have you ever been interviewed by data enumerators' sent from service providers (health, education, water and sanitation, agriculture or rural road) about your satisfaction in relation to their service? **ጤና ጣቢያ፣ ትምህርት ቤት፣ ውሃና ንጽሕና እርሻና ገጠር መንገድ ከመሳሰሉ አገልግሎት አቅራቢዎች በአገልግሎታቸው ስላለዎት እርካታ በመረጃ ሰብሳቢዎች በኩል ተጠይቀው ያውቃሉ?**

- a. Yes **አዎን ተጠይቄ አውቃለሁ**
- b. No **የለም ተጠይቄ አላውቅም /መልሱ ይህ ከሆነ ወደ ጥያቄ 6 ዝለል/**

4. If yes which service provider undertook the survey? **ተጠይቀው የሚያውቁ ከሆነ የትኛው ወይም የትኛዎቹ አገልግሎት ሰጪዎች ናቸው የጠየቁዎት**

- a. Health **ጤና**
- b. School **ትምህርት ቤት**
- c. Rural road **ገጠር መንገድ**
- d. Agriculture **እርሻ**
- e. Water and sanitation **ውሃና ንጽሕና**
- f. I don't know **አላውኩም**

5. Were you asked your opinion to improve the service? if yes which service? **አገልግሎቱ እንዲሻሻል ምን መደረግ እንዳለበት ሃሳብ ተጠይቀዋል ተጠይቄ ነበር ካሉ በየትኛው ወይም በየትኛዎቹ አገልግሎት አቅራቢዎች**

- a. Health **ጤና**
- b. School **ትምህርት ቤት**
- c. Rural road **ገጠር መንገድ**
- d. Agriculture **እርሻ**
- e. Water and sanitation **ውሃና ንጽሕና**
- f. I don't know **አላውኩም**

6. Have you contributed in cash or in kind to improve the public service provision? የሕዝብ መገልገያዎችን ለማሻሻል መዋጮ አድርገው ያውቃሉ?
 - a. Yes አዎን አዋጥቻለሁ
 - b. No የለም አላዋጣሁም
7. If the answer is yes, what was your contribution for and how much is it? አዋጥቻለሁ ካሉ ለምንና ምን ያህል ብር ይገመታል?.....
8. Have you participated in a meeting with service providers (health, education, water and sanitation, agriculture or rural road) to plan the service to be provided in the coming year? ከአገልግሎት ሰጪዎች/ባህሪት ጤ ጣቢያ ወ.ሃ እር ወይ የገጠ መንገድ ስመሳሰብ ጋ የቀጣ ዓመት እቅድ ለማዘጋጀት ተሳታፊነት ያውቃሉ?
 - a. Yes ተሳታፊነት አውቃለሁ
 - b. No ተሳታፊነት አላውቅም
9. If yes, what is the result? መልሱ ተሳታፊነት አውቃለሁ ከሆነ ወጤቱ ምን ነበር
 - a. Our suggestions were accepted and incorporated by the service providers and implemented. የሰጠነው አስተያየት ተቀባይነት አግኝቶ በአገልግሎት ሰጪው እቅድ ውስጥ ተካቷል።
 - b. Our suggestions were not incorporated in the plan አስተያየታችን በእቅድ ውስጥ አልተካተተም።
 - c. Feedback was not given አስተያየታችን ምን እንደደረሰ ማብራሪያ አልተሰጠንም
 - d. Other ሌላ ይግለጹ.....
10. Have you participated in Ethiopia social accountability program (ESAP)? በኢትዮጵያ የማሕበራዊ ተጠያቂነት ፕሮግራም ተሳታፊ ሆነው ያውቃሉ
 - a. No አልተሳተፍኩም
 - b. Yes ተሳትፎ አለሁ
 - c. Now aware of the program ስለ ፕሮግራሙም አላውቅም
11. If yes in which of the service providers? ተሳትፎ አውቃለሁ ካሉ በየትኛው መስክ ነው።
 - a. Health ጤና
 - b. School ትምህርት ቤት
 - c. Rural road ገጠር መንገድ
 - d. Agriculture እርሻ
 - e. Water and sanitation ውሃና ንጽሕና
12. If you participated, what are the achievements? የተሳትፎዎ ውጤት ምን ነበር
 - a. It helped to identify the needs of service users/community የተጠቃሚውን ፍላጎት ለማወቅ አስችሏል
 - b. It led to establishment of joint planning and monitoring of services አገልግሎቱን በጋራ ለማቀድና ትግበራውን ለመቆጣጠር የጋራ ኮሚቴ ለማቋቋም አስችሏል።
 - c. It led us to contribute in kind and cash to improve the service provider (school, health center etc.) አገልግሎቱን ለማሻሻል በገንዘብና በዓይነት መዋጮ እንድናደርግ አስችሎናል
 - d. Other ሌላ ይግለጹ.....
13. Does the community have access to information in budget, plan and reports? ሕዝቡ ስለ አካባቢ ወረዳና ቀበሌ በጀት፣ እቅድ እንዲያውቅ ይደረጋል
 - a. Yes it is posted on board by the service provider አዎን በአገልግሎት ሰጪው የማስታወቂያ ሰሌዳ ላይ ተለጥፎ አይቻለሁ
 - b. No are not informed by any means በየትኛውም መንገድ ሳይገለጽልን በምስጢር ይይዙታል
 - c. I am not sure እርግጠኛ አይደለሁም
 - d. Other ሌላ ይግለጹ.....

14. Do you know the member of elected Council representative of the people or elected Social Accountability Committee that works with the service provider and local government at the time of planning, budgeting or service provision mechanisms? ብእቅድ ማውጣት፣ በበጀት ድልድል ወይም በአገልግሎት አሰጣጥ ላይ የሚሳተፍ የቀበሌ ወይም የወረዳ ምክር ቤት አባል የሆነ ሰው/ሴት ያውቃሉ
 - a. Yes አዎን አውቃለሁ
 - b. No የማውቀው ሰው የለም
15. How do you rate the community participation in basic public service delivery in planning and evaluation/ assessment of performance of service? የሕዝብ አገልግሎት መስጫዎች ማቀድና ወጤታማነታቸውን በመገምገም በኩል የሕዝቡን ተሳትፎ እንዴት ይመዘኑታል

a. Excellent እጅግ በጣም ጥሩ	C. Good ጥሩ
b. Very good በጣም ጥሩ	D. Poor ደካማ
16. How do you rate the basic public service delivery performance of service providers? የሕዝብ አገልግሎት መስጫዎችን አገልግሎት አሰጣጥ እንዴት ይመዘኑታል

a. Excellent እጅግ በጣም ጥሩ	C. Good ጥሩ
b. Very good በጣም ጥሩ	D. Poor ደካማ

Appendix II

INTERVIEW GUIDE FOR LOCAL GOVERNMENT

Local Government Questionnaires

1. What methods do you use for communities to participate in planning, monitoring and evaluation of public services? ስለምትሰጡት ማህበራዊ አገልግሎት የማሕበረሰቡ አባላት በእቅድ ዝግጅት፣ በክትትልና በገምገማ እንዲሳተፉ ምን ዘዴዎችን ይጠቀማሉ። አግባብ ያላቸውን ይክበቡ።
 - a. General meeting ጠቅላላ ስብሰባ
 - b. Household survey ከቤት ቤት መጠይቅ በማዞር
 - c. Focus group discussion and key informants interview in different sector የሚመለከታቸው ሰዎች የጋራ ስብሰባ
 - d. Budget hearing ስለ በጀት መግለጫ መስጠት
 - e. Social Accountability tools Via ESAP2 and FTA (Financial Transparency and Accountability on the supply side) በኢሳፕ 2 የተሰጡ መመሪያዎችና የፋይናንስ ሪፎርም ፕሮግራሞች በሚጠይቁት መሠረት
 - f. Other (specify)ሌላ ይገለጽ.....
1. What was the purpose of the participation of the community? ሕብረተሰቡ እንዲሳተፍ የተፈለገበት ምክንያት ምን ነበር
 - a. To get feedback on the already drawn plan for the coming year በመጨረሻ ዓመት እቅድ ላይ አስተያየት ለመሰብሰብ
 - b. To collect feedback on past achievements and constraints ባለፈው ዓመት ጠንካራና ደካማ ክንዎኔዎች ላይ አስተያየት ለመሰብሰብ

- c. To collect feedback on the performance of service providers (health, education, water, and sanitation ,agriculture or rural road) የሕዝብ መገልገያዎች / ት/ቤት፣ ጤና ጣቢያ ወዘተ/ ክንዋኔ ላይ ግምገማ ለማድረግ
 - d. To establish technical committees from the communities to work on planning, monitoring and evaluation of coming projects በፕሮጀክቶች እቅድ ዝግጅት፣ በክትትልና ግምገማ የሚሳተፉ የሕብረተሰብ ኮሚቴዎች ለማቋቋም
 - e. To organize community contribution. (financial and/ or in Kind for public services) ሕብረተሰቡ የማህበራዊ አገልግሎቶችን ለማሻሻል የገንዘብ ወይም በጉልበት እንዲረዳ ለማስተባበር
 - f. Other. Explain ሌላ ይግለጹ.....
2. Are there service provider institutions in your sector that have been pilot projects for social accountability program the government undertakes with its partner donor organizations? መንግሥት ከአጋር ድርጅቶች ጋር በሚያካሂደው የሶሻል አካውንታብሊቲ ፕሮግራም ውስጥ ተሳታፊ የነበሩ የሕዝባዊ አገልግሎት ድርጅቶች አሉወይ
- a. Yes አዎን አሉ
 - b. No ማናቸውም አልተሳተፉም
3. If yes could you identify the sector and other institutions involved? መልሱ አዎን አሉ ከሆነ ሴክተሮቹና ተቋማቱ የቶቹ ናቸው
- a. Finance & Development Office የወረዳው የፋይናንስና ልማት ጽ/ቤት
 - b. Women’s affairs office የሴቶች ጉዳይ ጽ/ቤት
 - c. Civil Service office የሲቪል ሰርቪስ ጽ/ቤት
 - d. Woreda administration የወረዳ አስተዳዳር
 - e. Cabinet/ council ካቢኔት/ ምክር ቤት
 - f. Party representatives የፓርቲ ተጠሪዎች
 - g. Other ሌላ ይግለጹ.....
4. How do you measure the effectiveness of the social accountability tools in the pilot projects? በሥራ ላይ በዋሉባቸው የሶሻል አካውንታብሊቲ ዘዴዎችን ውጤታማነት እንዴት ይለክኩታል። ከሚከተሉት ውስጥ መልስ ያሉዎቸውን ይክበቡ
- a. Citizen satisfaction was rated better than before የሕዝብ ፍላጎት እርካታን በተሻለ ለመለካት አስችሏል
 - b. Citizen became willing to contribute to the improvement of the sector services ሕዝቡ የሴክተር አገልግሎቶችን ለማሻሻል የድርሻውን ለማዋጣት ፈቃደኛነት አሳይቷል
 - c. Citizen became willing to participate in the planning, monitoring and evaluation of the sector services ሕዝቡ የሴክተር አገልግሎቶችን በማቀድ፣ መከታተልና መገምገም ላይ ለመሳተፍ ፈቃደኛነት አሳይቷል
 - d. There was no change of practice compared to the pre pilot project situation ከፓይሎት ፕሮጀክቱ ቀደም ሲል ከነበረው ጋር ሲነጻጸር ምንም ለውጥ የለም
 - e. Other ሌላ ይጥቀሱ
5. Has the social accountability practice brought change in relation to good governance and satisfaction in the service provision? በሕዝብ መገልገያዎች /ት/ቤት፣ ጤና ጣቢያ ወዘተ/

መልካም አስተዳደርና እርካታ ረገድ ሶሻል አካውንታብሊቲ ፕሮግራም ስራ ላይ በመዋሉ ለውጥ መጥቷል

- a. Yes አዎን ለውጥ አለ b. No ለውጥ የለም

- 6. If yes, how? ለውጥ አለ ካሉ እንዴት ነው ::ከሚከተሉት ውስጥ መልስ ያሉዎቸውን ይክበቡ
a. It created transparency about service providers' activities የአገልግሎት ሰጪ ተቋማትን አሠራር ግልጽ ለማድረግ ረድቷል
b. Community felt they own the services and facilities ሕዝቡ የመገልገያ ተቋማቱን እንደራሳቸው ሃብት ቆጥረዋቸዋል::
c. Both the service provider and the community became accountable to the quality of service of the public service organizations ሕዝቡና አገልግሎት ሰጪዎች ስለ ሕዝባዊ ተቋማት / ት/ቤት፣ ጤና ጣቢያ የመሳሰሉት/ የአገልግሎት ጥራት የጋራ ተጠያቂ ሆነዋል::
d. Other ሌላይገለጽ.....

- 7. Were the practices in the pilot project replicated in non-pilot service organizations? በሶሻል አካውንታብሊቲ ፕሮግራም በታቀሩት ተቋማት የተገኘው ልምድ በፕሮግራሙ ባልታቀሩት ተቋማት ውስጥ እንዲሰፋ ተደርጓል
a. Yes (9) መልሱ አዎን ከሆነ ጥያቄ 9 ይቀጥሉ
b. No (go to question 10) መልሱ አልሰፋም ከሆነ ወደ ጥያቄ ቁጥር 10 ይዘለሉ

- 8. If yes what was the result? Explain መልሱ አዎን ከሆነ ውጤቱ ምን ነበር ያብራሩ
.....

- 9. If the answer to question 8 is 'no' explain the reason. ለጥያቄ ቁጥር 8 መልሱ አልሰፋም ከሆነ ምክንያቱን ይግለጹ.....

- 10. Were the practices in the pilot project replicated in non-pilot targeted kebeles? የሶሻል አካውንታብሊቲ ፕሮግራሙ ባልታቀሩ ቀበሌዎችም እንዲሰፋ ተደርጓል
a. Yes (12) መልሱ አዎን ከሆነ ወደ ጥያቄ 10 ይሂዱ
b. No (go to question 13) መልሱ አልሰፋም ከሆነ ወደ ጥያቄ 13 ይዘለሉ

- 11. If yes what was the result? Explain መልሱ አዎን ከሆነ ውጤቱ ምን ነበር ይግለጹ
.....

- 12. If the answer to question 11 is 'no' explain the reason. ለጥያቄ ቁጥር 11 መልሱ አልሰፋም ከሆነ ምክንያቱን ይግለጹ
.....

- 13. What kind of mechanisms is used by the SAC (Social Accountability Committee) to ensure the joint action plan/ reform agenda service improvements to be done? የሶሻል

አካውንታብሊቲ ኮሚቴዎች በአገልግሎት ሰጪ ተቋማትና በሕዝቡ የጋራ አገልግሎት አሰጣጥን ለማሻሻልና ለውጥ ለማምጣት ምን አሠራር ይጠቀማሉ። ያብራሩ

.....

14. In which sector SAC committee you were involved to implement the reform agenda? የማሻሻያ ፕሮግራሙን ለመተግበር በየትኛዎቹ የሶሻል አካውንታብሊቲ ኮሚቴዎች ተሳትፈዋል። የኮሚቴዎችን ስም ይጥቀሱ

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15. What should be done to integrate Social Accountability Program with the other government reform programs? የሶሻል አካውንታብሊቲ ፕሮግራም ከሌሎች የመንግሥት ሪፎርም ፕሮግራም ተመጋግበው እንዲካሄዱ ምን መደረግ አለበት

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Appendix III

INTERVIEW GUIDE FOR SERVICE PROVIDERS

Service Providers Questionnaire

1. Are there committees elected by the community who work with you jointly in planning, monitoring and evaluation of your services? በእቅድ ዝግጅት፣ ክትትልና ግምገማ ከተቋሙ ጋር በጋራ የሚሠሩ በሕዝብ የተመረጠ/ጡ ኮሚቴ/ዎች አሉ?

- a. Yes there is, please specify አሉ ካሉ ይግለጹ
.....
- b. No there is no such a committee (go to question 2) የሉም ካሉ ቀጣዩን ጥያቄ ይመልሱ
- c. There is a committee established by the social accountability program በሶሻል አካውንታብሊቲ የተቋቋመ ኮሚቴ አለ
- d. Other ሌላ ይግለጹ.....

2. What was the reasons for not having a permanent community elected committee to work with your organization? ከተቋሙ ጋር በጋራ የሚሠሩ ኮሚቴ የሌለበት ምክንያቱ ምንድን ነው? መልሶቹን ይክበቡ

- a. There is no directive to establish such a committee ይህ ዓይነት ኮሚቴ ለማቋቋም መመሪያ የለም
- b. There is a directive to establish such a committee but we have not applied it ለማቋቋም መመሪያ ቢኖርም እስካሁን አላቋቋምንም
- c. Other ሌላ ይግለጹ.....

3. How would the community participate in planning, monitoring and evaluation of your service? በአገልግሎታችሁ እቅድ አወጣጥ፣ ክትትልና ግምገማ ሕብረተሰቡ እንዴት ነው የሚሳተፈው?

- a. Annual meetings called by the institution ተቋሙ ዓመታዊ ስብሰባ ይጠራል

- b. Establishment of an ad-hoc committee from time to time by our organization **ተቋማችን እንደ አስፈላጊነቱ ጊዜያዊ ኮሚቴዎች ያቋቁማል**
 - c. Consistent meetings called by the institution በጊዜ ሰሌዳ የሚጠሩ ስብሰባዎች
 - d. Other **ሌላ ግለጽ**.....
4. How do you assess your service provision in relation to customer satisfaction? **በተገልጋዮች እርካታ አንጻር አገልግሎታችሁን እንዴት ይለኩታል?**
- a. Forwarding questions about satisfaction during general meeting called by our organization **ተቋማችን በሚጠራው ስብሰባ ላይ ስለ ተገልጋዮች እርካታ ጥያቄዎች በማቅረብ**
 - b. Using household questionnaire designed to measure the satisfaction of citizens **የአገልግሎት እርካታን የሚመለከት መጠይቅ በማዘጋጀት ከቤት ቤት በመዘዋወር በማስሞላት**
 - c. Focus group discussion where key informants from the community, the local government and our staff participate **የኛ ሠራተኞች የሚሳተፉበት አግባብ ያላቸው ሰዎችን ስብስቦ በማነጋገር**
 - d. Other **ሌላ ይግለጹ**.....
5. Have you been a pilot project for social accountability program (ESAP)? **ተቋሙ የሶሻል አካውንታብሊቲ ፕሮግራም ተሳታፊ ሆኖ ያውቃል?**
- a. Yes **አዎን** b. No **ተሳታፊ ሆኖ አያውቅም**
6. If yes could you identify the sector and other institutions involved? **መልሱ አዎን ከሆነ በፕሮግራሙ ውስጥ ተሳታፊ የነበሩ ሌሎች ተቋማትን ያመለክቱ።**
- a. Finance & Development Office **የወረዳው የፋይናንስና ልማት ጽ/ቤት**
 - b. Women’s affairs office **የሴቶች ጉዳይ ጽ/ቤት**
 - c. Civil Service office **የሲቪል ሰርቪስ ጽ/ቤት**
 - d. Woreda administration **የወረዳ አስተዳደር**
 - e. Cabinet/ council **ካቢኔት/ ምክር ቤት**
 - f. Party representatives **የፓርቲ ተጠሪዎች**
 - g. Other **ሌላ ይግለጹ**.....
7. How do you assess the service provision before and after the pilot project of SA **በፕሮግራሙ መሳተፋችሁ በፊትና በሁዋላ አገልግሎት አሰጣጥን እንዴት ይገመግሙታል። ትክክል የሆኑትን ይክበቡ**
- a. Citizen satisfaction was rated better than before **የሕዝብ ፍላጎት እርካታን በተሻለ ለመለካት አስችሏል**
 - b. Citizen became willing to contribute to the improvement of the sector services **ሕዝቡ የሴክተር አገልግሎቶችን ለማሻሻል የድርሻውን ለማዋጣት ፈቃደኛነት አሳይቷል**
 - c. Citizen became willing to participate in the planning, monitoring and evaluation of the sector services **ሕዝቡ የሴክተር አገልግሎቶችን በማቀድ፣ መከታተልና መገምገም ላይ ለመሳተፍ ፈቃደኛነት አሳይቷል**
 - d. There was no change of practice compared to the pre pilot project situation **ከፓይሎት ፕሮጀክቱ ቀደም ሲል ከነበረው ጋር ሲነጻጸር ምንም ለውጥ የለም**
 - e. Other **ሌላ ይጥቀሱ**

8. Has the social accountability practice brought change in citizen's satisfaction with service provision? በሕዝብ መገልገያዎች /ት/ቤት፣ ጤና ጣቢያ ወዘተ/ መልካም አስተዳደርና እርካታ ረገድ ሶሻል አካውንታብሊቲ ፕሮግራም ስራ ላይ በመዋሉ ለውጥ መጥቷል
- a. Yes ለውጥ መጥቷል
 - b. No ለውጥ አልመጣም
 - c. Not sure እርግጠኛ አይደለሁም
 - d.
9. If yes how? መልሱ ለውጥ መጥቷል ከሆነ ከሚከተሉት ትክክለኛዎቹን ይክበቡ
- a. It brought better service delivery mechanisms የተሻለ የአገልግሎት አሰጣጥ ዘዴ አስገኝቷል
 - b. We provide better service than before ከበሬቱ የተሻለ አገልግሎት ለመስጠት ችለናል
 - c. by providing the service delivery in accountable and transparent manner አገልግሎት አሰጣጥን በተጠያቂነትና በግልጽነት ለማቅረብ ችለናል
 - d. other ሌላ ይግለጹ
-
-
10. Are the practices in the pilot project replicated in non-pilot service organizations? በፓይሎት ፕሮጀክት በታቀፉ አገልግሎት ሰጪዎች የተከናወኑት ተሞክሮዎች በሌሎች በፕሮግራሙ ያልታቀፉ አገልግሎት ሰጪ ተቋማት እንዲሰፋ/እንዲደገሙ ተደርጓል?
- a. Yes አዎን
 - b. No (go to question 12) አልተደረገም ከሆነ ወደ ጥያቄ 12 ይሰፉ
 - c. Not sure እርግጠኛ አይደለሁም
11. If yes, what was the result? Explain ለላይኛው ጥያቄ መልሱ አዎን ከሆነ ማብራሪያ ይስጡ።
-
-
12. If the answer to question 10 is no, explain the reason ለጥያቄ ቁጥር 10 መልሱ አልተደረገም ከሆነ ምክንያቱን ይግለጹ።
-
-
13. Are the practices in the pilot project replicated in non-targeted kebeles? በፓይሎት ፕሮጀክት የታቀፉ ቀበሌዎች ተሞክሮ ባልታቀፉ ቀበሌዎች እንዲሰፋ / እንዲደገሙ ተደርጓል?
- a. Yes አዎን ተደርጓል
 - b. No (go to question 15) አልሰፋም/ ያልተደገመ ከሆነ ወደ ጥያቄ 15 ይዘለሉ
 - c. No answer
14. If yes, what was the achievement? Explain መልሱ አዎን ከሆነ ውጤቱ ምን ነበር
-
-
15. If no, explain the reason ለጥያቄ 13 መልሱ አልሰፋም ከሆነ ምክንያቱን ግለጹ
-
-
16. Is the use of social accountability tools made part of the woreda governance? Is it institutionalizing by issuing directives that make mandatory the use of the tools? የሶሻል

አካውንታብሊቲ ዘዴዎች /ቱልስ/ የወረዳው የመልካም አስተዳደር ሆነዋል ወይ? ዘዴዎች በተግባር እንዲውሉ መመሪያ ተላልፏል ወይ?

- a. Yes አዎን ተላልፏል
- b. No (go to question 18) መልሱ መመሪያ አልተላለፈም ከሆነ ወደ ጥያቄ 18 እለፍ
- c. No answer

17. If the answer is yes, is the woreda issuing directives regarding the use of the social accountability tools? መመሪያ ተላልፏል ከሆነ ከወረዳው ነወይ?

- a. Yes አዎን
- b. No አይደለም
- c. I am not sure እርግጠኛ አይደለሁም

18. If no, what was the reason? ለጥያቄ 16 መልሱ መመሪያ አልተላለፈም ከሆነ ምክንያቱን ይግለጹ

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19. What should be done to integrate Social Accountability Program with the other government reform programs? የሶሻል አካውንታብሊቲ ፕሮግራም ከሌሎች የመንግሥት ሪፎርም ፕሮግራም ተመጋግበው እንዲካሄዱ ምን መደረገ አለበት?

Appendix IV
INTERVIEW GUIDE FOR ESAP MA AND SAIP
ESAP Management Agency and its Partner Questionnaire

1. Do you think the Social Accountability tools enabled to increase the satisfaction level of the community in basic public service delivery?

- a. Yes
- b. No
- c. No answer

2. If you a civil society organization, do you have the capacity (human financial and material) to train local government and service providers on the social accountability tools and practices?

- a. Yes, we have a capacity
- b. Yes , but limited capacity and resource
- c. No, we don't have capacity and resource

3. Have you got adequately trainers of trainees staff to train local governments and service providers in social accountability tools?

- a. Yes
- b. No

- c. Other ...
4. Are the social accountability tools useful in empowering the citizens to participate in planning, monitoring and evaluation of basic service delivery at the local level?
 - a. Yes
 - b. No
 - c. Not sure
 5. Has the social accountability practice brought change in relation to good governance and satisfaction in the services provided by service providers?
 - a. Yes
 - b. No
 6. How do you measure the effectiveness of the social accountability tools in the pilot projects? (circle the correct answers)
 - a. Citizen satisfaction was rated better than before
 - b. Citizen become willing to contribute to the service improvements
 - c. Citizen become willing to participate in the planning, monitoring and evaluation of public basic services
 - d. There was no change of practice from the pre pilot project
 - e. Other
specify.....
 7. Is the social accountability tools helped to come-up with joint action plan between service Providers and communities?
 - a. Yes
 - b. No (go to question 9)
 - c. Not sure
 8. If Yes, How do you rate its relevance?
 - a. Excellent
 - b. Very good
 - c. Good
 - d. Poor
 9. If no, what is the reason
 - a. Participants only concentrated on individual complaints rather than the community

- b. The summary of the satisfaction survey was not made the basis for discussion
 - c. Other specify.....
10. What should be done to integrate Social Accountability Program with the other government reform programs?
-
-
11. What do you suggest for the institutionalization of social accountability methods and tools after the pilot projects?
- a. By giving advice to LG and service providers
 - b. By creating awareness among citizens
 - c. Other specify.....
12. Is your management system exemplary in transparency and accountability to local government and service providers
- a. Yes
 - b. No
 - c. Not sure
13. If yes, how is it exemplary?
- a. We participate communities in planning, monitoring and evaluation of projects we undertake in the woreda
 - b. Our annual budget are announced publicly
 - c. We measure satisfaction of communities through questionnaire
 - d. Any other.....
14. Are local government officials and service providers replicating the experience of social accountability tools in non -pilot projects?
- a. Yes
 - b. No
 - c. No answer
15. If no, what are the reasons?
- a. They need directives from above
 - b. There is lack of confidence

- c. Not accepted by them
- d. Other
-

16. Does the community show interest to replicate social accountability tools to other sector other than the pilot project?

- a. Yes
- b. No
- c. Not sure

17. If no, what was the reason

- a. The local government officials and the service providers were dissatisfied by the outcome of the pilot project
- b. They considered it as waste of time
- c. Other.....
-

18. What do you think about the social accountability program sustainability? Will it be sustainable in the future?

- a. Yes
- b. No
- c. No answer

19. If yes, how.....

.....

20. How do you rate the community participation and the committee (SAC) future commitment?

.....

.....

21. Has the community satisfaction increased in basic public service delivery so far?

- a. Yes (go to question 22)
- b. No
- c. I don't know

22. If yes, what are the reasons

.....

.....
23. How do you rate the community participation in mobilizing their resources?

- a. Very high
- b. Good
- c. Very low
- d. Other

24. What are the major challenges you faced during social accountability implementation?

.....
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Appendix V

INTERVIEW GUIDE FOR FOCUS GROUP DISCUSSION

Focus Group discussion (FGD)

Citizens, Venerable groups, service providers, local governments, and others

1. Have you found the social accountability tools contributing to good governance in your woreda or in the health sector where it is implemented?
2. Do you think it will be useful if the social accountability tools are replicated in non pilot service sectors and kebeles? What do you think should be done for sustainability of the Social Accountability Program?
3. What are the major challenges that hinder the practice of social accountability tools? What has been done to improve it?
4. Does the community access to information in budget, plan, and reports in non pilot Social Accountability projects?
5. How do you see the community participation in relation to enhancing better service delivery and good governance?
6. Is the community participation empowering the community?
7. Has the social accountability program led to the participation of the community in service delivery and contributing in cash and kind to improve the services?
8. Do you think social accountability program create better transparency and accountability in the local government and service providers?

9. Do you think NGOs are helpful in training social accountability tools for service providers, local government and citizens? Or do you think the woreda administration civil service office is better equipped to undertake the training and implementation assignment?
10. Are the social accountability program stakeholders working in a cooperative and supportive manner?

Appendix VI

Table 3 FGD participants In Adet Kebele 01, Kebele 02 and Kebele 03

No	Name	Representation /Organization	Kebele
1	Gerimwe Hailu	Religious father	03
2	Yordanos Merkebu	SAC chair person	03
3	Derese Kindu	Kebele Administrator and SAC member	01
4	Workalem Adugna	Kebele committee member	03
5	Genet Mengaw	Disable women	03
6	Birtukan Kindu	Youth	01
7	Wedu Alemayhu	Youth	03
8	Bishaw Hailu	Women Youth	02
9	Kidus Ayele	Tegalache	02
10	Alemneshe Tesfa	SAC committee member	02
11	Emebet Fantahun	SAC committee member	01
12	Nuru Esleman	Keble administrator	01

Appendix VI I

FGD participant representation



DECLARATION

I, the undersigned, declare that this thesis is my original work and has not been presented for a degree in any other university, and that all the sources of materials used for the thesis have been duly acknowledged.

Declared by:

Name: **Eskender Tilhun**

Date: _____

Signature:

ADVISOR: Prof. Dr. CD Dash

Confirmed by Advisor:

Name: Prof. Dr. CD Dash

Date: _____

Signature:

Place and date of Submission: Department of Public Administration and Development
Management, Masters of Public Management and Policy
February, 2015