

Addis Ababa University



College of Business and Economics

**Department of Public Administration and Development
Management**

**The Practices and Challenges of Good Governance in Harari Regional State
Shenkor Woreda: With Emphasis to Social Accountability and Community
Participation Dimensions**

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Participation Dimensions**

A Thesis Submitted to The Department of Public Administration and Development Management in Partial Fulfillment of The Requirements for The Degree of Master in Public Management And Policy.

BY

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Letter of Approval

This is to certify that the thesis prepared by Zelalem Mamuye entitled “The Practices and Challenges of Good Governance in Harari Regional State Shenkor Woreda: With Emphasis to Social Accountability and Community Participation Dimensions” and submitted in partial fulfillment of the requirements for the Degree of Master of Art in Public Management and Policy (MPMP) and complies with the regulation of the university and meets the accepted standards with respect to originality and quality.

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DECLARATION

I hereby declare that this is my original work that has been carried out under the supervision of Dr. Jemal Abagissa, Department of Public Administration and Development Management, Addis Ababa University during the year 2024 as part of the degree of Master of Public Management and Policy in accordance with the rule and regulation of the university for Not used for any degree or diploma and all sources of materials used for the thesis have been duly acknowledged.

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This thesis has been submitted for examination with my approval as a university advisor

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Abstract

Social accountability and community participation are very important tools for promoting good governance. It's becoming clearer to more and more people that social accountability and community involvement are important for building good government. The study's purpose is to find out what happens to good governance when social accountability and community participation are put into place in Harari Regional State Shenkor Woreda. The people who are part of this study are service providers and users of the Shenkor woreda Administration. The study uses purposeful sampling to look at how social accountability and community participation affect good governance in the health and education sectors that were chosen. Furthermore, 386 is the sample size when Taro Yamane's formula is used. To get complete information, the researcher used a number of different methods to gather it, such as a survey, a focus group discussion, interviews with key informants, document analysis, and secondary data sources. One important finding of the study is that the people in Shenkor Woreda are involved in local groups and social accountability initiatives. However, they need a lot more education and awareness to better understand and do their part in these areas. People also have a positive view of the government. However, there are still things that need to be fixed in order to improve social accountability and citizen participation, especially when it comes to getting past resistance from authorities and limited resources. Finally, the researcher suggests holding regular interactive workshops and targeted outreach programs to teach people about social responsibility and community involvement. This will make sure that everyone in the community fully understands and is involved.

Key Words - Social Accountability, Community Participation and Good Governance

Acronyms

ADB – African Development Bank

CSC - Community Score Card

CP – Community Participation

CRC – Citizen Report Card

FGD – Focus Group Discussion

HH – House Hold

NPM – New Public Management

PB –Participatory Budgeting

PET – Public Expenditure Tracking

SA – Social Accountability

WB – World Bank

UN – United Nations

UNDP - United Nations Development Program

USAID - United States Agency for International Development

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Chapter One: Introduction

1.1. Background of the Study

Effective public administration and development depend on good governance. It includes values including accountability, responsiveness, involvement, and transparency in service delivery and decision-making (Harvard, 2023). It is acknowledged that social accountability and community participation are crucial tools for advancing good governance locally. This study aims to investigate the ways in which good governance is impacted by social accountability and community participation in the specific context of Harari Regional State Shenkor Woreda.

Shenkor Woreda presents an interesting case study due to its unique socio-political dynamics and developmental challenges. In order to improve governance practices and involve the community in decision-making, the area has been putting numerous projects into action, especially in the fields of health and education. This thesis looks at how better service delivery and governance results have resulted from the use of social accountability instruments and community participation mechanisms in education and health sectors.

This thesis will consult an extensive consideration of the body of literature on social accountability, community participation, and good governance. The research looked at the many metrics and dimensions that are frequently used to evaluate good administration and match them to the unique circumstances of Shenkor Woreda, the regional state of Harari.

The results of this study will further our knowledge of the connection between social responsibility, community participation, and the achievements of good governance in Shenkor Woreda, Harari Regional State. It will throw light on the difficulties and possibilities for enhancing local governance practices as well as the efficacy of particular instruments and processes used in the health and education sectors.

In the end, this thesis seeks to improve social accountability and community participation as tools for achieving good governance in Harari Regional State Shenkor Woreda by offering evidence-based recommendations. The results might have wider effects for other comparable situations, adding to the corpus of information on successful governance tactics and encouraging inclusive and interactive decision-making processes for sustainable development.

1.2. Statement of the Research Problem

The promotion of good governance is increasingly recognized as contingent upon social accountability and community participation. These strategies are particularly crucial in developing nations where trust in government institutions is often low. However, despite their acknowledged importance, there is a lack of empirical data on the impact of these strategies on governance outcomes in specific contexts. This gap in the literature needs to be addressed to better understand how these mechanisms function and their efficacy.

Empirical studies suggest that social accountability can enhance transparency, reduce corruption, and improve public service delivery. For instance, the World Bank (2018) has reported that social accountability initiatives in various developing countries have led to significant improvements in governance outcomes, such as increased transparency and accountability in public service delivery. Moreover, Fox (2015) highlighted that social accountability mechanisms can create effective channels for citizen engagement, thereby fostering a more transparent and responsive governance structure.

Similarly, community participation has been shown to foster inclusiveness and responsiveness in governance processes. Mansuri and Rao (2013) argue that participatory development, when effectively implemented, can lead to more equitable and effective policy outcomes. Their comprehensive review of participatory projects indicates that community involvement in decision-making processes enhances the legitimacy and sustainability of governance initiatives.

Despite these positive findings, there is limited research focusing on the combined effects of social accountability and community participation in unique sociopolitical contexts. The case of Shenkor Woreda in the Harari Regional State of Ethiopia is particularly underexplored. Shenkor Woreda, characterized by its distinct cultural and political landscape, provides a critical case for examining these strategies. Existing literature predominantly addresses broader national or regional contexts, often overlooking the nuanced dynamics at the local level (Bukanya, Hickey, & King, 2012).

In Ethiopia, studies have highlighted both the potential and the challenges of implementing social accountability and community participation. For example, Tesfaye and Alemu (2019) found that community participation in the Amhara region led to improved public service delivery and enhanced trust between citizens and local authorities. Similarly, Abebe (2017) reported that social

accountability mechanisms in the Tigray region helped reduce corruption and increase the transparency of local government operations.

Furthermore, Mulugeta, Tegegne, and Bekele (2016) examined the implementation of the Ethiopian Social Accountability Program (ESAP2) and found that it significantly improved citizen engagement and service delivery outcomes in several regions, including Oromia and Southern Nations, Nationalities, and Peoples' Region (SNNPR). However, they also noted that the effectiveness of these mechanisms varied significantly depending on local contexts and the capacity of implementing bodies.

Despite these insights, there is a lack of research specifically focusing on the Harari Regional State, and more precisely, Shenkor Woreda. Admasu and Beshah (2020) have shown that while community participation frameworks exist in Harari, their implementation and impact on local governance remain poorly understood. This is particularly true in regions like Harari, where diverse ethnic and cultural backgrounds influence governance practices. Consequently, there is a pressing need to investigate how social accountability and community participation are operationalized in Shenkor Woreda and to assess their impact on governance outcomes.

To address this gap, this study aims to explore the implementation and effects of social accountability and community participation in Shenkor Woreda. By examining these strategies in this specific context, the research will provide empirical evidence on their effectiveness in enhancing good governance. This will contribute to the broader literature on governance in developing countries and offer practical insights for policymakers and practitioners aiming to promote good governance through participatory and accountable practices.

Specifically, this study aims to answer the following research questions:

- What is the current state of governance in Shenkor Woreda, in terms of, social accountability and citizen participation?
- How have social accountability and community participation been implemented in Shenkor Woreda, and to what extent have they been successful?
- What is the relationship between the implementation of social accountability and community participation and good governance outcomes in Shenkor Woreda?

- What are the challenges and opportunities associated with implementing social accountability and community participation in Shenkor Woreda?

These research questions would facilitate data collection on a range of governance processes, social accountability mechanisms, and community participation in Shenkor Woreda. They would also allow the researcher to investigate the efficacy of different governance mechanisms, pinpoint implementation challenges, and obtain perspectives from various stakeholders regarding their perceptions of governance in the Woreda. In the end, the research questions would offer a thorough understanding of the influence of social accountability and community participation on good governance in Shenkor Woreda.

1.3. Objective of the Study

Main Objective:

To evaluate the effect of the implementation of social accountability and community participation on good governance in Harari Regional State Shenkor Woreda

Specific Objectives

1. To analyze the concept of social accountability and community participation and their relationship with good governance in the context of Shenkor woreda.
2. To assess the effectiveness of social accountability and community participation initiatives in improving good governance in Shenkor Woreda, Harari Regional State.
3. To identify the factors that facilitates or hinders the implementation of social accountability and community participation initiatives in Shenkor Woreda.
4. To provide evidence-based recommendations for improving the implementation and effectiveness of social accountability and community participation initiatives in Shenkor Woreda and other similar contexts.

1.4. Significance of the Study

With regard to good governance in the context of Harari Regional State Shenkor Woreda, the study can help clarify the concepts of social accountability and community participation. In order to promote good governance, this can assist regional stakeholders and policymakers in creating more potent plans and policies.

In the Harari Regional State of Shenkor Woreda, the study can pinpoint the elements that affect the application of social accountability and community involvement. It can assist stakeholders and policy makers in creating more focused interventions to deal with the issues preventing these mechanisms from being implemented.

The study can evaluate how community involvement and social accountability affect good governance in Shenkor Woreda, the regional state of Harari. This can strengthen the case for the adoption and application of these mechanisms by offering empirical evidence in support of the idea that they can enhance governance outcomes.

In order to strengthen good governance in Harari Regional State Shenkor Woreda, the study can offer suggestions for strengthening the application of social accountability and community involvement. These suggestions can guide the creation of more potent laws and initiatives meant to advance responsible leadership in the area.

This research can add to the body of knowledge on social responsibility, community involvement, and good governance by offering empirical data from the unique circumstances of Harari Regional State Shenkor Woreda. This can contribute to the development of a more robust theoretical and conceptual knowledge of these mechanisms and how they might affect the results of governance.

The study may also contribute to a greater understanding of the value of social accountability and community involvement in fostering good governance among stakeholders, decision-makers, and the general public in Harari Regional State Shenkor Woreda. This may raise the need for these mechanisms and put more pressure on decision-makers to give them top priority when it comes to implementation.

Broader implications of the study may be felt in the promotion of development and good governance in general. The research can contribute to the design and implementation of comparable interventions in different contexts and regions by offering insights into the factors that affect the application and results of social accountability and community participation.

The study on holds significant importance and makes several contributions to the understanding of this topic in the specific context: the following points are the main ones;

Contextual relevance: The study focuses on the Harari Regional State Shenkor Woreda, providing a localized perspective on the relationship between social accountability, community

participation, and good governance. By examining this specific context, the study takes into account the unique socio-political, economic, and cultural factors that influence governance dynamics in the region.

Empirical evidence: The study aims to generate empirical evidence by investigating the implementation of social accountability and community participation initiatives in the education and health sectors. By collecting primary data and conducting rigorous analysis, the study contributes to the existing body of knowledge by providing real-world evidence on the impact of these interventions on governance outcomes.

Policy and practice implications: The findings of the study can have practical implications for policymakers, practitioners, and local communities in Harari Regional State Shenkor Woreda. The insights gained from the research can inform the design and implementation of future initiatives, helping to improve governance processes, enhance service delivery, and promote community engagement for better outcomes in the education and health sectors.

Identifying effective strategies: The study can shed light on the strategies and approaches that have proven effective in promoting social accountability and community participation for good governance. By analyzing the specific tools, mechanisms, and processes used in Shenkor Woreda, the study can provide guidance on best practices and lessons learned that can be applied in similar contexts or scaled up to other regions.

Addressing existing knowledge gaps: The study addresses existing gaps in the literature by focusing on a specific context and sectoral outcomes. It contributes to the understanding of the relationship between social accountability, community participation, and good governance outcomes in Harari Regional State Shenkor Woreda, where limited research may have been conducted previously. This contributes to the broader knowledge base on effective governance practices in diverse contexts.

Overall, the study's importance lies in its localized focus, empirical evidence generation, policy implications, identification of effective strategies, and contribution to filling existing knowledge gaps. It aims to advance our understanding of how social accountability and community participation can positively influence good governance in Harari Regional State Shenkor Woreda and can serve as a valuable resource for policymakers, practitioners, researchers, and communities interested in promoting effective governance and community participation or engagement.

1.5. Scope of the Study

Scope of the Study:

The purpose of the study is to investigate how community participation and social accountability affect good governance locally. It is titled "The Effect of the Implementation of Social Accountability and Community Participation on Good Governance; the Case of Harari Regional State Shenkor Woreda". The study has taken place in Shenkor Woreda, which is in Ethiopia's Harari Regional State.

A mixed-methods research design will be used for the study, involving both quantitative and qualitative data collection techniques. Surveys, interviews, and focus groups will all be used in the study to gather data. The study's target population will be Shenkor Woreda residents who are woreda council members or community members, government officials or service providers, or service users. The thesis covered all the social accountability and community participation situations in Shenkor woreda from 2013 – 2023 GC.

The results of the study have consequences for practitioners and policymakers in the domains of social accountability, community participation, and governance. Because Shenkor Woreda is the exclusive focus of the study, its conclusions might not apply to other situations.

1.6. Limitations of the Study:

The research "The Effect of the Implementation of Social Accountability and Community Participation on Good Governance; the case of Harari Regional State Shenkor Woreda" has a number of drawbacks, despite its potential benefits. These restrictions include, among others:

Generalizability: The results of the study might not apply to situations other than Shenkor Woreda. The study's conclusions might not be as applicable in other contexts due to the distinct social, political, and economic circumstances in Shenkor Woreda.

Subjectivity: The results of the study could be impacted by the subjective viewpoints of the people who are surveyed or interviewed. These viewpoints could be influenced by individual prejudices or experiences, and they might not accurately depict the objective reality of Shenkor Woreda's governance procedures.

Chapter 2

Review of Related Literature

2.1. Theoretical Literatures

2.1.1. Definition and Conceptualization of Good Governance

Good governance is the process of measuring how public institutions conduct public affairs and manage public resources and guarantee the realization of human rights in a manner essentially free of abuse and corruption and with due regard for the rule of law. Governance is "the process of decision-making and the process by which decisions are implemented (or not implemented)". Governance in this context can apply to corporate, international, national, or local governance as well as the interactions between other sectors of society.

World Bank's Definition of Good Governance (WB) the World Bank has defined good governance as the manner in which power is exercised in the management of a country's economic and social resources for development. Additionally, good governance is central to creating and sustaining an environment which fosters strong and equitable development, and it is an essential complement to sound economic policies. (World Bank, 1992)

The African Development Bank definition of good governance (AFDB) According to the 2000 Bank Group Policy on Good Governance, it is a process referring to the manner in which power is exercised in the management of the affairs of a nation, and its relations with other nations. It promotes accountability, transparency, rule of law and participation, is central to creating and sustaining an enabling environment for development. (African development bank, 2000)

United States Agency for International Development USAID good governance is the ability of government to develop an efficient, effective and accountable public management process. that is characterized by transparent, pluralistic, citizens involvement in decision making, representation and accountability by focusing the areas of legislative strengthening, decentralization and democratic governance, anti- corruption, civil-military relations, and improving policy implementation. Good governance is also described as how the institutions, rules, and systems of

the state- the executive, legislative, judiciary and military operate at central and local level by providing opportunities for all people to influence government policy and practice, macro-economic stability to promote the growth necessary to reduce poverty; implement pro-poor policy that guarantees equitable and universal provision of effective basic services; ensure personal safety and security and manage national security arrangements accountably by developing honest and accountable government (DIFD, 2001).

These definitions highlight the importance of accountability, transparency, rule of law, citizen participation, and effective management in achieving good governance across different contexts and sectors.

2.2. Key Elements of Good Governance

While most of the good governance tools are interrelated, the thesis specifically focuses on several key areas. Accountability, participation, and responsiveness are most directly examined, as they align closely with analyzing the impacts of social accountability and community participation. Transparency, effectiveness, and efficiency are also directly relevant to the research topic and will be discussed in detail.

Rule of law, equity and inclusiveness, and ethical conduct, though important governance elements are not the main variables being studied. The thesis does not explicitly assess impacts on legal frameworks, inclusiveness, or ethical standards. Therefore, while still related to good governance overall, these tools - rule of law, equity/inclusiveness, and ethical conduct - play a smaller role in the thesis compared to accountability, participation, responsiveness, transparency, effectiveness and efficiency.

2.3. Importance of good governance in Promoting Development

2.3.1. Enhanced Economic Performance

Good governance contributes to economic development by fostering a conducive environment for investment, entrepreneurship, and trade (World Bank, 2017). Transparent and accountable governance systems attract foreign direct investment and promote domestic economic growth.

Effective governance reduces corruption and ensures the efficient allocation of resources, leading to improved economic performance.

2.3.2. Effective Service Delivery

Good governance ensures the efficient and equitable delivery of public services, such as education, healthcare, and infrastructure (OECD, 2014). Transparent and accountable governance systems result in better resource management, improved service quality, and increased access to essential services. Effective service delivery enhances human development outcomes and contributes to poverty reduction.

2.3.3. Strengthened Social Cohesion

Good governance fosters social cohesion by promoting inclusivity, participation, and respect for diversity (United Nations, 2012). Inclusive governance processes ensure that all segments of society have a voice in decision-making, reducing social tensions and conflicts. Transparent and accountable governance systems address inequalities, promote social justice, and build trust among diverse groups.

2.3.4. Improved Accountability and Anti-corruption Efforts

Good governance strengthens accountability mechanisms and combats corruption (Transparency International, 2019). Transparent and accountable governance systems reduce opportunities for corruption and increase public trust. Effective anti-corruption measures enhance the efficient use of resources and promote development outcomes.

2.4. Theoretical Frameworks of Good Governance

Explanation of theoretical frameworks relevant to good governance

Good governance is a broad concept that encompasses various theoretical frameworks and perspectives. These frameworks provide analytical tools and guidelines for understanding and assessing governance systems. Here are key theoretical frameworks relevant to good governance.

1. Institutional Analysis and Development (IAD) Framework:

The IAD framework, developed by Elinor Ostrom and her colleagues, focuses on understanding the role of institutions in governing common-pool resources. It emphasizes the importance of well-defined property rights, collective decision-making processes, and monitoring mechanisms for effective governance. Ostrom's work received recognition through her Nobel Prize in Economic Sciences in 2009. Ostrom, E. (2009).

2. New Public Management (NPM):

The New Public Management framework emerged in the 1980s as a response to the perceived inefficiencies of traditional bureaucratic systems. It emphasizes market-oriented approaches and managerial techniques in public administration, aiming to increase efficiency, accountability, and responsiveness. Hood, C. (1991).

3. Good Governance Indicators (World Bank):

The World Bank developed a set of six dimensions for assessing good governance: voice and accountability, political stability and absence of violence, government effectiveness, regulatory quality, rule of law, and control of corruption. These indicators provide a framework for evaluating governance performance at the national level. Kaufmann, D., Kraay, A., & Mastruzzi, M. (2010).

4. Network Governance:

Network governance focuses on the collaborative arrangements between public, private, and civil society actors in addressing complex policy issues. It recognizes that effective governance often requires cooperation and coordination across multiple organizations and sectors. Network governance emphasizes building relationships, trust, and shared goals among stakeholders. Klijn, E. H., & Koppenjan, J. F. M. (2016).

5. Principal-Agent Theory:

This theory focuses on the relationship between principals (e.g., citizens or shareholders) and agents (e.g., government officials or corporate executives) and how to align their interests to achieve good governance. Gailmard, S., & Patty, J. (2019).

6. Social Capital Theory:

This theory focuses on the importance of social networks, trust, and norms in fostering cooperation, civic engagement, and effective governance. Putnam, R. D. (2000)

7. Human Rights-Based Approach:

This approach emphasizes the protection and promotion of human rights as a foundation for good governance, focusing on principles such as non-discrimination, participation, and accountability. Office of the United Nations High Commissioner for Human Rights. (2013)

8. Democratic Theory:

This framework explores the principles and practices of democracy, including citizen participation, accountability, transparency, and the rule of law, as essential elements of good governance. Dahl, R. A. (2000).

These frameworks provide different lenses through which to analyze and understand good governance. They contribute to ongoing discussions and debates on how to improve governance systems and promote more effective, accountable, and inclusive public institutions.

When conducting the research, the researcher can use these theoretical frameworks as lenses to analyze and interpret the findings. By applying these theories, the researcher will be able to provide a robust theoretical foundation and contribute to the existing literature on good governance, social accountability, and community participation.

5. Analysis of how these frameworks inform the relationship between social accountability, community participation, and good governance

- 1. Principal-Agent Theory:** The Principal-Agent Theory provides insights into the relationship between the government (principal) and the community (agent) in terms of social accountability and community participation. It helps understand how the implementation of social accountability mechanisms and community participation initiatives can align the interests and expectations of the community with those of the government, ultimately promoting good governance. The theory highlights the importance of clear communication, incentives, and monitoring mechanisms to ensure that the government is accountable to the community and that community participation is meaningful and influential.
- 2. New Public Management (NPM):** NPM principles emphasize performance measurement, transparency, and accountability in public sector management, which are directly relevant to social accountability and community participation. NPM provides a framework for evaluating the effectiveness and efficiency of social accountability and community

participation mechanisms. By applying NPM principles, you can assess how these mechanisms contribute to improved service delivery, responsiveness, and overall governance outcomes in Shenkor Woreda.

3. Institutional Analysis and Development (IAD) Framework: The IAD Framework helps analyze the institutional arrangements and collective action processes involved in social accountability and community participation initiatives. It allows for an examination of how formal and informal institutions shape the effectiveness of these mechanisms. By using the IAD Framework, you can explore how existing institutional structures, rules, and decision-making processes in Shenkor Woreda either facilitate or hinder social accountability and community participation, thus affecting good governance outcomes.

4. Social Capital Theory: Social Capital Theory emphasizes the role of social networks, trust, and norms in fostering community participation and social accountability. It helps explain how social relationships and networks among community members and between the community and government influence the success of social accountability initiatives.

By considering Social Capital Theory, you can assess how social trust, networks, and norms impact the willingness of community members to participate actively, hold the government accountable, and contribute to good governance practices.

5. Democratic Theory: Democratic Theory provides a normative framework that highlights the importance of citizen participation, transparency, and accountability in governance. It helps contextualize social accountability and community participation as essential components of democratic governance. By analyzing the research within the context of Democratic Theory, the researcher can assess how social accountability and community participation initiatives align with democratic principles and contribute to good governance outcomes.

By incorporating these theoretical frameworks into the analysis, the researcher will have deepened understanding of the relationship between social accountability, community participation, and good governance in the specific case of Harari Regional State Shenkor Woreda. These frameworks provide conceptual lenses to interpret the dynamics and implications of the research findings, and they contribute to a more comprehensive and nuanced analysis of the topic.

2.5. Dimensions and Indicators of Good Governance

Commonly Used Dimensions and Indicators to Assess Good Governance

1. Accountability:

- Indicator: Existence of mechanisms to hold government officials accountable for their actions and decisions. Mulgan, R. (2003).

2. Transparency:

- Indicator: Availability of information about government policies, decisions, and activities to the public. World Bank. (2020) - *Public Sector Transparency and the Right to Information: Handbook on Good Practices*.

3. Participation:

Indicator: Opportunities for meaningful participation of citizens in decision-making processes. UNDP (2019).

4. Rule of Law:

- Indicator: Existence of a legal framework that ensures equal treatment, protection of rights, and enforcement of laws. World Justice Project. (2021). Rule of Law Index 2021.

5. Efficiency and Effectiveness:

- Indicator: Efficient utilization of resources and effectiveness in achieving desired outcomes. (OECD). (2021).

6. Equity and Inclusiveness:

- Indicator: Fair distribution of resources and opportunities, ensuring that all segments of society have equal access and benefit from public services and decision-making processes. (UNDP) (2017). *Governance for Sustainable Development: Integrating Governance in the 2030 Agenda*.

7. Responsiveness:

- Indicator: Timely and effective response of government institutions to the needs and demands of the population. Grindle, M. S. (2017). *Good Governance: An Agenda for the Decade Ahead. Governance, 30(3), 389-393.*
8. Legitimacy and Trust:
- Indicator: Public confidence and trust in government institutions and processes. Warren, M. E. (2017). *Why We Should Prioritize Trust in Government. Governance, 30(3), 401-408.*
9. Anti-Corruption:
- Indicator: Measures to prevent and combat corruption, including transparency, accountability, and effective anti-corruption mechanisms. *Transparency International. (2021). Global Corruption Barometer 2021.*
10. Human Rights Protection:
- Indicator: Respect for and promotion of human rights, including civil, political, economic, social, and cultural rights. *United Nations Human Rights Council. (2018). Handbook on Human Rights and Good Governance.*

These dimensions and indicators provide a holistic view of good governance, encompassing aspects such as accountability, transparency, and participation, rule of law, equity, responsiveness, legitimacy, anti-corruption measures, and human rights protection. You can explore these dimensions and indicators in your research to assess and evaluate the level of good governance in your specific context.

2.6. Discussion on how these dimensions and indicators apply to the case of Harari Regional State Shenkor Woreda

The study examines the impact of social accountability and community participation on good governance, with a specific focus on the education and health sectors in the project implementation over the past 10 years. Various social accountability tools, including community score cards, citizen report cards, and participatory planning and budgeting, were utilized during the project. The researcher seeks to align the dimensions of good governance with their respective indicators and investigate the role and impact of accountability and community participation in promoting good governance. By analyzing these dimensions and indicators, the study aims to demonstrate

how social accountability and community participation have influenced governance outcomes in the education and health sectors in Shenkor woreda.

2.7. Social Accountability and Good Governance

2.7.1. Overview of the concept of Social Accountability (SA)

Social Accountability

Social Accountability (SA) - SA is an approach in which citizens collectively demand for better public basic services from service providers, and hold service providers accountable for their performance. SA is used as a mechanism to inform and educate citizens of their constitutional rights, and responsibilities. It is also used as a means to inform citizens about their public basic service entitlements and service standards and engage communities with public officials and service providers to demand more and better quality public basic services. SA is thus a principle of good governance that relies on citizens' engagement. (*esap2 operational manual*) www.esap2.org.et.

Social Accountability (SA)- refers to a form of accountability that emerges through actions by citizens and civil society organizations [CSOs] aimed at holding the State to account, as well as efforts by government and other actors [media, private sector, donors] to support and respond to these actions. UNDP (2010)

Social Accountability (SA) - can be defined as an approach toward building accountability that relies on civic engagement, i.e., in which it is ordinary citizens and/or civil society organizations who participate directly or indirectly in exacting accountability. *SOCIAL ACCOUNTABILITY (2004) an Introduction to the Concept and Emerging Practice.*

2.7.2. Social Accountability Tools

The basic SA tools that promote and foster effective, efficient, equitable and quality basic service delivery are Participatory Planning and Budgeting, Public Expenditure Tracking, Citizens' Report Cards and Community Score Card.

2.7.3. Participatory Budgeting (PB)

The process of PB involves stakeholders and/or independent individuals, such as citizens and citizen groups, in the formulation of the basic services budget. Through their involvement, they can influence the amount and priorities of budgets allocated to basic services delivery. In the process, stakeholders examine and assess public budgets in relation to policy, preparation processes, implementation and outputs. This

implies information sharing, focus groups consultations, and collaborative discussions among different groups and in the end, citizen contributions to governments' decision-making. If deemed necessary, civil society actors prepare alternative budgets aiming at influencing budget formulation by expressing their preferences for budget allocations. PB usually occurs at the local level but can be applied at higher levels of government. *Sarker, A, & Samuels, F. (2020). Participatory Planning and Budgeting: Tools and Techniques for Effective Implementation.*

2.7.4. Public Expenditure Tracking (PET)

PET surveys the flow of resources (human, financial, in-kind) through various levels of government to observe how much of the originally allocated public resources reach each level. Citizen groups can thus track how the local government actually spends funds, with the aim of identifying leakages and/or bottlenecks in the flow of financial resources or inputs. PET can track funds for basic services, such as funds for textbooks in primary education and funds for medication in health clinics. It can stimulate reforms through access to relevant information and reviewing priorities through interface meetings of government representatives and community members. Information is disseminated through media, publications and public meetings. *World Bank. (2019). Public Expenditure Tracking Surveys: A Reference Guide*

2.7.5. Community Score Card (CSC)

A CSC is a tool where community members evaluate their access to basic services and the quality of services they receive. It is a participatory tool for assessing, planning, monitoring and evaluating basic services. In focus group discussions, community members develop indicators to evaluate the services they receive. At the same time, the service providers also assess in their focus group their performance in delivering services according to indicators. Access, quality and equity of basic service delivery are indicators used for evaluating performance. In interface meetings, service providers and service receivers present the results of their assessments, and discuss and analyze discrepancies found. Jointly, a reform agenda will be prepared with a plan of action to improve the services by all stakeholders. All stakeholders jointly steer and monitor the implementation of the action plan. *World Bank. (2020). Social Accountability Approaches: A Reference Guide for Development Practitioners.*

2.7.6. Citizens' Report Cards (CRC)

The CRC process involves gathering and disseminating citizen feedback on the access and quality of services to facilitate improvements in service delivery. The CRC is designed for a single locality and can be used in both rural and urban areas. CRC's are surveys that compile service users' opinions on their satisfaction with service delivery, availability, usage, quality and equity. A key

component is interface meetings where citizens can engage with government officials to address their concerns regarding service delivery, quality or equity and jointly agree on a reform agenda and an action plan to be monitored by both sides. *Global Partnership for Social Accountability. (2019). Citizen Report Card Toolkit*

2.8. Relationship between Social Accountability (SA) and Good Governance

Social accountability refers to the mechanisms and processes through which citizens and civil society hold public officials and institutions accountable for their actions, decisions, and use of resources. It promotes transparency, citizen engagement, and responsiveness, ultimately contributing to improved governance practices.

Social accountability plays a crucial role in fostering good governance by enhancing the following aspects:

- 1. Transparency and Information Sharing:** Social accountability mechanisms promote transparency by ensuring that information about government policies, programs, and budgets is accessible to the public. This transparency enables citizens to make informed decisions, scrutinize government actions, and demand accountability. By increasing access to information, social accountability contributes to the transparency dimension of good governance.
- 2. Citizen Engagement and Participation:** Social accountability encourages citizen engagement and participation in decision-making processes. It provides opportunities for citizens to voice their concerns, provide feedback, and contribute to policy formulation, implementation, and evaluation. Citizen participation fosters inclusive governance and ensures that policies and services are responsive to the needs and priorities of the population.
- 3. Accountability and Responsiveness:** Social accountability mechanisms hold public officials and institutions accountable for their actions, ensuring that they act in the best interest of the public. Through citizen feedback, monitoring, and oversight, social

accountability helps identify and address instances of corruption, mismanagement, or inefficiency. It strengthens the accountability dimension of good governance.

4. **Trust and Legitimacy:** When citizens perceive that their voices are heard and their concerns are addressed, trust and confidence in government institutions increase. Social accountability builds trust between citizens and the government by promoting transparency, participation, and accountability. This trust enhances the legitimacy of government actions and policies, which is a crucial component of good governance.
5. **Effective Service Delivery:** Social accountability mechanisms help ensure effective and efficient delivery of public services. By engaging citizens in monitoring service provision, such as in the education and health sectors, social accountability helps identify gaps, address challenges, and improve service quality. This contributes to the effectiveness dimension of good governance.
6. **Reducing Corruption and Improving Anti-Corruption Measures:** Social accountability initiatives are instrumental in combating corruption. By empowering citizens to monitor public resources and report corrupt practices, social accountability mechanisms serve as a deterrent to corruption. They also encourage the establishment and enforcement of anti-corruption measures, further enhancing the integrity and anti-corruption dimension of good governance.
7. **Enhancing Equity and Inclusiveness:** Social accountability promotes equitable access to public services and decision-making processes. It ensures that marginalized groups, such as women, minorities, and disadvantaged communities, have a voice and representation. By addressing inequalities and promoting inclusiveness, social accountability contributes to the equity dimension of good governance.
8. **Strengthening Rule of Law:** Social accountability mechanisms reinforce the rule of law by holding public officials accountable for their actions and promoting adherence to legal frameworks. By ensuring that government actions are based on established laws and regulations, social accountability helps establish and strengthen the rule of law, a fundamental aspect of good governance.
9. **Sustainable Development:** Social accountability contributes to sustainable development by fostering citizen engagement and participation in development processes. By involving citizens in decision-making, policy formulation, and implementation, social accountability

helps ensure that development initiatives are sustainable, responsive to community needs, and aligned with long-term goals.

10. **Democratic Governance:** Social accountability is closely linked to democratic governance. It strengthens democratic processes by empowering citizens, promoting civic participation, and ensuring that governments are accountable to their constituents. By fostering citizen trust and engagement, social accountability supports the democratic dimension of good governance.

These points highlight the multifaceted relationship between social accountability and good governance, showcasing how social accountability mechanisms are essential for promoting transparency, citizen engagement, accountability, trust, effective service delivery, and sustainable development within a democratic framework.

2.9. Theoretical and Empirical Evidence Supporting the Positive Impact of Social Accountability on Governance Outcomes

2.9.1. Theoretical Impacts:

Enhanced Transparency: Social accountability mechanisms promote transparency by increasing access to information and ensuring the disclosure of relevant data. This transparency allows citizens to scrutinize government actions, which in turn encourages public officials to act in a more accountable and transparent manner. *Fox, J. A., & Guardado, J. R. (2008)*

Improved Accountability: Social accountability holds public officials and institutions accountable for their actions, decisions, and use of resources. By establishing channels for citizen feedback, monitoring, and oversight, social accountability mechanisms create a system of checks and balances, reducing the likelihood of corruption, mismanagement, and abuse of power. *Joshi, A. (2013).*

Strengthened Trust and Legitimacy: Social accountability contributes to building trust between citizens and the government. When citizens see that their voices are heard, concerns are addressed, and their participation matters, trust in government institutions increases. This trust enhances the legitimacy of government actions and policies.

2.9.2. Practical Impacts:

Effective Service Delivery: Social accountability mechanisms help ensure effective and efficient delivery of public services. By engaging citizens in monitoring service provision, identifying gaps, and providing feedback, social accountability contributes to improved service quality, responsiveness, and customer satisfaction. *World Bank. (2012)*

Reduced Corruption: Social accountability serves as a powerful tool in combating corruption. By empowering citizens to report corrupt practices, monitor public resources, and demand accountability, social accountability helps to identify and deter corruption. This leads to a more transparent and accountable governance environment. *World Bank. (2012)*

Citizen Empowerment and Participation: Social accountability mechanisms empower citizens by giving them a voice in decision-making processes and enabling their active participation in public affairs. This citizen engagement fosters a sense of ownership, increases civic responsibility, and promotes a culture of active citizenship. *Fox, J. A., & Guardado, J. R. (2008)*

Inclusive Governance: Social accountability initiatives prioritize the inclusion of marginalized groups, ensuring that their voices are heard and their needs are addressed. This contributes to more inclusive governance, where diverse perspectives and experiences are taken into account, leading to policies and programs that are more responsive to the needs of all citizens. *Joshi, A. (2013).*

Strengthened Rule of Law: Social accountability reinforces the rule of law by promoting adherence to legal frameworks and holding public officials accountable for their actions. This helps establish a culture of legality, where government actions are guided by established laws and regulations, and the principles of justice and fairness are upheld. *World Bank. (2012)*

These positive impacts highlight the significant role of social accountability in promoting transparency, accountability, citizen empowerment, and inclusive governance, ultimately leading to improved governance outcomes.

2.10. Community Participation and Good Governance

2.10.1. Definition

Community Participation - Community participation involves the active engagement of individuals, groups, and organizations in the identification of needs, the design and implementation

of programs, and the evaluation of outcomes. It is a process that aims to empower communities, promote ownership, and foster sustainable development. (World Bank, 2012)

Community participation - refers to the involvement of individuals, community-based organizations, and other stakeholders in decision-making processes that affect their lives, with the aim of ensuring that their voices are heard, their needs are addressed, and their interests are represented." (United Nations Habitat, 2017)

Community Participation (CP) - requires in projects that address their issues. Meaningful community participation extends beyond physical involvement to include generation of ideas, contributions to decision making, and sharing of responsibility Among the factors that motivate people to participate are wanting to play an active role in bettering their own lives, fulfilling social or religious obligations, filling a need for a sense of community, and wanting cash or in-kind rewards. Whatever people's motivations, obtaining meaningful community participation and having a successful, sustained initiative require that engagement leaders respect, listen to, and learn from community members? An absence of mutual respect and co-learning can result in a loss of time, trust, resources, and, most importantly, effectiveness (Henry, 2011; Miller et al , 2005; Minkler et al , 2009).

These definitions highlight the active involvement of community members in decision-making, program design, and implementation processes, with the goal of empowering communities, addressing their needs, and fostering sustainable development.

2.10.2. Importance of Community Participation in Governance Processes

From my review of literatures Community participation plays a crucial role in governance processes as it brings numerous benefits and ensures a more inclusive and democratic decision-making framework. Here is a discussion on the importance of community participation in governance processes:

Enhancing Legitimacy and Accountability: Community participation strengthens the legitimacy of governance processes by ensuring that decisions are made with the input and consent of those affected. When communities have a voice and are involved in decision-making, it increases the

accountability of governing bodies, as they are held responsible for their actions and decisions. *United Nations Development Programme. (2008)*

Local Knowledge and Expertise: Community members possess invaluable local knowledge and expertise about their own needs, challenges, and aspirations. By actively involving communities in governance processes, policymakers and decision-makers can tap into this knowledge to develop more context-specific and effective policies and initiatives. *World Bank (2012)*

Ownership and Empowerment: When community members are actively engaged in governance processes, they develop a sense of ownership over the decisions and outcomes. This empowerment leads to increased community cohesion, motivation, and commitment to implementing and sustaining initiatives. *United Nations Habitat. (2017)*

Better Policy Design and Implementation: Community participation ensures that policies and programs are designed and implemented in a manner that aligns with the actual needs and aspirations of the community. By involving those who are directly impacted, governance processes become more responsive, effective, and relevant. *United Nations Development Programme. (2008)*

Increased Transparency and Trust: Community participation fosters transparency in governance processes. When community members are involved, information is shared openly, and decision-making is conducted in a transparent manner. This transparency builds trust between the government and the community, fostering better relationships and cooperation. *World Bank. (2012)*

Social Cohesion and Social Capital: Community participation in governance processes helps build social cohesion and strengthens social capital within the community. By engaging in collaborative decision-making, community members work together, develop relationships, and foster a sense of solidarity and mutual trust. *United Nations Habitat. (2017)*

Targeted and Equitable Resource Allocation: Involving communities in governance processes ensures that resources are allocated in a targeted and equitable manner. Community participation allows for a more accurate understanding of local priorities, challenges, and resource needs, leading to a fairer distribution of resources. *United Nations Development Programme. (2008)*

Sustainable Development: Community participation contributes to sustainable development by ensuring that decisions and actions taken by governing bodies are in line with the long-term interests and aspirations of the community. Engaging communities in governance processes helps

identify and address environmental, social, and economic sustainability concerns. *United Nations Development Programme. (2008)*

In conclusion, community participation in governance processes is vital for promoting transparency, accountability, ownership, and sustainable development. By actively involving community members, governance becomes more inclusive, democratic, and effective, ultimately leading to better outcomes for communities and society as a whole.

2.10. International Empirical Literature Reviews

1. **Community Participation and Local Governance: Evidence from India** A study by Pateman and Jones (2015) in India examined the impact of community participation on local governance outcomes. The study found that citizen participation in local decision-making processes led to improved service delivery and greater citizen satisfaction with governance outcomes. The study also found that citizen participation was positively associated with trust in government institutions and increased social capital.

2. **Social Accountability and Corruption: Evidence from Uganda** A study conducted by Gaventa and McGee (2013) in Uganda found that social accountability mechanisms, such as community scorecards and public meetings, can reduce corruption in public service delivery. The study found that citizen engagement through these mechanisms led to greater transparency and accountability in service delivery, as well as improved access to public services.

3. **Social Accountability and Health Outcomes: Evidence from Zambia** A study by Bjorkman and Svensson (2010) in Zambia examined the impact of social accountability mechanisms on health outcomes. The study found that citizen engagement through community scorecards led to improvements in the quality of health services, as well as increased responsiveness to citizen needs. The study also found that social accountability mechanisms can be effective in promoting citizen participation in health governance processes.

4. **Social Accountability and Local Governance in South Africa** This study by Mavhunga (2018) explored the role of social accountability mechanisms in promoting good governance at the local level in South Africa. The study found that citizen engagement through mechanisms such as

community scorecards and participatory budgeting led to improved service delivery, greater transparency and accountability, and increased civic participation.

5. Public Participation and Local Governance in Ghana This study by Agyeman-Duah and Amoah (2019) explored the role of public participation in local governance processes in Ghana. The study found that citizen engagement through mechanisms such as public hearings, town hall meetings, and community scorecards led to improved service delivery, greater transparency and accountability, and increased civic participation.

These empirical studies provide valuable insights into the role of social accountability and community participation in promoting good governance, improving service delivery, and achieving sustainable development in Ethiopia. The literatures have highlighted the positive impact of social accountability and community participation mechanisms on governance outcomes. These findings can inform the implementation of social accountability and community participation mechanisms in governance processes, and promote better governance results.

2.11. Conceptual Framework (CF)

The image shows the relationships between the independent variables of social accountability mechanisms and community participation mechanisms, the dependent variable of good governance, and the mediating and moderating variables.

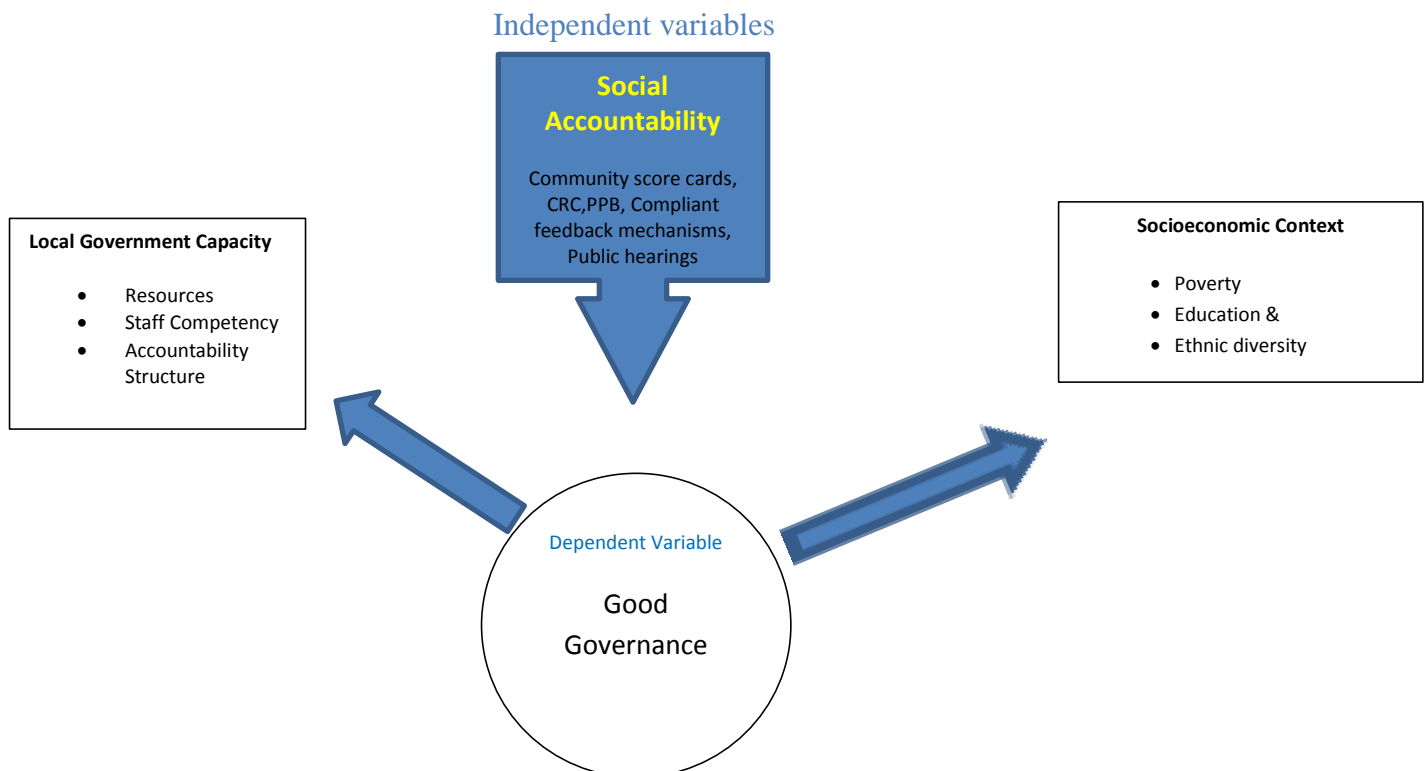
The social accountability mechanisms include community scorecards, public hearings, and complaints and feedback mechanisms, while the community participation mechanisms include community development committees, town hall meetings, and citizen engagement platforms. These mechanisms can directly influence the dependent variable of good governance, which includes accountability, transparency, rule of law, and participation.

The mediating variables of local government capacity and civil society organizations (CSOs) can impact the relationship between the independent and dependent variables. Local government

capacity includes resources, staff competency, and accountability structures, while CSOs can engage in advocacy, monitoring, and capacity building.

All of these variables interact with each other to impact the relationship between social accountability mechanisms, community participation mechanisms, and good governance outcomes.

Finally, the moderating variables of socioeconomic and political context can affect the relationship between the independent and dependent variables. The socioeconomic context includes poverty, education, and ethnic diversity, while the political context includes decentralization, political stability, and party competition. These variables can either enhance or constrain the impact of social accountability and community participation mechanisms on good governance outcomes.





2.12. Summary of the Key Findings from the Literature Review

Based on the literature review conducted for the thesis titled "The Effect of the Implementation of Social Accountability and Community Participation on Good Governance, the case of Harari Regional State Shenkor Woreda," the following key findings can be summarized:

Social accountability and community participation have a positive influence on good governance outcomes. The literature suggests that when community members actively engage in decision-making processes, it enhances accountability, transparency, and legitimacy of governance processes.

Community participation in governance processes leads to improved service delivery and quality. By involving community members, policies and programs become more responsive to the actual needs and aspirations of the community, resulting in better outcomes in sectors such as education and health.

Community participation fosters trust and social cohesion. When community members are actively involved, it builds trust between the government and the community, enhances social capital, and strengthens community cohesion, leading to more effective governance.

Community participation contributes to sustainable development. By involving communities in decision-making, environmental, social, and economic sustainability concerns are better addressed, leading to more sustainable and long-lasting development outcomes.

Various social accountability tools, such as community scorecards, citizen report cards, and participatory planning and budgeting, have been used successfully to facilitate community participation and enhance good governance outcomes in different contexts.

The case of Harari Regional State Shenkor Woreda provides an opportunity to examine the specific impact of social accountability and community participation on good governance in the education and health sectors. The implementation of social accountability tools in this context can shed light on the effectiveness of these approaches and their potential for improving governance outcomes.

It is important to note that the above summary is based on the information provided and the literature review conducted. The actual key findings of the thesis will depend on the specific studies and literature that have been reviewed in the research process.

2.13. Identification of Gaps in the Existing Literature and Research

Based on the existing literature and research reviewed for the thesis titled "The Effect of the Implementation of Social Accountability and Community Participation on Good Governance, the case of Harari Regional State Shenkor Woreda," the following gaps can be identified:

Limited research on the specific context: The literature review may reveal a lack of studies specifically focusing on the case of Harari Regional State Shenkor Woreda. This gap suggests the need for more research that specifically examines the implementation of social accountability and community participation in this particular context and its impact on good governance outcomes.

Insufficient empirical evidence: While there may be theoretical frameworks and conceptual discussions on the positive influence of social accountability and community participation on good governance, there may be a dearth of empirical evidence supporting these claims. This gap suggests the need for more empirical studies and evidence-based research to validate the relationship between social accountability, community participation, and good governance outcomes.

Limited focus on sector-specific outcomes: The literature review may reveal a lack of emphasis on sector-specific outcomes, such as education and health, within the context of social accountability and community participation. This gap suggests the need for research that examines the impact of these participatory approaches on specific sectors to understand the nuances and effectiveness in achieving sector-specific governance outcomes.

Inadequate exploration of challenges and barriers: The existing literature may not sufficiently explore the challenges and barriers faced in implementing social accountability and community

participation initiatives for good governance. This gap calls for research that delves deeper into the practical obstacles, contextual factors, and potential mitigating strategies to overcome these challenges.

Limited attention to long-term sustainability: The literature review may reveal a gap in the understanding of the long-term sustainability of social accountability and community participation initiatives. It is important to investigate whether these approaches lead to sustained improvements in governance outcomes over time and explore the factors that contribute to or hinder long-term sustainability.

Addressing these gaps in the existing literature will provide a more comprehensive understanding of the relationship between social accountability, community participation, and good governance outcomes in the specific context of Harari Regional State Shenkor Woreda, and contribute to the existing knowledge base on effective governance practices.

Limited analysis of the impact on marginalized groups: The literature review may reveal a gap in the analysis of how social accountability and community participation initiatives specifically affect marginalized groups within the community. It is important to understand whether these initiatives lead to more inclusive governance and address the needs and concerns of marginalized populations

Chapter 3

Research Methodology

3.1. Backgrounds of the Study Area

Eastern Ethiopia's Harar region is a historic area renowned for its cultural, historical, and architectural significance. The capital of the Harari Region is the city of Harar, often known as Harar Jugol. Being among the oldest Islamic cities in Africa, it is also recognized as a UNESCO World Heritage site. The 16th-century walled city of Harar enthralls tourists with its distinct architectural design, winding lanes reminiscent of a maze, and vibrant marketplaces.

Because so many different ethnic groups live in the same area, Harar is renowned for its cultural diversity. Richness of culture in the area is enhanced by the indigenous people, the Harari people.

Further enriching Harar's unique fabric are the numerous ethnic groups that call it home, including the Oromo, Amhara, Somali, and others.

Serving as the core of regional trade routes that link Ethiopia with other regions of Africa and the Arabian Peninsula, Harar has been a significant hub for trade and business for millennia. The trade in items such as textiles, coffee, spices, and other commodities is a major source of economic growth for the region.

Harar is home to many mosques, including the well-known Jami Mosque, which is among Ethiopia's oldest. Harar is a prominent hub of Islamic culture. The significance of Islam in molding the cultural identity of the area is emphasized by these houses of worship.

Entire population of the region is 175,775; it is located 1,885 meters above sea level. Situated on 311 square kilometers, the city was founded in the year 1001 GC. Nine administrative woredas make up the city of Harar; some are rural and others urban in nature. These qualities apply to Shenkor, one of these woredas that serves as the thesis's main subject. With 17,316 females and 17,776 males, Shenkor is a town-based woreda with 35,092 residents. Over 179 square kilometers, it is covered.

3.2. Rational for the Selection of the Study Area

The focus of this study is on Shenkor Woreda, located within the Harari Regional state, Harar town. Shenkor Woreda was purposively selected for several reasons. Firstly, the researcher possesses extensive familiarity with the area, having worked there for over 10 years. This experience enables the researcher to collect data from various sources effectively. Additionally, the accessibility of Shenkor Woreda allows for in-depth understanding through regular personal observations of activities within the study area and interviews with stakeholders, considering the limited time available for fieldwork. Moreover, Shenkor Woreda serves as an ideal representative for this thesis, facilitating the generation of more reliable conclusions and providing a trustworthy sample due to its population size and diverse characteristics.

3.3. Design

This thesis has also used a mixed-methods approach, integrating qualitative research techniques with quantitative data analysis. In order to evaluate the opinions and experiences of diverse stakeholders, such as members of the community, representatives of the government and civil

society organizations engaged in social accountability and community participation projects', primary data will be gathered through surveys, interviews, and focus groups as well as secondary data have taken for the research triangulation purpose.

3.4. Population

The population represented in this study is the people of Shenkor woreda Administration service providers and users which are a total of 35,092. However, since it is usually impossible to deal with the whole population, the researcher identified the portion of the population for sampling. In this regards, from the outset, for the purpose of forming accessible population of the study, education and health office were selected because projects that ensure social accountability and community participation in the sectors done for a long period of time rather than other sector offices.

3.5. Sampling Technique

The study is primarily centered on two sectors i.e. education and health to ensure efficiency in terms of time and budget, the researcher has chosen two sectors where the project has been implemented and developed for over a decade, allowing for a comprehensive assessment of the project's impact when utilizing representative samples and robust data analysis techniques. Consequently, the study aims to analyze the influence of social accountability and citizen participation on good governance in the selected sectors, employing purposive sampling techniques.

3.6. Sample Size

To get the exact sample number the researcher follows the Taro Yemane's formula

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

Where n=sample size

N = population size

e = level of precision or sampling error which is $\pm 5\%$

$$\text{Sample} = \frac{35,092}{1+35,092 (e)^2}$$

Therefore the sample size is 386

3.7. Data Collection Instruments

The study has used a combination of quantitative and qualitative research methods to collect data. The methods could include surveys, interviews, focus group discussions and document analysis. These methods would allow collecting rich and diverse data, provided valuable insights into the impact of social accountability and community participation on good governance at the local level.

Surveys: Surveys are a quantitative research method that involves collecting data from a large number of individuals using standardized questionnaires. In this study, surveys could be used to collect data from government officials, community leaders, and ordinary citizens living in Shenkor Woreda. The surveys could be designed to collect information on governance processes, social accountability mechanisms, community participation, and perceptions of good governance.

Interviews: Interviews are a qualitative research method that involves collecting data from individuals through one-on-one interactions. In this study, an interview has used to collect data from key informants, such as government officials, community leaders, and civil society organizations. The interviews could be semi-structured, which would allow the researcher to explore in-depth the perspectives of the interviewees on governance processes, social accountability mechanisms, community participation, and perceptions of good governance.

Focus Group Discussions: Focus group discussions are a qualitative research method that involves collecting data from a small group of individuals who share similar characteristics or experiences. In this study, a focus group discussion has used to collect data from community members living in Shenkor Woreda. The focus group discussions could be designed to explore community members' perspectives on governance processes, social accountability mechanisms, community participation, and perceptions of good governance.

Document Analysis: Document analysis is a research method that involves collecting data from written or recorded sources. In this study, document analysis has used to collect data from official

government reports, policies, and legal frameworks related to social accountability and community participation in governance processes. Document analysis could also be used to collect data from civil society reports and other relevant literature.

Secondary data

Secondary data gathering techniques of analyzing written documents- both published and unpublished material were used for this study. Document review used for secondary data gathering from written documents both published and unpublished material such as the Social Accountability program document, Evaluation documents, technical program documents, research on social accountability and community participation ,good Governance, policy documents and related matters was reviewed.

3.8. Data Collection Process

The researcher follows the following data collection process:

1. Communicate stakeholders about the data collection schedule and select data collectors.
2. Train data collectors – to get an excellent result from the data collection the data collectors need to be familiar about the data collection instruments and how they collect the data, educate those collecting data on protocols, tools, process to ensure consistency and quality.
3. Sample selection – clearly identify actual participants and their areas from which the data will be collected.
4. Collect data – this is the main activity on this stage, all the plan selected sample information collected from the intended participants Administer the tools and actively gather the data from the selected sample population.
5. Clean and organize data – review all the collected data, code, and arrange the raw data into a format suitable for analysis.

3.9. Data Analysis Process and Techniques

The method of data analysis is mainly used descriptive type and the analysis has been handled in a way that each issue included in the study is addressed. The filled questionnaires, KII and FGD were used as main inputs. All the questionnaires collected were checked and data editing done to

ensure the questionnaires has the required quality. Editing and coding were done before entry to computer. After editing and coding the data then entered in to computer using Statistical package for social science (SPSS) to analyze the data. The qualitative data was analyzed qualitatively.

Qualitative research involves the mediation of data through the researcher or human instrument. As Dawson (2002:211) states, methodology serves as a guiding philosophy or general principle for a study. Qualitative research facilitates an in-depth exploration of attitudes, behaviors, and experiences.

In order to make the data collected through the questionnaires more understandable, they were further described using tables, graphs, and pie charts. Descriptive statistics such as frequency, percentage, and mean were used in the analysis and interpretation process. Additionally, information from interviews, focus groups, document analyses, and secondary data sources have triangulated during the questionnaire analysis section to determine how the results relate to one another.

Chapter 4

Data Analysis and Interpretation

The data analysis in this study focused on understanding social accountability and community participation in Shenkor Woreda. Quantitative data were gathered through surveys administered to a diverse sample of 386 residents, while qualitative insights were obtained from focus group discussions and in-depth interviews with community members and local authorities. The main research questions addressed in this data analysis are thoroughly discussed: the current state of governance in terms of social accountability and citizen participation; the implementation and success of social accountability and community participation initiatives; the relationship between these initiatives and good governance outcomes; and the challenges and opportunities associated with their implementation in Shenkor Woreda. Each question is triangulated using results from focus group discussions, key informant interviews, and document analysis, and compared with existing research findings from the literature review. The analysis is presented descriptively, incorporating tables, graphs, pie charts, and cone graphs to comprehensively illustrate the results.

Table 1 Distribution of respondents based on their background information

Question for Participants	Category	Frequency	Percentage
1. Gender	Female	194	50.26%
	Male	192	49.74%
	Grand Total	386	100.00%
2. Age	18-24	57	14.77%
	25-34	103	26.68%
	35-44	125	32.38%
	45-54	69	17.88%
	55 and above	32	8.29%
	Grand Total	386	100.00%
3. Educational Background:	Bachelor's Degree	68	17.62%
	Adult literacy	75	19.43%
	Illiterate	32	8.29%
	Secondary School	105	27.20%
	Master's Degree	4	1.04%
	Primary School	102	26.42%
	Grand Total	386	100.00%
4. Occupation:	Unemployed	64	16.58%
	Student	51	13.21%
	Government Employee	47	12.18%
	other (please specify on comment)	1	0.26%
	Private Sector Employee	52	13.47%
	Retired	19	4.92%
	Self-employed	152	39.38%
	Grand Total	386	100.00%
5. Years of Residence in Shenkor Woreda:	<1 year	4	1.04
	>10 years	241	62.44
	1-5 years	26	6.74
	6-10 years	115	29.79
	Grand Total	386	100.00

Source: Field Survey (2023)

The gender distribution in the study is split about evenly between men (49.74%) and women (50.26%). In the framework of community participation and governance, this balanced representation is important. It implies that both sexes are actively participating in the processes that are being studied. To guarantee that the study's conclusions fairly represent the viewpoints, experiences, and difficulties encountered by every community member, gender parity is essential.

Additionally, the allocation is in line with the values of gender justice and inclusivity, both of which are critical for advancing effective community participation and good governance.

The age distribution provides fascinating information on how different generations view community participation and governance. The categories labeled "25-34" (26.68%) and "35-44" (32.38%) are particularly notable, suggesting that these age groups are more prominently represented in the research. This distribution implies that research participation is active among people in their peak working and family-building years. Their viewpoints probably combine the exuberance of youth with the adult obligations that accompany maturity. It also suggests that a wide range of experiences and expectations from various life stages are captured by the study.

The distribution of educational backgrounds highlights the significance of local knowledge and proficiency in the research. In this distribution, the categories "Primary School" (26.42%) and "Secondary School" (27.20%) are prominent. These individuals contribute insightful ideas based on their daily experiences and educational backgrounds. Their efforts contribute to a comprehensive understanding of the variables influencing community participation and governance by bridging the gap between formal knowledge and lived reality. The importance of approachable, neighborhood-based methods to good governance that appeal to people with different levels of education is also highlighted by this distribution.

The distribution of occupations shows how different tasks and duties exist within the community. The local economy and community dynamics heavily depend on the "self-employed" (39.38%) and "private sector employee" (13.47%) populations. Their participation implies that different groups within society have an interest in the governing mechanisms under investigation. The inclusion of workers from the government, students, and other professional groups broadens the study's conclusions by including a variety of viewpoints shaped by various positions, interests, and responsibilities.

The distribution depending on years of Shenkor Woreda residency gives the study a time component. The proportion of people who have lived in a community for over ten years (62.44%) highlights the importance of long-term residents in influencing governance dynamics. Their understanding of the development of governance procedures and historical shifts offers a context-rich viewpoint. In addition, including others who have lived here for shorter periods of time provides new perspectives that might clarify current events and shifting community dynamics. The

study can capture a multigenerational perspective on social accountability, community engagement, and governance because of its distribution.

To sum up, the analysis of the respondents' background information distribution highlights the diversity and strength of the study's participant demographics. Together, the gender balance, age range, educational backgrounds, representation from a variety of occupations, and length of residency all help to provide a thorough examination of the research issue. These qualities enhance the study's conclusions and guarantee that they accurately reflect the diverse viewpoints and experiences of the community. The study's dedication to inclusion is in line with the values of effective community engagement and good governance, where a variety of viewpoints are necessary for well-informed decision-making and sustainable development.

Table 2: Distribution of Respondents based on Involvement in Community-Based Organizations (CBOs) and Social Accountability (SA) and Community Participation (CP) Initiatives			
Question for participants	Category	Frequency	Percentage
6. Are you currently involved in any community organizations or civil society groups in Shenkor Woreda?	No	129	33.42%
	Yes	257	66.58%
	Grand Total	386	100.00%
7. Have you previously participated in any social accountability initiatives or community engagement activities in Shenkor Woreda?	No	131	33.94%
	Yes	255	66.06%
	Grand Total	386	100.00%
8. How would you describe your level of familiarity with the concepts of social accountability and community participation?	Not familiar	99	25.65%
	somewhat familiar	243	62.95%
	Very familiar	44	11.40%
	Grand Total	386	100.00%

Source: Field Survey (2023)

According to the results, 66.58% of the participants are presently involved in local groups. The considerable proportion indicates a robust sense of community engagement within these groups, showcasing a deep interest in collaborative efforts that could influence local government protocols.

According to UNDP (2008), community engagement is important for making wise decisions, and this degree of involvement is in line with that.

FGD highlights how important community participation is to these groups. The FGD participants talked about their involvement in CBOs and emphasized the significance of these organizations' support of citizen goals and promotion of local ownership. These first-hand accounts, which demonstrate the dynamism of Shenkor Woreda's community groups, corroborate the numerical data.

Based on the information provided, 66.06% of respondents had previously participated in social accountability programs. This noteworthy figure indicates that the public recognizes the value of holding public servants accountable and engaging in initiatives to promote transparency in government. Scholars such as Bjorkman and Svensson (2010) have demonstrated that public contact is useful in improving service quality in a variety of businesses, and this pattern is in line with their findings.

Background information on social responsibility projects was further supplied by the interviews. Government representatives stressed how important citizen involvement is in keeping the powers that be responsible. The authors observed that enhanced resource allocation and service delivery were a result of community participation and feedback. These actual cases support the quantitative findings and show how actively involved the Shenkor Woreda community is in issues of social responsibility.

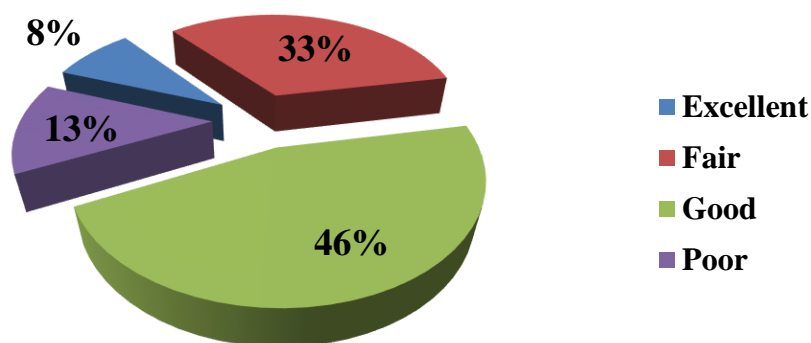
Results of the study showed that 62.95% of participants said they were "somewhat familiar" with the ideas of social responsibility and community participation. This shows that the majority of participants only have a passable understanding of these concepts. Furthermore, 11.40% of respondents indicated that they were "very familiar" with these concepts, indicating that a subset of the community had a greater level of knowledge of governance-related subjects.

Through the FGD and interviews, more details on the community members' awareness levels were discovered. The focus group discussion members discussed their increased knowledge of social responsibility and community participation, highlighting the importance of public awareness campaigns and events. Throughout the interviews, representatives of the government emphasized that they are working to inform the public about their rights and obligations.

A general overview of a proactive neighborhood that actively participates in neighborhood organizations and social accountability programs is provided in Table 2.

The results support the theoretical claims made by Pateman and Jones (2015), which highlight the significance of community participation in governance processes. The data also emphasizes the possibility of additional public awareness-raising activities to better inform and involve the people in governance issues, as recommended by the World Bank (2012). The figures, when paired with qualitative data, essentially portray a society that values participation and acknowledges its influence on the development of transparent and effective governance mechanisms.

Pie Chart 1: Rate of overall level of governance in Shenkor Woreda?



The perceptions of respondents regarding the general level of governance in Shenkor Woreda are shown in detail in Pie Chart 1. A deeper understanding of these impressions can be gained via additional insights from the Focus Group Discussion (FGD) and interviews.

According to the data, 8.29% of participants think the governance is "Excellent," 33.16% think it's "Fair," and a greater percentage, 45.85% of respondents, think it's "Good." Notably, just 12.69% of respondents think the governance is "Poor." These results shed light on the respondents' expressed opinions about how governance is now perceived in society.

In particular, in terms of social accountability and citizen involvement, the distribution of these perceptions offers a detailed insight of the current condition of governance and its important characteristics.

The FGD's findings shed light on how the community perceives Shenkor Woreda's governance. While some participants in the FGD acknowledged advancements in governance openness and community participation, others voiced reservations about certain issues. The results of the FGD are consistent with the variety of responses in Pie Chart 1, highlighting how complex community perceptions of government are.

Government representatives admitted in the interviews that issues remain and that perceptions of governance are complex. In order to highlight the relevance of social accountability programs, they underlined the significance of feedback and active citizen participation in shaping governance processes.

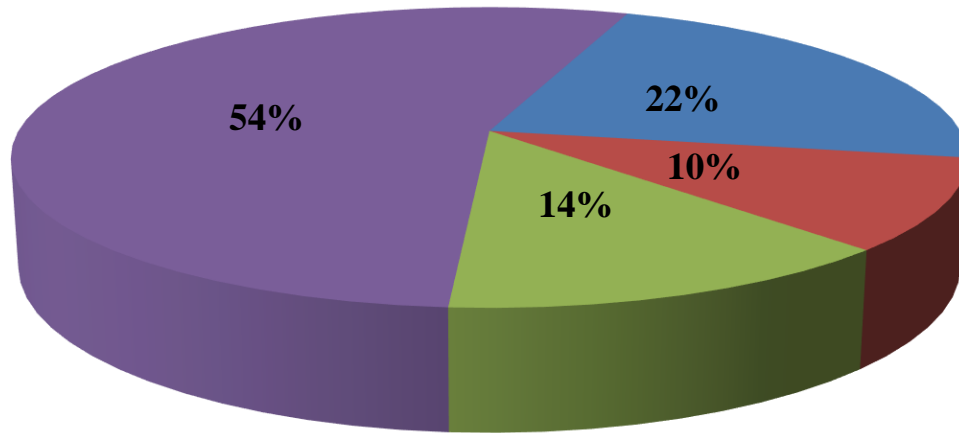
The principles outlined by the United Nations Development Programme (UNDP, 2008), which emphasize the value of effective governance that encourages openness, accountability, and citizen involvement, are in line with this view. The substantial percentage of respondents who gave governance a "Good" grade reflects their opinion that Shenkor Woreda's governance procedures are generally functioning as intended. This is in line with the World Bank's (2012) hypothesis that citizen participation and transparency are positively correlated with successful government.

Even though a sizable percentage of respondents rated governance as "Fair," this may indicate that some areas still need work. Perceptions of justice and equity, as they constitute a sign of responsiveness to community needs, are critical for successful administration, according to scholars like Bjorkman and Svensson (2010).

On the other hand, those who rate governance as "Poor" identify areas of concern that would need quick attention and correction to improve social accountability and citizen involvement. This sentiment is in line with the idea put forth by Pateman and Jones (2015) that inefficient governance may prevent community engagement and collaboration.

In conclusion, Chart 1 offers insightful information on how the community views Shenkor Woreda's governance. Different levels of satisfaction with governance procedures are reflected in the distribution of ratings, highlighting areas for strength and possible development. These results highlight the need for policies that strengthen social accountability and citizen involvement in order to improve the region's governance in a way that is both equitable and efficient. These perceptions are placed in a more detailed context thanks to the qualitative information from the FGD and interviews, which improves our comprehension of the community's point of view.

Pie Chart 2. Citizens participation in decision making



■ Limited opportunities ■ Extensive opportunities ■ No opportunities ■ Some opportunities

Pie Chart 2 displays the respondents' opinions about the chances for Shenkor Woreda residents to participate in decision-making processes. Even though the study primarily relies on questionnaire responses, additional insights from the Focus Group Discussion (FGD) and interviews provide a fuller context for these impressions.

The data presents a variety of viewpoints with varying degrees of optimism and pessimism. 54.40% of respondents think there are "Some opportunities" for citizens to get involved in decision-making. This outcome aligns with UN Habitat's (2017) concept of community participation, which emphasizes how even little amounts of opportunities for citizen contact can foster social cohesion and confidence in the community. Even though they might not be seen as comprehensive, the acknowledgement of "Some opportunities" suggests that there are already established channels for engagement.

The FGD participants elaborated on what they meant to say by "Some opportunities." Residents should express their ideas at community meetings and consultations hosted by the local government, they proposed. A number of concerns were highlighted, nevertheless, including the necessity of more substantial involvement and the outcomes of this kind of participation.

Not insignificantly, 22.28% of respondents think there are "Limited opportunities" for public participation in decision-making. According to this point of view, there should be less citizen

participation, which could lead to a decrease in accountability and openness in government processes, as expressed by Gaventa and McGee (2013). According to this perspective, it is crucial to remove barriers that impede citizens from effectively participating.

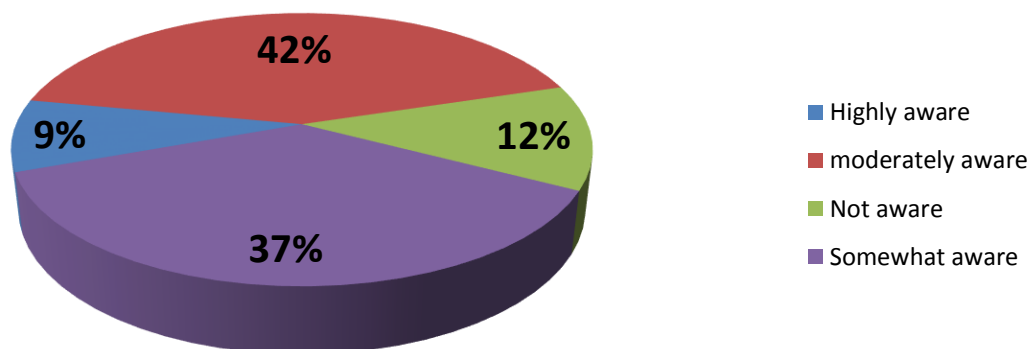
During the interviews, government leaders acknowledged that there weren't many opportunities, but they also promised to boost citizen participation. They discussed the current efforts being made to broaden the scope of involvement and pointed out challenges in balancing traditional political institutions with modern forms of participation.

A noteworthy concern is the 13.47% of respondents who state that there are "No opportunities" for citizens to participate. According to researchers like Agyeman-Duah and Amoah (2019), a dearth of possibilities for participation might cause disengagement and erode trust in governing bodies. This point of view is consistent with their findings. The admission of "No opportunities" underscores the need for inclusive platforms that enable everyone to take part in the process of making decisions.

Interestingly, 9.84% of respondents think that there are "Extensive opportunities" for people to be involved in decision-making. This perspective is in line with the idea that giving citizens plenty of opportunities to connect can improve their sense of ownership over choices and results (United Nations Habitat, 2017). Some respondents who believe they have "Extensive opportunities" do so with hope and contentment.

In summary, the distribution of responses in Pie Chart 2 indicates that there are differing opinions regarding the extent to which citizens can participate in decision-making processes. These views are a reflection of the complex interactions that exist in Shenkor Woreda between social responsibility and public participation. In keeping with the principles advanced by scholars and international organizations, addressing the worries expressed by those who perceive few or no chances and building on the optimism of those who see many opportunities are crucial to ensuring openness, accountability, and good governance. These viewpoints are placed in significant context by the qualitative results from the focus groups and interviews, which also highlight the need for continued efforts to raise public participation.

Pie Chart 3. Awareness of citizens about their rights and responsibilities in governance



Pie Chart 3 displays respondents' perceptions on their understanding of their responsibilities and rights in Shenkor Woreda's governance. Even though the study primarily relies on questionnaire responses, additional insights from the Focus Group Discussion (FGD) and interviews provide a fuller context for these impressions.

Of those surveyed, 42.23% claimed to be "Moderately aware" of their rights and responsibilities under the law. The results of experts like Pateman and Jones (2015), who stress that even a modest level of awareness can lead to good governance outcomes, are consistent with this finding. Many respondents in this category, especially when it comes to local elections and service delivery, seem to have a basic understanding of their rights and obligations, based on the FGD conversations.

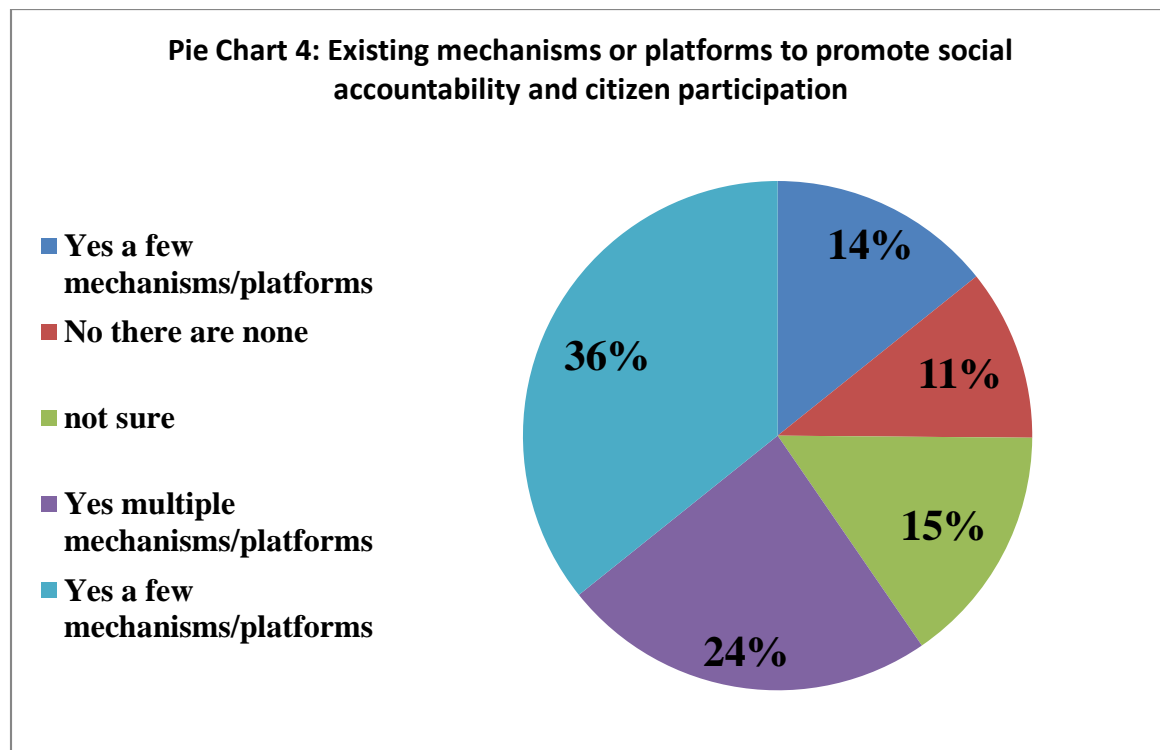
The 36.79% of responders who indicated that they are "Somewhat aware" have similar views. The UN Development Programme's 2008 social responsibility guidelines, which emphasize the importance of having even a basic degree of knowledge when making decisions, are congruent with this point of view. Participants in the Focus Group Discussion (FGD) noted that while people in the "Somewhat aware" category have a general understanding of their role in governance, they may not be completely educated about specific procedures or opportunities for engagement.

On the other hand, 8.55 percent of respondents say they are "Highly aware" of their civic responsibilities. Scholars such as Bjorkman and Svensson (2010), who highlight the connection between increased knowledge and heightened accountability demands, are promoting views that align with this segment's consciousness. In the interviews, some "Highly aware" respondents

emphasized the importance of civic education initiatives that have given them a solid grasp of governance.

Residents who reported being "Not aware" accounted for 12.44% of participants, therefore there's a chance that decisions may be made with insufficient knowledge and minimal citizen input. This concern is consistent with the claims put forth by scholars such as Gelaw and Tefera (2019), who emphasize that ignorance might impede effective government procedures. It was mentioned in the FGD that many people in this category, such as those with less education or limited access to information, would be excluded.

In summary, the distribution of responses in Pie Chart 3 illustrates the varying degrees of citizen comprehension of their rights and responsibilities in governance. While many people fall into the "Moderately aware" and "Somewhat aware" categories, it is important to address the needs of the "Not aware" sector in order to create informed and engaged citizens. Academia and organizations support accountability, transparency, and good governance; these are ideals that can be furthered by building on the fervor of the "Highly aware" group. The qualitative results from the focus group discussions and interviews provide valuable context for these impressions, highlighting the need for specialized civic education programs that can accommodate varying levels of knowledge.



The existence of platforms or procedures that encourage social accountability and citizen participation in Shenkor Woreda is shown in Pie Chart 4.

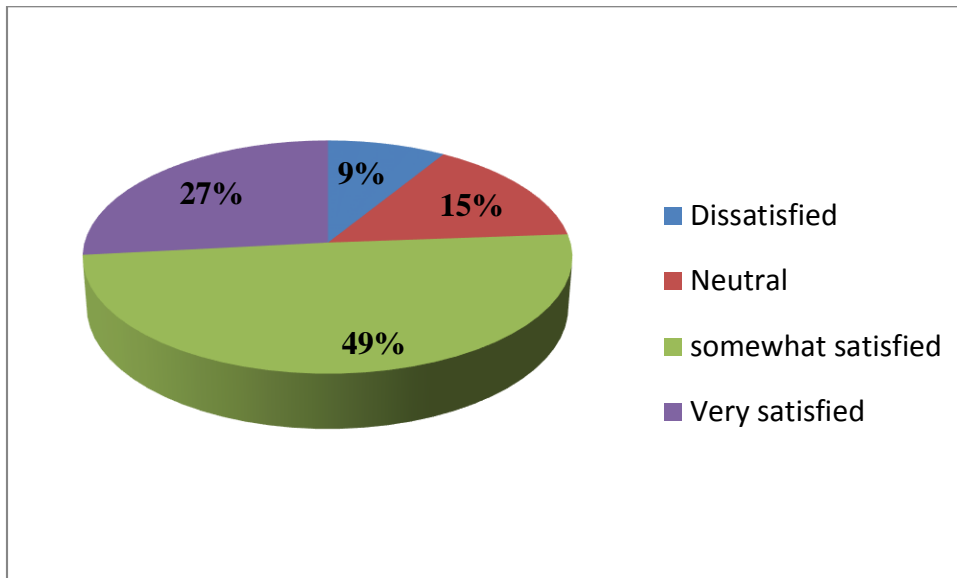
Of those who answered, 35.75 percent said that "Yes, a few mechanisms/platforms" exist. This indicates that a sizable portion of the community is aware that at least some venues or tools for engagement are available. Further elaboration was provided by FGD participants, who noted that these methods often entail community gatherings that offer locals an opportunity to voice their concerns and engage with local officials.

It's also important to note that 23.83% of respondents said that there are "Yes, multiple mechanisms/platforms" for involvement. According to the interviews, this group comprises of those who are aware of the numerous opportunities for participation and actively engage in a range of channels, including community-led projects, participatory budgeting, and public consultations. This indicates that a subset of the populace is more involved.

Surprisingly, 22.28% of respondents claimed that there are no venues or methods for interaction. Concerned by this conclusion, FGD participants pointed out that some residents might think there aren't enough mechanisms because not enough information is available or outreach isn't being done. This perception gap needs to be overcome in order to guarantee that every member of the community is aware of and has access to engagement opportunities.

In addition, 14.25% of respondents said they were "Not sure" if such platforms or methods existed. The interviews revealed that this doubt can be the result of inconsistent information delivery. A few participants stated that although they were aware of certain mechanisms, they were unsure of how to access or use them. This emphasizes how important it is to provide engagement options in an intelligible manner.

Pie Chart 5: Satisfaction of citizens on current level of social accountability and citizen participation in governance



Pie Chart 5 is a summary of Shenkor Woreda residents' thoughts regarding their level of satisfaction with social accountability and public participation in political processes as of right now. The replies provide valuable information regarding the community's perceptions of these systems' effectiveness.

Notably, 49.48% of respondents indicated that they were "somewhat satisfied" with the current state of public participation and social accountability. This indicates that there is still room for improvement while yet admitting some progress and demonstrates a modest level of contentment. This is in line with Schedler's (1999) concept of "reasonable expectations," which holds that the public assesses governance by looking at actual accomplishments rather than a flawless standard.

These results are qualitatively contextualized by the FGD and interview results. Programs encouraging public engagement and social accountability are in place and have made some progress, according to participants in the focus group discussion and in-person interview. They draw attention to the challenges and potential areas of improvement while also restating the worries of the "somewhat satisfied" respondents.

Furthermore, 26.68% of respondents declared that they were "very satisfied" with social accountability and citizen participation, perhaps included those who had experienced favorable outcomes and felt engaged. These high satisfaction ratings could be a sign of effective mechanisms, according to observations reported by Cornwall (2008). The "very satisfied" remarks

are consistent with the consensus among FGD and interview participants that positive effects have been seen in domains such as health and education.

Remarkably, 8.81 percent voiced dissatisfaction and 15.03 percent showed no emotion. Fox (2015) reiterated issues that could lead to dissatisfaction, such as perceived shortcomings, an absence of noticeable outcomes, or obstacles to chances for engagement. The participants in the FGD and interview also mentioned challenges like the need for increased public awareness and opposition from certain government officials, in addition to the grievances of the disgruntled respondents.

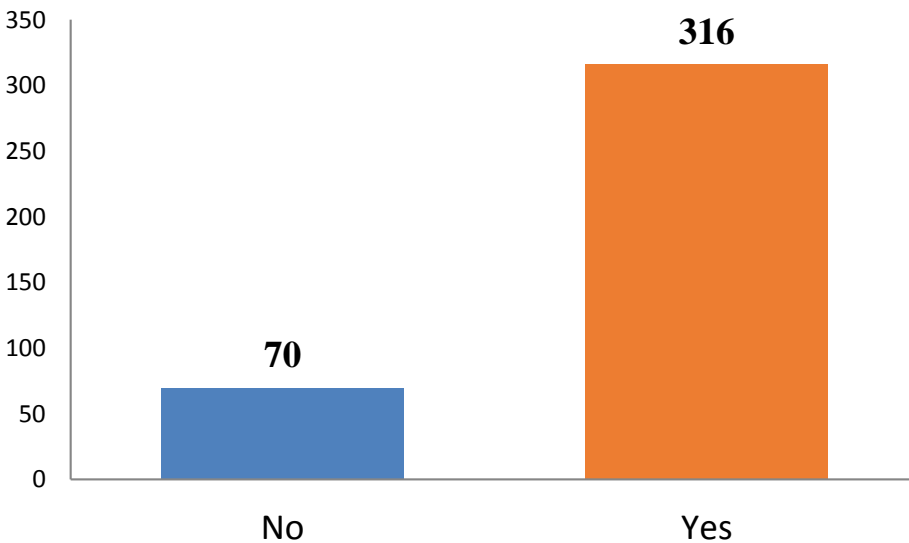
It is critical to recognize that the satisfaction of citizens is contingent upon their unique experiences, perceptions, and expectations. The comparatively high proportion of "neutral" comments could be attributed to a lack of actual experiences or a lack of knowledge about the different approaches. The viewpoints of the FGD participants and interviewees highlighted the need for overcoming barriers and increasing awareness in order to provide residents with more fulfilling lives.

The range of perspectives spanning different levels of satisfaction emphasizes the necessity of ongoing efforts to enhance civic engagement and social responsibility strategies. As per the concepts of continuous improvement and responsiveness espoused by Uphoff (1999), stakeholders are required to address the concerns raised by the dissatisfied, offer clarification to the unclear, and sustain the involvement of the satisfied.

In summary, Pie Chart 5 presents a range of viewpoints and provides information about the degree to which locals are content with social responsibility and public involvement in the political process. The importance of considering citizens' expectations, experiences, and perceptions during the design and implementation process is highlighted by this heterogeneity. Adaptive and context-sensitive solutions are necessary to ensure that the voices of citizens translate in to meaningful actions.

Part 2: For Research Question 2: How have social accountability and community participation been implemented in Shenkor Woreda, and to what extent have they been successful?

Bar Graph 1: Initiatives or programs implemented to promote social accountability and community participation



The extensive knowledge of the programs encouraging social responsibility and community participation in Shenkor Woreda can be ascribed to an organized method of information sharing. The exposure of these projects has been greatly enhanced by the use of well-known media platforms such as Fana Broadcasting Corporation and Harari Mass Media, as well as the inclusion of print media.

Electronic media, including broadcasting companies, are useful tools for awareness campaigns because of their extensive audience reach and capacity to disseminate information (Bessi re, 2013; Zafar, 2019). The partnership between Fana Broadcasting Corporation and Harari Mass Media highlights a calculated decision to take use of electronic media's ability to reach a variety of demographic groups.

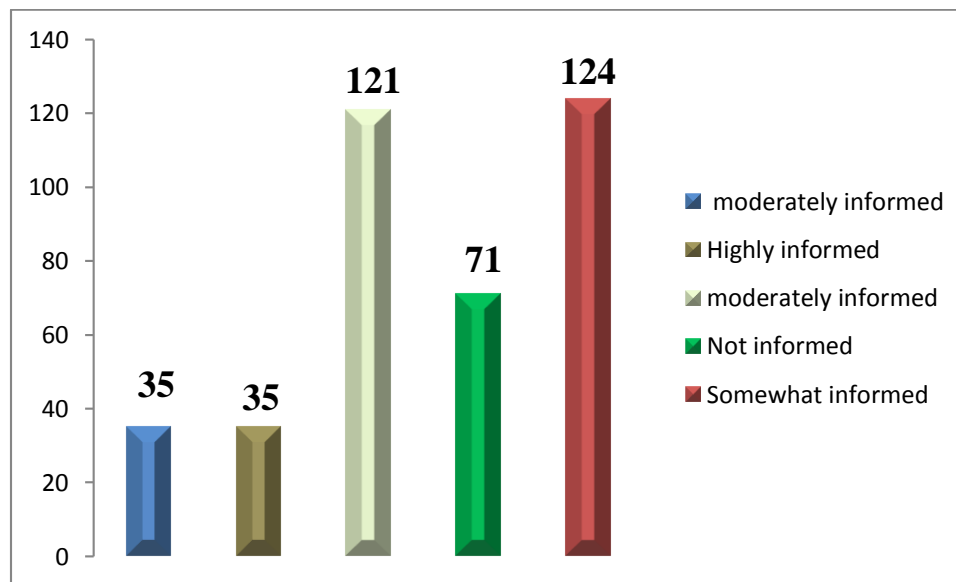
It is particularly interesting that print media has been included in the awareness strategy. For people who like written content, print media—such as newspapers and pamphlets—can be especially useful for engaging readers and providing extensive information (Picard, 2013; Reardon & Rothenbuhler, 2014). In order to ensure that awareness reaches both individuals who interact with electronic media and those who prefer printed materials, this strategy acknowledges the significance of accommodating diverse communication preferences within the community.

Academic literature has emphasized the role of media in influencing public opinion and promoting civic involvement (Chadwick, 2013; Couldry & Turow, 2014). Successful awareness campaigns

are essential to the implementation of participatory government programs because they provide the groundwork for community members to comprehend their rights, obligations, and avenues for participation (Bertot et al., 2010; Sarker & Prang, 2020).

Shenkor Woreda's proactive use of a variety of media platforms demonstrates a considerate and inclusive strategy for spreading awareness of social accountability activities. The cooperation of print and electronic media suggests a concerted effort to guarantee that people from a variety of backgrounds are knowledgeable and prepared to participate actively in participatory governance procedures. The successful implementation of these efforts is contingent upon the cultivation of awareness, which in turn promotes more citizen engagement and effective social accountability.

Bar Graph 2: How well-informed are the citizens of Shenkor Woreda about these initiatives?



Bar Graph 2 provides insight into the degree to which Shenkor Woreda locals are aware of and educated about initiatives aimed at promoting social responsibility and community engagement. A wide range of knowledge levels was revealed by the findings, with "somewhat informed" standing out as the most significant category, representing 32.12% of the respondents.

This outcome aligns with the perspectives expressed by the interviews and FGD participants, who emphasized the importance of community members being informed about their rights, responsibilities, and opportunities for engagement. The qualitative data also shows that, despite the fact that awareness campaigns have been successful in reaching a sizable portion of the public, more work needs to be done to guarantee that information reaches all aspects of the community.

The "highly informed" and "moderately informed" groups, which collectively account for 9.07% of the responses, indicate that some people have a far better understanding of these programs than others. According to certain participants, they actively participated in governmental decision-making processes and were aware of the established procedures. These results are in line with the information gathered from the focus group discussion and the interview.

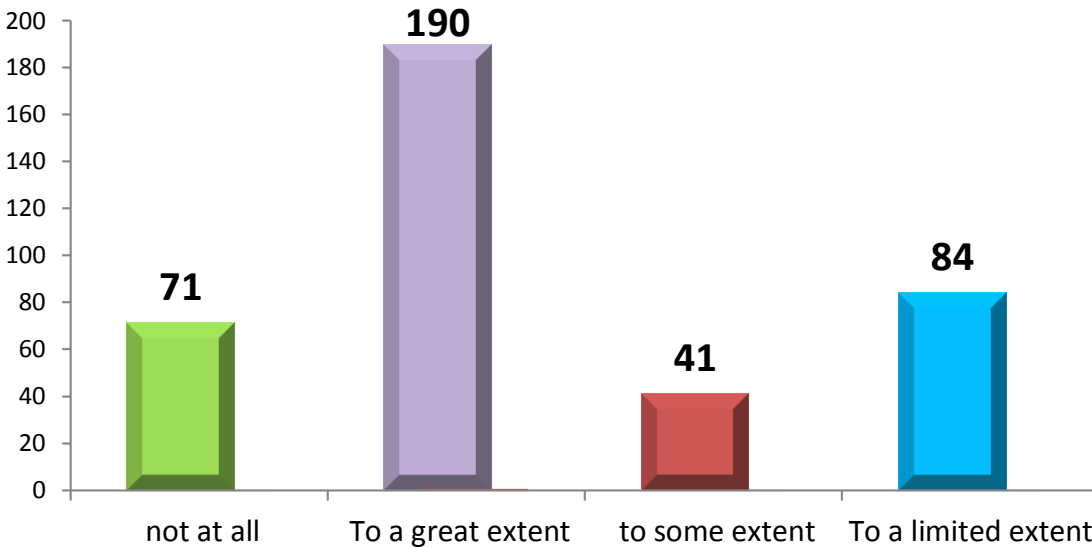
But the bulk of respondents who categorized themselves as "not informed" (18.39%) and the "somewhat informed" group's frequency indicate that continuous efforts are required to raise community members' awareness and comprehension. Every participant in the focus group discussion (FGD) and the in-person interview felt that tremendous efforts are needed to increase awareness and remove barriers brought about by its absence.

Researchers emphasize the critical role that information plays in promoting citizen participation and engagement in government operations. For a government to function effectively, its citizens must be knowledgeable and capable of participating in decision-making processes. The findings underscore the criticality of narrowing the information gap to provide residents with complete and accurate project information.

The study of the questionnaire provided suggestions for enhancing information transmission, some of which include interactive platforms, workshops, and community gatherings. These strategies are consistent with the qualitative data, which emphasizes the importance of customized approaches that accommodate for the diverse information preferences and accessibility of different community groups.

Bar Graph 2 presents data illustrating the diverse range of knowledge levels among Shenkor Woreda inhabitants with respect to social accountability and community engagement initiatives. The frequency of the "somewhat informed" group, in addition to the "not informed," highlights the necessity of continuous advancements in information dissemination to facilitate greater public participation and the successful execution of these initiatives.

Bar Graph 3: To what extent do these initiatives encourage active citizen engagement and participation?



According to 18.39% of respondents, these initiatives "absolutely" do not encourage public participation. This result highlights how important it is to assess current strategies in-depth and pinpoint any barriers that can prevent successful public mobilization. It argues that barriers to public engagement must be removed in order to boost the efficacy of these initiatives (Gaventa and Cornwall, 2006; Gaventa and McGee, 2013).

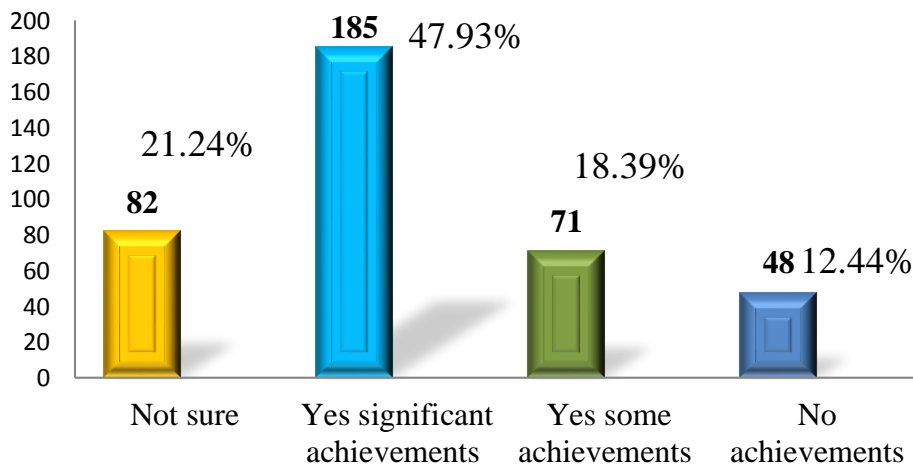
However, around 10.62% of participants stated that these initiatives "to a great extent" promote citizen participation. The positive sentiment indicates that some participants think the initiatives have been effective in motivating locals to participate actively. In keeping with the concept of successful participatory governance, even though this figure is smaller, it indicates that some citizens feel they have a major influence.

Of those surveyed, approximately 49.22% believe that these initiatives "to some extent" encourage civic engagement. This indicates that while there is still potential for improvement to increase the effectiveness of these initiatives, a sizable portion of the public supports the efforts to raise citizen participation. Prior research (Gaventa and McGee, 2013) suggests that initiatives ought to strive for a more profound level of participation that impacts decision-making procedures.

Nearly twenty-seven percent of respondents think that these initiatives "to a limited extent" encourage public engagement. The issues or limitations that could be restricting the projects' potential impact on citizen engagement are highlighted in this response. It is necessary to identify these problems and find answers in order to improve the initiatives' capacity to promote more inclusive and substantial involvement.

To sum up, bar graph 3's data demonstrates that different Shenkor Woreda inhabitants have varying perspectives regarding the extent to which the programs encourage participation and active engagement. While some responders share similar thoughts, others express doubt, highlighting the need for ongoing initiatives to boost program effectiveness and create an atmosphere that encourages significant public participation in governance procedures.

Bar Graph 4: Notable achievements or positive outcomes resulting from the initiatives



Bar Graph 4 provides insightful data regarding the documented achievements and positive outcomes of the initiatives aimed at promoting social responsibility and community engagement in Shenkor Woreda. We can see from this data how the community has reacted to these initiatives and whether or not they have truly increased public participation and governance.

Of those surveyed, about 21.24% stated they were "not sure" about the amount of work completed or the positive outcomes of these initiatives. A lack of understanding or awareness of the precise effects that these programs have had on the community may be the root of this misconception. It highlights the need to improve information sharing and communication in order to make sure locals are aware of the outcomes of the activities.

Conversely, a substantial proportion of participants—approximately 47.93%—acknowledge the presence of "significant achievements." This finding suggests that a sizable proportion of respondents think these initiatives have had a discernibly positive impact. These achievements could take many forms, such as enhanced service delivery, greater accountability from the

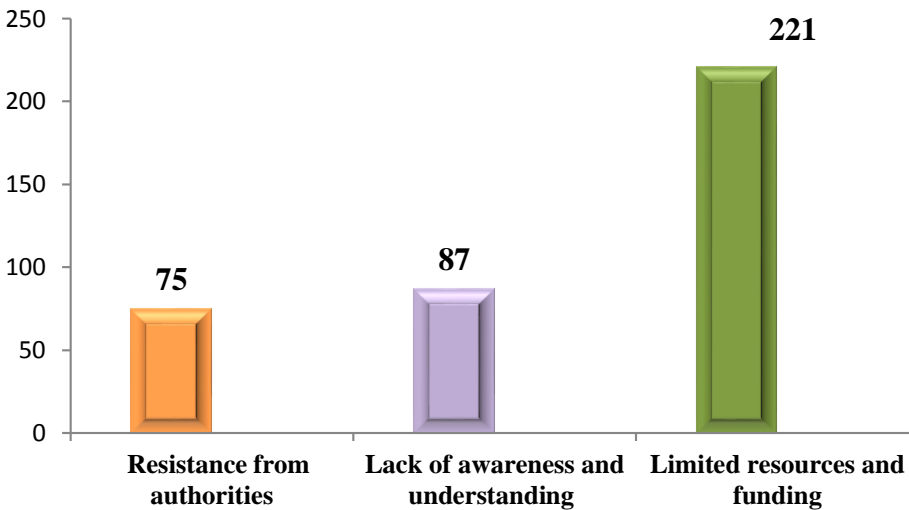
government, and increased transparency, all of which contribute to better governance outcomes. This bolsters the notion that programs aimed at social accountability ought to concentrate on quantifiable results (Grindle and Thomas, 1991).

Furthermore, 18.39% of those surveyed claim that there have been "some achievements." While some respondents do not believe that these achievements are significant, many do admit that certain programs produced positive outcomes. This admission implies that, albeit to varying degrees, these initiatives have impacted many facets of citizen engagement and governance.

Conversely, 12.44% of the respondents declare "no achievements." This is a lower number of respondents. This perspective suggests that these respondents believe no discernible improvements in governance or positive results have resulted from the initiatives. Understanding the reasons behind this impression is necessary in order to change and improve these actions.

The data in Bar Graph 4 illustrates the varying perspectives of participants regarding the achievements and advantageous outcomes of the social responsibility and community participation initiatives in Shenkor Woreda. Although a significant number of participants perceive favorable outcomes and noteworthy achievements, some voice uncertainty or indicate a deficiency in the recorded advancement. This emphasizes the challenges associated with governance projects and the necessity of continual evaluation, adjustment, and consideration for community needs.

Bar Graph 5: Key challenges or limitations faced during the implementation of social accountability and community participation



This analysis explores the difficulties and restrictions experienced when putting social accountability and community engagement projects into practice in Shenkor Woreda, using data from the questionnaire as well as insights from interviews and focus group discussions (FGDs). This in-depth analysis tries to offer a nuanced view of the challenges that these programs face in achieving effective governance.

Authorities' Resistance (19.43%): A sizable portion of respondents named "Resistance from authorities" as a major obstacle to putting these measures into action. This difficulty is consistent with Ribot's (1995) claim that authority figures may oppose participatory initiatives because they are worried about changes in power dynamics. The seamless execution of initiatives intended to challenge prevailing governance institutions might be hampered by bureaucratic resistance.

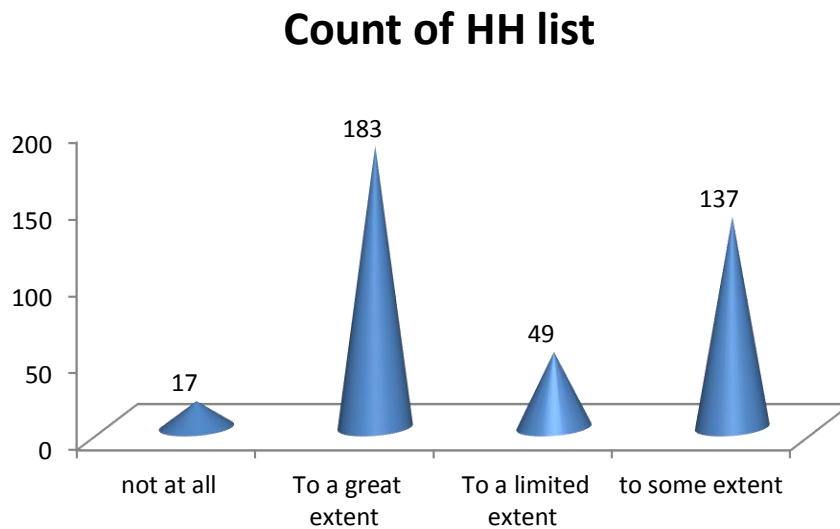
Lack of Awareness and Understanding (22.54%): Around 22.54% of survey participants named "Lack of awareness and understanding" as a major obstacle. The ideas of Tandler (1997), who emphasized that effective community participation depends on educated decision-making and comprehension of governance processes, are relevant to this problem. Insufficient knowledge and comprehension can limit citizens' engagement and their capacity to make meaningful contributions.

Limited Funding and Resources (57.25%): A significant issue mentioned by the majority of responders (57.25%) is "Limited resources and funding." This is consistent with the literature by Bovens (2010), who notes that resource limitations might make it difficult for governance projects to be implemented successfully. The ability to increase awareness, provide capacity-building, and sustain programs over time may be hampered by a lack of finance.

In conclusion, the questionnaire analysis highlights the existence of significant challenges like resistance from authorities, limited awareness and understanding among citizens, and resource limitations in implementing social accountability and community participation initiatives, along with insights from interviews and FGDs. To improve the efficacy and sustainability of governance activities, several issues must be resolved.

3. For Research Question 3: What is the relationship between the implementation of social accountability and community participation and good governance outcomes in Shenkor Woreda?

Cone Graph 1: How does social accountability contribute to improving governance?



This study provides insights into how Shenkor Woreda residents view social accountability as enhancing government outcomes. The information is derived from survey replies as well as qualitative information gathered from focus groups and interviews. This diversity of perspectives aids in the community's understanding of how social accountability impacts governance.

Contribution to social responsibility: Significant (40.67%) A considerable proportion of participants (40.67%) strongly hold the view that social responsibility plays a crucial role in improving Shenkor Woreda's governance results. This aligns with the opinions expressed by those who took part in the focus group discussions and interviews, wherein they emphasized the significance of social responsibility in enhancing responsiveness and transparency. They emphasized that citizens may voice their concerns, hold public servants accountable, and influence policy decisions thanks to these systems. The qualitative data demonstrates the transforming power

of social accountability initiatives as viewed by the community, corroborating the high percentage of respondents who felt a big influence.

Moderate Contribution (32.90%): A substantial portion of survey respondents (32.90%) think that social responsibility has a moderate effect on the outcomes of improved governance. This is in line with the complex viewpoints expressed in the FGDs and interviews. Even while it might not produce quick and big changes, participants agreed that social responsibility is essential to the slow but steady improvements in governance that occur over time. The idea that modest, gradual changes over time might result in significant gains in the overall quality of governance is supported by the association found between the quantitative and qualitative data.

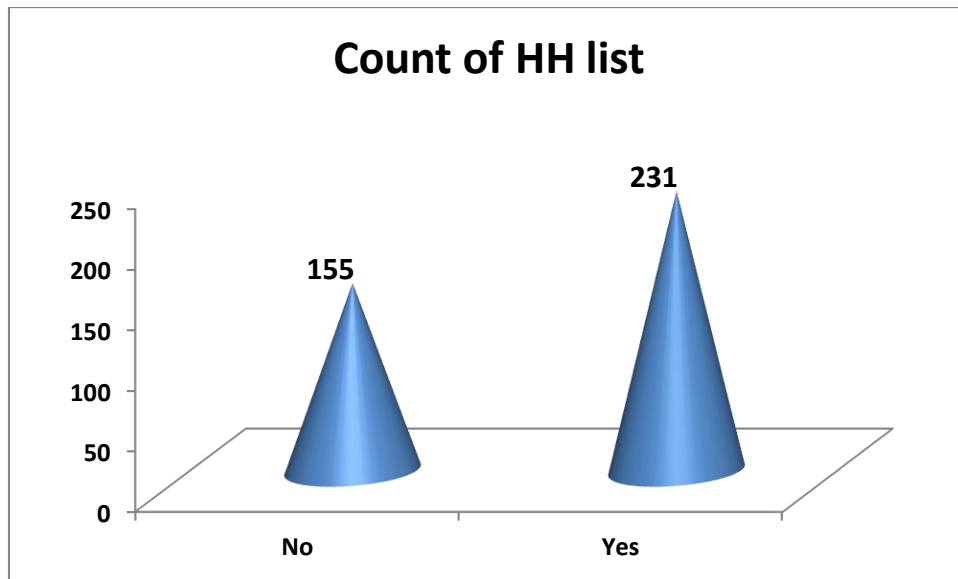
Social Responsibility Makes a Minor Contribution (21.76%): According to 21.76% of respondents, social responsibility makes a minor contribution to the improvement of government. This is in line with the views expressed in the qualitative data, where a small number of participants stated that social accountability systems had little effect on the outcomes of governance. They said that although these efforts might not always bring about drastic adjustments, they might contribute to a slow but steady transformation in the dynamics of governance. The convergence of the quantitative and qualitative results highlights the diversity of perspectives within the community about the importance of social accountability.

No Contribution (4.66%): It's important to observe that 4.66 percent of respondents, a considerably smaller percentage, believe that social responsibility has no bearing on improving governance outcomes. Although it is a small percentage, this percentage supports the skepticism shown in the FGDs and interviews. Some participants persisted in doubting the effectiveness of social accountability initiatives, citing a variety of reasons such as prior errors, perceived shortcomings in the current systems, or a lack of noticeable advancements. As the convergence of quantitative and qualitative findings indicates, addressing skepticism and understanding its root causes is critical to improving the relevance and efficacy of social accountability programs.

To sum up, the results of the interviews and focus group discussions are integrated into the examination of the respondents' viewpoints regarding the enhancement of governance outcomes through social accountability. There is alignment between the quantitative and qualitative data, indicating a diversity of community perspectives. A sizable percentage believes it will have a major influence, some believe it will have a moderate or minimal effect, and a smaller percentage is still skeptical about its effectiveness. The multiplicity of perspectives underscores the challenges

faced by participatory government endeavors and the necessity for tailored approaches that consider the diverse concerns and stances of the community. Policymakers, practitioners, and academics interested in encouraging good governance outcomes through citizen involvement can benefit from the knowledge provided by these results. They also add something to the greater conversation on participatory governance.

Cone Graph 2: Specific governance outcomes positively influenced by social accountability and community participation



Cone Graph 2: Community Participation and Social Accountability in Shenkor Woreda's Perceptions of Governance Outcomes

The data in Cone Graph 2 reveals the respondents' opinions of certain governance results in Shenkor Woreda that have benefited from social accountability and community participation. This study integrates insights from focus group discussions (FGDs) and interviews to give a comprehensive understanding of the community's perspectives on how participatory processes affect governance outcomes.

Favorable Influence Recognized (60%): Most respondents (60%) acknowledge that social responsibility and community engagement have positively impacted specific governance results in Shenkor Woreda. This attitude is in line with what was said in the focus groups and interviews, where participants mentioned how these technologies have enhanced public trust, improved

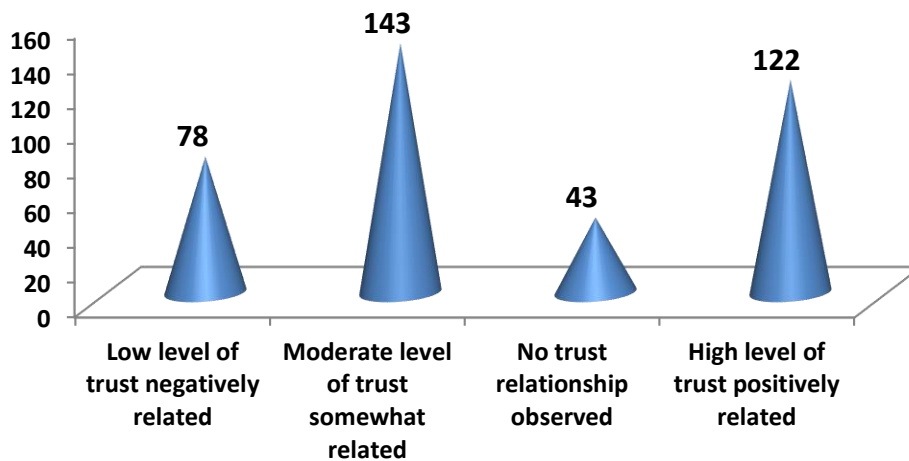
service delivery, and promoted openness. The support for social accountability and community participation initiatives in promoting genuine gains in governance is demonstrated by the congruence of quantitative and qualitative evidence.

On the other hand, forty percent of respondents claimed not to know the particular governance outcomes that are positively impacted by social responsibility and community participation. One issue raised in the interviews and FGDs is the response, which shows a knowledge or information gap. Participants emphasized the need of more effective communication and reporting of the outcomes of these activities to guarantee that people are informed about the positive improvements brought about by their active engagement. This relationship between quantitative and qualitative data highlights how important it is to have open communication when proving that participatory governance methods work.

Finally, the response distribution in Cone graph 2, which incorporates data from focus groups and interviews, reveals that the majority of respondents attribute specific positive governance outcomes to the social responsibility and community engagement initiatives in Shenkor Woreda. The value of these techniques in improving governance standards is demonstrated by this acknowledgement. To ensure that residents are informed of the positive improvements brought about by their active engagement, open communication and information sharing are crucial, as seen by the significant proportion of respondents who are ignorant of these results. By highlighting the need for effective reporting tools to demonstrate the real-world benefits of public participation in decision-making, the research advances the conversation around participatory government.

Cone Graph 3: Level of trust between the government and citizens, and how it relate to the implementation of social accountability and community participation

Count of HH list



Cone Graph 3: Shenkor Woreda's perceptions of social accountability, trust, and community participation

Cone graph 3 presents the respondents' perspectives on the degree of trust that the people of Shenkor Woreda have in the government, as well as the degree to which social responsibility and community participation have been implemented. The present study integrates perspectives from interviews and focus group discussions to provide a thorough grasp of the community's beliefs regarding the relationship between trust and participatory processes, as well as their potential impact on governance outcomes.

High Level of Trust and Positive Relationship (32% of Respondents): A sizable portion of respondents (32%) stated that there is a high level of trust between the public and the local government, and they observed a positive relationship between this trust and the implementation of community engagement and social responsibility programs. This result is consistent with the opinions expressed by participants in facilitator-led group discussions (FGDs) and interviews, who highlighted the value of trust in promoting openness, flexibility, and stronger ties between the government and its people. The relationship between quantitative and qualitative data sets a higher standard for governance and emphasizes the importance of trust in facilitating participatory government.

Poor Relationship and Low Trust (20%): On the other hand, 20% of respondents believed that there was a mistrust between the people and the government, which made it challenging to involve

the community and carry out social responsibility. This viewpoint is consistent with the issues brought up in focus groups and interviews concerning the difficulties and roadblocks preventing involvement and building trust. Researchers like Fox (2007) emphasize how crucial it is to deal with the root causes of low trust as well as the continuous nature of trust-building. The method emphasizes how crucial context-specific actions are when dealing with issues related to trust.

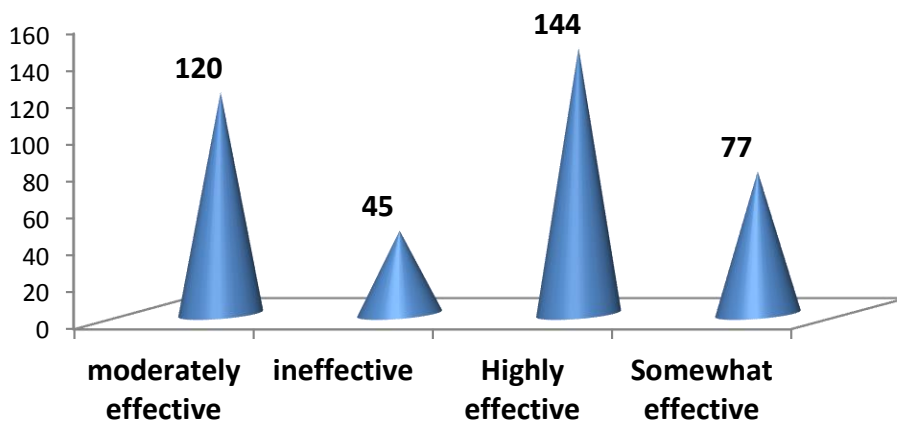
Additionally, 37% of respondents reported a moderate level of trust and thought that the use of participatory processes affected this confidence to some extent. This comment demonstrates a sophisticated understanding of the relationship between the two, implying that trust may not be the only factor influencing citizen involvement. This supports the theory put forth by Grinnell (2010) that participation processes themselves may eventually aid in the growth of trust. The results demonstrate the complexity of trust dynamics and the intricate ways in which they interact with participatory government.

Finally, 11% of participants said that the public and their administration don't trust each other. The results of the interviews and focus groups highlight the need for additional research to determine the causes of this purported lack of trust as well as the significance of removing these obstacles to advance participatory democracy.

Lastly, the distribution of responses in Cone Graph 3, which compiles information from interviews and focus groups, reveals the various perspectives of participants on the connection between the adoption of social accountability and community engagement initiatives and the level of public-government trust. Although a considerable proportion of participants noted a favorable correlation, the incorporation of supplementary answers underscores the intricacy of trust dynamics and the contextual factors that impact them. These results underscore the need for holistic approaches to problem solving, for the gradual establishment and sustenance of trust, and for the advancement of academic understanding of trust as a key component of participatory governance.

Cone Graph 4: Overall effectiveness rate of social accountability and community participation in improving governance outcomes

Count of HH list



The opinions of respondents are shown in Cone Graph 4 about the general efficacy of social accountability and community participation in improving governance results in Shenkor Woreda. In order to provide a thorough knowledge of the community's opinions on the impact and effectiveness of participatory methods, this analysis incorporates insights from interviews and FGDs.

Highly Effective (37%): A sizable majority of respondents (37%) said that community participation and social responsibility were highly effective in enhancing governance outcomes. This is consistent with the viewpoints expressed by participants in interviews and FGDs, who stressed the transformative potential of participatory methodologies. The correlation between quantitative and qualitative data emphasizes how important these systems are for bringing about real improvements in governance.

Additionally, 31% of respondents gave the overall effectiveness a moderately effective rating. This implies a nuanced perception, noting that while encouraging results have been seen, there is still potential for development. This is consistent with the discussion in interviews and focus group discussions about how participatory systems' effectiveness may vary depending on the context. The perceived impact is shaped by elements like the initiative's design, capacity-building efforts, and the responsiveness of authorities.

However, 20% of respondents thought that social responsibility and community participation were only slightly effective. This response represents the opinion that while these techniques help to improve governance outcomes, their effects might not be uniformly transformational in all

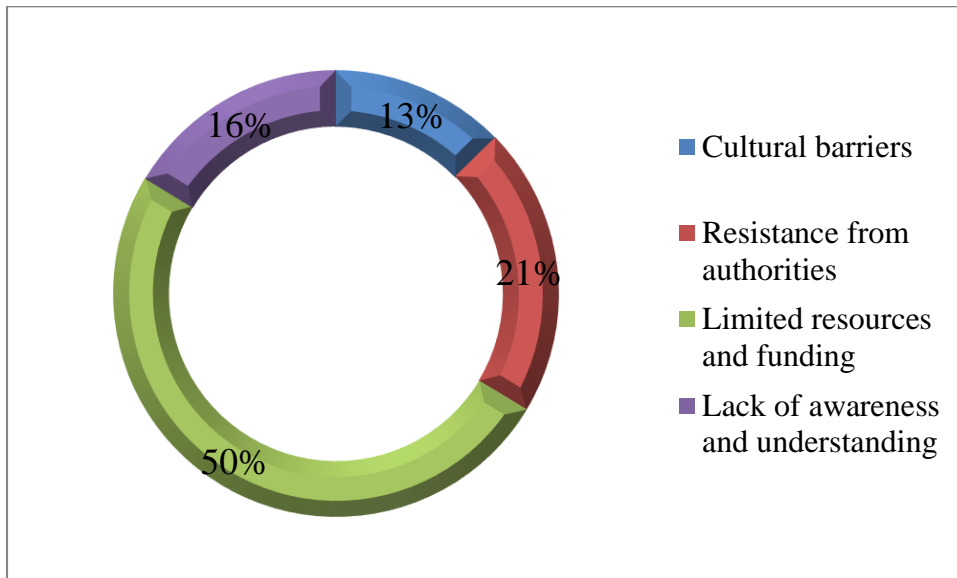
contexts. This notion is consistent with discussions made during interviews and focus groups about how the extent of participation and community empowerment might affect the degree of impact.

Finally, 12% of respondents rated social responsibility and community participation as unsuccessful. This finding begs significant issues about the elements—highlighted in the interviews and FGDs—contributing to this perspective. Scholars stress that tokenistic involvement or a lack of true engagement can result in ineffective participation, which has little bearing on governance outcomes. This reaction demonstrates the importance of critically evaluating existing participatory systems and considering alternative modifications.

The distribution of responses in Cone Graph 4, which integrates information from interviews and focus groups, highlights the varied perspectives of respondents regarding the value of social accountability and community participation in enhancing governance outcomes. While a sizeable portion of respondents considers these programs to be highly effective, other replies show a more nuanced understanding of the effects and potential obstacles that could limit their success. These results highlight the significance of context-specific techniques, ongoing review, and participatory mechanism adaption to ensure significant and long-lasting contributions to governance improvement.

Research Question 4. What are the challenges and opportunities associated with implementing social accountability and community participation in Shenkor Woreda?

Pie Chart 6: Main obstacles or difficulties faced when implementing social accountability and community participation initiatives



Outlines the challenges and barriers encountered in implementing social accountability and community participation programs in Shenkor Woreda. This report provides a comprehensive picture of the difficulties faced by stakeholders in developing participatory government by combining data from questionnaire responses with insights from focus groups and interviews.

Limited resources and funding: According to the questionnaire analysis, a sizable portion of respondents (50%) identified this as a major challenge. The concerns raised by participants in the focus group discussions and interviews, who also identified financial constraints as a significant barrier, align with this. Both sets of data emphasize how urgently innovative funding strategies, collaboration with development groups, and the mobilization of local resources are needed to get over financial barriers.

Authorities' Resistance: The questionnaire analysis revealed that 21% of respondents identified this as a significant obstacle. This is in line with what was learned through focus groups and interviews, where participants discussed the challenges presented by bureaucratic resistance and the reluctance of some authorities to facilitate participatory activities. The amalgamated data sources place a great focus on the importance of cultivating connections with authorities, adopting a calculated strategy, and highlighting the benefits of inclusive government.

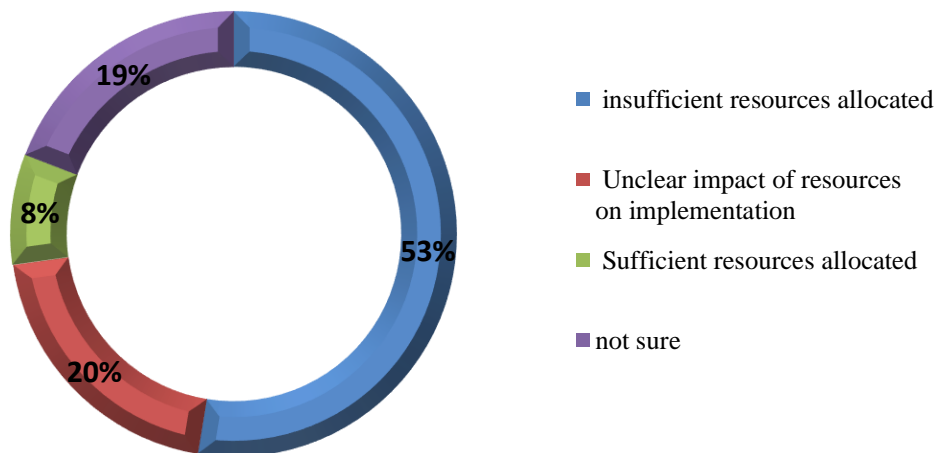
Cultural barriers are a hurdle, according to 13% of poll participants. This outcome aligns with the qualitative data gathered from focus groups and interviews, which also suggested that cultural norms and practices influence citizen participation. Together, the data sources highlight how, in

order to effectively tackle this issue, culturally sensitive program design is essential, taking into account the variety of perspectives and methods.

Lack of Knowledge and Understanding: Based on the analysis of the questionnaire, 16% of respondents stated that there was an issue with their lack of knowledge and understanding. This is in line with the qualitative data, which revealed discussions in FGDs and interviews regarding the need for improved civic education and information distribution. The importance of supporting public awareness campaigns and educational initiatives to provide citizens with greater influence is demonstrated by both data sets.

Triangulating results from questionnaire analysis, interviews, and focus group discussions (FGDs) provides a more comprehensive understanding of the challenges faced in implementing social accountability and community participation programs in Shenkor Woreda. The combination of data sources shows how complicated these problems are and how important it is to use specialized strategies that respect cultural diversity, work with government partners, consider budget constraints, and prioritize public education. This comprehensive approach is essential for improving governance outcomes and encouraging the expansion of programs involving participatory governance.

Pie Chart 7: Financial resources and budget allocation impact the implementation of social accountability and community participation initiatives?



Pie Chart 7 explores how financial resources and budget allocation affect the execution of initiatives for social accountability and community participation in Shenkor Woreda. The purpose of this analysis is to provide a more thorough knowledge of the significance of resource allocation and its impact on the success and effectiveness of these projects. It draws on questionnaire responses as well as insights from interviews and focus group discussions.

Insufficient Resources: According to the questionnaire analysis, the majority of respondents (53%) saw the allocation of insufficient resources as a serious difficulty. This finding is congruent with the qualitative data from interviews and focus groups, where participants frequently expressed concerns about how a lack of resources would prevent initiatives for participatory governance from being implemented successfully. The combined facts emphasize how crucial it is to have enough funds to set up practical platforms, train stakeholders, and launch awareness efforts. Increased budgetary support for participatory government is urgently needed, according to advocacy initiatives.

Uncertain Impact of Resources: It's interesting to note that 20% of respondents expressed ambiguity about the effect of resources on initiative implementation, according to the questionnaire analysis. This is consistent with the qualitative information from interviews and focus groups, where participants talked about issues with budgeting procedures' accountability and openness. The combined data sources demonstrate the importance of transparent and responsible financial practices that explicitly connect resource allocations to certain activities and outcomes. To maximize resources' influence on governance outcomes, it is crucial to make sure they are properly managed, tracked, and used.

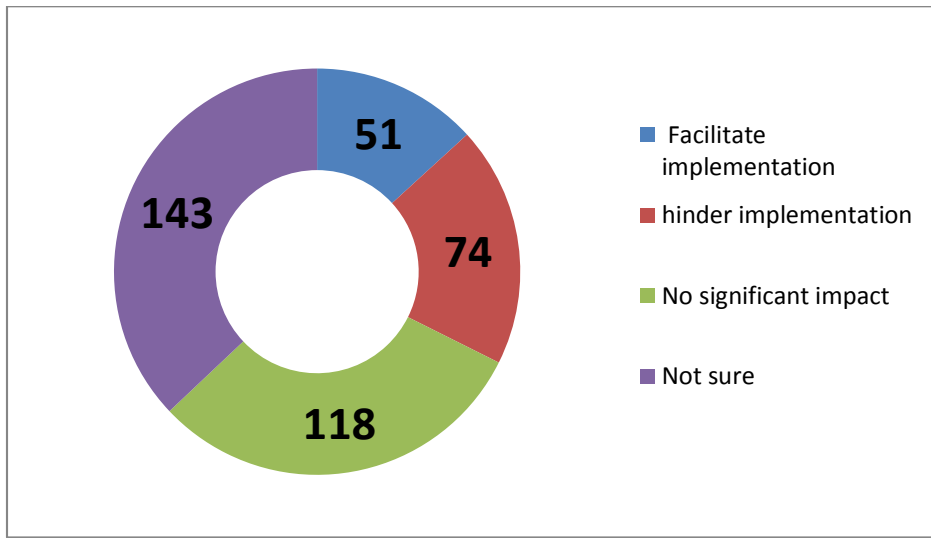
Sufficient Resources: A smaller percentage of survey respondents (8%) thought that enough resources were allocated to carry out the initiative. The lack of discussion of this perspective in the qualitative data suggests that stakeholders may hold a less common opinion about it. Further research is required to examine how resource allocation decisions are made, which activities are prioritized, and how outcomes are monitored and assessed in order to acquire a more thorough knowledge of the impact of sufficient resources.

Uncertainty on Resource Impact: A sizeable percentage of respondents (19%) voiced doubt on how resources will affect implementation. This ambiguity, as indicated by the questionnaire analysis, may point to a lack of transparency in the budgeting process, leaving the public uninformed about how resources are allocated, handled, and used for participatory government

activities. This ambiguity highlights the value of improving information sharing and communication about resource allocation processes and echoes issues expressed during interviews and focus group discussions. Citizens may be able to see the potential advantages of increasing financial support for participatory activities with the aid of transparency and accountability in financial affairs.

In conclusion, pie chart 7 emphasizes the crucial role that financial resources and budget allocation have in determining how social responsibility and community engagement initiatives are implemented and how well they perform. The findings emphasize the need for transparent and accountable resource management by highlighting common issues with scarce resources and ambiguous effects. Building strong platforms, boosting capacity, and launching awareness campaigns all require adequate financial backing, which will ultimately increase the influence of participatory governance activities on governance outcomes. This research is made richer by the incorporation of insights from interviews and focus group discussions, which offers a more comprehensive view of the opportunities and problems associated to resources.

Pie Chart 8: Cultural or societal factors that hinder or facilitate the implementation of social accountability and community participation



Pie Chart 8:-explores how social and cultural elements affect how social accountability and community engagement programs are carried out in Shenkor Woreda. The responses' distribution sheds light on how cultural dynamics interact with the effectiveness of participatory governance initiatives.

About 13% of respondents thought cultural and societal issues helped these projects be implemented. This is consistent with the arguments made by academics like Ribot (2003), who stress the significance of regional norms and customs that might promote citizen participation and accountability. Existing community traditions of cooperation, a culture of open communication between citizens and authorities, and shared principles of openness are all facilitative elements. Implementation tactics can be made more effective and contextually relevant by recognizing and leveraging these cultural strengths.

Conversely, 19% of respondents said that social and cultural factors make it difficult to put proposals into action. Traditional hierarchies that prevent marginalized groups from openly criticizing the establishment, cultural norms that prohibit such criticism, or gender inequities that prevent women from participating are a few examples of such obstacles. These difficulties highlight the need for specialized approaches that take into consideration cultural sensitivities and remove obstacles that can prevent programs for participatory governance from being inclusive and effective.

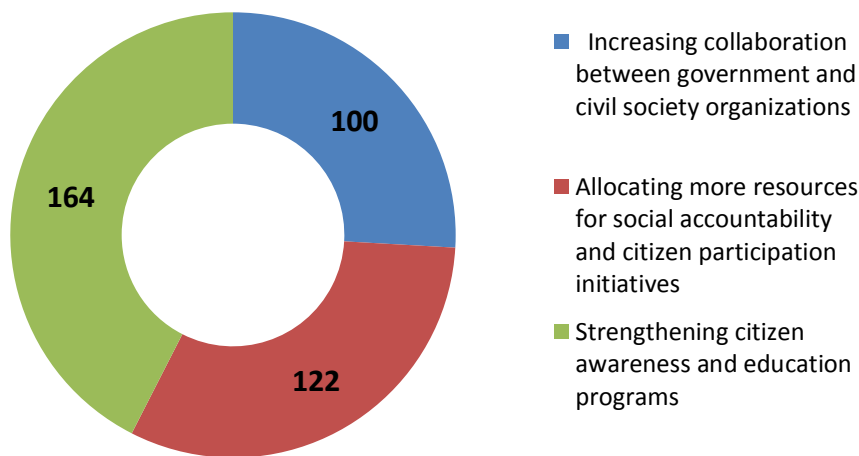
31 percent of respondents believed that cultural and societal variables had little to no influence on how well projects were carried out. This conclusion implies that cultural factors nevertheless affect the environment in which participatory governance takes place, even though they may not directly

facilitate or hinder implementation. The neutral posture of these respondents, however, can also point to a lack of knowledge or comprehension of how cultural variables might affect governance processes.

Surprisingly, 37% of respondents weren't sure how culture and society played a role. This confusion may be an indication that there is a need for more understanding and discussion of the complex interactions between cultural environments and participatory governance projects. The significance of context-specific analysis is emphasized by academics like Cornwall (2008) in order to recognize both possible facilitators and barriers within cultural dynamics. A more informed viewpoint on how cultural influences influence the execution of participatory government attempts could be fostered through more knowledge and education.

To sum up, pie chart 8 demonstrates the intricate interactions between cultural and socioeconomic elements and the execution of initiatives for community participation and social accountability. While some people notice facilitation and obstruction, a sizeable portion is uncertain or sees no discernible impact. This emphasizes the necessity for context-sensitive methods that take cultural practices and norms into account while also addressing potential problems. Initiatives for participatory governance in Shenkor Woreda may succeed and be more effective if local knowledge and sensibilities are taken into account.

Pie chart 9: Potential opportunities for further enhancing social accountability and community participation



Based on the opinions of survey, interview, and focus group respondents, pie chart 9 offers insights into potential opportunities for enhancing social accountability and community participation in governance within Shenkor Woreda. These opportunities represent tactics that may help to improve citizen participation and participatory governance.

Government-Civil Society Collaboration: According to the questionnaire analysis, almost 26% of respondents emphasized the significance of enhancing collaboration between the government and civil society organizations. This point of view was also brought up in interviews and focus group discussions, where participants underlined the importance of collaborations between governmental and non-governmental actors in promoting more successful governance outcomes. Collaboration was considered as a way to alleviate resource limitations, increase the scope and impact of social responsibility projects, and combine the skills of both sectors. This perspective was deepened by insights from interviews and focus groups, which offered real-world examples and context-specific suggestions for such partnerships.

Resource Allocation: According to the questionnaire analysis, a sizable portion of respondents (32%) highlighted increasing resources for social accountability and public engagement programs as a crucial opportunity. This viewpoint is consistent with the opinions voiced by participants in interviews and focus groups, who emphasized the importance of resource allocation in guaranteeing the viability and impact of participatory programs. For supporting awareness efforts, programs that create capacity, and venues for public interaction, adequate money was considered as essential. This point of view was strengthened by the perspectives presented during interviews

and focus group discussions, which offered specific suggestions for transparent and accountable budgeting procedures and looked into potential financing sources, including international alliances.

Programs for Citizen Awareness and Education: According to the questionnaire analysis, a sizable portion of respondents (42%) saw opportunities for improving participatory government in strengthening programs for citizen awareness and education. The importance of well-informed citizens in holding authorities accountable was stressed by participants in interviews and focus groups as they also explored this point of view. It was emphasized how important it is to improve citizens' knowledge of their rights, obligations, and rewards of participation. Practical suggestions for creating effective awareness and education programs were supplied by the insights from interviews and focus group discussions, including the use of regional languages, community-based strategies, and maximizing conventional communication channels.

Pie Chart 9 concludes by highlighting important chances for enhancing social accountability and community participation in governance within Shenkor Woreda. The opinions expressed by the respondents, combined with the findings from the interviews and focus groups, highlight the value of cooperation, resource allocation, and citizen awareness campaigns. These opportunities support scholarly viewpoints on participatory governance and offer helpful advice for the creation and execution of programs that can empower citizens, promote transparency, and result in more positive outcomes for governance. The analysis is enhanced by the incorporation of insights from interviews and focus groups by providing recommendations and examples appropriate to the environment.

Chapter Five

Conclusion and Recommendation

5.1 Conclusion

- The community in Shenkor Woreda is actively involved in local organizations and social accountability initiatives. However, there is a need for more education and awareness to help them better understand these concepts.
- Governance in Shenkor Woreda is generally seen in a positive light, but there are areas that need improvement to boost social accountability and citizen participation. To build on the positive perceptions and address the areas needing enhancement, the continuous efforts are needed.
- Using various media platforms, including electronic and print media, has significantly increased awareness of social accountability and community participation in Shenkor Woreda, reaching a broad audience and catering to different communication preferences.
- While many people are somewhat informed, a significant number are either not informed or only slightly informed. This shows the need for ongoing efforts to increase awareness and deepen citizen engagement across all community segments.
- The main challenges in implementing these initiatives are resistance from authorities, limited citizen awareness and understanding, and significant resource constraints. Overcoming these obstacles is crucial for enhancing the effectiveness and sustainability of social accountability and community participation programs.
- Many residents of Shenkor Woreda believe that social accountability and community participation greatly improve governance by enhancing transparency, public trust, and service delivery. This is supported by both survey data and insights from focus groups and interviews.
- Trust between citizens and the government varies. Some people report high trust and positive engagement, while others are skeptical and have low trust. This variation shows the need for targeted efforts to build trust and improve the effectiveness of participatory processes.
- While many respondents see social accountability and community participation as very effective in improving governance, others see them as only moderately or slightly effective. Addressing the factors contributing to these mixed perceptions, such as resource constraints and the need for genuine engagement, is crucial for enhancing the impact of these initiatives.

- The primary challenges in implementing social accountability and community participation initiatives in Shenkor Woreda include limited resources and funding, resistance from authorities, and cultural barriers. Addressing these requires innovative funding strategies, fostering relationships with authorities, and designing culturally sensitive programs.
- The success of participatory initiatives is significantly hindered by insufficient financial resources. Adequate budget allocations, transparent financial practices, and responsible resource management are essential to enhance the effectiveness and impact of these programs.
- Cultural and societal factors play a complex role in the implementation of social accountability and community participation initiatives. While some cultural norms help these efforts, others pose significant barriers. Context-sensitive approaches that leverage cultural strengths and address obstacles are crucial for the success of these initiatives.

5.2 Recommendations

By implementing these specific recommendations, the efficacy and durability of social accountability and community participation initiatives in Shenkor Woreda can be greatly augmented, resulting in enhanced governance and increased community involvement.

Community Education and Awareness: Organize ongoing community workshops and training programs: Create and execute interactive workshops aimed at educating citizens about the significance of social accountability and community participation. The workshops should be crafted to be captivating and easily approachable, employing diverse pedagogical techniques like group deliberations, role-playing, and practical exercises to guarantee participants' comprehensive comprehension of the concepts. In addition, develop outreach programs that specifically focus on reaching community segments that have limited knowledge or are not actively involved, with the aim of enhancing their awareness and involvement. These methods encompass door-to-door campaigns, setting up information booths at local events, and forming partnerships with community organizations to effectively reach a wider audience.

Utilize diverse media platforms: Employ various media platforms, encompassing electronic (such as social media, websites, radio, and TV) and print media (including newspapers, flyers, and brochures), to enhance awareness regarding social accountability and community participation. Customize content to cater to various demographics in order to achieve wide-ranging reach and maximize effectiveness. For example, social media campaigns have the ability to focus on younger

demographics, whereas radio programs have the capacity to reach older individuals within the community. Share stories of successful experiences and testimonials: Consistently disseminate success stories and testimonials from community members and local authorities who have actively participated in social accountability initiatives. These narratives can be spread through various media channels, community gatherings, and physical publications to encourage wider involvement and showcase the concrete advantages of taking part.

Feedback mechanisms: Implement consistent channels for receiving and providing feedback: Establish recurring occasions for citizens to offer their input on matters of governance and social accountability. This may encompass community forums where residents can express their concerns and suggestions, as well as suggestion boxes strategically placed in easily accessible locations throughout the community.

Establish Interactive Platforms for Online and Offline Engagement: Construct dedicated websites or social media pages as online platforms, and organize town hall meetings or local council sessions as offline platforms, to facilitate citizen-government interaction, enabling citizens to pose inquiries and offer feedback. It is important that these platforms are designed to be easy for users to navigate and are actively promoted to ensure that as many people as possible participate.

Capacity Building: Training and Capacity-Building Initiatives for Local Authorities: Develop and execute extensive training initiatives for local authorities to minimize opposition and improve their comprehension of the advantages of social accountability. These programs can address subjects such as clear decision-making processes, strategies for engaging with the community, and skills for effective communication.

Identify and train individuals to serve as community ambassadors who will actively promote social accountability within their respective communities. The ambassadors should possess extensive knowledge and be highly respected individuals within the community. They should have the ability to effectively interact with their peers, distribute information, and promote active involvement in governance procedures.

Resource Mobilization and Management: Novel Approaches to Securing Funds: Examine and execute diverse funding approaches to tackle limitations in resources, such as engaging in public-private partnerships, securing grants, and organizing community fundraisers. These strategies must

be enduring and strive to establish enduring financial backing for social accountability programs. Promote Cultivate cooperation among local authorities, non-governmental organizations (NGOs), and the private sector to combine resources and bolster social accountability initiatives. This can encompass cooperative initiatives, pooled financial resources, and coordinated strategic endeavors to optimize effectiveness and productivity.

Cultural Sensitivity Training: Design and Execute Training Initiatives: Develop and provide educational programs that specifically target cultural sensitivity for individuals within the community as well as those in positions of authority. These programs should provide participants with knowledge about local cultural norms and practices, fostering mutual respect and comprehension. Employ Cultural Norms and Practices: Recognize and exploit cultural norms and practices that promote social responsibility and community involvement. Create programs and initiatives that are in line with these cultural strengths, while also tackling and surmounting any cultural obstacles. This approach guarantees that social accountability initiatives are culturally suitable and have a higher probability of being embraced and achieving success within the community.

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Appendixes

Data Collection Instruments

Addis Ababa University

College of Business and Economics

Department of PADM

Dear Participant,

I appreciate your willingness to participate in this study. This survey aims to collect important data about how social accountability and community participation are being implemented in Shenkor Woreda and how they affect good governance. We sincerely appreciate your participation, which will help us gain a better knowledge of the governance landscape as it exists today as well as the potential and problems related to social accountability and community participation.

Please be aware that the information gathered will only be utilized for research reasons, and that your answers will be treated with the utmost confidentiality. Your personal information will be kept anonymous, and the data you submit will be compiled and examined as a whole. The survey comprises an array of inquiries concerning your viewpoints, encounters, and beliefs regarding social responsibility, public involvement, and administration in Shenkor Woreda. It should take about twenty minutes to finish. Participation in the study is entirely voluntary, and you are free to stop at any moment without facing any repercussions. Nonetheless, your feedback is essential to guaranteeing the precision and dependability of the study results.

Please provide the most accurate response you can, based on your own experiences, opinions, and expertise to the questions. There is no "right" or "wrong" responses. We greatly value your intelligent and honest replies, which will raise the caliber of the study as a whole. Again, I want to thank you for taking part in this study and for your invaluable contribution. Please do not hesitate to contact me at any moment if you have any queries or issues.

Sincerely,

Zelalem Mamuye

Background Information Questions

1. Gender:

Male Female Other (please specify)

2. Age:

18-24 25-34 35-44 45-54 55 and above

3. Educational Background:

- Primary School Secondary School Bachelor's Degree
 Master's Degree Doctorate Degree other (please specify)

4. Occupation:

- Government Employee Private Sector Employee Self-employed
 Student Unemployed Retired other (please specify)

5. Years of Residence in Shenkor Woreda:

- Less than 1 year 1-5 years 6-10 years More than 10 years

6. Are you currently involved in any community organizations or civil society groups in Shenkor Woreda?

- Yes No

7. Have you previously participated in any social accountability initiatives or community engagement activities in Shenkor Woreda?

- Yes No

8. How would you describe your level of familiarity with the concepts of social accountability and community participation?

- Very familiar somewhat familiar Not familiar

Questionnaires

Please select your answer from the choices

For Research Question 1: What is the current state of governance in Shenkor Woreda, in terms of social accountability and citizen participation?

1. How would you rate the overall level of governance in Shenkor Woreda?

- Excellent Fair
 Good Poor

2. To what extent do you believe citizens in Shenkor Woreda have opportunities to participate in decision-making processes?

- Extensive opportunities Some opportunities
 Limited opportunities No opportunities

3. How aware are the citizens of Shenkor Woreda about their rights and responsibilities in governance?

Highly aware moderately aware

Somewhat aware Not aware

4. Are there existing mechanisms or platforms in Shenkor Woreda that promote social accountability and citizen participation?

Yes, multiple mechanisms/platforms Yes, a few mechanisms/platforms

No, there are none not sure

5. How satisfied are the citizens of Shenkor Woreda with the current level of social accountability and citizen participation in governance?

Very satisfied somewhat satisfied

Neutral Dissatisfied

For Research Question 2: How have social accountability and community participation been implemented in Shenkor Woreda, and to what extent have they been successful?

1. Do you know specific initiatives or programs implemented in Shenkor Woreda to promote social accountability and community participation in governance?

Yes No

2. How well-informed are the citizens of Shenkor Woreda about these initiatives?

Highly informed moderately informed

Somewhat informed Not informed

3. To what extent do these initiatives encourage active citizen engagement and participation?

To a great extent to some extent

To a limited extent not at all

4. Have there been any notable achievements or positive outcomes resulting from these initiatives?

Yes, significant achievements Yes, some achievements

No achievements Not sure

5. What are the key challenges or limitations faced during the implementation of social accountability and community participation initiatives in Shenkor Woreda?

Lack of awareness and understanding Limited resources and funding

Resistance from authorities other (please specify)

For Research Question 3: What is the relationship between the implementation of social accountability and community participation and good governance outcomes in Shenkor Woreda?

1. In your opinion, how does social accountability contribute to improving governance outcomes in Shenkor Woreda?

Significantly Moderately

Slightly Not at all

2. To what extent do you believe that community participation influences decision-making processes and governance effectiveness in Shenkor Woreda?

To a great extent to some extent

To a limited extent not at all

3. Can you provide examples of specific governance outcomes in Shenkor Woreda that have been positively influenced by social accountability and community participation?

Yes No

4. How do you perceive the level of trust between the government and citizens in Shenkor Woreda, and how does it relate to the implementation of social accountability and community participation?

High level of trust, positively related Moderate level of trust, somewhat related

Low level of trust, negatively related No trust relationship observed

5. How would you rate the overall effectiveness of social accountability and community participation in improving governance outcomes in Shenkor Woreda?

Highly effective

moderately effective

Somewhat effective

Ineffective

For Research Question 4: What are the challenges and opportunities associated with implementing social accountability and community participation in Shenkor Woreda?

1. What are the main obstacles or difficulties faced when implementing social accountability and community participation initiatives in Shenkor Woreda?

Lack of awareness and understanding

Limited resources and funding

Resistance from authorities Cultural barriers Other (please specify)

2. How do financial resources and budget allocation impact the implementation of social accountability and community participation initiatives?

Sufficient resources allocated insufficient resources allocated

Unclear impact of resources on implementation not sure

3. Are there any cultural or societal factors that hinder or facilitate the implementation of social accountability and community participation in Shenkor Woreda?

Facilitate implementation hinder implementation

No significant impact Not sure

4. What are the potential opportunities for further enhancing social accountability and community participation in governance within Shenkor Woreda?

Strengthening citizen awareness and education programs

Increasing collaboration between government and civil society organizations

Allocating more resources for social accountability and citizen participation initiatives

Other (please specify)

Interview Guiding Questions

Research Question 1: What is the current state of governance in Shenkor Woreda, in terms of social accountability and citizen participation?

1. How would you describe the level of social accountability in Shenkor Woreda?
2. In your opinion, to what extent are citizens actively participating in decision-making processes in Shenkor Woreda?
3. Could you share instances of initiatives or programs implemented in Shenkor Woreda that actively encourage and foster social accountability and citizen participation?

Research Question 2: How have social accountability and community participation been implemented in Shenkor Woreda, and to what extent have they been successful?

1. Can you elaborate on the particular approaches or methods that have been put into place in Shenkor Woreda to facilitate the promotion of social accountability and community participation?
2. In your view, what has been the level of success in implementing these strategies or mechanisms? Can you provide any examples or evidence to support your answer?

Research Question 3: What is the relationship between the implementation of social accountability and community participation and good governance outcomes in Shenkor Woreda?

1. In your opinion, how has the implementation of social accountability and community participation impacted the overall results and outcomes of governance in Shenkor Woreda?
2. Can you provide specific examples of how social accountability and community participation have contributed to improved governance in Shenkor Woreda?
3. Are there any particular areas or sectors where the impact of social accountability and community participation on governance outcomes has been more pronounced? Why?

Research Question 4: What are the challenges and opportunities associated with implementing social accountability and community participation in Shenkor Woreda?

1. In your experience, what are the main challenges faced in implementing social accountability and community participation initiatives in Shenkor Woreda?
2. Are there any external factors or contextual issues that have influenced the implementation of social accountability and community participation in Shenkor Woreda? If so, how?
3. What opportunities do you see for further enhancing social accountability and community participation in Shenkor Woreda? How can these opportunities be leveraged?

Focus Group Discussion Guiding (FGD) Questions

1. How would you describe the current level of citizen engagement and participation in decision-making processes in Shenkor Woreda?
2. In your opinion, what are the key factors that influence social accountability and community participation in governance within Shenkor Woreda?
3. Can you provide examples of successful initiatives or projects where social accountability and community participation have positively impacted governance in Shenkor Woreda?
4. What are the specific roles and responsibilities of different stakeholders (e.g., government officials, community leaders, civil society organizations) in promoting social accountability and community participation in Shenkor Woreda?

5. How do you perceive the level of transparency and accountability in the governance processes of Shenkor Woreda?
6. Have you personally participated in any social accountability mechanisms or community initiatives related to governance in Shenkor Woreda? If so, what was your experience and how effective do you think they were?
7. What are the main challenges or obstacles faced when implementing social accountability and community participation initiatives in Shenkor Woreda?
8. In your view, what opportunities exist for further enhancing social accountability and community participation in governance within Shenkor Woreda?
9. How do you think the implementation of social accountability and community participation has influenced the overall governance outcomes in Shenkor Woreda?
10. What recommendations would you propose to improve the implementation of social accountability and community participation for better governance in Shenkor Woreda?

Photographs during Data Collection



FGD Participants



FGD Participants



During Interview



During Interview