



Addis Ababa University
College of Education and Behavioral Studies
Department of Civics and Ethical Education

MA Thesis on

Assessment of Local Good Governance in
Wolkite Town Administration in Gurage Zone

By: Hamid Hady Kedir

August, 2020
Addis Ababa, Ethiopia

**Assessment of Local Good Governance in
Wolkite Town Administration in Gurage Zone
A Thesis Submitted to College of Education and Behavioral Studies
Department of Civics and Ethical Education in Partial Fulfillment
of the Requirements for the Degree of Master of Civic and Ethical
Education**

**By: Hamid Hady Kedir
Advisor: Kidanemariam Paulos (PHD)**

**August, 2020
Addis Ababa, Ethiopia**

This is to certify that the thesis prepared by Hamid Hady Kedir entitled ‘**Assessment of Local Good Governance in Wolkite Town Administration in Gurage Zone**’ in partial fulfillment of the requirements for the degree of Master of Arts in Civic and Ethical Education complies with the regulations of the university and meets the accepted standards with respect to originality and quality.

Signed by the examining committee:

Name	Signature	Date
_____	_____	_____
Chairman, Department Graduation Committee	Signature	Date
_____	_____	_____
Advisor	Signature	Date
_____	_____	_____
Internal Examiner	Signature	Date
_____	_____	_____
External Examiner	Signature	Date

Declarations

I Hamid Hady Kadir, registration Number/I.D. Number 1159/09, do hereby declare that this Thesis is my original work and that it has not been submitted partially; or in full, by any other person for an award of a degree in any other university/institution.

Name of Participant.....Signature..... Date.....

This Thesis has been submitted for examination with my approval as University

College supervisor,

Name of Advisor.....Signature..... Date.....

ACKNOWLEDGEMENTS

I am so much grateful to the Almighty Allah for his kind and priceless help he has offered me throughout my life. My heartfelt gratitude also extends to my wife Teyiba Temam, for her invaluable support in leaving me to accomplish the thesis well.

I am highly indebted to my major advisor Kidanemariam Paulos (PHD) for his unreserved help, advice, directing, insight guidance, and support on the field critical review of my thesis manuscript, invaluable support and suggestions as without his professional assistance it was difficult to be successful in my academic thesis work.

My special appreciation also goes to Biruk Eshetu (MSc.) he added valuable and constructive comments. My thanks also go to all of you who are directly or indirectly involved in providing all the necessary data for the accomplishment of the thesis successfully.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	i
TABLE OF CONTENTS	ii
LIST OF TABLES	v
List of Figures	vi
LIST OF ACRONYMS AND ABBREVIATIONS	vii
ABSTRACT	viii
CHAPTER ONE	1
INTRODUCTION	1
1.1. Background of the Study	1
1.2. Statement of the Problem	3
1.3. Research Questions	5
1.4. Objectives of the Study	5
1.4.1. General Objective	5
1.4.2. Specific Objectives	5
1.5. Significance of the Study	5
1.6. Scope of the Study	6
1.7. Limitations of the Study	7
1.8. Operational Definitions of Terms	7
1.9. Organization of the Thesis	7
CHAPTER TWO	8
REVIEW OF RELATED LITERATURE	9
2.1. The Concept of Governance	9
2.2.1. Difference between Governance and Government	10
2.3. Good Governance and its Characteristics	11
2.3.1. Good Governance	11
2.3.2. Characteristics of Good Governance	11
2.4. Bad governance and its Characteristics	16
2.4.1. Bad Governance	16
2.4.2. Characteristics of Bad Governance	16
2.5. Dimensions of Decentralization	17
2.5.1. Democratic decentralization	17
2.5.2. Administrative Decentralization	18
2.5.3. Fiscal Decentralization	19

2.6. Overview of Local Governance in Ethiopia	19
2.6.1 Local Government during the regime of Haile Silasie I.....	19
2.6.2. Local Government duringthe Military Regime (1974-1991).....	20
2.6.3 Governmentduringthe FDRE.....	21
2.6.4. Legal Authority.....	23
2.7. The Link between Good Governance and Human Rights	24
2.7.1. What are Human Rights?	24
2.7.2. The Link between Good Governance and Human Rights	25
2.7.3. Laws and Policies on Good Governance and Human Rights in Ethiopia.....	26
2.8. Experience from Botswana	27
CHAPTER THREE	29
RESEARCH METHODOLOGY	29
3.1. Description of the Study Area.....	29
3.2. Research design	31
3.3. Research Approach	31
3.4. Target Population.....	32
3.5. Sampling Techniques and Sample Size Determination	32
3.5.1. Sampling Techniques	32
3.5.2. Sample Size Determination.....	33
3.6. Sources of Data	34
3.7.Data Collection Instruments.....	34
3.7.1. Primary Sources	34
3.7.2. Secondary Sources	36
3.8. Methods of Data Analysis.....	36
3.9. Ethical Considerations	37
CHAPTER FOUR.....	38
DATA PRESENTATION,DISCUSSION AND INTERPRETATION.....	38
4.1. Introduction.....	38
4.2. Demographic Characteristics of the Respondents.....	38
4.3. Transparency and Accountability of Selected Public Institutions	39
4.3.1. Town Administrative Office	39
4.3.2. Political Organs and theirAppointment in the town Administration.....	40
4.3.3. Transparencyand Accountability in Municipal Office	42
4.4. Community Participation	44

4.5. The Prevalence of Rule of Law in the town first instance Court	47
4.5.1. Transparency of the Court	47
4.6. Challenges of Good Governance in Selected Institution in Wolkite town	51
4.6.1. The Town Administration Problems	51
4.6.2. Municipal Office Problems.....	53
4.6.3. Court Problem.....	53
4.7. Opportunities of Practicing Local Good Governance.....	54
4.7.1. Major Policies that Influence Local Governance.....	54
CHAPTER FIVE	56
CONCLUSIONS AND RECOMMENDATIONS	56
5.1. Introduction.....	56
5.2. Conclusions.....	56
5.3. Recommendations.....	57
References.....	59
Appendix A	64
Appendix B	67
Appendix C	71
Appendix D.....	73

LIST OF TABLES

Table 3.1: Households and their Samples distribution in the four kebeles.....	34
Table 4.2: Gender, Ages and Educational Level of Household Respondents	39
Table 4.3: Transparency and Responsibilities of Service Providers.....	40
Table 4.4: Appointmentor Selection of Cabinet	41
Table 4.5: Town Municipal Service for Service Users.....	42
Table 4.6: Free Flow of information.....	43
Table 4.7: The budget is transparently posted to the public by the administration	44
Table 4.8: Community participation in decision making.....	45
Table 4.9: Court decision made based on convincing evidence	47
Table 4.10: Focuses on speediness of the court in making of investigation for appropriate decision	48
Table 4.11: Civil and Criminal cases from 2005-2008E.C in the town court	49
Table 4.12: Court decisions are free from bias	49
Table 4.13: Numbers and qualifications of staffs in justice, police and court sectors.....	50

List of Figures

Figure 2.1: Framework for Good Governance – Characteristics of Good Governance	12
Figure 3.2: Map of Gurage Zone	30
Figure 3.3: Map of Wolkite Town	30

LIST OF ACRONYMS AND ABBREVIATIONS

CBDS	Capacity Building for Decentralized Service Delivery
CSA	Central Statistical Agency of Ethiopia
EU	European Commission
ECA	Economic Commission for Africa
FDRE	Federal Democratic Republic of Ethiopia
GTP	Growth Transformational plan
LG	Local government
NCBP	National Capacity Building Program
NGO	Non-governmental organization
OECD	Organization for Economic Co-operation and Development
PASDEP	Plan for Accelerated and Sustainable Development to End Poverty
PSCAP	Public Sector Capacity Building
RLG	Rural Local Government
SNNPRS	South Nations and Nationalities People Regional State
SPSS	Statistical Package for Social Science
SWA	Special Woreda Administration
SWG	Special Woreda Government
ULG	Urban Local Government
UNDP	United Nation Development Programme
UNESCAP	United Nations Economic and Social commission for Asians and Pacific's
USAID	United States Agency for international Development
WA	Woreda Administration
WB	World Bank
WBI	World Bank Institute
WG	Woreda Government
ZG	Zonal Government

ABSTRACT

The purpose of this study was to assess local good governance in Wolkite Town Administration in Guraghe Zone, SNNPRS. The study employed a cross-sectional survey research design along with mixed approaches - quantitative and qualitative. The target population of the study consists of the households that are found in the town. The participants were drawn from the four kebeles using cluster, proportionate stratified and systematic sampling techniques so that 396 households were selected as a sample. In this study, the relevant data were collected through questionnaire, key informant interviews, focus group discussion, and document review. The quantitative data have been analyzed by using frequencies and percentages, whereas the qualitative data was narrated systematically using content analysis approach. The findings of the study showed that lack of network and cooperation among different offices in the administration and between the community and the administration, lack of direct accountability to the public, low level of participation of the community, violation of rule of law and the practices of corruption and discrimination in municipal office were highly prevailing challenges of practicing good governance. Based on the findings, the following recommendations are forwarded: possible mechanisms should be taken by the administration that would help to increase the level of good governance are empowering the capacity of judges and equipping the court with the necessary materials, enhancing the awareness of the community about good governance, establishing local controlling mechanism, strengthening cooperation and network among the different offices, better to apply the principle of transparency and accountability in the rule of law and participating the people in the governance issue.

Key words: *accountability, good governance, participation, Rule of law, transparency*

CHAPTER ONE

INTRODUCTION

1.1. Background of the Study

The term good governance was coined in 1989 in the World Bank's report on "a crisis of governance" in Sub – Saharan Africa (World Bank, 1989). Establishing good governance in developing countries has been demanded by the international aid agencies and donor countries as a prerequisite of aid assistance for a long time (Tessa, 2012, p.15). This approach was started in 1989 after the World Bank first recognized the crisis in Sub-Saharan Africa as a crisis of governance, and identified good public management as a precondition of the development assistance strategies for developing countries (Azmat&Coghill 2005; Kaufmann, Kraay&Mastruzzi, 2006). To comply with the demand of the donors, governments of the developing countries are trying to develop participatory local government to support overall good governance (Romeo, 2003).

The existence of local government has always been defended on the basis that it is a crucial aspect of the process of democratization and intensification of mass participation in the decision making process. The goals of government in the community development policy areas are to: ensure that local government has input into the formulation of policies and strategies aimed at enhancing the level and scope of community, social and economic development and services; and maximize local government's access to funding and resources to provide appropriate community services and facilities (Tekle, Karunakaran, and Roba, 2017). No political system is considered complete and democratic if it does not have a system of local government. Local government serves a twofold purpose. The first purpose is the administrative purpose of supplying goods and services; the other purpose is to represent and involve citizens in determining specific local public needs can be met. In the past three decades the terms governance and good governance have become coined together in the development principle of international financial institutions and donors. According to a report of the Commission of the European Communities on the European Union's, states that governance has become a priority in donors' development policies and aid programs. The report states that in providing aid and loan for the developing countries it necessary to investigate and grown rapidly to resolve governance crisis the level of governance in the donated countries (European Commission, 2006 cited in Tessa, 2012).

According to a report of the Commission of the European Communities on the European, Union's approach to governance in development, it states that governance has become a priority in donors' development policies and aid programmers. The report states:

At a time of rising aid budgets, commitments to ensure the effectiveness of international aid and growing economic and financial interdependence, the emergence in the developing countries of a level of governance commensurate with the expectations of their citizens and the international community is now high on the agenda (European Commission, 2006 cited in Tessa, 2012).

The idea of good governance has attracted attention in Africa at the end of the 1980s, the time that coincided with the end of Cold War. Consequently, regional institutions as well as the respective countries have acknowledged its significance. In Africa, where there has been historical record of bad governance and poverty, improvement of the governance environment and achieving sustainable development is the aim of different institutions (Tessa, 2012).

The historical condition of good governance in Ethiopia is not an exception that was prevailing in other African countries. In the long history of the country, the monarchical type of administration was the dominant governance system in which the subjects have no role and the monarchs simply sensitive for the "Divine power".

Even though, the monarchical system came to an end by the military junta in 1974 it did not bring any change on the good governance and poverty reduction. Nowadays, Ethiopia has been undergoing a process of decentralization under the rule of the Ethiopian People's Revolutionary Democratic Front (EPRDF), since 1991 especially with promulgation of the 1995 constitution. This has changed the previous unitary state structure to federal, with a federal government at the center and regional governments at local level (Tekle et al., 2017). The country has been pursuing decentralization as the tool of creating an enabling environment to foster development and good governance at the local level. In line with that both political and fiscal authorities have been decentralized up to the local level. In spite of such legal constitutional and political measures taken by the ruling EPRDF government in promoting good governance through the decentralization of administrative and legislative powers to local tiers of government, there still exists a debate about issues of good governance particularly at the local level. Thus, this study attempts to investigate the role of local government in promoting good governance at the local level in the case of Wolkite town administration.

Ethiopia's move toward good governance is not yet well advanced. Inadequate administrative capability of the government is also manifested in poor human resource planning, weak plan

implementation, ineffective recording and supervision, widespread corruption incidence, poor financial management, and poor coordination and perpetual reorganization of institutions. The same thing happened here also in Wolkite town administration. In this regard, what initiated the researcher to conduct study on the assessment of good governance in the case of Wolkite town administration is that his real observation and thirteen years work experience in the study area and also his birth place. The researcher has observed that most of the residents of the town seemed to be unsatisfied on the efforts of the town administration and municipality. They alleged that they are not empowered and fully participated; services are not adequately delivered; accountability and transparency are not ensured; rule of law is not adhered. Moreover, most of the communities in different kebeles are complaining most of the time while seeking good governance in different offices in the administration. Furthermore, the researcher observed that the administration did not engage and take part in the awareness creation about different activities of the administration and have been participated the communities effectively for the well-being of them.

Therefore, this study focused on the assessment of practice, challenges and opportunities of good governance in Wolkite town, Gurage zone.

1.2. Statement of the Problem

People around the world are demanding good governance for the advancement of their life. Because it is the result of interactions, relationships and networks between or among the different sectors (public sector, private sector and civil society) and involves decisions, negotiation, and different power relations between stakeholders to determine who gets what, when and how (Alexandra, et al., 2009). On the other hand, Abdalla (2010) pointed out, recently there is an agreement that good governance is important to secure countries long term development and progress even though it is not sufficient in its own. In relation to these, the idea of good governance became a way not only to assess the role of the state in development and invade safely the minefield of domestic politics; it became a defining quality for development and a necessary condition for it. Supporting this, Mezgebe (2007) argued that, “Sustainable development, social cohesion and environmental management are dependent on governance and efficient public sector management. Hence, good governance is representative of successful public sector reform programs that promotes equity and sustainable development.”

Ethiopia has faced a number of governance challenges and those institutions strength were not so strong. Among these the democratic process is fragile and barely institutionalized, transparency and accountability of institutions is hindered by the culture and practice of government secrecy there by generating corruption and nepotism; inefficiency and ineffective institutions are the main

obstacle in service delivery. On the contrary, some people argue that good governance is in the right track in the country. They mention some of the constitutional provisions such as those legal existences of political party, separation of power along the three branch of the government, decentralization process and to produce their own properties as their evidence, all Ethiopian has access to education and health. However, most of prior studies for instance Kendey (2012), Dessalegn, Akalewold, and Yoseph (2008) and Meskerem (2007) focused on either at the country level or other parts of the country. Kendey in his study on challenges and opportunities of good governance: the case of Addis Ababa City Administration pointed out government control of all matters and lack of space for others result governance to be weak, fragile and slight. Most of this studies emphasized on single attribute of good governance (for instance on decentralization, in service delivery, role of CSOs in democratization) and lacks comprehensiveness. On the other hand, Kumera (2006) undertook a research on a decentralized governance and service delivery in Digelu and Tijo Woreda at Arsi zone and Tamiru (2012) assessed on local good governance emphasized on responsiveness in Yem special woreda. But, these studies did not take in to account the manifestations or key indicators of good governance in decentralized governance and Tamiru (2006) assessed only one key indicator of good governance that is responsiveness respectively and Belay (2012) conducted an assessment of in Abei Adei town assessed good governance only on one public office that is the office of urban land administration and Meskerem (2007) on local governance at woreda level in Ethiopia and did not incorporate indicators of good governance with regard to responsiveness and transparency and the same also goes to Muhammed (2006) who assessed the performance of woreda decentralization program in Amhara National Regional State. So far in Ethiopia, most researches regards to good governance in local level undertook single or few key indicators of good governance. Unlike the above studies, this study sought to conduct on local good governance at town administration level, since the practice of good governance is not well researched at lower tiers of government, specifically at town level. In this regard, even if Wolkite Town Administration claimed that, good governance is its central agenda that is used to realize the implementations of growth and transformation plan, residents of the town are unsatisfied on the efforts of the administrator and municipality. Because the people are not fully participated, services are not properly delivered, accountability and transparency are not ensured, and rule of law is not adhered. As a result, the local administrator and cabinet did not give appropriate focus for will of the people. The people have greater complaints on the governing system of the town. This can be reflected by the greater number of people that are collected together having many counsel that need answer from those institutions. Accordingly it needs a thorough and further inquiry because, as many literatures, pointed out the issue of good governance is challengeable at lower tiers of government for effective and efficient service provision and the issue and practice of good governance is not well researched at local level. Cognizant to the above scenario, the researcher was highly initiated and motivated to undertake a research because of the above mentioned gaps by incorporating the four key indicators of good

governance such as rule of law, public participation, accountability and transparency on Wolkite town Municipal Office, Administrative office and the Court. I have been attracted to select these four indicators so that most of the above mentioned problems had relation with these indicators.

1.3. Research Questions

The study attempted to address the following research questions.

1. How good governance is prevalent in the study area?
2. What are the challenges that constrained the practice of good governance in the study area?
3. What are the possible opportunities to practice good governance in the study area?
4. What are the consequences of the absence of good governance in the study area?
5. What are the possible solutions to curb the setbacks of good governance in the study area?

1.4. Objectives of the Study

1.4.1. General Objective

The general objective of this study was to assess the practice, challenges and opportunities of good governance in Wolkite town.

1.4.2. Specific Objectives

- ❖ To assess the status of good governance in Wolkite town administration.
- ❖ To identify the challenges of exercising good governance in Wolkite town administration.
- ❖ To examine the possible opportunities for enhancing the practice of good governance in Wolkite town administration.
- ❖ To come up with relevant solutions that curbs the challenges of good governance.
- ❖ To examine to what extent good governance is prevalent in public institutions both in principle and on the ground.
- ❖ To assess the consequences of the absence of good governance in Wolkite town administration.

1.5. Significance of the Study

This study is vital in the following instances. Good governance serves as a tool for development of a nation at large and for a specific destination in particular. For achieving sustainable development in one nation, practicing of good governance and including the public participation in any affairs play a pivotal role for a given nation in general and locality in particular. Therefore, the need for

this study is due to the fact that practicing good governance at the local level is the main thing for state to bring development and identifying those opportunities and challenges is necessary.

Generally, this study will have the following significances;

- ✓ It will provide insights to the extent to which the role of local good governance in Wolkite Town Administration faces in the path towards promoting good governance.
- ✓ The findings of this study on local good governance problems may provide a direction to other researchers to conduct further investigation and later they can suggest remedial measures to be taken by policy planners and implementers to address the issue.
- ✓ Encourages academicians and practitioners with the similar field of study to conduct different related research activities, because as far as the information that the researcher has there is little research activity related to governance that has been carried out with in the town.
- ✓ As far as the researcher did not assess all dimensions of local good governance indicators, it can motivate other researchers who are eager to deal with this area and conduct further studies and also use it as a spring board for further study on the issue in the study area.
- ✓ Finally, it can also shows the structural adjustments of good governance to be taken in Wolkite town. In addition, its findings may enable the stakeholders to identify major structural challenges or drawbacks of local good governance in the town and finally to forward possible recommendations for intervention.

1.6. Scope of the Study

The study is expected to have geographical, content, and methodological scopes. The geographical scope of the study is Wolkite town administration the capital town of Guraghe zone in SNNPR state in Ethiopia. The researcher confined on this area, because it is the town where he lives in for a long time and it was unmanageable to add more towns or woredas. Moreover, the study was conducted in Wolkite town by considering different offices hosted in the town; like Administrative office, Municipal Office, first instance Court, because, it was unmanageable and difficult to conduct the study in-depth in all Kebeles and in the other government offices. With regards to content, the study is delimited to the assessment of local good governance with respect to practices, opportunities and challenges. In doing so, the study used some of good governance elements such as rule of law, participation, accountability, transparency, effectiveness and efficiency. Furthermore, with regards to methodological scope, the study will employ mixed method (quantitative and qualitative approaches).

1.7. Limitations of the Study

It is unquestionable that any research cannot be free from limitation. The following were the major limitations that encountered by the researcher while conducting the study. The first challenge was lack of relevant local review literatures related to the topic. In addition, the study was constrained by lack of prior study in the study area to be used as a springboard and lack of organized secondary data due to absence of documentation and organized database system in different offices of the study town. The second one, because of the spread of endemic disease which is caused by Corona vire, it was so difficult to get some officials and experts in their office during the process of data collection and interview. The same was true for Kebele dwellers. But, the researcher collected the relevant data patiently through harmonious communication with the officials and experts. Even though, the researcher faced the above limitations, these limitations did not have significant impediment on the outcome of the study.

1.8. Operational Definitions of Terms

Local government: is a product of devolution as a dimension of decentralization (Olowu, 1999).

Decentralization: is a process through which powers, functions, responsibilities and resources are transferred from central to local governments and/or to other decentralized entities howsoever defined (Kauzya, 2003).

Governance: refers to the process of decision making and the process by which decisions are implemented or not implemented administrative authority in the management of countries affairs at all level. The way power is exercised through a country's economic, political, social institutions, the World Bank's PRSP Handbook.

Good governance: is the process and institutions produce results that meet the need of the society, while making the best use of resources at their disposal. It also defined as the rule of the rulers typically within given set of rules. It is 'among other things participatory, transparent and accountable. It is also effective and equitable which promotes rule of law (UNDP).

1.9. Organization of the Thesis

This study is structured in five chapters. The first chapter constitutes the introduction, which includes background of the study, statement of the problem, objectives of the study, research questions, significance of the study, scope of the study, description of the study area, limitation of the study and ethical considerations. The second chapter deals with reviews of different literature related to practices, opportunities, and challenges of local good governance. The third chapter describes research methodology such as research design, the study population, sample size and

sampling techniques, sources of data, instruments of data collection, and methods of data analysis. The fourth chapter presents analyses, results, and interpretation of the collected data together with findings of the study. The last chapter includes conclusions and recommendations of the study.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1. The Concept of Governance

The term governance has a comprehensive idea and meaning in the field of political science. The notions of governance are highly related with good governance and democratic government. Governance may exist in autocratic government as mal-administration in democracy (Fukuyama, 2013).

The concept of 'good governance' is flexibly used by a multitude of actors including international organizations, states and private institutions and its meaning principally depends on the purpose for which it is applied. While financial institutions applied it in the context of economic reforms, others focus on its social dimension (Mizanie, 2017).

The debate on good governance started in reaction to the inefficient and corrupt administrative structures of developing countries eligible for financial loans. Because of the weak governmental structures in these countries structural adjustment programmes of the World Bank and IMF had failed (Boko, 2002). In 1989 a report by the World Bank reflected on why structural adjustment programs had failed to create economic growth. The Bank considered the economic crisis in Africa as a 'crisis of governance' in the sense that officials serving their own interests without being held accountable; reliance on personal networks for survival rather than on holding the state accountable; personalized politics and patronage; illegitimate leadership; and excessive control of information and of associations. Consequently, these financial institutions introduced good governance requirements as borrowing conditions.

According to the World Bank, governance refers to the 'process through which authority is exercised to manage the collective affairs and economic and social resources of a country, nation, community or economy'. Good governance, in turn, refers to the propriety of the manner in which this process is executed. Based on this definition, the Bank developed and applied six governance indicators "to assess the 'goodness' of a country's governance": voice and accountability, political stability and absence of violence, government effectiveness, and regulatory quality, rule of law and control of corruption.

Those who favor a more social approach to good governance state that good governance involves ideas and values about how a state should act towards individuals. OHCHR, for example, defines good governance as 'the exercise of authority through political and institutional processes that are transparent and accountable, and encourage public participation.' (OHCHR, 2007)

2.2.1. Difference between Governance and Government

Government and governance involve intended behavior on the part of an association and its members to accomplish certain goals, governance are a comprehensive (broader) concept than government. Governance is a multifaceted and elusive concept (Maserumule, 2005). Caporaso (1996) defines government as the institutions and agents that “occupy key institutional roles and positions”.

Government means legislative, executive and judiciary as three elements of its roles and also includes law and order machinery. People’s growing disenchantment with post- colonial government in delivering rapid socio-economic development of the masses has led to the emergence of the concept of governance. Governance is seen as the joint responsibility of the governments, private business and civil society (Olowu, 1999).

According to the governance working group of the Worldwide Organization of Administrative Sciences “Governance refers to the process whereby elements in society widely power and authority and impact and pass strategies and choices concerning communal life, economic and social development. Governance is a bigger notion than Government. Governance involves communication between these formal institutions and those of civil society (Caporaso, 1996).

Governance is as the customs and organizations by which authority in a country is exercised. This includes 1) the process, by which authority of governments are selected, monitored and replaced, 2) the ability of the government to efficiently express and implement sound policies and 3) the respect of citizens and the state for the organizations that govern economic and social interactions among them. The conceptualization of the term ‘governance’, indeed demands for a full understanding of what governance is and the difference among government and governance because there is a common trend of equating government with governance. For this purpose, government is defined as the origin of sureness and power of the people substitute by them for a fixed period of time for the express purpose of identifying, mobilizing, establishing, controlling and guiding all available assets, human and other, to support planned and participatory conversion of their society towards improved well-being of its people, via just pleasure of all its wants, privileges, ambitions and maintainable peace (Kauzya, 2003).

Governments are necessarily partisan regimes following a course of progress action that they consider as most matched within the idea and form of their society and its constitution. Government includes the constitution and laws, institutions and structures, administrative mechanisms and processes. These are devolutionary devices that make a government participatory and responsive. Governance, on the other hand, is the summation of cumulative practice of

behavior and attitude of the government as seen in the way they create and use the said evolutionary instruments (IDPAA PRIA, 2001).

2.3. Good Governance and its Characteristics

2.3.1. Good Governance

In the present era the terms ‘governance’ and ‘good governance’ are being progressively used in advance literature. Bad administration is being progressively viewed as one of the derivation causes of all evil within our societies. Most of the givers and worldwide financial institutions are progressively basing their assistance and credits on the condition that reforms that ensure “good governance” are undertaken. There is common tendency to use ‘governance’ as a synonym for ‘government’ by whom. This confusion of terms can have unfortunate consequences (Plumptre and Grahm, 1999 cited in Anowar, 2010). According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP, 2003), Good governance is, among other things, hands-on, clear and responsible. It is also actual and equitable, and it encourages the rule of law. It guarantees that political, social and economic significances are based on broad consensus in society and that the voices of the poorest and the most exposed are heard in decision-making over the distribution of development resources. Good governance mainly described through its major characteristics which are listed and explained below.

2.3.2. Characteristics of Good Governance

There are a number of ideas and characteristics for making good decisions that affect many people – decisions made by civil society organizations or governmental authorities, at a local, national or international level. These ideas from the characteristics of Good Governance and are used by international and local NGOs as well as donors and governments’ themselves. Good governance has eight major characteristics. It is accountable, participatory, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in consensus oriented decision-making. It is also responsive to the present and future needs of society (UNESCAP, 2003).

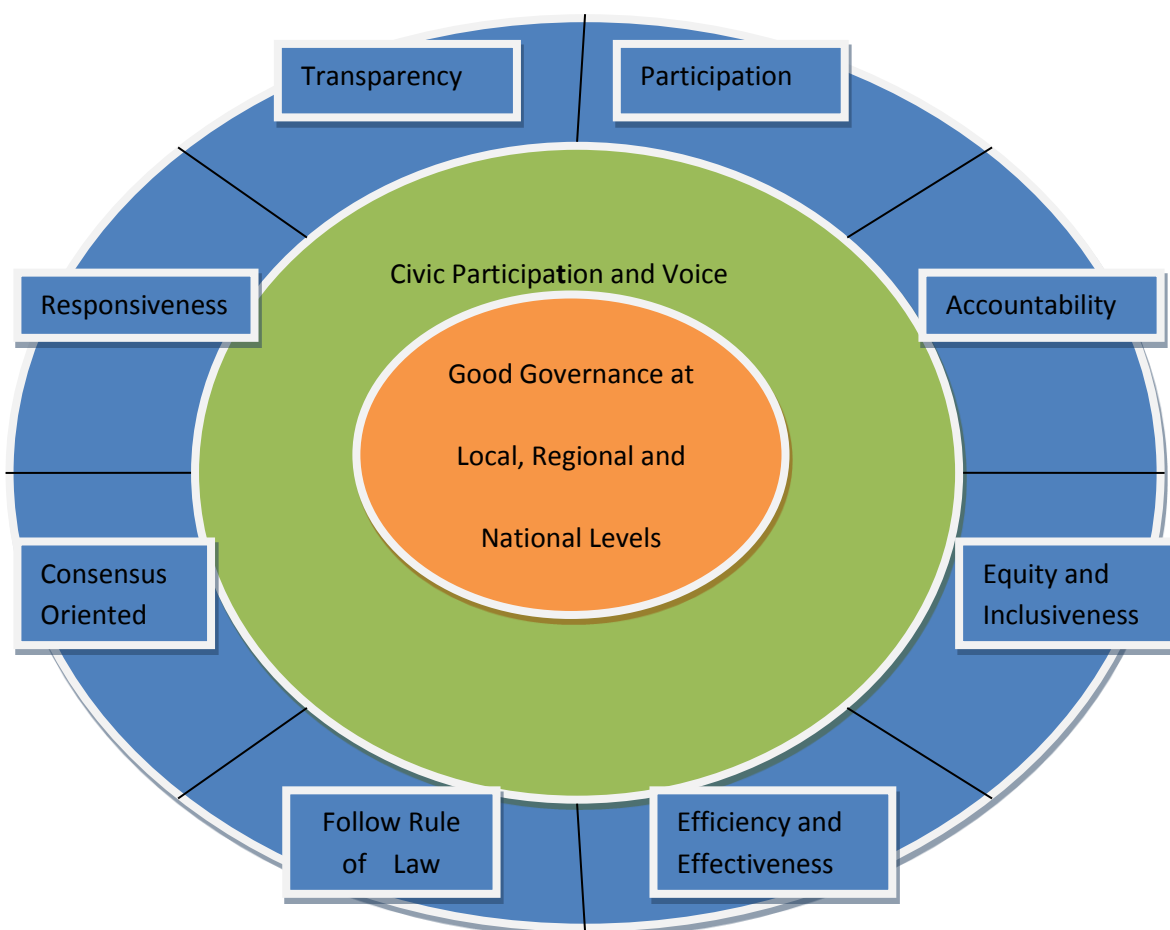


Figure 2.1: Framework for Good Governance – Characteristics of Good Governance

Source: Adapted from Guide to Good Governance Programming, 2010

1. Accountability

Accountability, defined as counter – power – that is, any power that balances or puts a check on the power of other power holders (Agrawal&Ribot, 1999). Accountability is constituted by the set of mechanisms and sanctions that can be used to assure policy outcomes are as consistent with local needs, aspirations and the best public interest as policymakers can make them (Ribot, 2002). Accountability is a key requirement of good governance and constitutes the other side of participation. Accountability can take many forms, including accurate report of financial data, the publication of annual reports, and the responsible use of resources. One of the basic indicators of accountability within a group is its system of internal review and sharing findings. In general, an organization or an institution is accountable to those who will be affected by its decisions or actions (Thomas & Sasika, 2014). Accountability requires both transparency and the rule of law. Accountability involves reciprocal and full exchange of information. Accountability also demands

the law, order and legislative environment for individuals to exchange information without threat or obstruction.

There are different forms of accountability. As far as local government (woreda government) is concerned for this study, there is representative accountability and representative accountability in Ethiopia. Representative accountability implies to woreda councils and cabinet members, who are constituted following periodic elections. These representatives are accountable down to their electorates and in case if the electorates lose confidence upon them, in principle the people have the right to question and recall them. On the other hand, service delivery accountability refers to woreda – sector officers and their outreach branches at the kebele – level who are unelected. Unlike to representative accountability, this includes people who are hired via merit based to provide service both at woreda and “tabia” or kebele level to the people. The service providers under this too are accountable to the people because they are recruited to serve the people. Therefore, one can notice from this that theoretically both the representatives and service providers are accountable down to the people if not the latter is accountable to the former.

But, despite that, as Yilmaz and Venugopal(2008) pointed out, the reality on the ground is the reverse is true. In other words, while information flows downward, accountability goes upward. According to this, councils and service providers in woreda governments so far are accountable to the upper authorities than their constituents and their clients. As Yilmaz et al. (2010) argued that downward accountability requires suitable environment for local elected leaders to act independently even at the existence of contradiction with their party that constrains to act as per the demands of the local people. Continuing their argument, they pointed out that, the local leadership would be influenced by factors like, the institutional arrangements for separation of power among the three branches of government, the election laws and the electoral system and the existence and functioning of party system.

2. Participation

Participation has a wide range of definitions. Participation as the World Bank (1996) defines it is a process through which people influence and share control over development initiatives and the decisions and resources which affect them. On the other hand, some researchers take participation as simply engaging with any activity (Wahed, 2010).As to participation in good governance perspective, as Upadhyay, 2006 cited in Mulusew(2013), pointed out, participation by men and women, girls and boys is a cornerstone of good governance. It can be either direct or through legitimate intermediate institutions or representatives. Even representative forms of government do not necessarily ensure that the concerns of the most vulnerable in society are taken into consideration in decision-making. Participation mechanisms can provide the opportunity for transparent feedback so local governments can hear from a broad diversity of people regularly.

However, as some researchers Hope (2008) and Shah(2006) argued that people's participation will be ensured if the government can assure good governance first. To them if a government can maintain good management, ensure accountability and transparency that will open way for people to be involved in local affairs. Conversely, researchers Arko – Cobbah(2006); Brett(2003); and DFID(2007) have argued that people should participate in all local decision – making processes which consequently will empower people to hold service providers accountable to them. In general, participation needs to be informed and organized – freedom of association and expression on the one hand and an organized civil society on the other. As there is often little political will for such participation in many countries, it can also play a role in helping governments see how it could benefit those (Thomas & Sasika, 2014).

3. Consensus Orientation

Consensus orientation is the process of establishing mutual understanding among diverse stakeholders about what is in the best interest of the whole community or society and the general direction for achieving that vision. In other words, consensus – oriented means that in a society, where there are as many opinions as there are actors, it is mediation of different interests to find the best interest of the community(Ram, 2017). Every community and society incorporates people and groups with distinctly differing points of view and goals. Sustained good governance requires mediating different interests and establishing broad consensus in order for government and citizens to be able to take actions and the society to function without frequent conflict. Such consensus honors differences and is strongly influenced by historical, cultural and social contexts and the values of communities and societies over time, which can be drawn on to create a shared vision appropriate for the given group. Decisions and policies that have the support (or at least the understanding) of the majority are more likely to be effective and sustained.

4. Equity and Inclusiveness

A society's wellbeing depends on ensuring that all its members feel that they have a stake in it, do not feel excluded from the mainstream, and therefore want to participate. This requires that all groups, but particularly the most vulnerable, have opportunities to improve or maintain their wellbeing (Ram, 2017).

5. Transparency

Transparency means decisions and their enforcement follow established rules and regulations. It also means that all people who will be affected by such decisions have access to easily understandable information – in local languages and accessible to illiterate and blind/deaf

community members. Transparency means sharing information and acting in an open manner. It promotes access to information. Information, however, must be timely, relevant, accurate and complete for it to be used effectively such as through community radio. Transparency is also considered essential for controlling corruption in public life. Through public financial accountability and transparency, government can learn to more efficiently allocate resources. A lack of transparency can lead to inefficiencies and hinder development (Global Strategy for Good Governance, 2017).

In Ethiopian context, even though, in Ethiopian constitution and different rules and regulations are clearly shows, transparency is about providing full information as to the decision making process, the principle and relevant law for decision – making manner of execution and time of execution, it is in its infancy stage. As the Canadian International Development Agency (2005) and Yilmaz and Venugopal (2008) revealed that despite the existence of legal frameworks, the openness in decision making and the accessibility of public documents for public scrutiny in Ethiopia is at its lower stage. Based on this and the current situations of good governance on agricultural development, the researcher will try to address how service delivery is going on and what transparent mechanisms and systems are in place in the GTP II period.

6. Rule of Law

Good governance requires fair legal frameworks that are enforced impartially. This concept encompasses “respect for human rights.” It requires full protection of citizens and in many countries non-citizens too, such as refugees. Impartial enforcement of laws requires an independent judiciary and responsible police force.

7. Effectiveness and Efficiency

Good governance means that processes and institutions produce results that meet the needs of society while making the best use of resources at the society’s disposal. The concept of efficiency in the context of good governance also covers the use of natural resources and the protection of the environment.

8. Responsiveness

Good governance requires that institutions and processes seek to serve all stakeholders within a reasonable timeframe and have mechanisms for soliciting ideas and giving updates to constituents. This is a key issue in many societies in transition where governments often pursue competing goals, and a lack of responsiveness can quickly erode trust in government despite its good works.

In general, as far as the eight characteristics of good governance were concerned, in this study, the researcher has taken only four of them, namely: accountability, participation, transparency, and rule of law. Because, as it has been mentioned earlier, most of the problems concerning good governance in the study area were stick on these characteristics.

2.4. Bad governance and its Characteristics

2.4.1. Bad Governance

According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP, 2003), bad governance includes governments that are unsuccessful and unproductive, not transparent, not responsive to the people, not held accountable for their activities, inequitable and exclusive to the elites, non-participatory; do not respect the law and lacking policies that are consensus driven. Thus, bad governance is highly characterized by the prevalence of corruption that resulted from absence of rule of law and accountability.

2.4.2. Characteristics of Bad Governance

Bad governance can be characterized by many distinctive features among the other corruption is the most common that represent the breakdown of all features of good governance mentioned above.

Acute corruption:-According to World Bank (2012), the most popular and simplest definition of corruption is that it is the abuse of public power for private advantage. Corruption may occur in different ways. It may be embezzlement (taking money through false receipts), nepotism (favoring once own relatives), bribe (receiving gifts to benefit someone in reciprocity) and abuse of power (excessive use public power beyond its limits).

Corruption may also happen in another dimension .It also can be seen as grand (state capture-leaders plundering state assets), patronage (nepotism in public service) and petty corruption (inefficient and ineffective service delivery or poor administration). Generally, it is a serious problem of governance that implies the prevalence of bad governance. This means that corruption is the result of the absence of accountability, rule of law, transparency, free media, and public participation and so on. Thus, corruption resulted to the violation of all principles of good governance (democratic governance) which led to bad governance (Tanzi, 1998).

In our locality bad governance, occur in every moment. For instance, the traffic police receive a bribe from drivers to cover their wrong action while looking the peopleissat in overcrowded. The other common bad governance case in our locality is that the absence of leaders in their offices to serve the public. People can reputedly come to that office to contact the head of the office. This

creates unnecessary cost and wastage of productive time on the people. The criterion used to distinguish good governance from that of bad governance is the principle of democracy and the satisfaction of the people from the service delivered to them from that government.

According to our opinion, the remedy to avoid bad governance is proper implementation or applying the principle of accountability for each wrong deed on all government officials. In democracy, accountability is the heart of good governance that implies the prevalence the principles of rule of law, transparency, public participation, effective free media and independent justice system.

The campaign of fighting bad governance is the responsibility of both the governor and the governed. Government is responsible to work within the limits of the constitution in the process of implementing the day-to-day activities of the state. Government is also a powerful entity that has authority to maintain order in the country according to the predefined law. Again, the citizens are also responsible to maintain good governance through exposing each illegal act of the government officials in their locality. They also support their government by protecting themselves from engaging in corrupt activities.

Generally, good governance is an ideal, which is difficult to attain in its whole. Very few countries and societies have come close to realizing good governance in its whole. However, actions must be taken to work towards this ideal with the aim of making it a reality because now days the prevalence of good governance is hot issue that everyone seeks it to ensure sustainable human development. Good governance creates a strong future for a country and bright hop for the society by continuously steering towards a visionand making sure that day-to-day activity is always linedup with the country's goals.

2.5. Dimensions of Decentralization

Many analysis of decentralization consider the transfer of powers in three sectors to be necessary for achievement. The dimensions of decentralization include democratic decentralization, administrative decentralization and fiscal decentralization with their specific characteristics can be discussed.

2.5.1. Democratic decentralization

Democratic decentralization is the development of reciprocal relationships between central and local governments and between local governments and citizens. It allocates the power to improve and implement policy, the extension of democratic processes to lower levels of government, and

measures to ensure that democracy is sustainable. Democratic decentralization incorporates both decentralization and democratic local governance (Research Triangle Institute, 1997).

The decentralization component of democratic decentralization is the transmission of authority and responsibility from principal government to resident government, whereas democratic local governance is autonomous levels of local government, vested with authority and resources that function in a democratic manner. That is, they are accountable and transparent, and involve citizens and the institutions of civil society in the decision-making process. It emphasizes the presence of mechanisms for fair political struggle, transparency, and answerability, government progressions that are exposed to the public, answerable to the public, and ruled by the law (Ibid, 1997).

The 1995 constitution of the country clearly stated that all level of government federal, regional, zonal and Woreda functions their own task based on rule of law and respect. The town administrations as a center of socio-economic participations of the society have many responsibilities and mandates. These are implementing policies, law, regulations, plans and program, approves the economic and social plans of the administration, prepare plans within the frame work of the regional plan, prepare and send the plan to the region for approval and receive block grant from regions and allocate it for sectors (The 1995 constitution)

2.5.2. Administrative Decentralization

Administrative decentralization is refers to transfer decision-making authority and responsibilities for delivery of services by lower level government agencies, field offices, or line agencies (Meheret, 1998). Administrative decentralization involves the sharing of responsibility and authority between headquarters and field offices. The functions and authority are centrally substitute as a matter of administrative expediency and can be revoked by the center when situationslices with the objective of efficiency in government through centralized allocation of resources, including manpower and finance. To examine how administrative resources in terms of manpower are distributed across tires of government, personnel decentralization i.e. recruitment, selection promotion were used for analysis (Meheret, 1998)Since recently, institutional decentralization has been added to these dimensions owing to the gaining importance by institutions. Institutional decentralization refers to the creation of politico-administrative organizations, especially at the sub-national level. It is concerned with how decentralized institutions are constituted with development of appropriate legal frameworks that define the relationship between different decentralized agencies and other organizations. The objective of institutional decentralization is to clarify responsibilities of decentralized institutions so that

accountability is fixed and political interference from the center is minimized. It is also aimed at promoting vertical decentralization of power and local governance by expanding the autonomy of key institutions involved in socio-economic processes at local level (Chikulo, 1998 cited in Negalegn, 2010).

2.5.3. Fiscal Decentralization

Fiscal decentralization concerns the way tax revenues and public expenditures are distributed among the different tiers of government (Treisman, 2002). The grade of delegation is the extent of independent decision-making by the various arms of the government in the provision of social and economic services. It connotes the degree of autonomy of state and local governments in carrying out various economic tasks. Inter- governmental fiscal relations and fiscal decentralization dealt with how the government sector is organized and financed. Dispersal of financial responsibility is a core element of decentralization. If local governments are to carry out decentralized roles efficiently, they must have and suitable level of revenues-either rose locally or moved from the central governments as well as the authority to make decisions about expenses. Nowadays, fiscal decentralization is the proper location by level of government of various taxes, spending programs, grants and regulation is becoming an important issue not only in the literature but also in the real world .The principles of fiscal federalism are concerned with the design of fiscal constitutions-that is, how taxing, spending and regulatory functions are allocated among governments and how intergovernmental transfers are structured and these arrangements are of fundamental importance to the efficient and equitable provision of public service (Ibid,2002).Thetwo basic issues that are commonly raised in the literature on the financial arrangements for decentralization in the modern state, first, there is the question of the relative powers of central and decentralized governments to raise revenues. While one school of thought argues for virtual monopoly of revenue-raising powers by the central government, another (the decentralization school) argues for significant powers to be granted to the decentralized governments. The second issue is the relative importance of the proportion of total government revenues that is actually utilized by central and decentralized governments, regardless of how the revenues are raised in the first place (Adamolekun, 1991).

2.6. Overview of Local Governance in Ethiopia

2.6.1 Local Government during the regime of Haile Silasie I

During the reign of Haile Selassie (1931–1974), local government existed for the purpose of maintaining peace and generating revenues.(Sisay, 1996).

The regime divided the country into 13 Governorate generals (*TeqlayGizat*), 99 sub-provinces (*Awraja*) and 444 districts (*Wereda*) (Daniel, 1994). In 1960, the federated state of Eritrea was annexed to make it the 14th province while Addis Ababa, the capital, became a province in its own right raising the total number of Governorate generals to fifteen. The governorates divided based on administrative convenience, the power and influence of local landlords. The more powerful the landlords, the greater the number of people and territory under their rule (Gilkes, 1980) would be. Despite the claims to the contrary, (Daniel, 1994) ethnic affiliation, cultural similarities, historical ties or public economic interests were not taken into account when administrative divisions were implemented (Ibid, 1996).

Heads of Governorate generals and the sub-provinces were appointed by the emperor himself; while those of local governments were left for the heads of Governorate generals (Cohen and Koehn, 1980). The main duties of local governments under the Imperial regime were three that is maintain law and order; to levy government taxes; and to settle disputes in the law courts. Development was not on the agenda of the regime (Gilkes, 1980).

When Emperor Haile Selassie restored his power in April 1941, his first move was restructuring the administration division into 12 '*Awrajas*' (counties), 360 '*Weredas*' (districts), 33 '*Meslenes*' (sub-district) and 1176 '*Miktil Meslene*' (communes), showing a five government tiers including the centre at the top. Various criteria were adapted in restructuring the administration divisions. Assimilation policy was a principal guidance in some instances, physical factors like mountains, gorges and rivers served as boundaries between jurisdictions. In rare cases ethnicity and history criteria were applied. Criteria such as settlement pattern, economic viability and administration convenience were hardly considered in the demarcation of the administration divisions (Ghebrehiwet, 2002).

2.6.2. Local Government during the Military Regime (1974-1991)

The Derge regime (1975-1991) in the first twelve years of rule had maintained the previous administrative division. The promulgations of the first Republic (Peoples 'Democratic Republic of Ethiopia) in 1987 came up with new territorial administration divisions of five autonomous regions and 24 administrative regions. The five autonomous regions, namely Eritrea, Tigray, Asseb, Dire Dawa, and Ogaden were created on political basis with the intention to address the then political turmoil provinces which were waging armed struggle for full independence (Eritrea and Ogaden/Somali) and autonomy (Tigray). The creation of Asseb, which is historically an Eritrean territory, as an autonomous region was aimed to abort the Eritrean nationalists claim over the geopolitical strategic port of Asseb by detaching the Red Sea Afar from Eritrea. Dire Dawa autonomous region was formed by bringing some *Weredas* of Hararge province inhabited by

Oromos, Somali and Harari. Delimitations of the Administrative Regions took in to account combinations of politics, economic base, ethnicity, settlement pattern, and population size criteria. Many regions were created on a dominant ethnic group basis (Ghebrehiwet, 2002)

Both the Autonomous Regions and Administration Regions were to have own executive bodies as well as *Shengo* (literally mean Assembly), although they were subordinates of a higher level of administration. Competences of the autonomous regions were not designed in a way to bring about meaningful political, fiscal and administrative devolution of power. All sources of revenue, but municipal fees, were reserved to the central government, leaving nothing to the revenue generating regions. The Autonomous regions were mainly supposed to ensure implementations of laws, decisions and directives of the center. Economic and social development plans, and budget allocations had to get approval of the National '*Shengo*'. Autonomous Regions and the Administrative Regions had hardly legislative power to spend and to levy tax. The Autonomous Regions were merely agents of the central government. So did the Administrative Regions to their next higher level of administration (Ibid, 2002).

2.6.3 Government during the FDRE

The present regime (EPRDF) came to power in 1991 by overthrowing the military government known as Derge. The Federal Constitution on article 50 sub article (4) stated that the establishment of local governments given to the judgment of the Regional States. Accordingly, depending on the level of ethnic diversity, the States have established local governments such as the Zones, Special Zones, Special Woredas, and Woredas (Gebreab, 1998).

Zone Governments and Special Woreda Government comprise several rural and urban Woreda Governments. In the heterogeneous states of SNNP, Benshangul-Gumuz and Gambela; Zone, and Special Woreda governments are mainly established along ethnic lines regardless their economic viabilities to ensure the right of Nations, Nationalities and People to exercise self- rule (Revised Constitutions of SNNP, Gambela and Benshangul-Gumuz). In the SNNP, Zone Governments (ZGs) and Special Woreda Governments (SWGs) are formed by breaking up from heterogeneous Zone/Woreda Administrations. When a single ethnic group is found very tiny, two or more ethnic groups were brought together, often based on culture and similarity of language to form a ZG or SWG or WG. Each ethnic group is fairly represented in the Councils of ZG or SWG or WA. In Benshangul-Gumze and Gambela, each founding nationality/ People is organized at Zone Government level. In the relatively homogeneous States of Tigray, Afar, Amhara, Oromia, and Somali, the creation of LGs (Woredas and Kebeles) have taken into account administration convenience, population size, and settlement pattern, while minority ethnic groups within these

States are exceptionally established on ethnic basis at Zone or (Special) Wereda/Kebele administration level (Ibid,1998).

Here, the distinctions between the nationality based Zone Governments and the functional Zonal Administrations, the former are independent self-government entities. They are established on ethnic basis to guarantee minorities' rights to self-government. They have elected Councils, Executive and Judiciary bodies. Each Zonal Government or WG has representations at State level (the Revised Constitutions of Amhara, SNNP, Benshagule-Gumuz, and Gambela). In contrast, the latter are established in the relatively homogeneous States of Tigray, Oromia, Somali, Afar and Amhara (excluding the Nationality Administrations). They are simply branches (delegating organs) of the States. They do not have Council and Judiciary bodies. Executives are appointed officials and answerable to respective State Councils. They are established to serve as administrative links between the State bureaus and WGs (Ibid, 1998)

The Federal-Regional-Local Government Structures in 2008 makes distinction between Urban Local Government (ULG) and Rural Local Government (RLG). Two points well justify for such a distinction. One thing is that the Ethiopian economy is characterized by an agrarian economy and predominantly rural population. Another thing is that there are marked differences in local preference for public services between the urban and rural areas. The federal arrangement has made local governments very close to the people. Kebele, the lowest LG is organized, encompasses an average of 5,000 residents. This level of government serve as an instrument to promote local people participation in decision making, mobilize local people to enhance social and economic developments at local level and access to basic public services (Ibid,1998)

Delimitation of sub national governments should be stable. If redrawing of the existing boundary deems necessary, it should be based on research and be evaluated against its long term political implication, economic efficiency and administration feasibilities. Nevertheless, local governments in Ethiopia are characterized by continuous fragmentation. Over the past two decades, one might observe frequent reorganization and fragmentation process of local governments. So many factors attribute for this. Restructuring of local governments without detail studies and long-term impacts is not uncommon practice in Ethiopia. Altering or modifying or creating a new jurisdiction through referendum is an exceptional practice rather than a normal process. Delimitation of local government is highly decentralized and predominantly political decision. Reorganization and delimitation of ZG/ SWG/ WG vest on State Governments' power. These levels of government, in turn, alter boundaries or create new government units next to it (Ibid, 1998)

In September 1995, member states of the Federation restructured their districts and sub districts on the basis of several criteria. These were population size of approximately 100,000; cultural proximity and historical background of the communities in one area; market and trade relations

within themselves; transportation accessibility to one another; and administrative ease under one local government (Abyotawi, 1995; Woyin, 1995 cited in Gebreab, 1998). The restructuring of local governments was a huge exercise in Tigray. At one go Tigray reduced the number of local governments from 81 to 37. This is due to the fact that the wartime local governments were considered to be too small (average population of 30 to 40,000) to be suitable for economic development. Besides, an administrative unit suitable under a war situation was found to be not suitable in peacetime. After restructuring in 1995, the included the municipal government of Meqelle, the capital of Tigray and the AdiErob ‘special’ local government created solely to accommodate the minority Erob people (Ibid, 1998)

In 1996 amalgamation of Woredas took place in all States that cut down the total number of Weredais half. Two entire or partial neighboring Woredas were merged to form ‘bigger’ Wereda without consulting respective residents to which Woreda they would like to join. The objective of the amalgamation of LGs was to make use of the available scarce public resources by minimizing administrative costs. At the commencement of the WLD in 2002, there were only 13 Constitutional ZAs and SWGs, and 552 woreda Administrations in the entire country. By 2010, the figures raised to **35** ZAs / SWAs and 774 rural WAS. While the SNNP, a home land for 56 ethnic groups, is a major contributor to such a sharp increase of number of ZA/ SWAs and WA, Oromia leads the multiplication of WAs. For instance, in 2001 the SNNP had only 77 ZAs,SWA and WAS against **150** in 2010. Similarly, Oromia had 180WAs against **305** for the same period (Ibid, 1998). One of the first tasks of the transitional government was to create local administrative bodies through local election. To that end a law was enacted in Parliament (TGE, 1992) which defined the duties and responsibilities of the elected local governments. In June 1992 a countrywide election at the district (woreda) and sub-district (kebele) level was conducted. The number of local governments at the district level was then considered to be 660 and that of the sub-district around 26,000 (TGE, 1992b cited in Gebreab, 1998). Except for the Ethio–Somali State, all other states managed to set up these local governments.

2.6.4. Legal Authority

The FDRE constitution recognizes the existence of local governments in all member states. Article 50 sub-article 4 of the constitution states: ‘The states shall accord the lowest unit of government such powers as will enable the people to participate directly in their self-determination’. The lowest unit of government in FDRE is the Kebele. Local government at the *woreda* level is one echelon above Kebele and in most cases a third level from the State just below the administrative zone (Gebreab, 1998).

Zonal administration is not legally binding while local governments at the district level are. Article 81 sub article 1 of the State Constitution of SNNPS (1995) states that ‘the local (*woreda*) government is responsible for the preparation, decision-making of local social and economic development plans. It is at the same time bound to respect and implement laws, policies, regulations and orders of the zonal and state governments’. While sub-article 2 of the same Article (81) states that ‘the local government is responsible for self-administration, the development of its locality and in making decisions of local concern but is subordinate to the state and zonal governments(SNNPR constitution). This shows how local governance structure seemed to be in Ethiopia in relation to three regimes. And also it explained the decentralization process and reformation of state in Ethiopian history.

2.7. The Link between Good Governance and Human Rights

2.7.1. What are Human Rights?

Human rights are rights which are inherent entitlements to all human beings by virtue of their humanity without any discrimination based on their nationality, color, sex, race or religion. These rights are recognized in various treaties, conventions at international, regional and national levels. Following the atrocities of the two world wars, the international community had embarked its international concern to rescue the dignified existence of human race (UN, 1948).

Human rights are legally enforceable entitlements of individuals. Governments have the primary responsibility for the realization of human rights. At global and regional levels, human rights are guaranteed in a plethora of human rights treaties which member states thereto pledge to realize them within territory and subject to their jurisdiction without discrimination of any kind. At national level, human rights find their ways in various legislation including constitutions. Good governance related human rights include, but not limited to: the right to participation, the right of every person to be heard before any individual measure which would affect him or her adversely is taken; the right of every person to have access to his or her file, while respecting the legitimate interests of confidentiality and of professional and business secrecy; the right to receive reasons for decisions; and the right to have the government make good any damage caused by its institutions or by its servants in the performance of their duties (Mizanie, 2017). The principal human rights treaties have incorporated good governance related human rights principles. Article 21 of the Universal Declaration of Human Rights (UDHR) recognizes the right of everyone to take part in the government of his country and the right of equal access to public service in his country. Article 2 (3) of the International Covenant on Civil and Political Rights (ICCPR) enjoins states parties to ensure that any person whose rights or freedoms as herein recognized are violated shall have an

effective remedy and to ensure that any person claiming such a remedy shall have his right thereto determined by competent judicial, administrative or legislative authorities, or by any other competent authority provided for by the legal system of the State, and to develop the possibilities of judicial remedy(OHCHR, 2010).

2.7.2. The Link between Good Governance and Human Rights

Good governance and human rights are mutually reinforcing. Human rights cannot be respected and protected in a sustainable manner without good governance (HRC, 2012). The implementation of human rights relies on a conducive and enabling environment. This includes appropriate legal frameworks and institutions as well as political, managerial and administrative processes responsible for responding to the rights and needs of the population (OHCHR, 2007).

On the other hand, human rights principles provide a set of values to guide the work of governments and other political and social actors. They also provide a set of performance standards against which these actors can be held accountable. Moreover, human rights principles inform the content of good governance efforts: they may inform the development of legislative frameworks, policies, programmes, budgetary allocations and other measures (OHCHR, 2007). Last, but not least, human rights can both confer legitimacy and normative strength to the application of good governance. Grounding good governance in human rights standards gives a better opportunity for its enforcement (Jilles, 2016).The link between good governance and human rights has become visible by the explicit and implicit acceptance of right to good governance. The right to good governance has been included and better elaborated in 2000 by the Nice Charter on Fundamental Rights of the European Union. This Charter became binding for all EU member states through the Treaty of Lisbon, which entered into force in 2009. Article 41 of the Nice Charter provides the following about the right to good governance:

1. Every person has the right to have his or her affairs handled impartially, fairly and within a reasonable time by the institutions and bodies of the Union.
2. This right includes:
 - the right of every person to be heard, before any individual measure which would affect him or her adversely is taken;
 - the right of every person to have access to his or her file, while respecting the legitimate interests of confidentiality and of professional and business secrecy;
 - The obligation of the administration to give reasons for its decisions.

3. Every person has the right to have the Community make good any damage caused by its institutions or by its servants in the performance of their duties, in accordance with the general principles common to the laws of the Member States.
4. Every person may write to the institutions of the Union in one of the languages of the Treaties and must have an answer in the same language.

2.7.3. Laws and Policies on Good Governance and Human Rights in Ethiopia

Although Ethiopia does not have a self-standing comprehensive law on good governance, the concept and its elements are reflected in its laws and principal policy documents. While the Constitution of the Federal Democratic Republic of Ethiopia does not mention good governance by name, it recognizes its key attributes in its various provisions. Article 12 lays down the guiding principle on the conduct and accountability of government. It specifically states that the conduct of affairs of government shall be transparent; any public official or an elected representative is accountable for any failure in official duties; and ‘in case of loss of confidence, the people may recall an elected representative.’ Article 37 on its part recognizes the right of individuals ‘to bring a justiciable matter to, and to obtain a decision or judgment by, a court of law or any other competent body with judicial power’. Article 38 is also relevant in assuring every Ethiopian to ‘take part in the conduct of public affairs’ (Mizanie, 2017).

Proclamation 211/2000 is an indispensable law in establishing the Institution of the Ombudsman as an autonomous organ of the government with a view to ‘bringing about good governance that is of high quality, efficient and transparent, and are based on the rule of law, by way of ensuring that citizens' rights and benefits provided for by law are respected by organs of the executive.’⁹ Article 6 of the Proclamation set out the powers and duties of the Institution of Ombudsman which include the following:

- ✓ Supervise that administrative directives issued, and decisions given, by executive organs and the practices thereof do not contravene the constitutional rights of citizens and the law as well;
- ✓ Receive and investigate complaints in respect of maladministration;
- ✓ Conduct supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and to preventing maladministration;
- ✓ Seek remedies in case where it believes that maladministration has occurred;
- ✓ Undertake studies and research on ways and means of curbing maladministration; and

- ✓ Make recommendations for the revision of existing laws, practices or directives and for the enactment of new laws and formulation of policies, with a view to bringing about better governance.

The Freedom of the Mass Media and Access to Information Proclamation is also pertinent from the view point of fostering ‘the values of transparency and accountability in the conduct of public affairs and to impose a legal obligation on public officials to facilitate access to individuals and the mass media to information so that matters of public interest may be disclosed and discussed publicly’.

The overarching policy document of Ethiopia, the Second Growth and Transformation Plan (GTP II), states the country’s vision to become a lower middle-income country by 2025 where democracy, good governance and social justice are maintained through people's participation. In order to achieve the objectives of GTP II, the establishment of democratic and developmental good governance through enhancing implementation capacity of the public sector and mobilization of public participation is identified as one of the pillar strategy.

2.8. Experience from Botswana

Good governance practice in Botswana was an example for the rest of African countries. Local government in the country were well functioned and they are autonomous in revenue generation, local development policy making, planning and implementation. This calls for expeditious decentralization so that; they have authority and flexibility in budgeting and manpower planning. In Botswana there is Local Government Minister which is responsible for controlling the function of local authorities. The ministry is the focal point for planning and coordinating the local authorities (Sharma, 2005). That is why the researcher selected Botswana than other African countries.

Public Servants political neutrality:-Employees in the public/civil service are supposed to be politically neutral since the law does not allow public servants’ active participant in politics. In Botswana it is misconduct for public officer to engage in any activity outside of his official duties which is likely to involve him in political controversy or to lead to him taking improper advantage of his position in the public service. Civil servants are not allowed to hold political office while employed in the civil service (sharma, 2005). The practice observed in Botswana were: Citizen’s participation:-Citizen Participation is one of the integral features of any well-functioning liberal democracy. Civil society in Botswana has alternatively been characterized as inactive with minimal influence on public policy, or as promoting dialogue with government. Carroll argue that ‘civil society was almost nonexistent in Botswana in the late 1980s, but it developed

extraordinarily rapidly in size and influence in the 1990s'.⁷⁵ Civil society in Botswana had grown and developed such that 'by the end of 1999, it consisted of approximately 150 indigenous NGOs, around 50 community based organizations, some 23 trade unions, and a handful of business associations'.⁷⁶ Balule⁷⁷ observes that since its emergence in the 1980s, the private media in Botswana has generally played its watchdog role satisfactorily, and investigative journalism has in the past exposed corruption in government, mismanagement, human rights abuses and other miscarriages of justice (Ibid,2005).

As a liberal democratic polity, Botswana has a number of structures and organizations through which citizens participate in the political process. One of the main structures, and possibly the most important, of citizen participation in Botswana is the kgotla (Zibani, Dorothy, 2007 cited in BIDPA, 2007). The kgotla, which is presided over by the village chief, is a traditional meeting place, or what can be called a village parliament which allows for frank and public exchanges of views on non-partisan and mostly developmental issues. In this sense, kgotla can be addressed by civil servants, ministers, sitting councilors and members of parliament, especially when they want to consult the public on an issue of national importance.

According to African governance report, (2005) Botswana achieved a progressive change in good governance practice. So from this what we learn is that participation of citizen on government and private media genuinely playing a great role for achieving good governance and exposing people who are corrupt.

The above theoretical and empirical literature displays that the issue of good governance is a necessary condition for a given community to achieve sustainable development and to be stable. The researcher try to show the relevance of this study by looking different theoretical and empirical literatures and the study is an imperative to look the underlying factors of local governance in the town level.

This study was conducted on Wolkite town administration. The assessment intends to determine the quality of governance in the town by taking three institutions, which were the town administration, municipal office, water and sewerage and court. It attempts to describe the quality of local governance by using some of the characteristics of good governance. These indicators include accountability, transparency, active community participation, efficiency and effectiveness and rule of law.

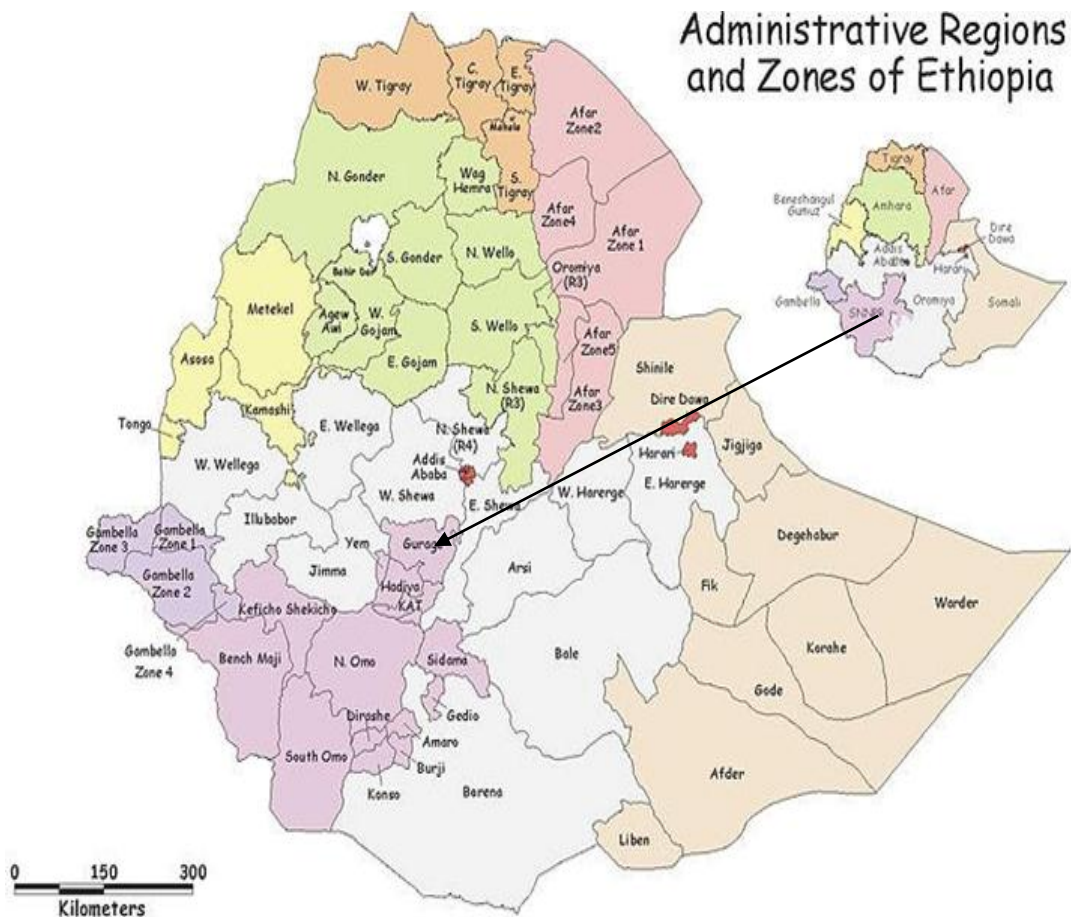
CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Description of the Study Area

Location and Size

Wolkite town is one of the five administrative towns which are found in Gurage zone. In Gurage Zone, there are fifteen woredas and five town administrations. Wolkite is the capital town for Gurage Zone administration. It is bordered on the North by the Kebena Woreda, on the South by Cheha Woreda; on the East by Kebena Abeshghe and Ezga Woredas respectively, on the West by Kebena Abeshghe and Cheha Woredas respectively. It is divided into three Kifle Ketemas (main towns) such as Bekur, Adiss, and Gubrie Kifle Ketemas. The town is 158 kilometers far away from the capital city Addis Ababa in its south west direction. The annual average rainfall is 1100 mm-1400mm (Gurage Zone Record office, 2017). Figure 2 Map of Ethiopia



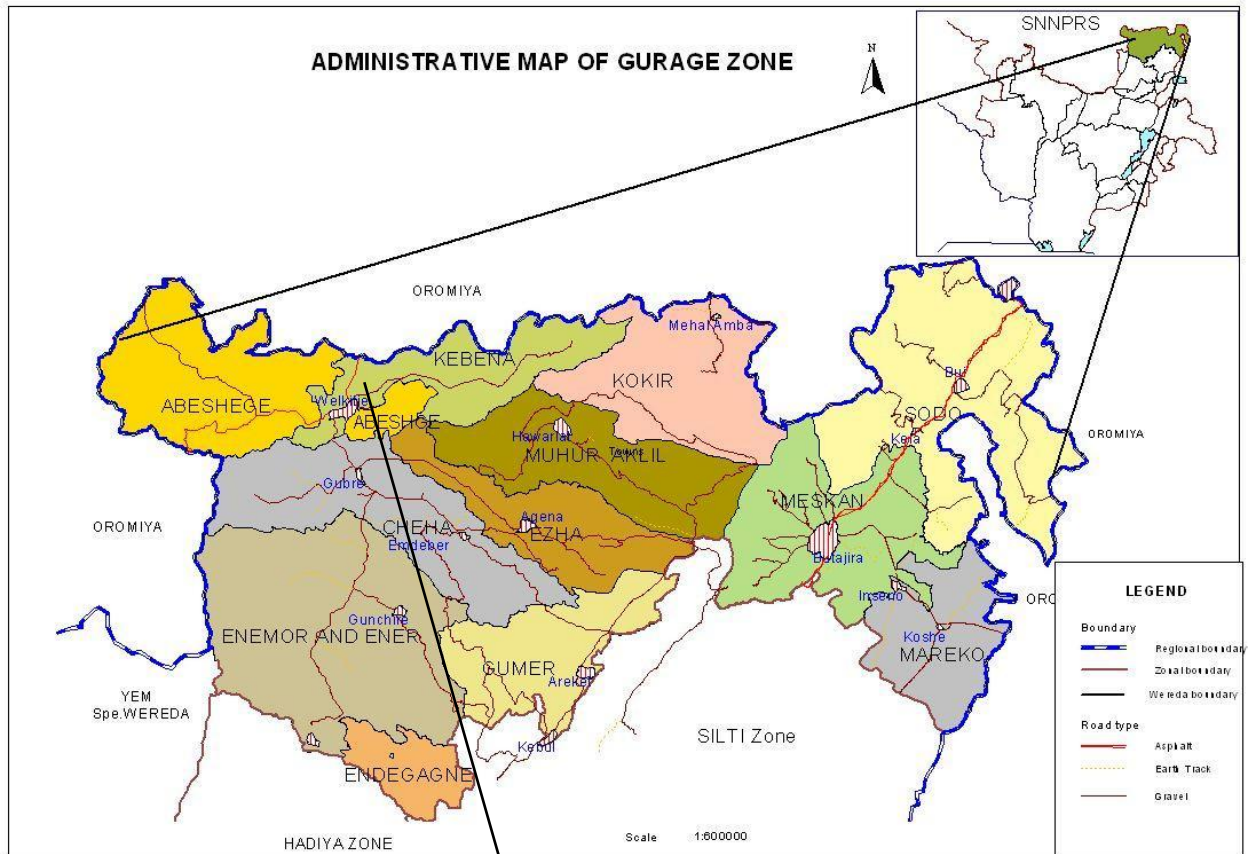


Figure 3.2: Map of Gurage Zone

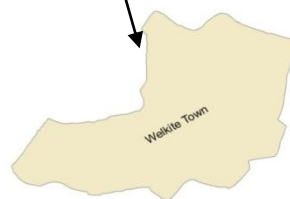


Figure 3.3: Map of Wolkite Town

Source: Gurage Zone Record office, 2017

Population: According to Wolkite Town Administration Municipal Office, 2019, the total number of the population was 118,725, of these, 61,907 were males and 56,818 were females. The growth rate of the population is estimated 2.8% per annual and the crude population density is 267 people per square kilometer. The majority of the population worship Ethiopian Orthodox Christianity with 49.8% of the population, whereas the 37.96% are Muslim; 10.82% are protestant and 1.28% is

Catholic Christian. Regarding ethnic composition around 66.74% are Gurage and the remaining percent is covered by Amhara, Oromo, Kebena, Kembata and many other ethnic groups fulfill the compositions (Gurage Zone Record office, 2017).

3.2. Research design

This study employed a cross – sectional survey research design. The study chosen cross – sectional design because it is the most popular form of survey design used in social science research (Creswell, 2012). In a cross – sectional survey design, the researcher collects data at one point in time. Due to this fact the study was conducted in the four kebeles at one time without any experimental procedure by simply gathering the information using survey questionnaire to describe the practice, opportunities and challenges of good governance that prevail in the town. This design has the advantage of measuring current attitudes or practices, to determine individual opinions about policy issue, help to identify important beliefs and attitudes of individuals. It also provides information in short period of time such as the time required for administering the survey and collecting the information. On the other hand, a cross – sectional study can examine current attitudes, beliefs, opinions, or practices. Survey studies are useful to select and study a sample from a large population and generalize results obtained from sample to population. The principal advantage of survey studies is that they provide information on large groups of people, with very little effort, and in a cost effective manner. Survey allows researchers to assess a wider variety of behaviors and other phenomena that can be studied in a typical naturalistic observation study (Kothari, 2004).

3.3. Research Approach

As Singh (2006) pointed out method is a style of conducting a research work which is determined by the nature of the problem. This study utilized both quantitative and qualitative approaches to assess the practice, challenges and opportunities of good governance in Wolkite town. This method helps to counterbalance the weakness of one method with the strength of the other method. As Dawson (2007) stated many researchers believe that combining of both qualitative and quantitative methods is a good way of approaching research as it enables us to overcome the weaknesses in both qualitative and quantitative research. Due to this, survey method is selected and used to collect the quantitative data, while for the qualitative data interview and focus group discussion were employed (Skordoulis, 2004).

A survey, according to Kothari (2004), is a method of securing information concerning an existing phenomenon from all or selected number of respondents of the concerned universe, while

interview facilitates to have or to get in-depth data on the overall practice, challenges and opportunities of good governance. Furthermore, the qualitative information was used to provide greater clarity and understanding and to support the information obtained from the quantitative survey response (Creswell, 2003). Therefore, these methods are selected with the assumption that they help to obtain precise information concerning the practice, opportunities and challenges of good governance in the Wolkite town administration.

3.4. Target Population

The target Population of this study was household residents of Wolkite town. According to Wolkite Town Administration Municipal Office, 2019, there are a total of 39,339 households in the four selected kebeles of the town, namely, Meneharia, Ediget Chora, Addis Hiwot, EdigetBer, and . It is from this population that sample size was derived. Moreover, in order to consolidate the study included employees of different offices such as justice office, municipal office, administrative office, woreda court office, and communication office, health station, trade and industry, water and sewerage office,

3.5. Sampling Techniques and Sample Size Determination

3.5.1. Sampling Techniques

In this study multiple stages sampling techniques was employed. First, purposive sampling technique was employed to select only four kebeles, because it was unmanageable and difficult to conduct the study in-depth in all Kebeles. Moreover, The second stage was cluster sampling technique was implemented to select households considering the four kebeles as clusters, but to allocate and fix their numbers; proportionate stratified sampling technique was employed. Because each kebele was sampled independently as an independent sub - population, every household in the same kebele has equal chance of being selected, and adequate representation of minority sub – groups of interest could be ensured by proportionate stratification. And also, it increases efficiency of estimators of overall population parameters by choice of the cluster that is heterogeneous over the sampling units within each kebele and makes the survey easier to administer operationally. On the basis of this, proportional allocation rule (the most common) on the sampled data was implemented considering – gender, age, and academic status of the households. The third stage, after fixing the number of households from each kebele, the next one was selection of the specific households. This was done using systematic sampling technique, because in order to cover the area and the distribution fairly.

Moreover, offices such as court, health station, trade and industry, water and sewerage office, Municipal office, and administration also selected purposely. These offices were chosen, because of the availability of large number of customers used these public institutions. Furthermore, purposive sampling technique for interview and focus group discussion were employed. During selection of individuals for an interview age, educational status, social status etc. have been taken in to consideration relevant to the subject under consideration. For the purpose of focus group discussion, a group, which consists of 12 members from the four Kebele were selected based on their knowledge and experience in the subject under investigation. In the overall sampling of the households, gender and age composition were given due attention during the sample time in order to make the sample representative and for cross section of society. Since experience and abilities are needed to understand issues of governance, age was taken in to consideration in time of identifying respondents. Moreover, gender of the respondents also taken in to account in order to see how the governance system affects gender.

35.2. Sample Size Determination

From the target population (the households) of 39,339, a sample of 396 households was determined using a simplified formula for proportion (Yamane, 1967 cited in Engida & Zeytu, 2017) to calculate the sample size for the study at 95% confidence interval and 5% level of precision or marginal error.

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

Where: N= total population size
n= sample size
e=margin of error

$$\begin{aligned} n &= \frac{39339}{1 + 39339(0.05)^2} \\ &= 395.97 \approx 396 \\ n &= 396 \end{aligned}$$

Sample determination for each kebele has been obtained using proportional allocation rule as: $\frac{n_{KH}}{N_{KH}} = \frac{n}{N}$, where n_{KH} = sample size of households from each kebele and N_{KH} = Total number of households of that kebele. Regarding to the sample households from all the four kebeles, systematic sampling technique was employed accordingly and summarized in Table 3.1 given below.

Table 3.1: Households and their Samples distribution in the four kebeles

No	Sample Kebele	Total number of people	Sample people		Total sample
			M	F	
1	<i>Adisshiwot</i>	10,132	76	26	102
2	<i>EdigetBer</i>	7,975	59	21	80
3	<i>Meneharia</i>	12,091	91	31	122
4	<i>Edigetchora</i>	9,141	68	24	92
	Total	39,339	294	102	396

Source: own survey data, 2020

3.6. Sources of Data

As aforementioned the researcher has already set to implement quantitative and qualitative research methods. So data were collected from both primary and secondary sources. The primary data were from sample survey, key informants' in-depth interview, focus group discussion and direct personal observation. Secondary sources like data and factual information from various published materials, official documents such as the constitution and legal instruments, reports, statistical documents were referred.

3.7. Data Collection Instruments

The methods of data collection depend on the nature, the objective, and the method of data analysis and the scope of the study. The availability of data, finance, time, personal and other facility also influence the selection of method used for the study. The main instruments of primary data collection were questionnaire, key informant interview and observation. Secondary data such as project reports, seminar papers, report and information at town level, institutional and official documents recorded on good governance of the sample Kebeles were reviewed and collected.

3.7.1. Primary Sources

A. Questionnaire

Questionnaire is quite popular method of data collection tool to obtain primary information from large sample within limited cost and time (Kothari, 2004). Thus, questionnaire was used in order to obtain primary data from the sample group concerning opportunities and challenges of good governance. The researcher prepared questionnaires as the main data gathering tools because questionnaires are believed to be better to get large amount of data from respondents relatively in

short period of time with least expenditure. Structured questions which included both Close and open- ended type of questions were prepared; the close-ended prepared in the form of Likert-scale (1-strongly disagree; 2- disagree; 3- agree & 4- strongly agree) model for sample household and open-ended questionnaire was added to capture the opinion of the respondents on points that sought further clarification.

Questionnaires for sample survey was prepared based on the objectives, related literature reviews and the conceptual frameworks developed for this study. Questionnaire for sample respondents was prepared in English, but for easy communication purpose translated into the local language (Amharic Language) and the information was collected from respondents by the help of enumerators. The questionnaires were more of structured type and semi-structured questions were incorporated. Prior to the conduct of the study, the prepared questionnaire was implemented for the pilot testing. After the pilot study, the questionnaire was refined and finalized based on the inputs from the pilot survey, which had been administered to 30 randomly selected and were not included in the actual study.

B. Key Informants' In-depth Interview

Key informants in-depth interview conducted regarding the major challenges and opportunities of good governance that encountered the town administration, municipal office, and court in Wolkite town. The challenges and opportunities, interaction and institutional structure and its impact on good governance were the main part of the interview. The main key interviewees of the study were purposely selected and attempt was made to have knowledgeable respondents from various sectors who were supposed to give answers on governance issues. Accordingly, two from justice office, one from municipal office, two from administrative office, one from court, two from communication office, one from youth association and one from trade unions, totally nine in number were selected. Their number in each institution was determined depending on the importance and relevance of information they provided.

C. Focus Group Discussion

Since the ultimate users of good governance practice are residents, they were addressed through focus group discussions. Within Four kebele, an individual group which consists of 8 members was taken. Individuals from municipal office, administrative office, police office, idir leader, merchants who was a member of trade union and youth association also included in the discussion to give their ideas on accountability, transparency, and rule of law and participation of community in the selected public institution. This instrument of data collection was used to crosscheck and to triangulate the data collected from the other sources. Data triangulation was used to overcome the

limitations and biases that steam from using single method and thereby increasing the reliability of the finding.

D. Direct Personal Observation

This instrument of data collection employed, because it was important to consolidate the data and information that gathered through the above three methods. It supported the whole information through personal contact with the events. To this end the researcher personally observed some administrative activities and municipal services that were carried out by the administration and other institutions. In relation to this the researcher had experience in the area since it is the birth place for the researcher. The researcher conducted direct personal observation through informal contact of the service user and in some offices by being presented in office for instance in court because it allowed the researcher to be presented by following the cases.

3.7.2. Secondary Sources

Secondary sources like data and information from various published and unpublished materials, official documents such as the constitution and legal instruments were referred. Moreover, reports and statistical documents were also used in this study.

3.8. Methods of Data Analysis

Data presentation and analysis are one of the core points in this study and were handled as follows. Data collected through the above-motined tools were organized and analyzed by using statistical tools such as percentages, tables, figures and multiple response analysis. Qualitative analysis was also applied to elaborate the data collected through interview and document reviews. Hence, both quantitative and qualitative approaches were analyzed accordingly in the research. Attempts were made to triangulate some works on governance in the country with the data and information that came from the sample households and key informants.

3.9. Ethical Considerations

Taking the severity of the ethical considerations in mind, this study was done with the highest importance placed on ethics, confidentiality, and secrecy. Confidentiality and secrecy of the respondents was emphasized to protect their privacy and dignity. Moreover, permission to administer questionnaires and conduct interviews for research purposes was sought from the relevant authorities. Respondents have been informed of privacy and confidentiality. Thus, the researcher was clearly present the purpose of the study and how confidentiality and anonymity of the participants was protected; informing them that involvement in the study was voluntary; and was free from any intended risk; and their names and the names of their places was kept anonymous.

CHAPTER FOUR

DATA PRESENTATION,DISCUSSION AND INTERPRETATION

4.1. Introduction

As it has been mentioned in the earlier chapter, the purpose of the study was to critically assess the local good governance in the case of Wolkite town, Gurage Zone. The researcher attempted to seek answers based on the specific objectives: to what extent does good governance was prevalent in public institutions both in principles and on the ground; to examine the possible opportunities for enhancing the practices of good governance; and to identify the challenges of exercising good governance in Wolkite town administration. Three hundred ninety six questionnaires were distributed to the selected households across the four kebeles chosen on the basis of the sampling technique employed. All were collected successfully, representing 100% response rate. Generally, this section is organized in the following manner: First, the general information about household respondents were presented, analyzed and discussed. Second, data collected through questionnaires, interviews, focus group discussion, and document review are analyzed and presented with 12 tables followed by discussions and interpretations accordingly.

4.2. Demographic Characteristics of the Respondents

The demographic characteristics of respondents such as their sex, ages and educational background have direct or indirect relations with the way they understand concerning opportunities and challenges of good governance in the town. Considering gender of the respondents, this study comprised of 294 (74.24%) male and 102(25.76%) female respondents. This study considers sex proportion of the respondents because good governance needs the involvement of both sexes. And good governance is not the issue of only men or female, it is the issue of all human beings. In addition to this, the study tried to know how good governance practices affect gender issues in the town. The overall demographic characteristics of the respondents are described mainly in terms of gender, age, and educational background in Table 4.2 below.

Table 4.2: Gender, Ages and Educational Level of Household Respondents

Age			Educational Background						Total
			No formal education	Grade 1 – 8	Grade 9 - 12	Certificate	Diploma	Degree and above	
25- 40	Gend	Male	4	9	15	51	39	59	177
		Female	-	-	4	32	19	26	81
	Total		4	9	19	83	58	85	258
41-55	Gend	Male	6	11	11	15	26	24	93
		Female	-	2	-	11	4	4	21
	Total		6	13	11	26	30	28	114
Above 55	Gend	Male	-	4	2	-	9	9	24
		Female	-	-	-	-	-	-	-
	Total		-	4	2	-	9	9	24

Source: Author construct from SPSS output, 2020

As it can be seen from Table 4.2, 258 (65.15%) of the respondents were in the age of 25-40 and around 114 (28.78%) were within the age of 41- 55, whereas, the remaining 24 (6.06%) were the in the age of above 55. From the total respondents, female respondents consisted of 102(25.76%) and 294 (74.24%) were male respondents. 10 (2.5%) of the sample respondents were in no formal education status and around 386 (97.48%) of the respondents were literate even if there was a difference in their educational level. So the educational status of the participants was very important to understand the issue in which this research was intended to study.

4.3. Transparency and Accountability of Selected Public Institutions

4.3.1. Town Administrative Office

Transparency and accountability are the core principles of good governance. Transparency can be important decision making to be open and clear for stakeholders and it encourages stakeholders' involvement in decision making. Transparency here is important to assess openness and clarity of information, institutional rules and decisions to community members. Regarding transparency in Wolkite town Administration it was not practice well and not exists in some office like municipal. Almost all members of focus group discussion argued that those rules and regulations were not respected by administrators and employees. Access to information in the town was not adequate. The employees were not discharging their duties properly. They revealed that access to print and electronic information were far from the public. Due to this, transparency that is one of the key elements of good governance was disabled in the town administration. Table 3belowshows the perception of respondents on the openness of the service provider employee's in performing their job and discharging their duties.

Table 4.3: Transparency and Responsibilities of Service Providers

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	16	4	17	4.29	32	8
Agree	90	22.7	32	8	122	30.8
Disagree	126	31.8	29	7.57	156	39.5
Strongly disagree	62	15.7	24	6	86	21.7
Total	294	74.2	102	25.8	396	100

Source: Author construct from SPSS output, 2020

As it can be seen in Table 4.3, about 16(4%) of male respondents strongly agree the view that the service provider in the administration were responsible for their job and they discharge their duty and 17(4.29%) of female respondents support the ideas. 122(30.8%) of both male and female respondents were agreed on the service provider employees in administration. whereas 126(31.8%) of male respondents disagree on the service provider employees in the town administration. Similarly, 29(7.57%) of female respondents disagree the service provider employees responsibility in performing their job and discharging their duties. In addition to the above point about 86(21.7%) of male and female respondent were strongly disagree on the service provider responsibility in their job. Thus, the data shows that the town administration's service providers were not transparent and responsible in their work, since disagree and strongly disagree respondents, both male and female, responded 61.2%.

4.3.2. Political Organs and their Appointment in the town Administration

In the democratic system, government officials may be either popularly elected or appointed by higher-level elected officials (Treisman, 2006). On this issue, data from the field study show that, the governance and administrative structure of Wolkite town Administrative consists of a council, an executive committee, sector offices, judiciary and large group of permanent employees. The administrative council members are elected directly by the people from the town residents. They are accountable to the people by whom they are elected, and to the executive committee of the Zonal Administration, and to the executive branch of the region. The Administrative Council (the cabinet), are executive committee who are elected among the members of the Administrative Council and sector heads of the town administration such as Education, Health, Agriculture and Natural resource, Finance and Economic Development etc. Concerning their appointment, an interview held with administrative head of Wolkite town – Mayor who said that once the chairman of the cabinet of Wolkite Town Administration were elected among members of

the administrative council, the rest of the cabinet members are elected and appointed via their submission of the chief administrator's proposal by looking the performance and comment which got from 1 to 5 arrangement in their respective sector office. However, the members of focus group discussion argue that they are not comfortable with the appointment of cabinet or head of sectors and offices. They responded that while the administrative council appoints the cabinet for sector offices they did not make any kind of discussion with the public. Table 4.3 illustrates how cabinets were appointed by violating the ground of transparency and accountability.

Table 4.4: Appointment Selection of Cabinet

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	6	1.5	9	2.27	15	3.8
Agree	33	8.33	13	3.28	46	11.61
Disagree	129	32.57	40	10.1	169	42.67
Strongly disagree	126	31.81	40	10.1	166	41.94
Total	294	74.2	102	25.8	396	100

Source: Author construct from SPSS output, 2020

Table 4.4 above shows that the vast majority 169 (42.7%) and 166 (42.7%) of the respondents disagree and strongly disagree on transparency and accountability of the appointment of the cabinet respectively, and 15 (3.77%), and 46 (11.83%) of the respondents replied as strongly agree and agree respectively.

When the responses of the respondents were combined in such way that strongly agree and agree shows positive opinion on the question and strongly disagree and disagree shows negative impression, it is also observed that, 335 (84.4%) of the respondents have negative impression on the issue, and 61 (15.6%) of them had positive opinion. This shows that, the combination of disagree and strongly disagree, reflected negative view, but agree and strongly agree responded positively, since the negative claim outweighs the positive one, the appointment of the cabinet was not fair.

In addition, in the openended questionnaires, sample household respondents were required to state about the factors that hinder the practice of good governance in the town administration. In this regard, the majority of the respondents' explained that appointment of head of sectors at the town was not fair and transparent; rather it was based on relationship than merits. Therefore, both survey data and focus group discussions show that the appointment of cabinet was based on nepotism and corruption.

As mentioned above there was no transparency or public discussion on issues that affect the communities in the town. It was observed that there was no information flows between different communities due to fear. As it has been indicated above, the community were not participating in identification of problems, and planning them. Thus, the absence of transparency in the town prohibits the people from demanding their rights and working on activities that they were accountable for. This blocks the society from checking their representatives to be responsible for their deeds and actions. This also has a negative impact on the controlling mechanism of public resources which might expose to corruption and misuse of scarce resources.

4.3.3. Transparency and Accountability in Municipal Office

Table 4.5 below illustrates the level of transparency and accountability in the municipal office that is analyzed in terms of speedy and quick services that the office provided for the public.

Table 4.5: Town Municipal Service for Service Users

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	12	3.03	6	1.5	18	4.54
Agree	32	8.08	13	3.28	45	11.36
Disagree	128	32.32	47	11.86	175	44.19
Strongly disagree	122	30.80	36	9.09	158	39.89
Total	294	74.2	102	25.8	396	100

Source: Author construct from SPSS output, 2020

As Table 4.5 shows that the agreement and disagreement opinions of both male and female on this question were weighed the vast majority, 128 (32.32%) of male and with equivalent proportion 47(11.86%) of female reflected their disagreement. In relation to this 122(30.80%) of male respondents and 36(9.09%) of female respondents strongly disagree on the speediness of the municipal office in giving service. Whereas 12 (3.03%) of male, 6(1.5%) of female and 32(8.08%) of male and 13(3.28%) of female respondents strongly agree and agree on the speediness of the service provider in giving quick service for customers respectively.

When the responses of the respondents were combined in such way that strongly agree and agree showed positive opinion on the question and strongly disagree and disagree showed negative impression, more specifically, it was also observed that , 333(84.07%) of the respondents have negative impression on the issue, and 63(15.93%) of them had positive opinion. This shows that, when we combine strongly disagree and disagree, it reflected that respondents, male and female, negatively towards the facilitated service provided by the service providers. To the contrary, few percentages of both respondents claim that as if there were good service provided by the already

mentioned service deliverers. This shows that the municipal office is one of the institution by which the employees were not willing to give service to the public transparently.

In addition, for open ended questions that respondents are required to state about the problem that hinder the municipal office good governance practice, the majority of respondents state that appointment of head of the municipal are not for a long period of time i.e. the management body of the municipal office were stay in his/her position at maximum for one year and it is a big problem for continuity of issues. In relation to this an interview with the current manager of municipal office argued that officials not stay for a long period of time due to the complicity of the office and he added it is one of the worst office in the town which corruption spread and risky for social and personal life of the manager.

In supporting this idea data get from focus group discussion show that the municipal office is the institution for some official and rich section of the society. This office did not serving residents of the town rather it is a source of wealth for official.

Table 4.6: Free Flow of information

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	7	1.76	9	2.27	16	4
Agree	58	14.64	28	7	86	21.7
Disagree	135	34	40	10.10	175	44.19
Strongly disagree	94	23.73	25	6.31	119	30.05
Total	294	74.13	102	25.68	396	100

Source: Author construct from SPSS output, 2020

As depicted in Table 4.6 above 65 (16.4%) of male and 37(9.27%) of female respondents reflected favorable opinions, whereas 229 (57.73%) of male respondents and 65 (16.41%) of female respondent said that they have negative attitude towards the flow of information freely or directly accessibility to the public.

Based on the combined responses of male and female, 294 (74.14%) of total respondents do not have an agreement on the issue, whereas 102(25.67%) of the total respondents expressed their agreement on the question. This implies that, the town administrations are not transparent in reaching the information to the public which play a vital role to have access information about the town administration activities and accountability.

Furthermore, displaying their budgets publicly is one of the activities expected in enhancing transparency. In this regard, survey data also confirm public office's ability to post their budget. Table 6 below shows that both categories of respondents agree on the statement that the town administrations budget is posted in public office. On this statement, the combined 92 (23.21%) of the respondents stated their agreement with the statement while, the combined majority

304(76.79%) of the respondents stated their disagreement, and hence, posting budget in public office is found to be weak which also affirms financial transparency of the administrative is not open to the public.

Table 4.7: The budget is transparently posted to the public by the administration

Response	Respondent categories				Total	percentage
	Male	Percentage	Female	Percentage		
Strongly agree	7	1.76	4	1.01	11	2.77
Agree	66	16.66	15	3.78	81	20.5
Disagree	122	30.80	53	13.38	175	44.19
Strongly disagree	99	25	30	7.57	129	32.57
Total	294	74.22	102	25.74	396	100

Source: Author construct from SPSS output, 2020

Interview conducted with administrative head show that the town administration takes inputs from the community for planning budget. However, when we see the reality on the ground municipal leaders in the town makes the municipal plans and sends it to the town administration. Then the plans are evaluated by the town administration and sent to regions. Here in this process it can be clearly understood that the communities did not participate in setting priorities on the plan. As a result, transparency and accountability were eroded in the process of making town's budget plan.

Most of the households want to have an understanding of administration activities, policies and budgets. In a system of governance that is characterized by transparency, information is expected to be freely available and directly accessible to those affected by such decisions. The administrations decisions are not enforced in a manner that follows specified rules and regulations. The decisions are not vividly observable for the residents of the town. The tradition of sharing public information in a systematic or formal manner is not well developed. However, there are some positive developments on access to information for the public. The researcher observed a quarterly financial statement of the town that is posted within their premises.

4.4. Community Participation

Participation could be direct or through legitimate representation in this actors are involved in decision making process Members of the community need to understand zonal administrations extensive mission, how formal authority is shared and the scope and form of their involvement in governances and voice of citizens is particularly important in all aspects of zonal administration and residents should provide inputs. (Shah 1997 cited in Henok 2007:24) Administrative head of the Wolkite town administration stated that, Participation of state and non-state actors in policy process are considered to be good and there is a mechanism in the town administration through which youth association, females association, private sectors representatives and civil servants can

participate in the decision making. It is also found out that local actors participate in local government decision to a certain degree, they are involved as pressure group but they are abstaining in decision making and the final sayings or decisions are made by council members. The opinions of female and male respondents regarding participation of different actors are not similar to that of the above interviewee. Based on the data from the opinion survey (Table 4.8 below), about 287 (72.51%) of total respondents express their disagreement on the participation of local actors, and but only 109 (27.49%) of the total respondents have the positive opinion on the issue. If strongly disagree and disagree responses are combined to reflect respondents' negative opinion, and strongly agree and agree to reflect positive opinion, the negative opinion of respondents' offset the positive opinion. In relation to this, an interview conducted with the leader of Michael 'Idir' and chairman of Wolkite town youth association show that in the town there are meetings with administration but almost all meetings were closed by discussing what the top administrators were supposed to discuss. The communities were actively provided inputs for the administrators and for all concerned body and administration made promise but not practiced.

Table 4.8: Community participation in decision making

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	6	1.5	6	1.5	109	27.52
Agree	76	19.19	21	5.3		
Disagree	124	31.31	43	10.85	287	72.47
Strongly disagree	88	22.22	32	8.08		
Total	294	74.22	102	25.73	396	100

Source: Author construct from SPSS output, 2020

Another indicator of participation is the government's ability to receive inputs from the public and incorporate in its decision. In these regard, effort made to get information on this issue through focus group discussion shows that community participation is either inadequate or completely absent. They argue that people or beneficiaries are not asked to legitimize or ratify projects identified and formulated by the government. They also said that people must be consulted from the beginning, and they should actively participate in the planning and management of the project. As result, they do not think a certain project as public ownership, rather they sense as government ownership by segregating public from the government. This is due to lack of involving the community from the scratch of planning up to implementing and monitoring the project. The real aspect of participation based on local officials understanding is community's contribution in terms of free labor, local material and work done with this free labor than asking them to give input for policy making.

This data show that the Town Administration ability to receive information from public before enacting decisions is found to be low which again reflects top down approach of planning. Due to this the decisions made by the town administration and the Council are far from reflecting the needs of citizens. Decisions of any kind must be made based on the information at hand. Managers and administrators try to receive information from the environment and incorporate it from their decision. However, the above data shows less level in receiving information from public to make decisions which reflect top -down approach of planning and decision. Study conducted by Meskerem (2007) argues this idea the communities at the town level are not fully participating in the development of their own vicinity. They are not fully informed of what the town Administration is planning or doing rather in some places they watch all the development endeavors of the town. Administrators often notify the communities regarding the plans developed in offices without consulting them during the planning process. They call upon the people to ask them to contribute in terms of labor, local materials or cash to implement the town's plan. Due to this situation, even if the government calls meetings they are not ready to participate in discussions. In addition, sometimes people might not attend the meetings because of the biased idea that the government will not consider their opinions. They prefer to keep quiet particularly for issues related to politics and governance. Some of the reasons for not participating fully could be not giving quick response by the representatives for most pressing issues like construction of low volume road construction, water supply, electricity, tied bureaucracy etc. In this case, if the representatives have informed the communities that there was shortage of funding, they would have understood the situation. In relation to this focus group discussion respondent implicate that in relation to contributing their money for low volume road construction the society specifically the merchants were contribute two times within two years but up to now there is only a promise but not practice by the town administration and municipal office. Interview conducted with the town administrative head on the other hand, stated that the main problem of under development in the area could be due to the existence of large numbers tax invader merchants, rent seeker officials and lack of awareness about the challenges of corruption on the side of the communities were some of the challenges to the development of the areas. Hence, trying to change the attitudes of the community about the disadvantage of corruption through the town communication office and justice office will be conducted with great effort to reach in each community member. However, the communities argue that they have sufficient time for work together with the town administration if they have the motive and commitment to help the community. Public participation on development activities or other administrative issues either individually or in group, explicitly or implicitly is the key to maintain and promote good governance. In this regard, one informant from communication office mentioned that their participation did not proceed along the stages of planning, implementing, evaluating and assessing the results of their discussion. Focus group discussion argued that there are not any institutional mechanisms that allow the people to supervise and evaluate

the concerned authorities regarding the proper implementation of plans. It is not exaggeration to say that the civil servants are not invited to generate new ideas or suggest their opinions on issues that are pre-determined by town higher official. Rather, those who ask questions and raise different ideas or provide options were either marginalized or considered as political opponents. These show the idea of free and competent participation left.

4.5. The Prevalence of Rule of Law in the town first instance Court

Rule of law is a backbone to effective functioning of a country. Good governance, democracy and protection of human rights could only be reached if and only if independent and effective judiciary system along with skilled manpower; law makers, judges and police forces are put in place.

4.5.1. Transparency of the Court

Transparency allows people to get information about the activities of their government. In democratic system getting information is a constitutional right for citizens and critical duties of government to deliver information about the day-to-day operation of the state. Decisions need evidence which is logical for all stake holders. Court decision should be on logical evidence to get trust from the users. Hence, respondents were providing their view in Table 4.9 below.

Table 4.9: Court decision made based on convincing evidence

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	13	3.28	11	2.77	161	40.65
Agree	105	26.51	32	8.08		
Disagree	128	32.32	42	10.60	235	59.35
Strongly disagree	48	12.12	17	4.29		
Total	294	74.23	102	25.74	185	100

Source: Author construct from SPSS output, 2020

As depicted in Table 4.9, 161 (40.64%) respondents perceived that court decisions were made based on convincing evidence. But about 235 (59.36%) of the total participants of the study also reported court decisions were not made based on convincing evidence. When this question was evaluated in terms of gender mainstream about 13(3.28%) and 105 (26.51%) of male respondents strongly agree and agree respectively which support that court decisions were made based on convincing evidence. In relation to this about 11 (2.77%) and 32 (8.08%) of female respondents support the male respondents. But around 128 (32.32%) and 48 (12.12%) of male respondents disagree and strongly disagree on it. And around 42 (10.60%) and 17 (4.29%) of female respondents were also support to the male idea i.e. strongly disagree and disagree respectively. In relation to this town justice office report show that in 2015/16 there were six cases which had been

seen by the town court and the court decided they were free and the prosecutor of the town took the cases to SNNPR High Court and the high court sees all of the six cases and pass decision on four of them based on their crime and the rest two case were free (Wolkite town Justice Office, 2018).

Table 4.10: Focuses on speediness of the court in making of investigation for appropriate decision

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	41	10.35	13	3.28	161	40.65
Agree	90	22.72	17	4.29		
Disagree	113	28.53	47	11.86	235	59.34
Strongly disagree	50	12.62	25	6.31		
Total	294	74.22	102	25.74	396	

Source: Author construct from SPSS output, 2020

As it can be seen in Table 4.10, relating to the trial process of the court about 41 (10.35%) male and 13 (3.28%) female strongly agree on the trial process of the court. In relation to this 90(22.72%) of male and 17 (4.29%) of female respondents were agree on the speediness of the trial process of the court. Whereas 113 (28.53%) of male and 47 (11.86%) of female were disagree. In supporting this idea 50(12.62%) and 25(6.31%) of male and female respondents were strongly disagree on the trial process of the court respectively. Hence, the study result shows about 235 (59.32%) responded were not satisfied by the trial process of the court and 161 (40.68%) of respondents had a positive idea on the speediness of the trial process. However, the researcher understand from group discussion and some key informants there was good progress in the case of court in the trial process and some of them argued that in Wolkite town justice office including police and court were show a good progress in practicing the rule of law in the town when it compared with municipal and administrative office. In Table 4.11 below, there were criminal and civil cases which are recorded in the court. There are civil and criminal related cases starting from 2005-2008.

Table 4.11: Civil and Criminal cases from 2005-2008 E.C in the town court

Year	Type of cases	Pending cases	Newly opened cases	Total	Dead cases	Pending cases
2005	Civil case	143	2267	2410	2208	202
	Criminal case	16	663	679	664	15
2006	Civil case	202	1413	1615	1575	40
	Criminal case	15	335	350	319	31
2007	Civil case	40	3123	3163	3011	52
	Criminal case	31	215	246	243	3
2008	Civil case	52	3454	3506	3502	4
	Criminal case	3	609	612	597	15

Source: Author construct from SPSS output, 2020

There were hardly many pending cases as already stated in the Table 4.11 above. In 2005 there were 217 cases from total of 2812 cases which were pending cases in that year and transferred to next year. Therefore speedy service delivery of the court accounts for about of 92.2% in 2005 Ethiopian year. When it compared with recent happenings i.e. 2008 E.C about 4099 criminal and civil cases were recorded and 19 cases were pending and transferred to 2009 E.C. Therefore, prompt response reaches around 99.53%. This indicates that there is a progressive change in speedy service delivery of the court when one goes from 2005 to 2008 E.C. But within a year there were many cases which were delayed for many months. Consequently it is impossible to boldly conclude that the court service delivery reaches 99.53%. “Justice delayed is justice denied” is a good proverb that directly reflects responsiveness. Therefore, no one can feel comfort when decisions are not on the given time frame.

Table 4.12: Court decisions are free from bias

Response	Respondent categories				Total	Percentage
	Male	Percentage	Female	Percentage		
Strongly agree	14	3.5	9	2.27	174	43.93
Agree	115	29.04	36	9.09		
Disagree	102	25.75	43	10.85	222	56.06
Strongly disagree	63	15.9	14	3.55		
Total	294	74.19	102	25.76	396	100

Source: Author construct from SPSS output, 2020

From the above Table 4.12 one can see that the court decision were free from bias in the level of agreement or disagreement. Based on this 14 (3.5%), 115(29.04%) of male and 9 (2.27%) and 36(9.09%) of female respondents were replying as strongly agree and agree on the decision of court free from bias respectively. Whereas, the vast majority, 102 (25.75%), 63 (15.9%) of male and 43 (10.85%), 14 (3.55%) of female respondents were replying as disagree and strongly disagree on the openness of the court on decision making process.

When the responses of sample households were combined in such way that strongly agree and agree will show positive opinion on the question and strongly disagree and disagree will show negative impression, it is also observed that, 222 (56.06%) of the respondents have negative impression on the issue, and 174(43.93%) of them had positive opinion. This shows that, when we combine strongly disagree and disagree, to reflects negative comment, and strongly agree and agree for positive comment, the negative comment, outweighs the positive one. In relation to this an interview conducted with Town court judge said that in the past two years we made a progressive change on decision making which is free from bias. But, sometimes because of discretionary power of judges and lied witness some decision may be biased. He explainsthat in the town there was excessive lied witness were seen and it had a negative impact on the trial process. This must be overcome by giving public legal education for the society and aware about how it was bad and leads to unjust decision and it is also crime by itself giving false information when they were came in court as witness to benefit offenders.

Table 4.13: Numbers and qualifications of staffs in justice, police and court sectors

			Educational level						Total
			1 up to 4	5 up to 8	9 up to 12	Certificate	Diploma	Degree and above	
Police	Sex	Male	1	3	38	5	8	-	55
		Female	-	-	4	2	4	-	10
	Total		1	3	42	7	12	-	65
Court	Sex	Male					4	3	7
		Female			-		4	-	4
	Total		-				8	3	11

Source: Author construct from SPSS output, 2020

As it can be seen from Table 4.13, concerning the number of staffs and their qualification from the total 76 staff around3(3.94%) were degree holders. From both sectors, around 20 (26.31%) are diploma holders and around 7 (9.21%) are certificate and around42(55.26%) are at 9-12 educational level. The largest percentage of staffs therefore lies in between diploma and grade 9-12.Only 3 (3.94%) degree holders are in the court. Vibhute (2009), in his study of justice system in

Ethiopia reported that there were inadequate number of qualified judges and public prosecutors, outdated and inefficient methods and procedures of the justice delivery system, lack of clarity and coherence in the existing laws, lack of access to justice information, and lack of sufficient number of institutions of legal education and their inability to produce the required number of professionals. So from the above five tables (from 4.9 – 4.13) and from open-ended questions major challenges that hinder the practice of good governance in the town it can be argued that rule of law at the town level were not well practiced. In relation to this Meskerem (2007) in his article entitled status of local good governance in Ethiopia argue that there are courts though which is not fully equipped with sufficient number of skilled manpower to serve the population to the required quality compared to the number of cases received. Regarding the police force in the Town, they are few in number and the necessary equipment to work with is not in place. This delays them from carrying out their tasks fully. Due to lack of budget for transporting those hurt the police are fronting difficulties and cannot particularly help those that need the help most (the poorest of the poor) in kebeles. On the other hand, those that are better-off economically however, cover their own costs (Meskerem, 2007). There are also local militias assigned to assist the police that are elected by communities. Their core duty is stopping people living in communities from committing misconducts though they have no order to capture individuals. Due to the shortage of the required and skilled manpower in the judiciary system, dependency on each other; kebele social court on town court and town courts on regional courts seems inevitable negating the devolution of power.

4.6. Challenges of Good Governance in Selected Institution in Wolkite town

Good governance also requires that institutions and process try to serve all stakeholders within reasonable time frame. It is the ability of public management to give due concern to the needs and interests of its constituent.

4.6.1. The Town Administration Problems

The Wolkite town administrative office head confirms that there were a number of questions that the public raised. Among them a question of water supply, electric city and internal road are the main questions of the people. He ensured that the town administration is trying to do the possible in town capacity however, some issues are above the town administration capacity the other are also over the regional government.

In the open ended part of this question respondents argued that a discussion on good governance issue had been held one up to two times per year. But the major public problems such as road, water supply, electricity and giving of quick response for civil servants that were discussed in the

meeting were not solved. According to the service providers idea there was an interesting discussion with the people in approving of semiannual and annual plan of their Kebele, in selecting of patriots of development and in developing awareness on growth and transformation plan and business processing reengineering. Service users had not negated the service provider's idea. But the discussions were not in line with service user's expectations and crucial problems raised in the discussion were also solved for formality only. Furthermore, those that are active and engaged do so mostly through meetings and tend to have a more favorable and 'empowered' view of citizens' ability to effect change. Focus group respondents also agreed that in the town administrative there is a wide range of prevalence of rent seekers and disagreement among the town cabinet themselves. Most of the Kebele administrators are self-interested and different officer in the town were rent seekers when they were in position. In supporting this idea there were around 9 hector land were taken by Kebele administration from this only 4 hector were turned back by the town administration (Wolkite town administration, 2017).The solution of the focus group participants were formulating a smart policy cannot be an end in itself and serves for a shot run only. The only thing is practicing it in the ground. For this not to happens, an intensive and extensive effort should make to find out the rent seekers. Lines of transparency and accountability should be also strong. Furthermore, the result that was obtained from the open ended questions shows a direction in evaluating the condition of governance in the town. They had been elaborating their view regarding to any exemplary effort that was made by the town administration to enhance sound governance. In general, most of the respondents had negative response to the effort of the town towards good governance. When they explain their view they said that:

- ❖ Lack of participatory planning due to the exclusion of the communities right from the design stage of planning up to implementation which otherwise could have inculcated ownership of the programs and projects.
- ❖ Discrimination between rich and poor- whenever you want to get something, you have to commit an illegal action that is corruption. Therefore, the rich can afford to pay it not the poor. Therefore, justice is unable to reach at the door of the poor. Only the affluent or the well to do individuals have been getting their need by giving of corruption was their idea.
- ❖ Weak collaboration between the leader and the people.
- ❖ Absence of checking and controlling mechanisms.
- ❖ Lack of speedy response- many young people of the town had organized them to participate cooperatively in alleviating their poverty in particular and to improve their country's economic status in general. However, they could not get adequate support from the concerned town administrators to pursue their plan. According to the grouped

youngsters view on the side of them everything had been completed to start. But the concerned town administrators were not encouraging us to practice it. These cooperatives had been getting training in the region pertaining of their project. But they viewed the encouragement that was made by the region was so satisfactory but it becomes a hopeless in the town and Kebele level. According to them the town and Kebele wrongly interpreted the instruction disseminated from above.

- ❖ Policy implementers do not understand what they are going to implement. Administrators and development agents have not been consonant among each other. The development agents have been served as messengers of the administrators without knowing the message of their task.

4.6.2. Municipal Office Problems

In relation to the above idea open ended question results indicate that the level of corruption in municipal office is high. The commonly listed reasons are:

- ❖ weak relationships between the town administration and the community
- ❖ Absence of knowledgeable and skilled leaders and individuals.
- ❖ Weak controlling mechanism of the town.
- ❖ The participation of Kebele leaders and political party member in corruption practice. The scope of corruption can be petty and grand corruption. In supporting this idea the town good governance command post report shows that there are around 9 hector of urban land among this 5 hector were taken by 13 political party member people and 4 hector were taken by 16 kebele administrators (Wolkite town administration, 2016).
- ❖ A government's measures on corrupted people also encourage the corruption process. Because the measure taken over corrupted officials is changing the person from office to another office or from one kebele to the other. Corrupted person cannot be punished based on the level of its crime according to the criminal law of the state.

4.6.3. Court Problem

The open ended question and focus group discussion results shows the problems of the court were mostly in creating awareness for the society. Key informant from justice office argued that in town court human power were not well educated almost all of them diploma and only Three judge were degree holder and it creates gape on the decision making of the judge. However, there are some positive developments in relation to controlling peace in the town. Key informants from youth association, Idir and justice office argued that the administrative justice office and police office were achieved a good progress in prevailing of stability in the town which is a humble for the town

in the previous period specifically in relation to thief and fight. The town administration, municipality and trade and industry, land administration are identified as the main corruption areas in Wolkite town administration. Generally there is a symmetrical relationship between good governance and corruption; good governance curbs corruption in the same way that the disappearance of corruption in a polity enhances good governance (ECA, 2002). Good governance must be effective and equitable in order to promote the rule of law. Indeed, transparency and accountability are two key elements to combat corruption (UNDP, 1997). So to avoid corruption there must be transparency and accountability of public official. Good governance is not a new thing it is being white paper.

4.7.Opportunities of Practicing Local Good Governance

4.7.1. Major Policies that Influence Local Governance

Policies and strategies have been formulated to facilitate the devolution of power down to the lowest units of government. Some of the most important documents that elaborate the decentralization process/devolution of power are:

A. The Constitution of the Country

The country's constitution that was adopted in 1994 clearly indicates that rule of law will be respected and that development at each level of government (federal, regional, zonal and Woreda) will be guaranteed. While trying to achieve development, it is indicated that the rights of citizens would be respected. Functions of government at all levels shall be transparent and officials shall be accountable to the people. If these are not fulfilled by elected representatives or officials they shall be questioned and proper action will be taken.

It is reflected that adequate power/devolution shall be granted to the town as center of development so that the communities participate in the development of their vicinity. For the details on the state powers refer to the constitution.

B. Growth and Transformation Plan (GTP)

GTP reflects that good governance is the key combat corruption. The mechanism for fighting corruption was by enhancing transparency and accountability. Good governance initiative will be supported by information technology and expansion of civic education and the public service delivery system will be modernized by efficient, fair and transparent service delivery.

C. Agricultural Development Led Industrialization (ADLI)

PASDEP, reflects that the ADLI strategy will be pursued focusing on the private initiative of farmers and shift to diversification and commercialization of agriculture. To apply this strategy, the government will give support to the democratization process and to Woreda/district level capacity building.

D. Decentralization

Generations of decentralization of power in Ethiopia included decentralization of powers and functions of the state to autonomous regional governments and the second generation involves shifting decision-making closer to the people at the administration level in a more comprehensive program. This paper deals with the second generation decentralization. Devolution of power to the regional governments and administration in implementing the economic policies and development programs would continue by assessing the needs and providing capacity building trainings at the lowest level. To strengthen the town's resource base, regions are sending block grants to the administration so that they will be able to decide on expenditures for priority areas.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1. Introduction

In this chapter the conclusions and recommendations are discussed. The conclusions are based on the results and findings of the study. Based on the conclusions recommendations are made to Wolkite town administration, concerned government bodies, to stakeholders.

5.2. Conclusions

Based on the findings of the study the following concluding ideas were forwarded. The major constraining factors that challenged the practice of good governance in Wolkite town administration are

- Thepoorness of local governance in administration; this implies weak network and cooperation between the administration and other stake holders in the society such as civil society organizations, private sector, and other governmental organizations.
- Weak interaction and relationship between people and leaders, this implies, the administration is not transparent and not gives chance to the public to participation in policy formulation and decision making.
- Lowaccountability of government officials to the public. This was due to absence of information to the public scrutiny and failure of the administration to allow the society to involve in examining and improving its overall performance.
- The level of community participation was poor in terms of information, consultation, involvement, collaboration and empowerment. The society has a good potential for participation due to the presence of awareness and interest for participation in the society.
- The expansion of corruption and discrimination in time of providing service specifically in municipal office were highly prevailing.
- The practices of rule of law in the selected public institutions were poors, this implies the service giving institutions were not open for public reviewed and evaluation.Lack of speedy response to the society articulated problems.
- Leaders have political competence but did not have administrative skill and knowledge; this implies leaders were assigned by political commitment rather than their efficiency.

5.3. Recommendations

Based on the findings and conclusions of the study, the following recommendations are made for measures to be taken by the concerned bodies.

- ❖ The administration should develop institutional mechanisms that can enable the public to make direct participation and provide information to the public in the way that can be easily accessible by everyone inexpensively. In addition to these it would more helpful if the administration develop its own web site. It is also necessary to establish organized information center in the administration and strengthen town's communication office that can facilitate easy accessibility of all information.
- ❖ To avoid the problem that were encountered in the municipal office the following are recommended:- maintaining skilled and knowledgeable through empowering the capacity of the municipal staffs by providing short and long term trainings and establishment of local control mechanisms and the introduction of sanctions for rent seekers misusing their authority for their own profit.
- ❖ To apply transparency in the institutions, all service giving institutions need to be open for public review and evaluation. If the institutions are feared public review and evaluation of their administration by no means they could be said transparent.
- ❖ Rule of law according to the FDRE constitution is one of the highest laws in the country and it is expected that all members of the country should be under the law. Especially government institutions needs to be abide by the laws of the country. Thus, some form of correction in this matter relevant for institutions.
- ❖ Empowering the capacity of judges by providing short and long term training that could help them for providing consistent, transparent and proportional decision. Moreover, lack of human power has been observed in the court. This was the main thing for the delay of justice in the town. Henceforth, adequate and outfitted human power should be assigned. The court should be equipped with necessary materials to deliver convincing, speedy, and open service.
- ❖ Concerned bodies should design a way for the public to enhance awareness about law by using formal and informal mechanisms, because informed people will reduce the number of complains and crimes that come to the court.
- ❖ The town administration should be better in fostering its interaction and cooperation with various stakeholders in the society. This can be done by providing various opportunities that promotes communications and working in collaboration to solve common problems of the society. Policy makers should follow bottom up approach in order to account for the

problems and interest of the society. It is necessary to receive feedback from the society through citizen report card or by establishing common suggestion boxes.

- ❖ The town administration advised to improve transparency and accountability through enhancing the flow of relevant information and increasing the level of public participation in policy formulation and decision making. The administration recommended nominating leaders by efficiency rather than other criteria.

References

- Abdalla, M.(2010). Governance for the Future: Democracy and Development in the Least Developed Countries, Retrieved from <http://www.un.org/pecialrep/ohrlls/ldc/governancereport.pdf>. Accessed: 15 october2016
- Alexandra Wilde, et al (2009), A Users' Guide to Measuring Local Governance and Good Governance: A case of peri-urban customary Ghana, fig Congress, Sidney. Retrived from <http://www.undp.org/oslocentre/docs09/LGGuide2July.pdf>. (Accessed: 3 october 2016)
- Anowar, S.M. (2010). *Impact of Good Governance on Development in Bangladesh*, Institute of Society and Globalization, Roskilde University, Denmark
- Azmat, F &Coghill, K 2005, 'Good Governance and Market-based Reforms: A Study of Bangladesh', *International Review of Administrative Sciences*, vol. 71, no. 4, pp. 625-38
- Belay.(2012).Assessment of Governance and Administration of Urban Land: of AbiAdi Town, Tigray Regional State, Ethiopia
- Boko, S.H.(2002).*Decentralization and Reform in Africa*, Kluwer Academic Publishers
- Caporaso, James A.(1989). The Elusive State: International and Comparative Perspectives. Newbury Park, CA: Sage Publications, Inc.
- Creswell, J.W. (2003), Research design: Qualitative, quantitative,and mixed methods approach.Thousand Oaks, California: SAGE publicationInc.
- Creswell, J.W.(2012). Educational Research: Planning, Conducting, Evaluating Quantitative and Qualitative Research (4th ed.),University of Nebraska – Lincoln.
- Dawson, C.(2007). A practice Guide to Research Methods; User – friendly manual for mastering research techniques and projects; Third Edition: British Library Cataloguing in Publication Data
- Dessalegn R, Akalewold, Yoseph E. (2008). *CSOs/NGOs in Ethiopia Partners in Development and Good Governance*, A Report Prepared for the Ad Hoc CSO/NGO Task Force Addis Ababa
- Economic commission for Africa.(2005). *African Governance Report*, Addis Ababa, Ethiopia
- EngidaMeleseSimegn&ZeytuGashawAsfaw.(2017).Assessing the Influence of Attitude Towards Mathematics on Achievement of Grade 10 and12 Female Students in Comparison with their Male Counterparts: Wolkite, Ethiopia,*International Journal of Secondary Education*, Vol. 5, No. 5, pp. 56-69
- FDRE (1995).*The Constitution of the Federal Democratic Republic of Ethiopia, (Unofficial English Translation), Chapter 5 Article 50, sub-article 4*
- Fukuyama, F. (2013). What is Governance? Center for Global Development, Working paper, London: Cornell University Press.

- Global Strategy for Good Governance (2017-2021).(2017), People in Need, Revised September 2017
- Guide to Good Governance Programming.(2010).A resource for planning, implementation and learning.” Internal draft for comment and reflection June 2010.Mercy Corps, mercycorps.org
- Gupta, S.(2007).Research Methodology and Statistical Techniques; Post-Graduate. Department of Commerce University of Jammu, Jammu; published deep& deep publications put, ltd, f-159, Rajuori Garden, New Delhi- 110 027
- Hope, K. R. (2008). *Poverty, livelihoods, and governance in Africa: Fulfilling the development promise*, NewYork: Palgrave Macmillan
- HRC.(2012).The role of good governance in the promotion and protection of human Rights
- IDPAA PRIA. (2001). *Democratic Governance and Poverty Eradication in South Asia*; Regional Advocacy Training Program for Civil Society Members, Module 1
- Jilles L.J. Hazenberg.(2016). ‘*Good Governance Contested: Exploring Human Rights and Sustainability as Normative Goals*’ in Holzhacker R., Wittek R., and Woltjer J. (eds), Decentralization and Governance in Indonesia
- Justice Office. (2016). MezagibtenMermeroYemasewosen File, Wolkite city Justice Office.
- Kaufmann, D., Kraay, A. and Mastruzzi, M.(2006). "Governance Matters V: Aggregate and Individual Governance Indicators for 1996 - 2005," W. Bank, Washington, D.C.: World Bank.
- Kauzya, J.M.(2003). Local Governance Capacity – Building for full – range Participation: Concepts, Frameworks, and Experiences in African Countries
- Kendey Fanta. (2012). Challenges and Opportunities of Good Governance: In Addis Ababa City Administration, *Laplambert Academic Publishing*
- KibreMoges. (1994). ‘The conceptual Framework for Fiscal Decentralization in Eshetu Chole (Eds), Fiscal decentralization in Ethiopia’. Addis Ababa: Addis Ababa University Printing Press
- Kothari, C.R.(2004).Research Methods and Techniques (2nd Ed.).University of Rajasthan, Juipur (India), New Age International.

- KumeraKanea.(2006).Decentralized Governance and Service Delivery: A Case Study of Digelu and TijoWoreda of Arsi Zone in Oromia Region
URI: <http://localhost:80/xmlui/handle/123456789/10583>
- MeskeremShiferaw.(2007). Status of Local Governance at Woreda/District Level in Ethiopia, *The 4th International Conference on Ethiopian studies*. Western Michigan University
- MezgebeGebrekristos.(2007). Beginning to Begin: Good Governance in the Next Ethiopian Millennium
- Mizanie Abate.(2017). Addressing Good Governance Issues through Human Rights Protection in Ethiopia, Ethiopian Human Rights Law Series(Volume-Ix)Addis Ababa University - School of Law
- Muhammad.(2006).The performance of woreda decentralization program in Amhara National Regional State, Ethiopia.
- NegalegnMamoBizuneh.(2010). An assessment of the current status of decentralized governance and self-administration in Amhara national regional state: Department of administration and developmentmanagement,Addis Ababa, Ethiopia.
- OHCHR.(2007). Good Governance for the Protection of Human Rights
- OHCHR.(2010).History Principles,Roles and Responsibilities, New York and Geneva
- Olowu, D.(1999). Local Governance, Democracy, and Development, in R. Joseph (ed.) *state, Conflict, and Democracy in Africa*, pp.255 – 296. Boulder, CO: Lynne Rienne
- Ortinau B. (2006). *Marketing Research*, New York: McGrawhill
- Rachel, M.G. (2012). *Governance as a concept, and Why This Matters for Development Policy*: Working Paper, UNU-WIDER
- Ram, P., P.(2017). Challenges and Prospects of Good Governance in Reduction of Poverty: A Case Study of Buee Town 01 Kebele, Ethiopia
- Research Triangle Institute. (1997). *Democratic Decentralization*, A paper prepared for the United States Agency for international Development
- Report of the Commission on Global Governance Our Global Neighborhoods.(1995).
<http://www.itcilo.it/english/actrav/telearn/global/ilo/globe/gove.htm>
- Romeo, L.G.(2003). *The Role of External Assistance in Supporting Decentralization Reform*, Public Administration and Development, vol. 23, no. 1, pp. 89-96
- Shah, A.(2006).*Local governance in developing countries*, Washington DC: World Bank Publications. doi:10.1596/978-0-8213-6565-6
- Shah, A. (2008).*Public Sector Governance and Accountability Series; Macro Federalism and Local Finance*, Washington DC:The World Bank
- Sharma, K.(2006). Decentralization Dilemma: Measuring the Degree and Evaluating the Outcome.*The Indian Journal of Political Science*, n1 42(1):53.

- Singh, Y. K. (2006). *Fundamentals of Research Methodology and Statistics*, India teachers, leaders, and supervisors in Ethiopia: The framework. Addis Ababa
- Skordoulis, R. (2004). *Management in Higher Education: Top down or bottom up*. International journals of applied management education and development, 1(3)1-17
- Sisay A.(1996). *Legal and Institutional Aspects of Municipal Administration in Ethiopia*,unpublished MA Thesis
- Smith, B. C. (2007). *Good Governance and Development*, Palgrave Macmillan
- TekleTuke, Karunakaran,R., RobaHuka.(2017).Role of Local Government for Community Development – A Study in AletaWondo Town Administration, Sidama Zone, SNNPR State, Ethiopia, IOSR Journal Of Humanities And Social Science (IOSR-JHSS) Volume 22, Issue 9, Ver. 14, PP 64-71
- Tessa Maryze. (2012). *Good Governance and Development in Sri Lanka: Peace, Growth and Equity*, Erasmus University: Rotterdam: Netherland
- Thomas, C. and Sasika, B.(2014). *Accountability, Transparency, Participation, and Inclusion A New Development Consensus*, Carnegie Endowment for International Peace.
- Treisman, D. (2002). *Defining and Measure of Decentralization*, Department of Political Science University of California, Los Angeles
- Turner, M. and Hulme, D. (1997).*Governance, administration and development: Making the state work*. London: Macmillan Press LTD
- UN .(1948). Universal Declaration of Human Rights adopted and Proclaimed by the UN General Assembly in resolution 217 A (III) of 10 December 1948 at Paris
- United Nations Department of Economic and Social Affairs.(2007). *Public Governance Indicators: A Literature Review*: New York
- United Nations Economic and Social Commission for Asia and the Pacific.*What is Good Governance?*Retrieved from http://www.unescap.org/pdd/prs/projectActivities/Ongoing/gg/governance_e.asp.accessed on septmber 3, 2016, 9:25:28 AM
- United Nations Development Programme (1997). ‘Governance and Sustainable Development,’ Retrieved from <[http:// magnet.undp.org/policy/default.html](http://magnet.undp.org/policy/default.html)>
- UNDP. (2005). Took lit for localizing the millennium development goals, original source; DFID (2001).Meeting the challenges of poverty in urban areas; UK department for international development cited from Evan, I, Amy, S, and Aron, L: (2007). *Measuring and strengthening local governance capacity: the local governance barometer*. P 4-5

- Vibhute (2009), Comprehensive justice system in Ethiopia: The baseline study report a review, volume 6, No.6: 27-35
- Wahed, U. (2010). People's Participation for Good Governance: A study of Rural Development Programs in Bangladesh
- Wolkite Town Administration.(2018). Good Governance Quarterly Report 2017-2018. Wolkite Town
- World Bank .(1996).Government that Works: Reforming the Public Sector, Bangladesh, Private Sector Development and Finance Division, South Asia Region, The World Bank
- World Bank.(1989).From Crisis to Sustainable Growth: The Long-Term Perspective Study on Sub-Saharan Africa (The "LTPS"). Washington, DC
- World Bank. (2007b). 'A decade of Measuring the Quality of Governance: Governance Matters 2007'. *Worldwide Governance Indicators, 1996-2006*. Washington DC: International Bank for Reconstruction and Development/World Bank
- World Bank.(1999/2000). 'World Development Report', Entering the 21st century Washington: Oxford University press
- World Bank. (2010). 'Worldwide wide governance indicators', *Country Data Report for Ethiopia, 1996-2010*. Retrieved from <http://www.govindicators.org>.accessed on October 19, 2016, 3:58:22
- YeshtilaWondemenhBekeleand Jose, K., D.(2016).Decentralized Local Governance and Poverty Reduction in Post-1991Ethiopia: A Political Economy Study, Politics and Governance (ISSN: 2183–2463), Volume 4, Issue 4, Pages 1–15, DOI: 10.17645/pag.v4i4.590
- Yilmaz, S., andVenugopal, V.(2008). Local government discretion and accountability in Ethiopia (International Studies Program Working Paper, 8–38), Washington DC: World Bank.
- ZemelakAyele (2009), Decentralization and Local Governance in Ethiopia, paper presented at Local Government Bulletin Conference, 23 July 2009. Retrieved from <http://www.community law centre.org.pdf>.accessed on November 2, 2016, 4:07:58 AM

Appendix A

Addis Ababa University College of Education and Behavioral Studies Department of Civics and Ethical Education

Survey Questions for community and government employees (civil servant)

Dear sir/Madam

This questionnaire aims at assessing the challenges opportunities of local good governance in Wolkite town administration and thereby recommending possible solutions for the problems identified. It is conducted only for academic purpose and doesn't affect you personally in any corner. Since your cooperation plays a vital role for the success of this study, you are kindly requested to complete this questionnaire honestly as much as possible. Regarding confidentiality, the whole process of questionnaire administration is set up secretly. In addition to this, all your responses will be kept confidential and used only for the purpose of this study.

Please note that:

- You are not expected to write your name anywhere in the questionnaire.
- To indicate your response put “X” or “√” in the boxes provided.
- For the questions that require written responses, use the blank space provided.

Thank you in advance for your cooperation!

General instruction: Read the following items and respond to each question by putting a tick mark (√) to your choice and/or providing a short answer where necessary. Please, do not leave the open ended questions unanswered.

Part 1: **Personal information**

1.1. Gender

Male ☐ Female ☐

1.2. Age 25 - 40[] 41- 55[] above 55 []

1.2. Educational Background

No formal education [] Certificate []

Grade 1 - 8 [] Diploma []

Grade 9 – 12 [] Degree and above []

I. Transparency and accountability

1. The service provider employee's responsible in performing their job and discharging their duties.
A. Strongly agree C. Disagree
B. Agree D. Strongly disagree
2. Information flow free or directly accessible to those who will be affected by such decisions or enforcement.
A. Strongly agree C. Disagree
B. Agree D. Strongly disagree
3. Does the administration's activity on providing the public with regular and clear information about its decisions, achievements, services and budgets.
A. Strongly agree C. Disagree
B. Agree D. Strongly disagree
4. Appointment of executive body (cabinet) is transparent and based on accountability.
A. Strongly agree C. disagree
B. Agree D. Strongly disagree
C.

II. participation

1. The city administration mostly calls meeting the public to discussing the community problem and give quick solution.
A. Strongly Agree C. Disagree
B. Agree D. Strongly disagree
2. The city municipal office are well function their organizational responsibility and they are accountable for their action
A. Strongly agree C. Disagree
B. Agree D. Strongly disagree
3. The administrative provides various opportunities to participate the society and others that are affected by decisions of the administration?
A. Strongly agree C. Disagree
B. Agree D. Strongly disagree

III. Rule of Law

1. The court decision are free from bias
A. Strongly agree C. Disagree
B. agree D. Strongly disagree
2. Do you think court decisions are made based on convincing evidence?

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

3. The trial process of the court in terms of time is short and quick

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

iv. General questions about the town

1. What is your suggestion about the weakness and strengths of the administration in relation with good governance?

2. What are the main problems of Municipal in giving quick decision to complaints?

3. What must be done to reduce the lack of good governance in the Town

Appendix B

አዲስአበባዩኒቨርሲቲ

የትምህርትና የባህሪ ጥናት ኮሌጅ

ስነ ሜገስትራትና የትምህርት ክፍል

ለወልቂጤ ከተማ ነዋሪዎች የተዘጋጀ መጠይቅ

በዚህ ጥያቄ ጥናቱን የሚያካሂድ ደውበወልቂጤ ከተማ ያሉ የመልካም አስተዳደር ችግሮችን ለመዳሰስ ነው።

በመሆኑም ይህ ጥናት ለትምህርት ስለ ሚውል ማንኛውም ምብቃል ወይም በዕሁፍ የሚሰጥ ምላሽ በሚሰጥ የሚያዝ ነው። በመሆኑም እናንተ በምትሰጡት ምላሽ ላይ የተመረከበ ውጤት ያለው ስራ/ ጥናት ለመስራት ያግዘኝ ዘንድ ከምንም ነገር ነፃ ሆነው ያሉትን ችግሮች እና እውነታዎች እንዲመልሱልኝ ሥል ከታላቅ አክብሮት ጋር እጠይቅዎታለሁ።

ስለትብብርዎ ከልብ አመሰግናለሁ!!!

ትኩረት፡

- ስም መጻፍ የተከለከለ ነው።
- ቦታ ካነሳችሁ በጀርባ ያለውን ባዶ ቦታ መጠቀም ይችላሉ።
- ለእንደ ጥያቄ አንድ መልስ ብቻ ያስቀምጡ።

ከዚህ በታች በተዘረዘሩት መጠይቆች መልስ ይሆናል ብለው የሚያስቡትን ከተሰጡት አማራጮች የ (✓) ምልክት በማድረግ ወይም በባዶ ቦታው ላይ በማስፈር ይመልሱ።

1.ክፍል አንድ፡ የተሳታፊዎች የግል ሁኔታ

1.1.ጾታ፡ ወንድ □ ሴት □

1.2.እድሜ 25 - 40 [] 41- 55 [] ከ 55 በላይ []

1.3.የትምህርት ሁኔታ፡

መደበኛ ትምህርት ያልተማሩ []

ከ1 - 8 ክፍል [] ስርተፍኬት [] ዲፕሎማ []

ከ9 - 12 ክፍል [] ዲግሪና ከዚያ በላይ []

I) ግልፅኝነት እና ተጠያቂነትን በተመለከተ

ከዚህ በታች ለተዘረዘሩት ጥያቄዎች በርስዎ ግንዛቤ መሰረት በጣም እስማማለሁ (በእስ)፣ እስማማለሁ(እስ)፣ አልስማማም (አልስ) እንዲሁም በጣም አልስማማም (በአልስ) በሚሉት እያንዳንዳቸው አማራጮች ስር የ (✓) ምልክት ያስቀምጡ።

ተ.ቁ.	ሃሳቦች	በእስ	እስ	አልስ	በአልስ
1	አገልግሎት ሰጪዎች ግዴታቸውን በሚገባ ይፈፅማሉ።				
2	ማንኛውም መረጃ ለማህበረሰቡ ተደራሽ ነው				
3	አስተዳደሩ ስራዎችን ወቅታቸውን ጠብቀው ያከናውናሉ።				
4	ከተማው ስራ አስፈጻሚ አካላት ምርጫ ግልፅኝነት እና ተጠያቂነትን በተላበሰ መልኩ ነው።				
5	የከተማው አስተዳደር ለማህበረሰቡ የከተማው በጀትን በግልፅኝነት ያሳውቃል።				
6	የከተማው አስተዳደር ስራውን በሃላፊነት እና በተጠያቂነት ይሰራል።				

II) የማህበረሰቡ ተሳትፎን በተመለከተ

ተ.ቁ.	ሃሳቦች	በእስ	እስ	አልስ	በአልስ
1	የከተማው አስተዳደር ማህበረሰቡን በማሳተፍ በጋር ውይይት በማድረግ የማህበረሰቡን ችግር በጋራ ይፈታል።				
2	የከተማው ማዘጋጃ ስራውን በሃላፊነት እና በተጠያቂነት ይሰራል				
3	አስተዳደሩ ማህበረሰቡ ውሳኔ አሰጣጥ እንዲሳተፍ እድሎችን ይሰጣል				

III) የህግ የበላይነት

ተ.ቁ.	ሃሳቦች	በእስ	እስ	አልስ	በአልስ
1	የከተማው የመጀመሪያ ፍርድ ቤት ውሳኔዎች ከአድሎ የፀዱ ናቸው።				
2	የከተማው ፍርድ ቤት ውሳኔ ሲሰጥ መረጃን መሰረት በማድረግ ነው።				
3	ከተማው የመጀመሪያ ደረጃ ፍርድ ቤት የፍርድ አሰጣጥ ሂደት ፈጣን ነው።				

4. ስለ ከተማው አጠቃላይ ሁኔታ:-

1. በከተማ አስተዳደሩና ከመልካም አስተዳደር አተገባበር አንፃር ያለው ጥንካሬ ካሉ ቢገልፁልን።

[illegible]

2.በከተማው አስተዳደር አሉ የሚሏቸው የመልካም አስተዳደርችግሮች ካሉ ቢገልፁልን።

[illegible]

3.የከተማው ማዘጋጃ ቤት ለሚቀርቡ ቅሬታዎች ቀልጣፋ ውሳኔ የማይሰጥበት ዋና ምክንያት ምንድን ነው በለው ይገምታሉ?

[illegible]

-----::

4.በከተማው ውስጥ አሉ የሚሉትን የመልካም አስተዳደር ችግሮች ለመቀነስ ምን መደረግ አለበት ይላሉ?

-----::

Appendix C

Addis Ababa University
College of Education and Behavioral Studies
Department of Civics and Ethical Education
Interview Guide for administrators

Dear Respondent

With this questionnaire, the researcher intends to assess the current status of Decentralized Governance and Self -Administration at Wolkite town administration. Since this study is intended to conduct a research for academic purpose, I assure you that all verbal and written responses are confidential. Therefore, you are kindly requested to respond each question honestly. Regarding confidentiality, the whole process of the interview administration is set up secretly. In addition to this, all your responses will be kept confidential and used only for the purpose of this study and will not be disclosed to any third party.

Thank you in advance for your cooperation!!!

Please note that: You are not expected to mention your name.

1. Personal data

1.1. Gender

Male ☐ Female ☐

1.2. Educational Background _____

1.3. Year of work experience _____

2. Question related to good governance practice

1. Is there any structure and control mechanisms within the organization contribute to good governance practice? if your answer yes. list them
2. What problems exist in the town administration to exercise its right and duties as Specified by southern Regional Constitution? And how do you solve such a Problems?
3. To what extent do you evaluate the administration's performance interims of utilizing its financial and material resources?
4. Who participate in the town decision making?
5. Is any effort to enhance legal knowledge of people to prevent them from committing a crime?
6. Is there competency and sufficient of qualified judges?
7. Responsiveness of Local governments.
8. Complainant handling mechanisms.
9. Transparence
- 10.Accountability

Appendix D

Addis Ababa University

College of Education and Behavioral Studies

Department of Civics and Ethical Education

Focus Group Discussion guide questions

1. The accountability of managers, civil servants in the municipality
2. Community access of information, budget, report and plan of the administration
3. Transparency of the municipal and administrative decision
4. The implementation of policy and strategy
5. Local government accountability and transparency to community
6. Time of participation of the community
7. The existence of mechanism by which the actor will be held accountable for their wrong decisions and actions
8. Fairness of judges on their decision
9. Extent of efforts to enhance legal knowledge of people to prevent them from committing a crime

