



Addis Ababa University
College of Business and Economics
Department of Public Administration and Development
Management

**The Role of Government Information
Provision and Standardization in Ensuring
Good Governance: The Case of Addis Ababa
Mayor Office**

By Tadesse Admassie

June, 2019
Addis Ababa, Ethiopia

Addis Ababa
University
(Since 1950)



The Role of Government Information Provision and Standardization in Ensuring Good Governance

In the case of Addis Ababa Mayor Offices

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A Thesis Submitted Partial Fulfillment of the Requirements for the Degree of
Master in Public Management and Policy

**Addis Ababa University
College of Business and Economics
Department of Public Administration and Development
Management**

**June, 2019
Addis Ababa, Ethiopia**

STATEMENT OF CERTIFICATE

This is to certify that this study was carried out by Tadesse Admassie of the Department of Public Administration and Development Management, College of Business and Economics Addis Ababa University, under my supervision and that it has not been submitted for the award of any degree in this or any other university

Abate Sebesibe (PhD) -----

Thesis advisor

Signature

Date

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This is to certify that the thesis prepared by Tadesse Admassie Entitled “The Role of Government Information Provision and Standardization in Ensuring Good Governance.” In the Case of Addis Ababa Mayor’s Offices, which is submitted in partial fulfillment of the requirements for the Degree of Masters in Public Management and Policy (MPMP), complies with the regulations of the University and meets the accepted standards with respect to originality and quality.

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DECLARATION

I the undersigned declare that this thesis entitled. The role of government information provision and standardization in ensuring good governance in the case of Addis Ababa Mayor's office is under taken under the department of public Administration and Development management, college of Business and Economics, under the supervision of Abate Sebesibe (PhD).

The ideas and views of this thesis work are solely those of mine, Tadesse Admassie, and the views of other researchers have been duly acknowledged.

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ACRONYMS

AACA-	Addis Ababa City Administration
AAGIPSCO-	Addis Ababa Government Information Provision And Standardization Project Office.
ACHPR-	African Charter on Human Right and Peoples Rights.
ACHR-	American Convention on Human Right
ASA-	American Standard Association
AU-	African Union
COE-	Council of Europe
ECHR-	European Convention for the protection of Human Rights,
FDRE-	Federal Democratic Republic of Ethiopia
FOI-	Freedom of information
ICCPR-	International Convenient on Civil and Political Right
ICT-	Information Communication Technology
ISO-	International Standard Organization
NGOs –	Non-Government Organization
OECD-	Organization for Economic cooperation and Development
OSL-	Open Society Institute
PA-	Public Authority
PIO-	Public Information Authority
RTI-	Right to information
TC-	Technical Committee
TI-	Transparency international
UN-	United Nations
UNDHR-	Universal Declaration of Human Rights
UNDP-	United Nations Development Program
WB-	World Bank

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ABSTRACT

This study explores the role of government information provision and standardization by applying developed organizational citizen charters, the national and the international standards in ensuring good governance. This is because according to the Addis Ababa City Administration need assessment conducted in 2011 most of the sector organizations have problem on understanding right to information, information handling, organization and utilization therefore this study have investigated how the mayor's office promote good governance and information provision in the organization. The study was conducted on mayor's office. The research is descriptive type and has target population of clients and employed case study method for in depth investigation. The cases are selected through both random and purposive sampling. The study has adopted qualitative approach using in depth interviews, observation and documents review techniques in addition, descriptive and comparative case analysis method was used to attain the objectives to the study. The research findings indicate that the role of information communication technology Addis Ababa mayor's office has contributed a lot in creating awareness about right to information by providing training for 88 employee and employer it applied the national and international information provision manuals established information by opening information communication technology department to organize information data software, publication and website development respectively. Besides, inefficient performance organizational citizen charters make the attribute of good governance like accountability, transparency and responsiveness in preparation and initiation stage then the reduction of corruption also low or no space for public comment all this implies the organization low improvement in information provision and standardization in ensuring good governance.

CHAPTER ONE: INTRODUCTION

1.1. Background of the Study

Today's world is in the era of information and globalization; Information is a wealth that embraces different technology for storing, simplifying and communicating with astonishing speed and these has put, more than ever, information is the centre of development. Information is a global resource of unlimited potential for all human being. "Free flow of information and ideas determines the pace of development and well being of the people" (Singh as cited by- Ansari-2008). This is because government information is created in the processes to serve the people and belongs to the people decide their personal, political, Social and economic capability.

One of the human rights is getting the right to information. This was recognized by the united Nations as its very inception in 1946, which is stipulated in Article 19 of the international covenant on civil and political Rights as; "everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers "(UN, 1946p69).

One of the mechanisms to promote good governance access to information United Nations commission on Human Rights identifies the key attributes of good governance to include transparency, responsibility, accountability, participation and responsiveness to the needs of the people. What this asserts is that government should be accountable, transparent and responsive to the people. This can be done by creating free flow of information about the entire operation of the government access to information impinges the provision of socio economic services, political participation and personal wellbeing of the people (Smith, 2007).

The right to access information is one of the basic human rights which are stipulated on FDRE constitution and UN human right declaration. It is the basic requirement for any democratic government to be accountable, transparent, responsive, effective and efficient in its governance. Additionally, access to information is vital instrument for the public to sustain their day to day lives. Besides, apart from ensuring good governance responsibility it also acts as deterrent against the arbitrary of public powers. Ensuring governance is, therefore, undoubtedly strengthened by the right to information.

Information means any material recorded in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data materials held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force (Indian government, 2008). From this study perspectives government information also means any records that are created and to be created in day to day operation of public bodies to achieve its establishment goals (FDRE, 2008). According to government information provision and standardization Addis Ababa City Administration assessment on 2012. Lack of free information flows emanates from lack organized and identified information, and absence of better understanding about the issue. This is also the case of the Mayor's office.

Absence of information about government performance inhibits economic development because the masses will become unable to articulate their demands. Information creates a platform for debate based on fact and truth about the past performance, current priorities and future challenges without this knowledge base, people's need may remain in the margin and government naturally become un responsive (Carmen, 2008).

In order to tackle problems that emanate from absence of government information provision there should be maximum disclosure of information regarding government rules, regulations and reports including decision making processes in delivery of services, Hence, every public authority is required to maintain all its records duly catalogued, indexed and organized in a manner which is easy to disseminate it and avail if regularly for the public. So it is relevant to make the issue focal point of administration and expos it for more researches to solve problems and improve government organizations information management systems by digging out the reality and giving insight how to do activities in a better way.

This study investigated how organizational developed citizen charters, national and international standards government information provision do ensure good governance in Addis Ababa city of Mayor offices. The role of government information provision and standardization in ensuring the right to information, the change that have been achieved after the contribution of the developed organizational citizen charters, national and international standards are the main issues that are addressed in this study.

This paper will focus on the challenge and the role of government information provision and standardization to ensure good governance in Addis Ababa City of administration Mayor Offices.

For the purpose of detailed investigation, a case study method is used and the Addis Ababa Mayor Offices are selected by the number of customers take services to the organization and there operational nature in disclosing information to the public.

1.2. Statement of the Problem

According to Addis Ababa City Administration government information provision and standardization project office many sector organization in the city administration are not aware of the right to access information and have no organized information center, cataloged and indexed information custody, and also they lack emphasis for the issue (AACAGIPSP,2011).All the above problems hinder the effective and efficient provision of service, responsiveness ,accountability and transparency of the organization. Besides, these results are the main barriers to ensure good governance as it is desired. .

Most of the public authority's problems are lack of readiness for information provision. According to Addis Ababa City Administration assessments the Addis Ababa Mayors offices problems are lack of organized and cataloged records, lack of awareness about management commitment and government regulation gaps. As A result these problems are the main factors to hinder the provision of information and good governance. This indicates that there is need for modernization and scientific ways to do activities which can be resulted by having scientific investigation on the issue.

The discourse on government information provision and standardization ensure good governance is helpful for different further inquiries because every government information whether it is administrative or service provision concerned it indicates the society history, culture, language, growth and failures which are an identities and insights how to be enlightened and prosper for society in the future. Besides, information and good governance are inseparable issues one cannot exist without the other and ultimate goal of every nation whether it is developed or developing because good governance is the main manifestation for human development.

Hence, this study has assessed the organization applied developed organizational citizens charters, the international and the national standards on government information provision to ensure good governance. The changes that have been achieved

in the organization and the relevance and sustainability of the developed organizational citizen's charters, the international and the national standards are addressed by this detailed investigation.

Furthermore, the purpose of the study is to bridge the gap that exists in understanding the concept of government information provision and standardization ensuring good governance by the Mayor's Office. Therefore, the study has investigated the perception of the Mayor's office in applying the developed organizational citizen's charters, the international and the national standards in improving government information provision and standardization.

Moreover, this study has investigated only five attributes of good governance which are transparency, accountability, responsiveness, people participation and reduction of corruption because these attributes are directly affected by the free flow of government information as it is mentioned on other study by Anseri, 2008.

1.3. Research Objectives

1.3.1. General Objectives

- To assess the role and the challenge of government information provision and standardization in ensuring good governance in Addis Ababa Mayor Offices.

1.3.2. Specific Objectives

- To investigate the mechanisms used by the Mayor's Office to ensure right to information
- To assess how the Mayor's Office work to promote information standardization
- To compare the earlier and present performance of Mayor's Office in the role of government information provision and standardization to ensuring good governance.
- To investigate the achievements and the challenge of proclamation No 590/2008 part three to the services seekers by the Mayor's Offices in ensuring good governance by government information provision standardization.
- To assess how the government information provision and standardization in Mayor's Office promote the main attributes of good governance

1.4. The Research Questions

1. What kind of mechanisms is used to promote the right to access information Mayor's Office?
2. How does work Addis Ababa City of Mayor's Office to standardize government's information provision?
3. What differences are there in earlier and present performance of Mayor's Office in information provision and standardization?
4. What are the achievements and challenges proclamation No 590/2008 part three to the services seekers of the Mayor's Office in ensuring good governance by government information provision and standardization?
5. How does the Mayor's Office promote the main attributes of good governance by government information provision and standardization?

1.5. Significance of the study

Information is a wealth that embraces different technology for storing simplifying and communicating with astonishing speed and these has put, more than ever, information at the center of development.

Good governance is self-evidently an end by itself or at least a direct means to an improvement in human well-being. It must surely be better for people to have their civil and political rights respected rather than denied and abused, to receive entitlements without having to bribe officials and to have those officials answerable to the law (Smith, 2007). Ensuring good governance need multi-dimensional tasks and contribution from different actors, it cannot be achieved by government alone. To do so the main requirement from government is opening the day to day operation and enhancing free flow of information for the entire people informed citizen will get there right to be respected and will make the public officials accountable and transparent.

Therefore, the first rational of this study is signifying the role of Mayors Offices government information provision and standardization in ensuring good governance. Besides it shows how much attention is given for to enable the practice of the executive organs is full of accountable, transparent and easily accessible to the customers in case

of need. So this helps Addis Ababa Mayors Offices to improve government information provision and standardization in the future.

Secondly, the study can be input for different government policy and regional government to improve government information provision.

Finally this study brings different insights for further researches and investigations in the coming future and also it can be used as a secondary data for everyone who is working in the area government information provision and standardization to improve good governance special for developing country or specially the East Africa country.

1.6. Scope of the study

The paper has focused on the role of mayor's office government information provision and standardization in ensuring good governance. Furthermore, the paper recognized good governance from government information provision and standardization perspectives, other factors like social, economical and culture that affect good governance are not addressed in this paper.

On the other hand the paper limited on government information provision and standardization system of Addis Ababa City of Mayor Offices during the period of 2008-2017 because the accreditation for right to access information is promulgated on proclamation No. 590/2008 by Ethiopian Government. Therefore starting from this period the strategies used to improve the conditions of information provision and standardization to performance before and after the establishment of developed organizational citizens charters, national and international standard of information system by Addis Ababa city administration.

1.7. Limitation of the study

The first limitation of this study of office was shortage of time investigate in depth the changes that have been achieved after the national, the international and the developed organizational citizens charter; secondly unorganized existence the data collection the data collection. Lastly the bureaucratic procedures to contact the executive organ are the main limitations that confront to make the data collection the data collection in this study.

1.8. Meaning and Definitions of Terms

Information:- means any material recoded in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, samples, models, data material held in any electronic form. If also includes information relating to any private body, which can be accessed by the public authority under any law for the time being force (Indian government, 2009 and FDRE, 2008).

Government information:- is information that is created and to be created in a day to day operation of government organs to achieve their establishment objectives and /or any information that are created by other bodies nevertheless, are under the control of government (AAGIPSPO, 2012).

Information provision: - A process within which information is provided to users or users, community without any individualization of content or purpose specialization of the information or the delivery process.(AAGIPSPO, 2012).

Information center: - is a place where information will be duly selected, organized and cataloged in order to provide it as prompt as possible for the users. Besides, it is the place where information provision takes place (AAGIPSPO, 2012).

Standardization: - refers to activities of establishing, with regard to actual or potential problems, provision for common and repeated use, aimed at the achievement of the optimum degree of order in a given context (Ping, 2011).

Information standardization:- process of developing and implementing uniform standards, which includes the data elements , general rules, definitions, description, classification, expression and regulation (Cong.et. al.,2013).

Governance: - is the action, manner or system of governing in which the boundary between organizations and public and private sectors has become permeable.....The essence of governance is the interactive relationship between and within government and non-government forces.(Stoker, 1998).

Right to information:- entails the right of citizens to request and receive government held documents and information about government performance (Carmen, 2008).

Public Authority: - is any authority or body or institution of self government established or constituted by or under the constitution or by any other law made by the parliament or a state legislature; or by notification issued or order made by the central Government or a state government.

1.9. Structure of the research

This research is organized into five chapters. The first chapter is the introductory part that includes the statement of the problem, objective of the study, scope of the study, research questions, and the significance of the study, limitation of the study, research and definition of terms. Chapter two deals with literature review Chapter three the research methodology used in the thesis. Chapter four describes about data presentation, interpretation analysis and the summary of major finding used in the thesis. Finally the last chapter has included conclusions and recommendations.

CHAPTER TWO:-LITERATURE REVIEW

2.1. The concept of Right to information

2.1.1. Right to information

Information is any recorded material in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body, which can be accessed by the public authority under any law for the time being force (Indian government, 2009 and FDRE, 2008).

The RTL is “a requisite for the very exercise of democracy” Democracy is based on the consent of the citizens, and the consent turn on the government in forming citizens about its activities and recognizing their rights to participate. The collection of information by governments is done on behalf of its citizens, and the public is only truly able to participate in the democratic process when it has information about the activities and policies of the government. The RTI is also an important tool for:-

- Countering abuses
- Mismanagement, and
- Corruption and for enforcing essential economic and social rights (Banisar,2011)

Freedom of information is the legal obligation for governments to publish all records, documents and correspondences and make them available to the public. The rationale behind this is that an informed citizen can make better decisions and is empowered through information to hold public officials accountable (Carmen, 2008).

Freedom of information entails the rights of citizens to access information about government performance. It ought to cover information dissemination of all practices, achievements, shortcomings and proceedings of all public agencies. The principles of freedom of information are based on the assumption that all citizens have the right to access public-records in order to make their engagement in public life more effective. Informed citizen engagement in public policy and government scrutiny successfully improve the quality of participation and increases its impact (Carmen, 2008).

The concepts they consider in their recent paper, McCredie and Rice (5) review concepts of information.

- **Information as a representation of knowledge** information is stored knowledge. Traditionally the storage medium has been books, but increasingly electronic media are becoming important.

- **Information as data in the environment**

Information can be obtained from a range of environmental stimuli and phenomena; not all of which are intended to ‘convey’ a message, but which can be informative when appropriately interpreted.

- **Information as part of the communication process** meaning are in people rather than in words or data Timing and social factors play a significant role in the processing and interpretation of information.
- **Information as a resource or commodity**

Meaning is transmitted in a message from sender to receiver. The receiver interprets the message as intended by the sender. There may be added value as the information is disseminated or exchanged.

2.1.2 Merits of Right to Access Information

Right to freedom of expression is regarded as closely linked to the right to development. The right to seek, receive and impart information is not merely a corollary of freedom of opinion and expression; it is right in and of itself. As such, it is one of the rights upon which free and democratic societies depend. It is also a right that gives meaning to the right to development. Then fundamental values associated with the concept of freedom of expression and right to information in a democratic society, are widely acclaimed internationally as follows: (Herald, 2013).

- If development is to be realized, people need the freedom to participate in public life with full of information as right to say, put forth their views, and demand, without fear of discrimination, that their government uphold their obligations and deliver.
- Knowledge is power and freedom of information is vital to the advancement of knowledge society. Enlightened judgment is possible only if one is provided with opportunity to consider all facts and ideas, from whatever source, and to test ones conclusion against opposing views.
- Sustained human development requires that the people, especially the poor have the right to know and are provided with access to relevant

information, including that relating to the conservation of the environment so that they can take their own informed decision and realize their right to development.

- Free flow of information promotes accountability and transparency, prevents corruption, and strengthens the capacity of community groups and civil society organizations to participate in decision-making. The right to freedom of information is crucial not only in determining policy but also in checking the government in its implementation of policy.
- Freedom of information is vital to the process of peaceful social change. It allows ideas to be tested in advance before action is taken, it legitimizes the decision reached, and it permits adaptation to new conditions without the use of force or violence.

Table 1 Principle of freedom of information

The basic principles of freedom of information are:-

1. Freedom of information legislation should be guided by the principle of maximum disclosure.
2. Public authorities are obligated to publish key information of public interest about their organization.
3. Exceptions should be clearly and narrowly drawn.
4. Requests for information should be processed fairly and rapidly.
5. Promote open government.

2.2 International Legal Status on RTI

2.2.1 International regulation

Access on the part of citizens to information held by state bodies is a fundamental right and is ordered as incorporated in the freedom of expression and information. To freedom of expression and information corresponds the obligation of the state to refrain from actions which obstruct it? To the right of access to information corresponds the obligation of the state to provide for the access by law?

Numerous international instruments establish an obligation for protection of the right of access to information. Article 19 of the universal declaration of Human Rights says:

“Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek receive and impart information and ideas through any media and regardless of frontiers” (UN, 1946).

The international covenant on civil and political rights (ICCPR), a legally binding treaty, was adopted by the UN General Assembly in 1966 and, as of December 2002, had been ratified by some 149 states. The corresponding provision in this treaty, also Article 19, guarantees the rights to freedom of opinion and expression in very similar terms of the UDHR (Toby, 2003).

The principles and guidelines were adopted by the common wealth Law ministers at their May 1999 meeting in Port of Spain, Trinidad and Tobago. The ministers formulated the following principles on freedom of information.

- a. Member countries should be encouraged to regard freedom of information as a legal and enforceable right.
- b. There should be a presumption in favor of disclosure and Governments should promote a culture of openness.
- c. The right of access to information may be subject to limited exemptions if it is confidential but these should be narrowly drawn.
- d. Governments should maintain and preserve records.
- e. In principle, decisions to refuse access to records and information should be subject to independent review (Toby, 2003).

All three main continental systems of human rights within the Americas, Europe and Africa have formally recognized the importance of freedom of information as a human right. That are:-

Article 13 of the American convention of Human Rights a legally binding treaty, guarantees freedom of expression in terms similar to , and even stronger than , the UN instruments. In a1985 Advisory opinion, the inter American court of human rights, interpreting Article 13, recognized freedom of information as a fundamental human right, that is important to a free society as freedom of expression.

The council of Europe is an intergovernmental organization, composed of 43 members of states. It is devoted to promoting human rights, education and culture.

The African charter on human and people’s rights guarantees the right to freedom of expression in article 9 that are:-

1. Every individual shall have the right to receive information.

2. Every individual shall have the right to express and disseminate his opinions within the law.

The Africa commotion to human and peoples' right adopted the declaration of principles on freedom of expression in 2002. The preamble reaffirms, "the fundamental importance of freedom of expression as an individual human right, as a cornerstone of democracy and as a means of ensuring respect for all human rights and freedoms" and the first article of the declaration states that:-

1. Freedom of expression and information, including the right to seek, receive and impart information and ideas either orally, in writing or in print, in the form of art, or through any other form of communication, including across frontiers, is a fundamental and inalienable human right and an indispensable component of democracy.
2. Everyone shall have an equal opportunity to exercise the right to freedom of expression and to access information without discrimination (ACHPR, 2002).

The declaration also provides the following list of principles on how the right to access information should be guaranteed by law.

- a. Everyone has the right to access information held by public bodies everyone has the right to access information held by private bodies which is necessary for the exercise or protection of any right.
- b. Any refusal to disclose information shall be subject to appeal to an independent body and /or the courts;
- c. No one shall be subject to any sanction for releasing in good faith information on wrong doing, or that which would disclose a serious threat to health, safety or the environment save where the imposition of sanctions serves a legitimate interest and is niece.
- d. Public bodies shall be required, even in the absence of a request, actively to publish important information of significant public interest; and
- e. Secrecy laws shall be amended as necessary to comply with freedom of information principles (ACHPR, 2002).

2.2.2 National Legal Status on RTI

The constitution of FDRE the right of every individual to have access to information held by state bodies. Article 29 of FDRE constitution says; "The rights to receive information and to express and disseminate opinions" The Constitution provides that: everyone has the right to hold opinions without interference and has the right to

freedom of expression without any interference. This right shall include freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any media of his choice. FDRE enacted a proclamation to provide for freedom of the mass media and access to information NO 590/2008. To promote transparency and accountability in the conduct of public affairs as guaranteed by the constitution. The proclamation, particularly part three is devoted to access to information. Objectives of access to information of the proclamation are:-

1. To give effect to the right of citizens to access, receive and impart information held by public bodies, subject to justifiable limits based on overriding public and private interests,
2. To establish mechanisms and procedures to give effect to that right in a manner which enables persons to obtain information as quickly, inexpensively and effortlessly as is reasonably possible; and
3. To encourage and promote public and efficiency in the function of public bodies and to encourage participation, public empowerment, to foster a culture of transparency, accountability and promote good governance.

The proclamation No.590/2008 also guarantees the right to access information as follows

Article 12(1) all persons have the right to seek, obtain and communicate any information held by public bodies, except as expressly provided by this proclamation.

Article 14(2) in presenting a request for information no one shall be required to provide reasons for the request.

Article 14(7) any official or employee of the public body shall have a duty to cooperate when a request for information is made to him by the public relations officer.

Besides, different public bodies are mandated in order to insure the right to information by the law and these actors are stipulated here under.

FDRE Ombudsman is mandated under FDRE, proclamation No. 211/2000, article 6 that the institution shall have the powers and duties to:-

- Supervise that administrative directives issued, and decisions given, by executive organs and the practices thereof do not contravene the constitutional rights to citizens and the law as well;

- Receive and investigate complaints in respect of maladministration.
- Conduct supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and to preventing maladministration;
- Seek remedies in case where it believes that maladministration has occurred
- Undertake studies and research on ways and means of curbing maladministration.
- Make recommendations for the revision of existing laws, practices or directives and for the enactment of new laws and formulation of policies, with a view to bringing about better governance.

In general, the above power and duties of the ombudsman are the critical elements of ensure right to information and good governance.

The National Archives and library of Ethiopia is mandated by FDRE proclamation No 179/199, article 8(6) to work in cooperation with archives, libraries, documentation centers and other information entities, to establish, organize and create a data base of a national information system which enables an integrated proper and efficient utilization of the information resources of the country.

Addis Ababa City Administration Bureau of information is also the one mandated to coordinate and facilitate free information flow between the municipality, other sector organization, the mass media and the residents of the city administration, which is specified under Addis Negarit Gazetta proclamation No4/2008.

2.3 Right to information and its Relationship to Good Governance and Development

2.3.1 Information Regime and Development

RTI is harnessed as a tool for promoting participatory development, strengthening democratic governance and facilitating effective delivery of socio economic services, in the knowledge society, in which we live today, acquisition of information and new knowledge and its application have intense and pervasive impact on processes of taking informed decisions, resulting in overall productivity gains.

People who have access to information and who understand how to make use of the required information in the processes of exercising their political, economic and legal right become empowered, which in turn, enable them to build their strengths and assets, so as to improve the quality of life.

In view of this, almost every society has made endeavors for democratizing knowledge resources by way of putting in place the mechanisms for free flow of information and ideas so that people can access them without asking for it people are thus empowered to make proper choices for participation in development process the efforts made thus far to disseminate information and knowledge through the use of communication technologies such as print media, Radio and Television as well as internet, have yielded positive results. Sharing of information, for instance, about the new techniques of farming, health care facilities, hazards of environmental degradation, opportunities for learning and earning, legal remedies for combating gender biases, etc, have made significant contributions to the well being of poor people.

Every individual or section of the society whether working in farm industrial or services sectors, requires a wide range of information to be able to effectively function in the knowledge technology driven economy.

2.3.2. Links between RTI and the Elements of Good Governance

Right to access information has laid emphasis on good governance, of which the major elements that have been identified are informed citizenry for encouraging people's participation in development process, transparency, accountability and reduction in corruption. Thus, the major objectives of the RTI are

- i. Greater Transparency in functioning of public authorities.
- ii. Informed citizenry for promotion of partnership between citizens and the government indecision making process.
- iii. Improvement accountability and performance of the government, and
- iv. Reduction in corruption in the Government departments.

All these parameters are critical elements of good governance, which entails full accountability to stakeholders, who are partners in development process and, have the powers to enforce accepted policies, common norms and recognized bench marks.

It is expected, therefore, that the citizens, armed with information obtained through their exercise of right to know, would be able to protect life and liberty as well as secure only equity and justice before the law. An attempt is therefore made below to examine the extent to which the RTI has been successful in influencing the above factors in the desirable direction (Ansari, 2008).

Greater Transparency

With a view to ensuring maximum disclosure of information regarding government rules, regulations and reports including decision making processes, every public authority is required to maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under the Act. The public authorities are therefore expected to make pro-active disclosures through publication or relevant documents including web-based dissemination of information.

Besides, the public authorities are also required to provide as much information suo motu to the public at regular intervals through various means of communication, including internet, so that the public have minimum resort to the use of this Act to obtain information.

In addition a public authority, U/s 4(1) (d) of the Act, is required to “provide reasons for its administrative or quasi-judicial decisions to the affected persons”

In compliance of the above provisions of the Act, all the levels of the Government the center states and Local Bodies, including village councils (panchayats) have put all the records in public domain, through publications as well as internet in the regional languages. And to facilitate the access to information, a citizen has, u/s 2(j) of the Act, the right to:-

- i) Inspection of work, documents records.
- ii) Taking notes extracts or certified copies of documents or records.
- iii) Taking certified sample of material and
- iv) Obtaining information in electronic form, if available.

Thus, all the public authorities have duly placed the information in public domain and that a citizen has the right to observe as to what is going on inside an organization.

Promotion of citizen-government partnerships

The RTI Act provides a framework for promotion of citizen-government partnership in designing and implementation of development programmes’ for improving quality of life, which calls for increasing people’s options for higher earnings, better education and health care, a cleaner environment and a richer culture life.

The principle of partnership is derived from the fact that people are not only the ultimate beneficiaries of development, but also the agents of change. The stakeholder’s participation leads to better projects and more dynamic development.

Under the RTI regime, citizens' participation has been promoted through.

- a) Access to information and involvement of affected groups, communities in design and implementation of projects; and
- b) Empowerment of local government bodies at village level through the involvement and cooperation with NGOs/ self help groups.

The pro-active disclosure of information has enabled the beneficiaries, mainly through NGOs, to assume a central role in design and execution of projects. RTI has instilled a wider sense of ownership in the development activities. Besides, access to information has enabled the people to participate in economic and political processes through a dialogue between people and the government officials or public campaign on public policies.(Ansari, 2008).

For instance, information obtained under RTI, in respect of utilization of funds allocated under various welfare schemes, have been used by NGOS and media to create awareness among the masses about the contributions of the political leaders, which have had desirable impact on the outcome of democratic process.

Greater Accountability

The RTI provides people with the mechanism to access information, which they can use of hold the government to account or to seek explanation as why decisions have been taken, by whom and with what consequences or outcomes. In addition, every public authority is required to provide reasons for its administrative or quasi-judicial decisions to the affected persons'' U/s 4(1) (d) of the Act. There is therefore no scope for any arbitrary decision.(Ansari, 2008).

The information regime has, in effect created conducive for everyone to have a better understanding of how the government works or how a particular decision was reached. Such a chance given to people empowers them to make appropriate choice of leadership and policies that affect them. This has begun to happen with salutary effects on delivery of socio economic services, particularly for the poor.

RIT route has generally been followed by a large number of people for resolving disputes between the parties on the issues pertaining to the decisions on administrative, business and commercial matters. Disclosure of information regarding the process of decision making or the grounds for action taken has helped resolve disputes on such issues as claim of refund of taxes paid by the individual/ companies, settlement of

insurance claims, payment of dues of contractors, process of sanction and recovery of loans, etc.

Reduction in corruption

The culture of secrecy as known encourages the government officials to indulge in corrupt practices, which result in lower investments due to misuse of power and diversion of funds for private purposes. As a result, the governments social spending yields no worthwhile benefits because, for instance, the teachers do not teach doctors and nurses do not attend health centers, ration card holders do not receive subsidized food grains and , thus, livelihood support is denied, and the promised jobs are not provided to the poor, who are assured of income support. In the process it creates an environment of distrust between the people and the government, which impinge upon the development and jeopardize democratic governance.(Ansari, 2008).

Under the RTI regime in India, there is unprecedented transparency in the working of public departments. There is thus better understanding of the decision making process and greater accountability of government. This has led to reduction in corruption in the country as evident from the following.

- The transparency international (TI) has reported that perceived corruption in India has declined due mainly to the implementation of the RTI Act. This is evident from corruption reduction score of 3.4 (out of 10) in 2008, after an initial rise of 3.5 in 2007 compared to 2.99 in 2006, which indicate declines in corruption to the extent of 15%
- The TI has recently accomplished an all India survey study of the poor below the poverty line. The views of the poor have been elicited in respect of all the flagship programs that have been implemented for alleviation of poverty. At least 40% of the respondents have reported that corruption has declined
- It has also been observed that wherever NGOs are actively involved in the development activities, the perceived corruption is abysmally low (Ansari, 2008)

2.4. Government Information Provision and Standardization

Information means any material in any form, including records, documents, memos, E-mail, opinions, advices, press releases, circulars, orders, logbooks, contacts, reports, papers, samples, models, data material held in any electronic form and information

relating to any private body which can be accessed by a public authority under any law for the time being in force.

Government information is information that is created and to be created in day to day operation of government organs to achieve their establishment objectives and /or any information that are created by other bodies nevertheless, are under the control of government (AAGIPSCO, 2012)

The flow of information is essential for effective governance and managing the day to day business go government services. Government work is very information intensive; the production of most government services consists of creating and communicating information. Every aspect of a person's public life generates information. Each tax that payment, license renewal birth, death, marriage, land purchase, and so on generates data that is collected, processed, stored, communicated, and analyzed by most governments. All of this information is the basic ingredient for governments to govern, manage its resources, provide services, and account for performance (Heeks, 1999). Information is a valuable national resource of provides the public with knowledge of the government, society, and economy past, present, and future. It is a means to ensure the accountability of government, to manage the government's operation, to maintain the healthy performance of the economy...The free flow of information between the government and the public is essential to a democratic society (International telecommunication union, 2008)

Government activities require information to support internal management, public administration and regulation, and public services, as well as to make information publicly available (Heeks, 1999). Citizens mandate that governments govern using quality information. Information quality means putting management systems and controls in place to ensure that information is accurate, relevant, complete, economical, verifiable, accessible, simple and secure. To comply, governments seek to minimize of government information (Omb 2000- as cited by International telecommunication union,2008) ICTS are the most cost effective means for capturing data from the internal operation of government organizations and for serving citizens. As part of the e-government approach ICTs create opportunities to reduce the cost of providing information and services to the public (International telecommunication union, 2008)

E-Government is the use of information and communication technologies in government to provide public services to improve managerial effectiveness and to promote democratic values and mechanisms, as well as a regulatory frame work that facilitates information intensive initiatives and fosters the knowledge society.

E-government is broadly defined because governments themselves service multiple roles, by using ICTS in this way governments expect to improve the quality of services and reduce the costs of delivering services. Other E-government goals are to improve the utilization of scarce resources, enhance accountability and transparency expands the role of markets, and restores citizen trust and faith in government (International telecommunication union, 2008)

2.5. Standards and standardization

2.5.1. Standards and standardization

Standard refers to “documents, established by consensus and approved by recognized body that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results aimed at the achievement of the optimum degree of order in a given context. This definition is accompanied with a note which read standard should be based on the consolidated results of science, technology and experience, and aimed at the optimum community benefits”.(Ping, 2011)

As such standardization refers to activities of establishing, with regard to actual or potential problems, provision for common and repeated use, aimed at the achievement of the optimum degree of order in a given context. (Ping, 2011)

Modern standardization appears as a management tool in support of the corporate operation in order keeping companies from underperforming, low performance..... Diversity and regularity are among the important propositions that have long been addressed in the philosophical community. Standardization appears as the embodiment of these two prepositions in the history of human society (Ibdi).

2.5.2. Levels of Standardization

Standardization can be achieved at various levels that are:-

- 1) Within one’s own enterprise,
- 2) Nationally, and
- 3) Internationally

Of course the last-it it is realized is the most effective, but it is the most difficult to attain (Duyvis, 2013).

- Experience shows that standardization starting from the top and proceeding downward is seldom successful. As much as it should be based on actual

practice, it should begin in the individual enterprise or institution, extend gradually, to the national level, and finally to the international field. It should take into account the widest diversity of interests and should be the result of collective study and consideration. (Ibdi).

2.5.3. Information standardization

The standardization of data elements is an important component of standardization of information technology. It guarantees the development and running of information system. The success of the system application is on the basis of it. The standardization of data element is deepened as the process of developing and implementing uniform standards, which includes the data elements, general rules, definitions, description, classification, expression and regulation (Cong.et.al, 2013).

2.5. Merit of Information Standardization

1. Interchangeability

In the material field there may be interchangeability in elements of building, or apparatus, or tools examples in a library the interchangeability of bookshelves or their supports, or of catalog cards, or of bibliographic cards. (Duyvis, 2013)

2. Facilitated Inspection and Control

Standardization is an important means for inspecting the output so that gradually the best methods and processes may be chosen. Are standardized to some extent, it is impossible to make comparisons within one's own institution or with others. Again, if in a photocopying department non standard methods of producing copies and non-standard materials are employed, it is not feasible to make reliable pre calculations and to fix rates in such a way as to serve the public well and at the same time avoid dangerous losses for the institution.(Ibdi).

2. Facilitated Training

Every employee entering a new job loses time in learning the routines. It is obvious that one changing his positions will be trained in his new work more quickly if he has not to learn new techniques. In librarianship the turnover of the personnel is high, hence there is repeated loss of production be reduced considerably. Also, training in colleges will be more efficient when acquired techniques can be applied without substantial modification after the entry into practical service.

Standards in librarianship and in the broader field of documentation concern the following general subjects (Duyvis, 2013).

- A. Material of Documents
- B. Layout of Documents
- C. Elements of the contents of Documents
- D. Editing the contents of Documents
- E. Arrangement of Documents
- F. Filing and storage of Documents
- G. Various Apparatus (Mechanical Devices)

2.6. International Standards on Government Information Provision

There is as yet no fixed international standard governing the right of access to information held by public bodies. International treaty law, as it currently stands, establishes only a general right to freedom of information. Yet a number of countries ensuring the right of access to government held information in their constitutions, over 65 countries have passed access to information laws, and countless additional laws and regulations promote information access at the regional and local levels. The most authoritative international text is the council of Europe's Recommendation 2002 (2) on the right of Access to official Documents, which sets out clear minimum standards for government transparency.

The Justice Initiative has drawn on all these sources to identify a set of 10 principles (see sidebar: Justice Initiative principles on the right to know), to guide civil society groups and legislators in their efforts to increase access to information (Open society justice intuitive, 2006).

According to justice initiative right to access information is a fundamental human right crucial to the development of a democratic society. The following principles represent international standards on now governments should respect this right in law and practice, and should be used to ensure full compliance with the right to information. (Open society justice intuitive, 2006).

1. Access to information is a right of every one

Anyone may request information, regardless of nationality or profession. There should be no citizenship requirements and no need to justify why the information is being sought.

2. Access is the Rule-Secrecy is the Exception

All information held by government bodies in public in principle. Information can be withheld only for a narrow set of legitimate reasons set forth in international law and also codified in national law.

3. The Right Applies to all public Bodies

The public has a right to receive information in the possession of any institution funded by the public and private bodies performing public functions such as water, telecommunication, electricity providers etc.

4. Making Requests Should Be simple, Speedy and Free.

Make a request should be simple. The only requirements should be to supply a name, address and description of the information sought. Requesters should be able to file requests in writing or orally information should be provided immediately or within a short time frame. The cost should not be greater than the reproduction of documents.

5. Refusals Must Be Justified

Governments may only withhold information from public access if disclosure would cause demonstrable harm to legitimate interests, such as national security or privacy. These exceptions must be clearly and specifically defined by law. Any refusal must clearly state the reasons for withholding the information.

6. Officials Have a Duty to Assist Requesters

Public officials should assist requesters in making their requests. If a request is submitted to the wrong public body, officials should transfer the request to the appropriate body.

7. The Public Interest can take Precedence over Secrecy.

Information must be released when the public interest outweighs any harm in releasing it. There is a strong presumption that information about threats to the environment, health, or human rights, and information revealing corruption, should be released, given the high public interest in such information.

8. Everyone has The Right To Appeal An adverse Decision

All requesters have the right to a prompt and effective judicial review of a public body's refusal or failure to disclose information.

9. Public Bodies Should Proactively Publish Core Information.

Proactive transparency, such as the publication of information and the posting of materials on government websites, facilitates access to information but does not relieve public bodies of their duty to provide information to persons who request

it besides, every public body should make readily available information about its functions and responsibilities and on index of the information it holds, without need for a request. This information should be current, clear, and in plain language.

10. The Right to Information should be guaranteed By an Independent Body.

An independent agency, such as an ombudsperson or commissioner, should be established to review refusals, promote awareness, and advance the right to access information.

2.7. National Standards on Government Information Provision

Ethiopia is one of the nine countries who have right to information law in Africa (open society, 2012) RTI get protection under FDRE constitution article 29 as compulsory right of freedom of expression in addition, to have successful respect for this right proclamation no 590/2008 is promulgated with detailed description of right of access to information (article 12), duty and responsibility of public bodies (article 13), requests to obtain information (article 14), and exempted information on article 15 of the proclamation.

Federal democratic republic of Ethiopia (FDRE) Ombudsman is one of the mandated institutes to insure right to information in Ethiopia. Therefore, different directives and circulars are developed by this institution to enhance the implementation of right to information act of Ethiopia. Among other the following are the main directives and circulars.

- Right to information complains handling directives in 2011.
- RTI implementation report preparation and presentation in 2011.
- Free information provision circular/none priced information provision in 2012.
- Confidential information handling circular in 2012.

Addis Ababa City administration government to familiarize the role government information provision and standardization ensuring good governance by established a project office. The project office has developed different standards which help all public bodies to organize and provide government held documents promptly to the public. Among the standards the following are the prior in Ethiopian government information provision.

Web Site Content Preparation Standard

This standard aims to acquire uniform website development and reference for all sector organizations in the city administration. Therefore, the standard states that the text,

picture and audio visual materials format that would be used in the website. The scope of application of the standard is up on all government offices and institution with in the city government of Addis Ababa, since 2012.

Information Center Facility Standards

It is promulgated in 2012 provide criteria's for major facilities that are needed for the function that are needed for the function of information provision through information centers.

General Status of Resource Center Standard

The standard is developed by the project office to be implemented in all city administration sector organization since 2012. The standard manly focuses on the establishment of information center and the requirement to establish the centers. Besides, the standard forwards the facilities requirement, physical status of the center, information organization mechanisms and level of information centers.

Record Classification standard

This standard gives direction for all government bodies to organize and utilize information in easiest manner by forwarding different record classification and cataloging systems (AAGIPSPO, 2012).

Information Security and Protection Directive

It is developed in order to protect public information from damage and wastage. This is because unless public information are protected the damage and lose of them will result hindrance on the country development. Therefore, this standard provides direction on protection and safe utilization of information (AAGIPSPO, 2012).

Information Provision, Organization and Utilization Directive

This directive provides direction on how to organize and utilize information in government offices and institutions. Regarding organization of information it provides the role and responsibilities of higher officials, department heads and communication experts on information organization. On the other hand it provides the process and procures of information utilization within and outside government originations (AAGIPSPO, 2011).

The Directive Also Stipulates Information Organizing Principles as Follow

- **Accuracy:** every data should reflect the original information that mint on the document.
- **Accessibility:** Information should be organized in a manner that will be easily available for the user.
- **Truthfulness:** information should state by home it is created, when it is created and should contain true information.
- **Inclusive:** Information should be completed and should related functions of the organization.
- **Completeness:** Information should include records that are completed in their content and format.
- **Successful:** Information should be available for the desired purposes and should be result oriented.
- **Secured:** Information should be protected from damage, destruction and exposure to unauthorized person.

Municipality information selection evaluation and classification directive, it provide directions on the process of selecting records, power and function of record screening and evaluation committee, criteria's for selecting records and retrievals, and record classification schemes. Moreover, the regulation states that record screening and evaluation system should be seen based on their completeness, authenticity, uniqueness, compatibility, comprehensive, correlations with other records, respect to old heritages, relevance principles (AAGIPSPPO, 2012).

2.8. Concepts of Good Governance

2.8.1. What is Good Governance?

Since the 1990s the concept good governance has become one of the most widely used in debates in development, public policy and international relations. Despite its recent prominence the concept good governance has frequently used in different meanings and implications (Africa Development Bank, 2009).

The term good governance is a relatively recent fashion. It has emerged from virtual obscurity in the last decade of 20th century, and takes a central place in the development discourse good governance is the exercise of political, economic and administrative authority of mange a nation's affairs. It is the complex mechanisms, process, relationships and institutions through which citizens and groups articulate their

interests, exercise their rights and obligations and mediate their differences. (UNDP, 1997)

World Bank defines good governance as “The manner in which power is exercised in the management of a country’s economic and social resources for development”.

The criteria that constitute good governance have been drawn from three dimensions:

- Legitimacy of government (degree of “democratization).
- Accountability of political and official elements of government /media freedom, transparency of decision-making, accountability mechanisms/.
- Competence of governments to formulate policies and deliver services, respect for human rights and rule of law /individual and group rights and security, frame work for economic and social activity, participation/. (Ibid)

Good governance implies government that is democratically organized with in a democratic political culture and with efficient administrative organizations, plus the right policy, particularly in the economic sphere. These have generally included trade liberalization, the deregulation of economic activities. The privatization of state enters military expenditure in favor of public spending on education and health care. (Smith, 2007)

Good governance requires policy reform as well as the reform of government organization and institution. For example UN defined good governance as polices for sustainable human development of /including enabling the private sector to create employment is democratic decentralized, empowering, and accountable /with properly functioning legislatures, legal and judicial system to protect the rule of low and human rights and electoral process.(Ibid)

Good governance will strengthening the accountability political leaders to the people, ensure respect for human right, strengthen the rule of law, and decentralize political authority.

At the level of political action and organization, three attributes of good governance are common to the governance agenda of most aid agencies: political pluralism, opportunities for extensive participation in politics and probity and incorruptibility in the use of public power and offices by servants of the state.

Administratively, good governances require accountable and transparent public administration; and effective public management, including a capacity to design good policy as well as implement them (Smith, 2007)

Good governance occurs when societal norms and practices empower and encourage people to take increasingly greater control over their own development in a manner that does not impinge upon the accepted rights of others.

Good governance is among other things participator, transparent and accountable. It is also effective and equitable and it promotes the rule of law. Good governance assures that political, social and economic priorities are based on broad consensus in society and that the voices of the poorest and the most vulnerable are heard in decision making over the allocation of development resources.

In many respects “good governance is just another way of describing liberal democracy, with its normative and positive prescriptions about political rights, the rule of law, accountability and state capacity. The assumption of the intergovernmental donor community is that this type of democracy will give a boost to development, both human and economic. (Ibdi)

Many multilateral organizations agree on the main characteristics of good governance which are rule of law, participation, transparency, accountability, responsiveness, consciences orientation, equity, effectiveness and efficiency and strategic vision.

The main benefit behind good governance is to avoid malpractice in public governance and to bring sustainable development through effective public sector performance. Good governance is interrelated issue with development and democracy.

The issue of good governance is equally important for developed and developing country and all multilateral organizations believe good governance improves organizations believe good governance improves the country’s development, as a result many of them are involved in promoting good governance in developing country.

Developing countries are also promoting good governance by adopting market driven model of governance and adjusting public sector reforms to bring administrative effectiveness which is the key element for development, such activities are also performed by the help of donors (Ibid).

2.8.2. Why is Good Governance Important?

Because of the concept of good governance emerged mainly because practices of bad governance, characterized by corruption, unaccountable governments and lack of respect for human rights, had become increasingly dangerous, and the need to intervene in such cases had become urgent. Good governance has become an important element of the political and economic agendas, and meanwhile been better specified along with

the proliferation of good practices that take the concept into consideration. Beyond entailing just multiparty election, a judiciary and a parliament, which have been identified as primary components of western style democracies, good governance goes on to address several other central issues; universal protection of human rights; non-discriminatory laws; efficient, impartial and rapid judicial processes; transparent public agencies; accountability for decisions by public officials, devolution of resources and decision making to local levels from the capital and meaningful participation by citizens in debating public policies and choices (Smith, 2007).

At first glance it might seem that good governance is self-evidently an end by itself or at least a direct means to an improvement in human well-being. It must surely be better for people to have their civil and political rights respected rather than denied and abused, to receive entitlements without having to bribe officials and to have those officials answerable to the law. (Ibid)

Good governance leads to better decision, helps local government meet its legislative responsibilities and importantly provides an ethical basis for governance.

2.8.3. BENEFITS OF GOOD GOVERNANCE

- **Promote community confidence**
People are more likely to have confidence in their local government if decisions are made in a transparent and accountable way.
This helps people feel that local government will act in the community's over all interest, regardless of differing opinions.
- **Encourages elected members and council officers to be confident.**
Elected members and council officers will feel better about their involvement in local government when good governance is practiced.
- **Leads to better decision**
Decisions that are informed by good information and data, by stakeholder views, and by open and honest debate will generally reflect the broad interests of the community.
- **Helps local government meet its legislative responsibilities**
If decision making is open and able governments will comply with the relevant legal requirements. They will also be less likely to take shortcuts or bend the rules.

- **Supports ethical decision making**

Good governance creates an environment where elected members and council officers ask themselves what the right thing to do is. When making decisions. Making choices and having to account for them in an open and transparent way encourages honest consideration of the choices facing those in the governance process. This is the case even when differing moral frameworks between individuals means that the answer to what is the right thing to do is not always the same.(Municipal Association of Victoria, n.d)

2.8.4. Features of good governance

Good governance has 8 major features. It is consensus oriented, participatory, rule of law, efficiency and effectiveness, accountability, transparency, responsiveness and fellows equitable and inclusive. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision making. It is also responsive to the present and future needs of society (Sheng, 2013).

Consensus

By consensus we mean mediation of different interests in the society to reach a broad consensus on what is to be done and what is to be achieved.

Consensus requires long term perspectives on what is needed for sustainable development. Local governments should achieve this consensus before attempting the application of development programs and projects.(Ibdi)

Participation

Participation could be either direct or through representative and intermediate institutions; the community should involve in a major decision that affect its prospects. More importantly, participation should include the most vulnerable section of the society such as minorities, the poor and the disadvantaged.

Efficiency and Effectiveness

Good governance means that institutions produce out puts that meet the needs of the society while making the best use of available resources. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources without affecting the needs of the coming generation.

Effectiveness refers to designing the right goal and achieving it at the right time and space.

Accountability

Accountability is answerability either to the higher level government to the general public. Accountability helps to assure that whether local affairs are handled in accordance with rules and regulations. For instance, it enables institutions to check whether fiscal transactions are performed with due regard to financial rules and regulations. Accordingly, accountability involves efficient use of economic resources, mechanism to evaluate economic performances, existence of monitoring and evaluation systems and the presence of simple and comprehensible procedures to ensure fair actions or suggestions, grievances and complaints.(Sheng, 2013).

Transparency

Transparency means that decisions taken and their implementation are done in the manner clear to everyone. Also it means that information is freely available and easily accessible to those who are affected. It also calls for the provision of information in a simple and understandable manner.

Responsiveness

Responsiveness calls for institutions and processes that are sensitive to public needs and preferences, that is the institutions and officials must be held responsible for the actions committed and decisions taken.(Ibdi)

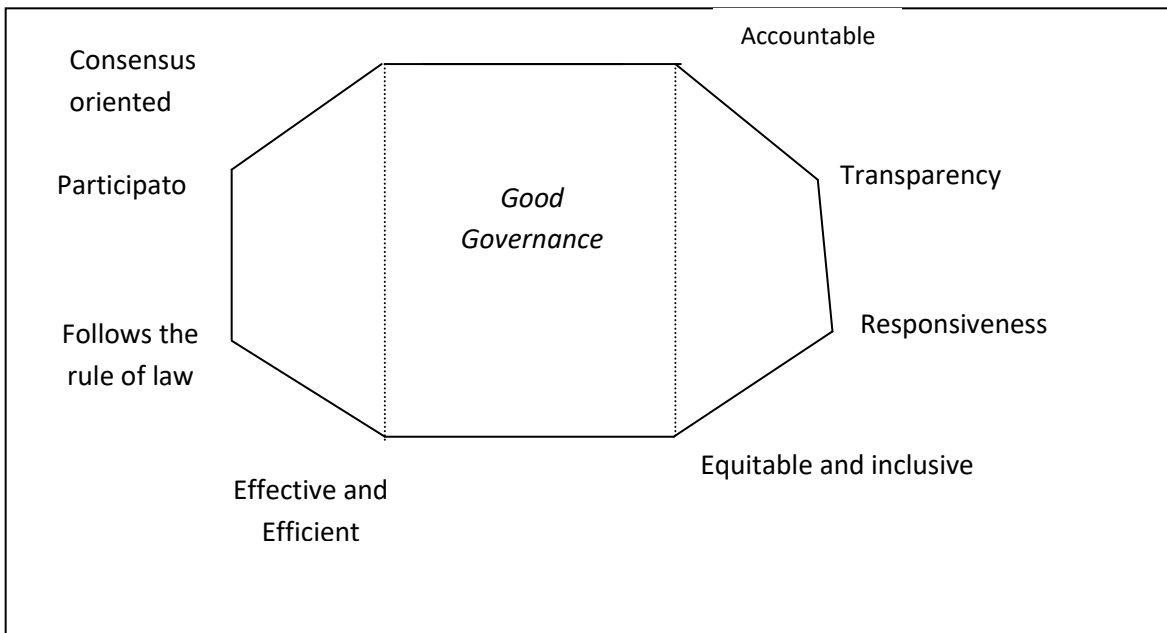
Rule of Law

Rule of law involves fair legal frame works that are enforced impartially. It also requires the protection of human rights, enforcement of laws and independent judicial systems, police forces and administrative institutions.

Equity

Equity involves that all members of the society feel that they have the stake in economic social and political issues and benefits. They should not feel excluded from the social, economic and political process. This essentially means they must have opportunities to improve or maintain their well-being.(Ibdi)

Figure 1 Features of good Governance



Source RojinaTamrakar, 2010

2.9. Good Governance and Citizen Charters

Citizen charter is a new device under the umbrella of good governance to foster effectiveness in public service delivery (Beniwal, 2005). It is a tool for ensuring good governance because the basic objective of the citizen charters is to empower the citizen in relation to public service delivering by providing the necessary information about government services, the cost of service, time required to get that service. It will enhance transparency. The concept of transparency in administration requires that government decision making process on routine as well as on matters of public importance is made transparent to citizens who may either be affected adversely or benefitted from such decision (Zenatan, 2010).

2.10. The Conceptual Frame Work Summary

2.10.1. Objectives of Mayors Office

- To build up the overall implementation and enforcement capacities of the office to realize good governance objectives and provide efficient, fair and inclusive public service delivery, while ensuring praise worthy plan implementations

through the active participation of the public and to speed up the renaissance drive of the city.

2.10.2. Mayor's Office Power and Major Responsibilities

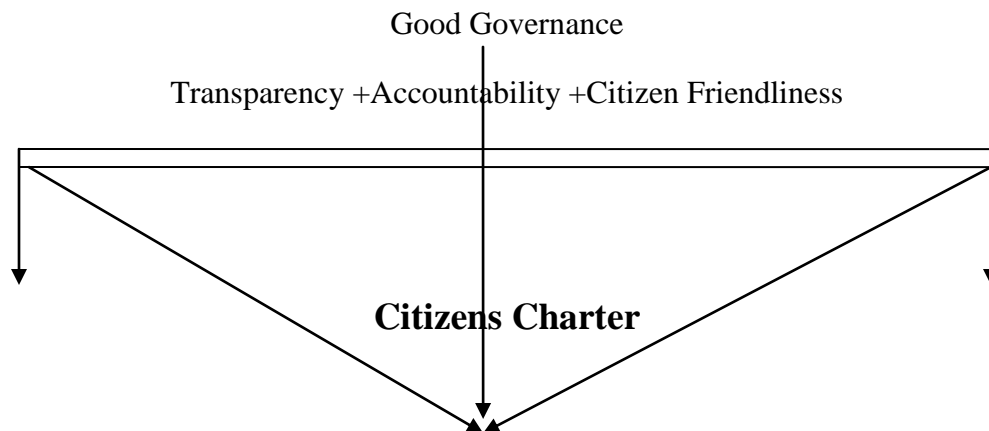
- It organizes leads and administers the Mayor's office
- It disseminates information on the major activities of the mayor and mayor's office via the website and other outlets to the public so as to ensure their participation.
- It builds up the positive image of the city through various ad channels.
- It gathers and organizes information on the security of the city and presents it to the lord mayor.
- It oversees; review and gives feedback on the plan implementation of the executive branch; it presents seasonable information to the mayor.
- It receives and responds to the appeals and complaints of city residents.

2.10.3. Summary

- Information standardization is an important activity improves, to have right order to harmonize information provision of the government. In addition to speed up and effective information provision therefore it is demanded at all level to fill the aspiration of the people. The international and the national standards on government information provision which is developed by open society justice initiative the federal ombudsman and Addis Ababa City government information provision and standardization project offices is insuring right of citizens to access information in comprehended manner or not, the main tools to guide and to facilitate the information provision of every government organs respectively.
- Government information is created and to be created in a day to day operation of government bodies and accessing this information is one of the fundamental human rights of citizens for their social, political, economical and personal we being. Therefore to access information freely information needs to be properly designed and organized information which is done by standardizing the information provision process. The target to standardization is to have uniform and appropriate order of information.
- Good governance and information provision are strongly related to achieve democratic government. Without free flow of government information provision democratic government can't sustain good governance.

- The concept of good governance is emerged mainly because of the practice of bad governance which is characterized by an accountability, corruption and lack of respect for human right. Therefore in order to avoid this problems good governance is characterized by insuring people participation rule of law, effectiveness and efficiency, consensus oriented, equity and inclusiveness, transparency, accountability, responsiveness.
- Different international and national institutions like UN, AU, COE, ACHR and FDRE ombudsman accreditation for right to information as human right and as essential part of democratic government makes information flow the center of public administration and makes it a responsibility for the governor and right for governed.

Figure 2. Good Governance and citizen charter



Good Governance is the technology: citizen's Charter is the tool

Source: - Center for good governance, Citizen Charters- A Hand book

2.11. Conclusions

Good governance and information provision are directly related because free flow of information makes citizens to be aware of government operation and make the public officials transparent and accountable for the public. Therefore the main attributes of good governance can be insured by having standardized and modern information provision and standardization of the mayor's office is the center to promote the attributes of good governance.

Government information provision and standardization is an important activity to have uniform information provision and to have modern and easily assessable information order. Government information standardization is one function of the organization and the core element of this study.

Good governance is the main function of democratic government because it emerges in order to get human rights respected. Therefore RTI is one of the fundamental human rights which need to be respected to determine the wellbeing of the citizens. This indicates that good governance is the reason to mechanism to promote the main attribute of good governance that is why the role of government information provision and standardization and good governance tied together.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1. Introduction

Previous chapter was on review of literatures on the concepts of RTI, good governance, the national and the international standards of information provision systems, laws, and principles. This chapter is devoted to study methodology applied in the study for achievement of desired objectives. In this chapter the details of the methodology which is carried out in the research process have been described. The chapter begins by discussing the research design of the study. Different tools and methods used for data collection are discussed in detail. Structured and unstructured questionnaires and observation are used as primary sources of information. To find out the government information provision and standardization in ensuring good governance, the empirical study was carried out through questionnaires and observation. In addition, different documents like books, standards manuals, and the project office end report from 2011-2014 and different publications of different material were used as secondary sources of information.

3.2. Research Methodology

3.2.1. Research Design

This study is basically focused on the role of government information provision and standardization in ensuring good governance in Addis Ababa city Administration in mayor offices. In this research descriptive case research method is used to investigate the contribution of mayor office on day to day operation of government information custody of Addis Ababa city Administration in mayor office. Non-probable sampling methods are used to seek answers for research question to the employ side and probable sampling methods are used to seek answer for research question to the customers side to have in depth investigation.

3.2.2. Case selection

The study conducted in Addis Ababa City Administration in Mayor Office. The selection takes placed considering the Addis Ababa city administration government information provision and standardization project office gap assessment on all sector organization. According to the assessment, the Mayor's office ranked based on their performance. In addition, numbers of customers take services to the organization selected purposely from the success and failure in maintaining good governance

through government information provision and standardization. Furthermore these organizations are selected based on their relevance for the research and based on their operational nature in disclosing information to the public.

3.2.3. Data Type and source

This research is qualitative research type employed case study method to investigate the results that have been achieved by mayor office before and after the declaration of proclamation No 590/2008. In addition, this method is important to assess how the role government information provision and standardization ensuring good governance. On the other hand qualitative data are used and both primary and secondary data source are served for empirical data collection.

Primary Source

Primary data original data gathered by interviews and observations used to collect primary data interviews/questionnaires is used to investigate in-depth that information provision and standardization system of the organization. There were two sets of questionnaires for employees and service seekers/clients of the organization.

Secondary Source

Secondary data are often in the form of raw data and published materials. The secondary data for this study special were collected the Addis Ababa City administration government established Addis Ababa Government information provision and standardization project office for about three years from 2011 and 2013 and these office annual and three years generalized project report, project office information provision organization and identification manuals and mayor's office information provision and standardization system, developed organizational citizen charters, internal publications, journals, annual reports and analyzing definitions offered by various scholars mainly used to understand the need of government information provision and standardization system are used for assessing the theoretical and practical frame works for this thesis.

3.2.4. Method of data collection

Questioner design:- questioner conducted together detailed information about how the mayor's office promote the main attributes of good governance, how it work to standardize information provision and how it enhance to implementation of right to information act of the city government.

In this junction, the questioner both structured and unstructured therefore, two kinds of questioner designed to collect empirical data from mayor's office. The selection of respondents from the office was conducted by using purposive sampling because respondents who have better understanding and closer position to the information provision are assumed they are help full to have in depth investigated on the issue and to achieve the research objectives. The respondent categories of the offices are the executive organs of the office, public relation office, communication affair, information center and record office, and from the customer side the respondent selected randomly but focused in order to get sufficient answers for the research questions.

Table 2. Mayor Office Respondents Categories

Categories	Higher officials	ICT Expert	Communication and PR officer	Publication Officer	Record officer	Total
Number of employees	25	4	5	3	6	43
Number of respondents	20	3	3	1	3	31

Employee respondent category: The selection to respondents from the Mayor's Office was done by employing quota method purposely selected departments this is because every employs in selected departments have homogeneous tasks therefore in order to reduce redundancy and time wastage quota method is preferred in addition, more relevant departments are selected purposely in order to get sufficient answers for the research questions, the selected departments from the mayor office higher officials, ICT expert, communication officer, PR officers, publication officer and record officers.

Customer's respondent category: The Mayor Office is expected to provide service for 800 customers on average annually in its investigation. Accordingly 5% of the total amount that is 40 customers are selected the total amount of the target population to cover all potential people.

Observation Design

The observation conducted to check it promotes the main attributes of good governance, the Mayor's office is working information standardization and the mechanisms used to promote right to information, which are the 1st, 2nd and 5th research question of the study. Therefore check list and scaled rating was used to observe the performance office on government information provision. The observation was conducted by using the Addis Ababa city government standards, RTI promotion mechanisms (establishment of information center, advanced publication and website administration), and also national standards and international standards manuals and developed organizational citizen charters on information provision are used as observation parameters.

On the other hand, the observation was conducted circumstance or working day to the mayor's office. Besides, the communication and information center experts are participated on the observation process by answering needed questions and by guiding the observation.

3.2.5. Methods of Data Analysis

This research mainly descriptive and comparative case analysis was used to analyze the role and the challenge of government information provision and standardization in Mayors office to compare the earlier and present performance. Presented the data that are obtained from questioners and observation summarized, précised and comprehend manner. Besides, classifying, summarizing and grouping of data from each data source were used as analysis techniques.

CHAPTER FOUR: DATA PRESENTATION ANALYSIS AND SUMMARY ON MAIN FINDING

The analysis focused on the data collected from Addis Ababa mayor's Offices on the role of government information provision and standardization in ensuring good governance.

The empirical data that are collected through observation and questioners are analyzed by employing and customer side in descriptive and comparative case analysis methods; in addition tables are used to clarify the data presentation.

Response Rate

Table 3. Response rate

Respondents category	Response planned	Response Collected
Mayor's office employer and employee	31	27
Client of Mayor's office	40	37
Total	71	64

9.86% of the response are not collected as planned this is because of the higher official the directors are not available or not fill the questioners and four customer did not fill the questioner therefore this has decreased the response rate by 12.91 % employer and employee. And decreased the response to customer sides is 7.5%.

4.1. DATA PRESENTATION

According to the interview or questioners' and checklist conducted with the offices higher officials, ICT officer, publication officers, PR officers, record officer and clients the following issues are discussion as:-

4.1.1. The Mechanisms used by the Mayor's Office to ensure Right to Information

To familiarize the RTI and proclamation 590/2008 the mayor office used different mechanisms in information provision affirmatives such as developed web-sites, annual publication, news, magazine press releases, prepared organization citizen charters, public discussion, talk show and grievance and complaint handling office. Besides, the

office focuses on centralizing decentralized information provision and trying to modernizing the information provision to applying database software and ICT it has opened ICT department and the office started to capuches the data of the organization in organized manner for providing information provision for the citizen.

The mayor office uses two ways to create a common understanding about RTI that are for the organization employee and for the public.

Inside the Organization Employee:- the mayor office provides for about 88 employee intensive training about RTI and proclamation No. 590/2008, information protection how to organize and provide information in addition to boost their understanding it provides experience sharing and conducting study on the performance and gaps of government information provision and standardization and to public service of delivery of the office accusable to the customer prepared organizational citizen charters to provide information to public services delivery of organization.

For the public: - the office promotes the concept of right to access information for the public by posting the mayor office vision mission and the main activities which is given by law on web-site and developed organizational citizen charts in addition it uses different awareness creation mechanisms such as news release, publishing magazine, annual books, press release, talk show through media (radio program, TV.) brochure, flyers.

The Mayor's Office RTI understanding:-the understandings of the office about RTI differentiate from one department to other department. The PR Officers and communication officers relatively have better understanding other staff this is because of reputedly taking training to them on the other hand top management lacks understanding on RTI and lack to commitment in implementing proclamation 590/2008 to the Organization

4.1.2. The Mayor's Office in information Provision and Standardization

The early and present performances of the office in information provision and standardization have different manifestations. The earlier performances of the office mainly characterized by lack of organized information provision and standardization knowledge, absence of the national and international standards information provision systems. However, the current performance of the offices shows that some improvement after the contribution of developed organizational citizens charters, the national and international information provision standards.

Concerning the understanding and acceptance of developed organizational citizens charters, the national and the international information provision standards in the Mayors offices, at earlier time there was less understanding but after the awareness creation in RTI and training of the higher official, PR officer, communication officer, record officer gets the initiation and commitment to up hold information provision and standardization objectives of the organization.

In respect to information provision standardization the Mayor office is applying different publication like annual book, brochure press release, flyer grievance handling office, developed organizational citizen charters and developed web-site administration standards but there is no standardization as targeted in any of the following; organizing, cataloging, classifying identifying and providing information. This is because there is no skilled man power, the employee considering information provision as additional tasks and there is no top management commitment to exert the required effort or needs a lot of works to maximize the required information provision.

The Mayor's office in ensuring Right to information

The office provides information for the requester haphazardly. However, it disseminates critical information for the public through developed organizational citizen charters, annual publication, news, magazine, press releases, talk shows and public discussions: On the other hand there is improvement on understanding the concept of RTI but there still knowledge gap on the issue, relatively no commitment to the higher official, it needs more attention support and commitment of the higher official of the mayor office.

Regarding the mechanism that used by the Addis Ababa City of government information provision and standardization of the organization specially the awareness creation of RTI and information handling brought change even if it is low in implementation maximum information discloser demands great effort which needs n higher official commitment, fulfillment from skilled man power up to adequate budgeting. In this junction the mayor's office is not doing well with information provision and standardization system like information center and data base soft ware.

The mayor office in ensuring good governance

The existence of the international and national standards of information provision and standardization and also developed organizational citizen charts and grievance handling offices are critically important because it facilities to address information provision and standardization issue which was difficult to work on it.

Regarding ensuring good governance the mayor offices opens need to know the interest of the customers which is one step to increase transparency. Besides, it assistance in establishing web-site, grievance handling formats, developed organizational citizen charts, annual publication, to improve the accountability, responsiveness of the mayor office.

Nevertheless, it is difficult to notify the changes because most of the information provision standards doesn't apply and also the functionality of web-site administration is on process and the information center didn't establish or it is on process (it is late because of lack of man power and not adequate budget) in addition the higher officials lack of commitment. However, there is some change on understanding about RTI, information handling and provision mechanisms.

4.1.3. The Earlier and Present Performance in Information provision and Standardization

The earlier and present performance of the office defers because provide information haphazardly in the earlier performance. However, they improved little by little to a better way of information provision to day. The common futures of the mayor office implemented some of the Addis Ababa administration City government information provision and standardization standards and manuals.

Table 4. Early and Present Performance Information Provision and standardization of Mayor's Office

Earlier performance	Present performance
-Have no organized information	-Try to organize document (coded, audited, selected)
-Destruction of documents	-Try to initiate apply the national standards and better publication to have information provision
-Lack of skilled man power	High turnover
-Lack of awareness about information center	-gaps in understanding of RTI
-Lack of awareness in information provision and standardization.	- Good initiation to use standards and modern technology to organize the information in data base soft ware
-Reluctant way of information provision	-One window service to get information
-No established grievance handling and compliant system	-Established grievance handling and compliant system
-To improve the public services delivery system applied different management tools	-No efficiently and effectively applied the prepared developed organizational citizen charters

Source: own questioners 2018

The Mayors Offices have no practical improvement on their information provision that means they have no information center and did not implement the mechanism of information provision and standardization well. However the office has shown some awareness change on RTI and lacks implementation effort. Besides, there is still gap on understanding and commitment to change the early performance of the organizations in information provision and standardization.

4.1.4. Challenge and achievement of the Mayor’s office in ensuring good governance

Challenges

There are different challenges that confront the organization in achieving its objective successfully. These challenges are generated or emanated internally or from the employee side and externally from the public and Addis Ababa city government. The main challenges are summarized from the questioners and the observation as follows.

Table 5. Internal and External challenges of the Organization

<i>Internal Challenge</i>	<i>External challenge</i>
-Lack of information center	-Lack of understanding about RTI and information provision
-High turn over	-Lack of information center facility
-Lack of committeeman in higher official	-Lack of openness to gate information about the office
-Believing information provision and standardization tasks as additional job	-Lack of skilled man power
-The limited use of technology or lack of modern technology has hindered effective implementation of RTI	-Due to the lack of efficient record management system for the public information officers did not give sufficient information
-Lack of monitoring and review mechanism in information provision and standardization	Did not get sufficient services by the indicated organizational citizen charters

Source Own questioners 2018

Achievement

According to the questioners and the observation conducted with mayor office the vivid achievements of the office the following are critically helpful to insure good governance.

- **Establishing Alternative information provision mechanisms.**

The Addis Ababa City government to familiarize and practice proclamation 590/2008 established in development of alternative information mechanism like information center, web-site and comprehensive publication contribute a lot to increase the accessibility of information for the public.

The mayor office developed web-site in collaboration with ICT agency and form ICT section in the office. In addition the office developed organizational citizen charter and applying management tools like BSC, BPR to facilitate the operation of the organization.

- **Establishing Grievance handling departments**

In the developed organizational citizen charter stated the time frame of every activities of the organization. This means if the public did not satisfy by the services of the organization they can apply the grievance handling department.

Awareness creation

Better understanding on RTI makes easy to implement proclamation No 590/2008 in the office and to get respected this fundamental human right of the public. To increase the awareness of the organization employee and the public on RTI the organization conducted a lot of awareness creation by TV program, press release, news, brochure flyer Annual book etc...and provide extensive training for higher officials, PR officer, communication expert and record officer, Generally the mayor's office trained 88 trainers with 2015, 2016 and 2017.

4.1.5. The Mayor's office in promoting the main attributes of Good Governance

Transparency (freely available and directly accessible information)

The office promote transparency by providing training for the organization staffs to the higher official, PR officers, communication officers, the record officer publication officer about RTI, by creating awareness and better understanding about proclamation 590/2008 and enhancing organized with information provision and standardization mechanism such as by the establishment of Web-site administration, annual publication, appeal formats, opening grievance handling departments, developed organizational citizens charters, brochure, magazine, flyers has brought some changes to improve transparency.

Accountability (being answerable for those who will be affected by its dissection)

The Organization try to promote on the right to access information proclamation creates awareness about RTI and responsibility on information provision. In addition the assistance to use different formats and grievances handling departments like appeal procedures and format, information request desk center, established citizen charters of the offices and different management tools like BSC, BPR to facilities easier ways the operation of the organization contribute a lot for improving accountability in information provision to the organization as a whole.

However, the organization no information center, the Web-site administration are not properly worked and modernizing the information provision by applying database software and ICT not that much effective as expected.

The above information provision mechanisms contribute for improving accountability in information provision and standardization of the organization.

Responsiveness (Serve all stakeholders promptly)

The organization enhance responsiveness of the department, the section by assisting the management tools like BPR, BSC, developed organizational citizens charters, Quarterly report, annual book talk show, posting of vision, mission and the main activities of the organization regulation with Web-site. And with sum up of these entire activities improving the responsiveness of the offices but the improvement not as expected because no information center and organized, catalog data base system.

People participation (enhancing freedom of expression and information)

Availing adequate information will equip the public with full information about the government operation, Therefore this will invite the public to ask and involve in the government operation. To do so the mayor offices post the vision and the mission inside the organization and by their Web-site, the developed organizational citizen charters and implementing throughout the organization to have space for public comment.

Reduction of Corruption (disclosure of government system)

In the mayor's office the observation result shows in reduction of corruption do not cataloged and not organized information or no information center. This implies the office has low performance in reduction of corruption. This is because misplaced, unidentified and unorganized information are exposed to be corrupted and opens the way for corruption.

Regarding to the implementation of the organization information provision shows gaps on understanding on RTI and commitment to the higher officials of organization. This needs a lot of work and commitment to minimize the disclosure of government system.

4.2. Critical Analysis

The analysis is organized based on the data obtained from questioners, observation and literature review on developed organizational citizen charters, national and international standards on information provision and RTI.

4.2.1. Mechanisms that used by mayor's office to ensure right to information

The mayor's office has used different mechanisms to promote the concept of RTI and to facilities proclamation NO. 590/2008 implemented. The main mechanisms that are expected on the organization are creating different information provision alternatives (establishment of information center, develop of web-sites, enhancement of publication, grievance handling and complain system) and awareness creation trainings.

Regarding the organization response on the mechanisms established web-sites, enhancement of publication like annual book, magazine, organizational citizen charters news, talk show, broacher, flyers and grievance handling and complain system. In addition developing their understanding on RTI trained 88 employees from the staff.

This implies that the organization mechanisms especially the training has improved the understanding on RTI but there is still gap on understanding. This means the understanding level of the organization have impact the application of other mechanisms which are help full to ensure RTI. In addition, the observation and interview result indicate that is need of more effort and work done to improve the understanding level of the mayor office. On the other hand the observation result described in the mayor office that have better preparation and initiation to change RTI understanding and implementation have gotten a virtues upon their understanding and effort to get respect RTI. The merits which stipulate as follow: (Herald, 2014)

- Creating informed citizens who get respected their right and keep the government accountable.
- Advanced of knowledge society to gives enlightened judgment by considering the fact.
- Promote accountability, transparency and reduction of corruption.
- Testing administrative ideas before action is taken.

Regarding to the above achievement the organization low performance in ensuring good governance and the organization lack of monitoring review mechanism of information provision and standardization manuals and not used the feedback of clients to the performance of information provision of the organization.

4.2.2. The mayor's office in standardizing Government information provision

The main objective of right to access information is to have informed citizen for encouraging people's participation in development process, transparency, accountability and reduction in corruption. Therefore RTI has led to have high emphasis to good governance (Ansier, 2008).

In this junction, the Mayor's office applied the developed organizational citizen charters, the international and national information provision standards and facilitate the proclamation no 590/2008 to ensure good governance.

For the purpose of this research the mayor's office mechanisms and tasks in promoting the five attribute of the good governance (transparency, accountability, responsiveness, people participation and reduction of corruption) are used as a parameter to assess the organization improvement on good governance. This parameter are establishment of information centers, application of appeal and information provision formats, publication of service pre requisite, procedures and the organization function, and utilization of information.

In the Mayor's office there is change on understanding RTI, the international and the national standards applied partially because the organization didn't establish information center, organized, cataloged and modernized information handling mechanism reduced distraction and displacement of documents and inefficient performance the organizational citizen charters. This implies from the attribute of good governance by the partially and inefficient performance of the organizational citizen charters and standards information provision lack practical transformation in ensuring good governance or transparency, accountability and responsiveness are in preparation and initiation stage. Generally, this implies the organization low performance in ensuring good governance.

4.2.3. The earlier and present performance of mayor's office on information provision and standardization

The early performance of the organization the following features: lack of understanding about RTI and information provision, disorganized information, no information center reluctance and haphazard information provision.

The current practical improvement of the organization on their information provision that are developed web-site post their mission, vision, value, the activities and the rule and the regulation, enhancement of publication, applied different management tools like BSC, BPR and developed organizational citizen charters, grievance handling and compliance system and awareness change on RTI but lacks the basic information provision standards that are no information center and not finished centralizing the decentralize information provision and modernizing the information provision by applying data base soft ware and ICT.

This implies that the mayor's office at present didn't give full attention to implement the developed organizational citizen charters, the international and the national standard manuals in information provision and standardization to bring a comprehensive change this shows still gap on understanding and commitment to change the early performance of the organization in information provision and standardization. Like lack of understanding about RTI and information provision, disorganized information, no information center reluctance and haphazard information provision. Therefore, the Mayors Offices information provision and standardization systems brought low performance in ensuring good governance.

4.2.4. The Achievement and the challenges in proclamation 590/2008 in ensuring good government

The standardization of data element is defined as the process of developing and implementing uniform standards, which includes the data elements, general rules, definitions, description, classification, expression and regulation (conget.al,2013) and standardization aimed at the achievement of the optimum degree of order in a given context (Ping, 2011).

To do so the mayor office taken already developed national and international standards manual from the Addis Ababa government information provision and standardization project office in addition it applied developed organizational citizen charters, management tools like BSC and BPR.

As the observation have gotten the standard helpful for systematize the haphazard information provision and to increase information provision alternative but the mayor office applies some of the national standards manuals and developed organizational citizen charters the change are also brought in few way played in improving good governance. This replies that the value and effort give for information handling and provision mechanism is very low and show that is still knowledge gap and lack of commitment by the higher officials.

Table 6. Mayor’s office standardization with respect international standards

No	Questions On Standards	Yes	No
1	Is everyone can access information of the organization	√	
2	Is secrecy information are separated and granted by law for exception?		√
3	Did the organization respond to requests for information in a consistent manner?		√
4	Did the organization have assigned responsible body for information provision?	√	
5	Is making information request speedy?		√
6	Is making information request at fair price?	√	
7	Did the officials assist information requestors?	√	
8	Is making information requests simple?		√
9	Did the organization justify refusals in written term?		√
	Percentage	44.44	56.55

Source; own observation 2018

The Mayors Offices fulfills the international standards 44.44%.This implies that the organization did not give full attention to implement the standard and the manuals to bring comprehensive change in information provision. As a result this may hinder the promotion of RTI and existence of good governance. This replies that the value and effort giver for information handling and provision mechanism is very low and shows that there is still knowledge gap and lack of commitment by the higher officials.

4.2.5. The Mayor’s Office in ensuring good Governance

The main achievements of the mayor’s office relays on the application of developed organizational citizens charters, the national and the international standards.

Regarding awareness creation on RTI the organization addressed for about 88 employee and employer but the understanding on improvements should be measured regarding the application of RTI promotion information provision and standardization mechanisms in the organization. In this junction, the office understanding the improvement is below the expectation. This implies there are low improvement in RTI understanding and lacks practical application all information provision and standardization mechanisms.

Regarding reduction of corruption, the questioners and the observations result show offices do not cataloged and organized information. This implies the organization on reduction of corruption is low. This because misplace, unidentified and unorganized information are exposed to be corrupted and opens the way for corruption.

Concerning research based problem solving the office apply inefficiently the developed organizational citizen's charters, the national standards applied partially and international standards fulfills 44.44%. This implies the main attribute of good governance such as accountability, transparency and responsibility in preparation and initiation stage in ensuring good governance. Besides, the office has showed good preparation and initiation to implement the standards. Therefore, it is somehow possible to say the office has in preparation and initiation stage on research based problem solving.

4.3. Summary on Main Findings

- Addis Ababa City administration government information provision and standardization project offices established the international and national standard manuals for all sectors make easy to promote the main attribute of good governance. It is good chance for mayor's office to promote the main attribute of good governance.
- The mayor's office applied the national standards partially and fulfills the international standards 44.44% these implies low application of both national and international standards on information provision.
- The mayor's office has trained 88 communication officer, PR officer, ICT officer, record officer and higher official on RTI and information provision.
- To promote RTI the mayor's office has used increasing alternative in information provision systems (establishment Web-site development, improved publication, starting to organization the information in data base soft ware and ICT systems, and grievance lodging and fixed system) secondly awareness creation and thirdly using different management tools like BSC, BPR and organization of citizen charters to improve public delivery system.
- The mayor's office employees believing information provision and standardization tasks as additional job. In addition limited use of technology has hindered effective implementation of RTI.
- The mayor's office higher officials lacks of commitment and knowledge gap on understanding of RTI and information provision.
- In the mayor's office the information provision and standardization contribute very low in ensuring good governance.
- In the mayor's office the information provision brought good preparation and initiation in transparency, accountability and responsiveness. But did not bring the expected change to the need of ensuring good governance.
- In the mayor's office low performance in the reduction of corruption. Because of information provision system not applied as expected.
- In the mayor's office lack of monitoring and review mechanism also hampers in successful implementation in information provision and standardization mechanism no information center it means absence of organized information not catalog, lack modern information recording method (DRS software)

CHAPTER FIVE: RECOMMENDATIONS AND CONCLUSIONS

5.1. Conclusions

Government information means any records that are created and to be created in day today operation of public bodies to achieve its establishment goals (FDRE, 2008). Therefore, this information is created in the process to serve the people and belongs to the people to determine their personal, political, social and economic capability. In formed citizen is the one who get respected his /her right and make government accountable for the public.

Different international and national legal from works are developed to insure the right to access information for the public and RTI is determined as a fundamental human right on international conventions this because information is power for human well being development. Moreover, access to information is the basic requirement for any democratic government to be accountable, transparent, responsive, effective and efficient in its governance. Therefore, maximum disclosure of information is basic way to promote good governance.

In this junction, the mayor's offices is applied to promote RTI and to ensure good governance used the international and national legal frame works which established by Addis Ababa city government information provision and standardization project office and developed organizational citizen charters according to the research made on the role of government information provision and standardization to enhance transparency, accountability, responsiveness, people participation and reduction of corruption the response of the organization the following conclusions are for ward

The mechanism that are used by the mayor's office to ensure right to information are intensive training about RTI and proclamation 590/2008, information protection, haw to organize and provide information and facilitation of alternative information provision is given for the employee and the customers training, web-site establishment, news release, publish magazine, annual books, press release, talk shows through media, TV and Radio program, prepared citizen charters grievance handling and complain system are used for the public to create understanding about RTI in ensuring good governance. But the organization didn't give basic attention for establishment of information center and not organize the information provision in technology (ICT) and data base system however; the organization efforts to ensure good governance is low or still the good governance on preparation and initiation stage because there is high gap on understanding to ensure good governance.

This weak achievement is the result of the internal and the external challenges of the organization such as high turnover, lack of commitment in higher official, considering information provision and standardization tasks as additional job, lack of information provision and understanding about RTI and lack of monitoring and review mechanism taken the feedback of the performance organization and the customers opinion

From the study the earlier performance of the organization in information provision and standardization is characterized by haphazard and UN organized information provision. But the current performance of the organization after applying the national standards, manuals and directives and preparing citizen charters of the organization the information provision brought little change transparency, responsiveness and accountability or the change at preparation and initiation stage for improving good governance. Therefore, it is possible to conclude that the mayor's office didn't reduce corruption because of lack of information center, not effectively applied organized data base soft ware and lack of monitoring and review mechanism taken the feedback of the performance and the customer's opinion.

5.2. Recommendations

On the basis of analysis and its findings, the following recommendations have been given

- To promote the main attributes of good governance in consistence manner the mayor office should overcome the internal challenges such as lack of information center, high turnover of skilled man power, lack of commitment in higher officials, inconsistence of information provision and believing information provision and standardization tasks as additional job. In addition huge effort should be exerted to eradicate the external problems such as awareness problem about information provision and commitment problems. Therefore most of the problems can be solved by establishing one department separately and permanently, and by empowering it to have enforcement power of its objectives.
- The mayor's office has low performance in information provision because of the performance of the international and the national standards applied partially. So this should imply to give high attention to have better information provision and standardization. In addition, the organization should establish information center and efficiently organized the opened ICT departments, should work for functional web-site and protect the turn over skilled man power to maximize the information provision and standardization of the organization.

- The mechanisms that have been used by the mayor's office to promote RTI brought preparation and initiation for improving good governance but understanding and commitment gaps are still observed. Thus, the organization should do extensive awareness creation program for the staff and the public simultaneously and side by side establish information center.
- The mayor's office needs strong and robust monitoring and evaluation system. It will help periodically review implementation of the standards and provide feedback to the organization to address the short dominos of the organization.
- The mayor's office trained 88 communication of officer, PR officer, ICT officer, record officer and higher officials on RTI and information provision but still there is gab in awareness creation in RTI and implementation of international and national standards so this need additional continual training of officials of all departments and representatives of public authorities is essentially required so that they are made aware of their duties and obligation under the RTI implementation.
- It is a recognized fact that for enabling and effective implementation of RTI in ensuring good governance in the mayor's office need to strengthen their technical and IT capability and opened the information recording method (DRS method).

Finally, the mayor's office which has low improvement in information provision and standardization in ensuring good governance. Therefore, these organization should wake up and become role module for the Addis Ababa city in public service delivery by executively applied the demand the national and international standards manuals and developed organizational citizens charters should be committed and applied effectively to modernize the information provision through the organization.

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Appendix 1- Questinnaires /Interview



Addis Ababa University

School of Graduate Studies

College of Business and Economics

Department of Public Administration and Development management

Dear Participant

I am conducting a research on “The Role of Government information provision and standardization in ensuring good governance: in the case of Addis Ababa City of mayor offices”, this research is conducted in partial fulfillment of the Masters of Arts in public management and policy. Besides, it aims to assess the contribution of Addis Ababa city the Role Government information provision and standardization in ensuring good governance in mayor offices, and to provide insight for government information provision and standardization system improvement, your response will be the main attribute for successful accomplishment of the research. The information that you provide will be treated confidentially. It would be greatly appreciated if you would assist by completing the questionnaire listed below and I thank you in advance for sharing your valuable experience and time completing the questionnaire.

If you require any further information or want feedback on the research, please contact me through the address given here under.

Thanks in advance for your cooperation!

Tadesse Admassie

Cell Phone-0913-888346, E-mail address: tadese20110@gmail.com

Demographic Related Question

Please put a tick (✓) Mark inside the box or write on the space provided.

1. Name of the organization Addis Ababa mayor offices
2. Gender Male Female
3. < 25 years 25-30 Years 30-40 years
 >40 years
4. Educational Qualification

 Below diploma College diploma
 BA/BSC degree Master's degree

 Other, Specify-----
5. How long you have been working in this organization?

 < 2 years 2-5 years

 6-10 years >10 years
6. What is your current Bureau department in mayor office?
7. What is your current position in the organization? -----

Objective: - To investigate the role of government information provision and standardization in ensuring good governance practices.

With regard to the role of government information provision and standardization in ensuring good governance practices write in the space given that accurately reflects your present firms adopted in your organization.

The Role of Government information provision and standardization in ensuring good governance

In Government Information Provision and Standardization

1. How do you describe the earlier performance of the offices in information provision and standardization? -----

2. What improvements are achieved after the contribution of Addis Ababa city
3. government establishment of the mandated Bureau?-----

-----.

4. How do you describe the contribution of government information provision and
standardization? -----

-----.

5. Do you have standards and manuals in government information provision and
standardization? Yes No

If your answer Yes? Describe-----

-----.

6. What kinds of way used in standardization of government information
provision?-----

-----.

7. Is the standardization enactment top to bottom? Yes No Other
If your answer Yes? How?

-----.

8. How your office/Bureaus/ Departments creates common understanding about
right to information?-----

-----.

9. What are the procedures used in your offices to standardizing government
information provision?-----

-----.

Ensuring Right to Information

10. How is your offices /Bureaus/ Department doing in ensuring right to access information?-----

-----.
11. What kinds of mechanisms uses in your offices to ensuring right to access information?-----

-----.
12. What efforts are made to implement right to information regulation and directives?-----

-----.

Ensuring Good Governance

13. Do you think in your organization the existence of government information provision and standardization is helpful in ensuring good governance?
Yes No
- If your answer yes? How ?-----
-----.
14. What changes are achieved in promoting the main attributes of good governance?
In the attributes
a) Transparency /freely available and directly accessible information/
b) Accountability /being answerable for those who will be affected by its dissection/
c) Responsiveness /serve all stake holders promptly/
d) People participation /enhancing freedom of/
e) Reduction of corruption /disclosure of government system/

Appendix 2- CHECK LIST



Addis Ababa University

School of Graduate Studies

College of Business and Economics

Department of Public Administration and Development management

Objective: - To investigate the role of government information provision and standardization ensuring good governance.

Name of the Organization Mayor Offices Observer-----

Date-----

With regard to the role of government information provision and standardization in ensuring good governance practices please tick the box that accurately reflects your present firm's adopted level in the given column.

The Role of Government Information Provision and Standardization in ensuring good governance	Y E S	N O
Government information Provision		
1.1. Did the organization have information center		
1.2. Is the information center organized separately?		
1.3. Is the information center functional?		
1.4. Is the data in the information center secured? (from fire, pests, direct		

Assessing the role of government information provision and standardization in ensuring good governance. In the case of Addis Ababa City of mayor office

sunlight, dust)					
1.5. Did the organization have website?					
1.6. Is the organization website functional?					
1.7. Did the communication and ICT experts are professional on website content preparation.					
1.8. Is there update information provision through organizational website?					
	<i>Tremendously</i>	<i>Completely</i>	<i>Partially</i>	<i>Slightly</i>	<i>Not at all</i>
1.9. Is the information center fulfilled essential materials for information provisions?					
1.10. Is the data duly cataloged?					
<i>Government Information Standardization</i>	<i>Tremendously</i>	<i>Completely</i>	<i>Partially</i>	<i>Slightly</i>	<i>Not at all</i>
<i>International Standards</i>	5	4	3	2	1
2.1. Is everyone can Access information to your office?					
2.2. Is secrecy information are separated and granted by low exception					
2.3. Did the office have assigned responsible body for information provision?					
2.4. Did the office respond to requests for information in a consistent manner?					
2.5. Did the officials assist information requestors?					
2.6. is making information requests simple					
2.7. Is making information requests at fair price?					

Assessing the role of government information provision and standardization in ensuring good governance. In the case of Addis Ababa City of mayor office

2.8. Is making information requests speedy?					
2.9. Did the offices justify refusals in written term?					
2.10. Did the organization provide appeal procedures for failure to disclose information.					
2.11. Did the office proactively publish core information?					
2.12. Did the inform requester can get written document?					
<i>National Standards</i>					
3.1. Did the office use web-site content standard?					
3.2. Did the office use information center facility standards to fulfill the center facilities?					
3.3. Did the office systematize the information center based on general status of resource standard?					
3.4. Are there application of information identification and counting standard?					
3.5. Are there application of record classification standard?					
3.6. Did the office apply FDRE ombudsman free information provision circular/none priced information provision circular?					
3.7. Did the office apply FDRE ombudsman confidential information handling circular?					
3.8. Did the office application of rights to information complain handling directives?	<i>Very high</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>	<i>Very low</i>
<i>Ensuring Right to Access Information</i>	5	4	3	2	1
4.1. Did the organization have level of understanding to ensure RTI					
4.2. Did the organization report RTI implementation to concerned bodies					

<i>In ensuring good governance</i>	<i>Very high</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>	<i>Very low</i>
5.1. Transparency (freely available and directly assessable information)					
5.2. Accountability (being answerable for those who will be affected by its dissection)					
5.3. People participation (enhancing freedom of expression and information)					
5.4. Responsiveness (serve all stakeholders promptly)					
5.5. Reduction of corruption (disclosure of government operation)					

3. *Assessing the role of government information provision and standardization in ensuring good governance. In the case of Addis Ababa City of Mayor Office.*

Appendix- 3 መጠይቅ

Addis Ababa
University
(Since 1950)



አዲስ አበባ ዩኒቨርሲቲ የድህረ ምረቃ ትምህርት ቤት

የቢዝነስና ኢኮኖሚክስ ኮሌጅ

የህዝብ አስተዳደርና ልማት

ይህ ጥናት የመንግስት መረጃ አቅርቦትና ስታንዳርዳይዜሽን በመልካም አስተዳደር ያመጣውን ለውጥ ለ2ኛ ዲግሪ ወይም ለድህረ ምረቃ በህዝብ የልማት አስተዳደርና ፖሊሲ ለማሟላት በአዲስ አበባ ከተማ ከንቲባ ጽ/ቤት የመንግስት መረጃ አቅርቦትና ስታንዳርዳይዜሽን በመልካም አስተዳደር ያበረከተውን አስተዋጽኦ ለማየትም ስለሚያስችል የእርሶ መረጃውን በትክክል መሙላት ያልቻሉን ልምድ ማካፈልዎና ግዜዎንም ይህን መጠይቅ ለመሙላት በመስጠትዎ በቅድሚያ አመሰግናለሁ፡፡

1. የመሥሪያ ቤቱ ስም የአ/አ አስተዳደር ከንቲባ ጽ/ቤት
2. ያታ ወንድ ሴት
3. 25 ዓመት በታች ከ25-30 ዓመት ከ30-40 ዓመት ከ40 ዓመት በላይ
4. የትምህርት ደረጃ
 ከዲፕሎማ በታች የኮሌጅ ዲፕሎማ ዲግሪ
 ማስተር ሌላ-----

የመንግሥት መረጃ አቅርቦት እና ስታንዳርዳይዜሽን በመልካም አስተዳደር ላይ የመጣውን ለውጥ በአዲስ አበባ ከንቲባ ጽ/ቤት ላይ የተደረገ ጥናት

መጠይቆቹ

የመጠይቁ ዓላማ:-ድርጅቱ ስታደርድ አዘጋጅቶ መረጃ ማቅረብ ለመልካም አስተዳደር መስፈን ላይ ያለውን አስተዋፅኦ ለማየት ነው።

1. በዚህ መስሪያቤት የህዝብ መረጃን የማግኘት ነጻነት
ሀ) ሙሉ በሙሉ ተከብሯል ለ) በመጠኑ ተከብሯል ሐ) አልተከበረም
2. በዚህ መስሪያቤት መረጃን በቀላሉ ለማግኘት የሚቻልበት አሰራር
ሀ) አለ ለ)የለም መልስዎ አለ ከሆነ በምን ዓይነት መንገድ እንደሆነ ይግለፁ-----

3. የመስሪያ ቤቱ መተዳደሪያ ደንብ፣ የመስሪያ ቤቱ ልዩ ልዩ ክፍሎች የሚመሩባቸውን ደንቦች፣ ፖሊሲዎች፣ መመሪያዎች በቀላሉ የሚያገኙበት መንገድ
ሀ) አለ ለ) በከፊል አለ ሐ) የለም መልስዎ ሀ ወይም ለ ከሆነ በምን በምን መንገድ -----

4. በመስሪያ ቤቱ የሚፈልጉትን መረጃ ለማግኘት የሚችሉባቸው የኤሌክትሮኒክስ፣ የማመልከቻ፣ ለዚህ ዓላማ የተዘጋጀ የመጠየቂያ ፎርም ወ.ዘ.ተ.
ሀ) አለ ለ) የለም
5. በመስሪያ ቤቱ መረጃዎችን ጠይቀሁ መረጃዎችን ማግኘት አትችሉም ቢባሉ መረጃ የማግኘት መብትዎን ተጠቅመው ቅሬታዎን ማቅረብ የሚችሉበት ስርዓት
ሀ) አለ ለ) የለም
6. በመስሪያ ቤቱ መረጃዎችን ማግኘት የሚችሉበት ለዚህ ዓላማ የተደራጀ የመረጃ ማዕከል ሀ) አለ ለ)የለም
7. መስሪያቤቱ ለዜጎቹ መረጃ የሚሰጥበት አሰራር መልካም አስተዳደርን ለማስፈን
ሀ) አስተዋጾ አድርጓል ለ) መጠነኛ አስተዋጾ አድርጓል ሐ) ምንም አስተዋጾ አሳደረገም

የመንግሥት መረጃ አቅርቦት እና ስታንዳርዳይዜሽን በመልካም አስተዳደር ላይ የመጣውን ለውጥ በአዲስ አበባ ከንቲባ ጽ/ቤት ላይ የተደረገውን

