

UNIVERSITY OF ADDIS ABABA



COLLEGE OF LAW AND GOVERNANCE STUDY

CENTER OF FEDERALISM AND GOVERNANCE STUDIES

**DECENTRALIZATION AND PUBLIC SERVICE DELIVERY BETWEEN
ADDIS ABABA AND SHEGER CITIES:**

**IN THE CASE OF LEMI KURA AND LEGA TAFO LEGA DADHI SUB-
CITY**

A THESIS FOR THE DEGREE OF MASTERS OF ARTS (MA) IN FEDERALISM AND GOVERNANCE SUBMITTED TO THE CENTER FOR FEDERALISM AND GOVERNANCE STUDIES IN PARTIAL COMPLETION OF THE DEGREE REQUIREMENTS

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Declaration

The author of this thesis, I, the undersigned, certify that it is entirely original with no presentations at other colleges or universities. Every source and piece of information used in the thesis has been appropriately credited.

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College of Law and Governance Studies

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Abstract

This study examines the relationship between decentralization and public service delivery in Addis Ababa and the newly established Sheger City, focusing on the socio-economic implications, challenges, and opportunities. Decentralization suggests that field units will be given more responsibility and authority, and that the central government will share power with other entities. There are different forms and types of decentralization, the three most well-known ones are delegation, devolution (democratic decentralization), and DE concentration (also known as administrative decentralization). Decentralization can be a means to increase the transparency, responsiveness, and effectiveness of local government itself, but it shouldn't be seen as a goal in and of itself. Decentralization and public service delivery are important and structurally organized in the federated state like our country Ethiopia, because of the main core of federated state are self rule and shared rule plus intergovernmental relation so that, decentralization and public service delivery are strategic way of applying federalism to targeted area. Through a comparative analysis of Lemi Kura and Lega Tafo Lega Dadi sub-cities, the research investigates the causes and effects of decentralization on public service delivery, identifies associated challenges and opportunities, and analyzes its broader impact on socio-economic conditions. Employing a qualitative methods approach, including qualitative interviews, the study reveals how decentralization influences service efficiency, accessibility, and equity. Because qualitative research is fundamentally humanistic due to its emphasis on the individual, subjective, and experiential basis of knowledge and practice. Qualitative methods, which also aim to investigate a phenomenon and provide a profound comprehension of the issues, participants, and events, were widely used. Findings highlight key challenges such as resource constraints and coordination issues, alongside opportunities for enhanced local governance and community participation. The study contributes to understanding decentralization's role in urban public service delivery and offers policy recommendations for optimizing its implementation in Addis Ababa and Sheger City.

List of Abbreviations

BoWER.... Bureau of Water and Energy Resources

FGD..... Focus Group Discuss

AAWSA.... Addis Abeba Water and Sewerage Authority

UNDP----- United Nation Development Program

UN ----- United Nation

AESM ----- All Ethiopian SOcialist Movement (MEISON)

A N DM ----- Amh ara National Demo cratic Movement

EPLF ----- Eritrean Peoples' Liberation Front

EPRDF ----- Ethiopian Peoples' Revolutionary Democratic Front

EPRP ----- Ethiopian Peoples' Revolutionary Party

ESM ----- Ethiopian Students Movement

GPDUM ----- Gambella Peoples' Democratic Unity Party

GPLM ----- Gambella Peoples' Liberation Movement

OLF ----- Oromo Liberation Front

OPDO ----- Oromo People's Democratic organization

SLF ----- Sidama Liberation Front

SPLA ----- Sudan People's Liberation Army

TPLF ----- Tigray People's Liberation Fron

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CHAPTER ONE

Introduction

1.1 Background of the study

In the early 1990s, a large drive for decentralization in African countries began to take hold, with change taking place on many fronts of policy implementation. Decentralization is possibly less common in Ethiopia than in many African nations, or in other developing-world instances of decentralization. However, decentralization in areas with regional states and not central government monitoring the decentralization process can be seen (JS Lee, 2013). The function of zones differs from state to state; some pursue a decentralized strategy in which the regions assign the zones specific duties, while others pursue a more profit-driven strategy, but in each case they are the implementation of Regional Initiatives is partly to be taken care of. (JS Lee, 2013)

The definition of decentralization varies among academics. It suggests that field units will be given more responsibility and authority, and that the central government will share power with other entities (Turner and Mulme 1997). According to the Brown v. (1954) there are different forms and types of decentralization, the three most well-known ones are delegation, devolution (democratic decentralization), and DE concentration (also known as administrative decentralization). Decentralization can be a means to increase the transparency, responsiveness, and effectiveness of local government itself, but it shouldn't be seen as a goal in and of itself. to enhance the community-level decision-making representational systems. Good municipal management systems make it possible for people's interests and needs to be acknowledged, ensuring that government initiatives are meeting a variety of societal demands. This is accomplished by encouraging tighter communication between the Central and Local Authorities and by allowing local towns and regional bodies to manage their own affairs.

To raise money locally through sales taxes, property taxes, and other indirect fees. Local governments receive intergovernmental transfers of general revenue from taxes collected for either general or particular purposes by the central government. Authorization to borrow from the municipal authorities, in addition to loan guarantees by Central Bank government this list is often supplemented by market and economic decentralization. The non-governmental (NGO) or private sector is given more responsibility. We'll talk about Addis Ababa's waste collection as an

excellent example. In order to allow the private sector to operate, it is often necessary to remove legal and policy constraints. to take up these responsibilities. From a governmental standpoint, this is the most complete type of decentralization; it involves deregulation and privatization as well as the transfer of accountability from the public to the private sector. It enables enterprises, community groups, cooperatives, private voluntary associations, and other nongovernmental organizations to do tasks that have historically been mostly or completely the duty of the government. Brown v. (1954).

There are a lot of claims in favors of decentralization, ranging from increased possibilities for democratization, to the scope of participation and responsibility through to the end reducing poverty and improving the service delivery. Specifically, proponents of decentralization base their assumptions about the wide range of criteria on a number of theories and assumptions, including the anticipated rise in invocative efficiency, Through better participation, accountability, and responsiveness, the welfare and equity A component of the local government. While decentralization is generally the concern of practitioners and the democratic components of that process, others in the social sciences are more concerned with the process. M. Robinson, 2007.

Over the past 25 years, several countries have implemented decentralization, transferring state responsibility to lower government levels. This process contributes to political stability, democratic governance, service delivery improvement, and equity. Ethiopia introduced a decentralized system in 1991, aiming for harmony, cooperation, and local self-determination.(T Assefa, T Gebre-Egziabher – 2007)

The majority of initiatives to advance democratic decentralization are predicated on the idea that local governments will be better equipped to address the needs of the populace and consider their preferences when deciding what kind of services to offer, how much funding is needed, and the best ways to accomplish this while guaranteeing efficient delivery. Such initiatives are similarly predicated on the idea that a benevolent central authority will transfer governance responsibilities to the elected local authorities. Furthermore, it is presumed that there would be financial resources available to support the delivery of services at the local level through a combination of government taxation at the local level and central fiscal transfers. Lastly, the majority of decentralization projects make the assumption that local administrative capabilities will be

adequate to complete this task. It is anticipated that local service output would rise and provide appropriate delivery. (2007) M. Robinson.

Another aspect of service delivery is problematic in many situations where decentralization is absent; as a result, elected local government is being used to enhance the provision of health care, education, water supply, and local infrastructure (M Robinson, 2007). Often, governments are destined to fail. By demonstrating that there are relatively few instances in which efficiency and equity have been attained, the evidence presented here offers little support to proponents of decentralized service delivery (M Robinson, 2007).

In every nation on earth, public service serves as a representation of the government apparatus that implements and puts public policies into action. The public service is responsible for this task. transforming state policies and programs into concrete products and services that the general public may use (Shittu, 2020). The statement that there is an interconnected relationship between public services and service delivery is significant in this entry. In other words, it is desired for public policies to exist and for public services to exist in order to fulfill the function of providing services. It states that the following criteria must be fulfilled by the service: Public needs and expectations (Shittu, 2020).

The main objective pursued by public administrators and researchers remains to improve the delivery of government services. Governments have been turning to decentralized mechanisms for delivering services in view of constraints and inefficiencies associated with the centralized delivery of services, particularly at local level. The central government's transfer of powers, tax and policy functions to smaller governments was part of the decentralization process, (AR Muriu, 2013)

In 2005, Ethiopia approved the National Urban Development Policy. The Urban Development Package and the Urban Good Governance Package are its two primary packages. The solution to the question of "what" the government will do to provide urban-based public services, such as "jobs, houses, roads, schools, clinics, water supply et c.," was laid forth in the Urban Development Package (NUDP, 2005). These and other services would be provided with "efficiency, effectiveness, accountability, transparency, participation, and sustainability, the rule

of law, equity, democratic government, and security," according to the Urban Good Governance Package (NUDP, 2005).

To overcome the aforementioned basic constraints of urban centers and promote development and good governance, the development of a comprehensive urban development policy will be mandatory, (NUDP, 2005). The direction and speed of development in rural areas dictate and influence urban development. Similarly, rural development will be hampered unless urban centers grow, as the latter play a crucial role in absorbing rural products and supplying the necessary inputs. The integration of rural and urban development, as well as urban-to-urban connectivity, will help to accelerate development. As a result, it is necessary to develop urban development policies that ensure such connections in all spheres, (NUDP, 2005).

Service delivery is an underlying motivation that is improving in the majority of these decentralization initiatives, even when it isn't stated explicitly. This is due to two factors. In particular, the state is systematically responsible for providing these basic services, which include water and sanitation, health care, and education, (World Bank 2003). It is evident that governments are not carrying out their duties to ensure the health, education, water, and sanitation of their citizens at all levels (J Ahmad, 2005). The primary tool used by governments to carry out this duty at the macroeconomic level is public spending, which appears to have little correlation with results. State investment on education has a very poor correlation with primary school completion rates, and there are no significant linkages between public health spending and lower baby and child mortality (J Ahmad, 2005).

Thus, this study critically analyses on the decentralization and public service delivery in Addis Abeba and the new Shegar cities with special focus on lemi kura sub city and lega tafo lega dadi town. In my case study area the foundation of Lemi Kura Sub city is including those partial part of East and North East surrounding finfinne special zone and new areas demarked from Bole and Yeka sub city with half woredas which is before a time farmers land that used by expansion of adis abeba and by the process of decentralization it's become sub city administration. Boundary located as Addis Abeba with Finfinne special zone on July 22/2014. Lemi Kura Sub city is divided under 9 woredas. Boundary demarcation location With East side Gelan town of Sheger city, With South side Bole sub city, With West side Bole and With North side Lega tafo and lege Dadi.

In my study area Lega tafo and Lega dadhi sub city structure under sheger city formation proclamation no. Number 233/2015. The town is decided under part of shegar city from five town of (Burayu, Sebeta, Gelan, Lega Dadi and Sululta) which includes those all surrounding finfinne special zone and new areas demarked from Addis Abeba city (from yeka and bole sub city). So, Lega tafo and Lega dadi town is divided under two sub cities (Kura Jida and Eka Tafo) and six woredas city administration (Kura Jida, Haro Kulit, Lega dadi, Dere Sokoru, Eka Dale and Tafo). Boundary demarcation location With East side East shoa zone, With Suoth side North shoa zone, With South West side Addis Abeba, With North side, North shoa zone, With West side, Addis Abeba and North shoa zone. Government structure of Lega tafo Lega dadhi sub city was divided under Sub city and Woreda City administration.

1.2 Statement Of the Problem

Due to the city's horizontal growth, the nearby farming village of Addis Ababa is in risk of land confiscation and evacuation. Even though land is the most valuable and physically fixed asset in this society, the manner of life, production, distribution, consumption, and social structure of the farmers and their families seem to have been significantly impacted by the rise of the capital city. Consequently, it is crucial to determine the precise effect that horizontal urban expansion has on that community's social and economic worth. Both opportunities and difficulties were brought about by the general urbanization of the towns in the Oromia special zone surrounding Finfinne what we call know sheger city and by its horizontal expansion in particular.

These opportunities and difficulties are significant and complex. The surrounding farming community faced a number of opportunities and difficulties as a result of the urban expansion. Urbanization has created opportunities in the area, but it has also presented a number of difficulties. The impoverished mass suffers from urbanization, even though it gives the wealthy elites more options. In the research region, this trend is clearly visible. It wasn't thoroughly looked into. The amount of land converted to urban usage for various purposes is increased by urban sprawl. Farmland was decreased as a result, and farmers were faced with new socioeconomic opportunities and difficulties. Farmers are left without land as a result, and their means of subsistence are compromised. The primary obstacles to the urbanization process in the research region are land dispossession and eviction. This trend creates a wealth gap between the vast majority of the poor and a small number of economically strong elites. As a result, the

current urban sprawl tendency benefits the wealthy while harming the bulk of the community, who for the most part are unable to adapt to the metropolitan environment because of their upbringing. The community has severe issues as a result of urbanization, which are made worse by a lack of modern technical skills such as business expertise and entrepreneurship skills. This suggests that the current urbanization tendency is at odds with community interests. However, these issues were not given enough attention, which is why this investigation was carried out.

There are opportunities and challenges associated with the decentralization and urbanization process of the shegar city and Addis Abeba, particularly with its sprawling or horizontal expansion. The process of decentralization and urbanization is accelerating in the city specified above. The framework of leasehold land policy encourages the development of residential properties, industrial establishments, and real estate investments in the studied area.

The focus of this study was the local farming community of shegar city and the society of lemi kura sub city that was included in general, and specially by focusing on the impact of decentralization on public service delivery and its source on selected area of service like watering, road access, Electricity supply and land use system between the two cities. This is because the rural community in the study area is exposed to the opportunities and difficulties associated with urbanization. As far as this study's researcher was concerned, though, these modifications were not thoroughly investigated. This served as the primary rationale for doing the study, and there is a research gap in examining and identifying such opportunities and difficulties with relation to the land use, sanitation, watering and electricity supply.

The government's monopoly on many public services and the public's limited ability to demand and monitor such services have resulted in poor service delivery. In many developing nations, the public cannot affect the outcome of a service through participation or the expression of protest or feedback, nor do they have the option to leave when they are unhappy with it, (Efa and Gutema, 2017).

These study also tries to discuss challenges and opportunities of the process, and furthermore this research creates knowledge on the effects of the basic issues and its solution to the problems related with decentralization and public service delivery. Additionally the study will try to examine how decentralization and urbanization influences the study area lemi kura and lega tafo

lega dadi sub town. Hence created on the gaps mentioned overhead, the general and specific objectives, the research question of this study were stated as follows.

1.3 Objectives Of the Study

1.3.1 General objective

The overall objective of this study is to examine the relation of Decentralization and Public Service delivery on socio-economic condition as well as the challenge and opportunity in Addis Abeba and new shegar cities.

1.3.2 Specific objective

- To illustrate causes and effects of Decentralization in Public Service Delivery in Addis Ababa and new Sheger Cities.
- To examine the challenge and opportunity of Decentralization in Public Service Delivery in Addis Ababa and new Sheger Cities
- To analyses the effect of Decentralization in Public Service Delivery in Addis Ababa and new Sheger Cities

1.3.3 Research Questions

- What is the source and the process of Decentralization and Public Service delivery in Addis Abeba and new shegar cities ?
- What are the primary causes of government gaps in maintaining high-quality services in a few chosen sub-city municipalities ?
- What is the effects of Decentralization on Public Service delivery in Addis Abeba and new shegar cities ?

1.4 Significance Of the Study

The study purposes to do contribution to public awareness to the positive and negative impacts of decentralization is on public service delivery in Addis Abeba and new shegar city by assessing the key challenges. Anyone interested in examining and evaluating the causes and consequences of urbanization will also find the study to be very valuable. The study reveal the socio economic and political roots of Addis Abeba and new shegar cities ?. It made note of how urban expansion hampers the communities. The study will used for policy suggestions for enacting laws to

regulate urban planning. Given the study's timeliness, it will aid in bridging the knowledge gap and time gap in the field of study. Additionally, the study can be a starting point for scholars and consultants who might be working on related projects, especially those that deal with decentralization, public service delivery, and the evolving socioeconomic landscape. Last but not least, policymakers may utilize the research's conclusions to reorient policies.

1.5 RESEARCH METHODOLOGY

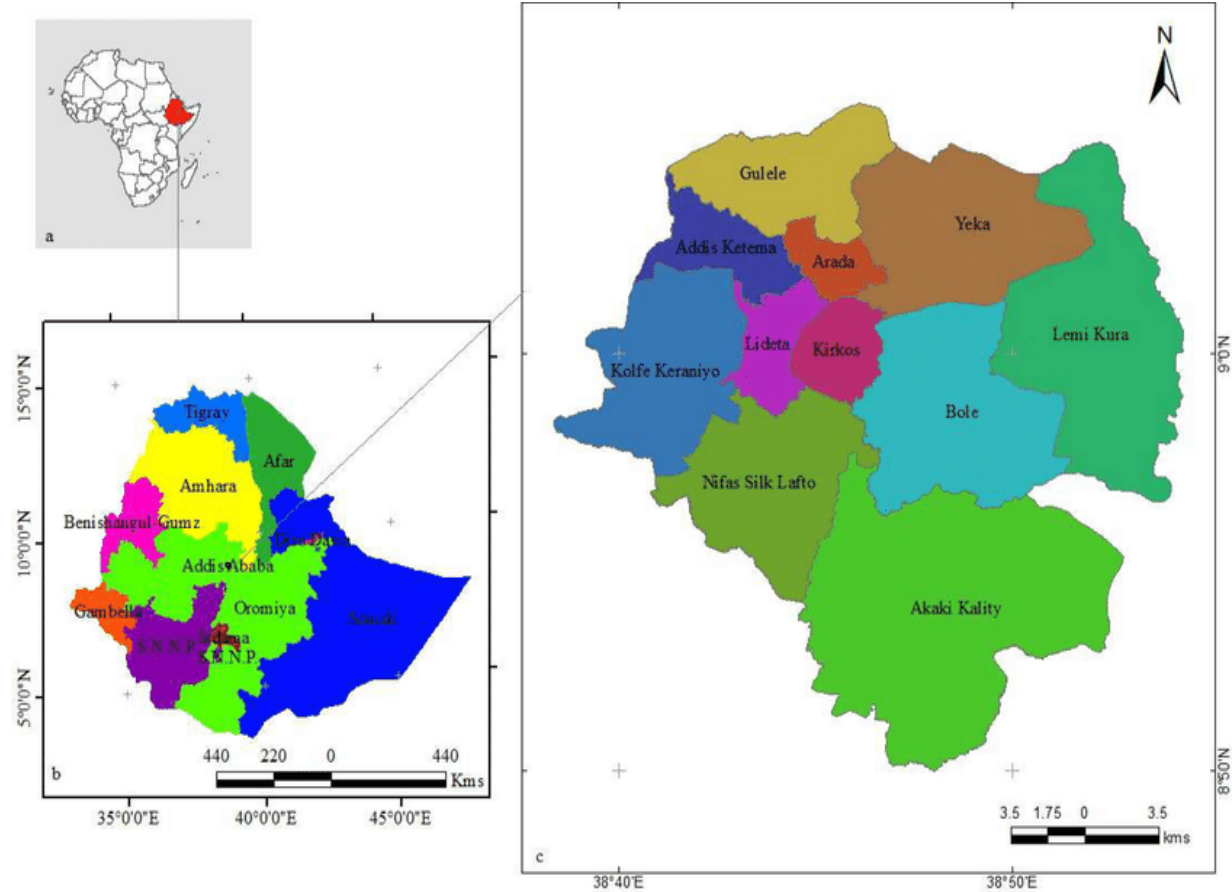
1.5.1 Description of the study area

The strategic decision to relocate the imperial capital from Ankober, a town in the present-day North Shewa Zone in the Amhara region, to Entoto and then Addis Ababa in early 1886 was made by Emperor Menilik II. Addis Ababa is situated in the middle of Ethiopia (AACCP, 2017). In 1886, the city came into being. In terms of its size and population, its financial and economic structure, and its physical and spatial institutions, Addis Ababa has experienced numerous changes since its founding (AACCP, 2017). Located in the center of Ethiopia at 9°2'N latitude and 38°45'E longitude, Addis Ababa serves as both the country's governmental capital and its most important commercial and cultural center. It is 2,400 meters above sea level, with the highest elevation being 3,200 meters on Entoto Hill to the north (AACCP, 2017). One of the two self-governing cities with a charter, Addis Ababa is recognized by the federal government of the country and its citizens as a special autonomous area. The city is separated into 121 woredas, the lowest administrative divisions, and 11 sub-cities known as kifle-ketemas (ibid).

Proclamation No. 87/1997, which establishes the Addis Ababa city administration's charter, Addis Ababa is home to important international institutions including the United Nations Economic Commission for Africa and the Africa Union because of its historical, diplomatic, and political significance for the continent. According to UN-Habitat (2008), 30% of Ethiopia's urban population resides in Addis Ababa. Every ten years, the population has almost doubled. The population grew from 1,412,575 in 1984 to 2,112,737 in 1994, and is today estimated to reach 4 million. By 2024, the population is expected to reach 12 million.

In my case study area the foundation of Lemi Kura Sub city is including those partial part of East and North East surrounding finfinne special zone and new areas demarked from Bole and Yeka sub city with half woredas. Boundary located as Addis Abeba with Finfinne special zone on July

22/2014. Lemi Kura Sub city is divided under 9 woredas. Boundary demarcation location With East side Gelan town of Sheger city, With South side Bole sub city, With West side Bole and With North side Lega tafo and lege Dadi.



Map 1. of Addis Ababa, with Sub-Cities. Source: Ethio GIS (2022).

1.6 The new Sheger City and Lemi kura sub city

The foundation of Shegar city under proclamation No. 233/2015, the city is including those all surrounding finfinne special zone and new areas demarked from Addis Abeba city (Burayu, Kolobo, Sululta, LegaTafo Lega dadi, Gelane, and Sebeta) with all woreda (Walemara, Sululta, Barak, Akaki, Sebeta Hawas). The bounders demarcated on July 22/2014 and the new sheger city area size is 160,892.8 Hekt. with East side East Shoa zone, with South side East Shoa zone and Dukam city, with South West side, South West Shoa zone, with North side, North Shoa zone with West side West Shoa zone and Holeta city. The government structure of Shegar city was divided under City government, 12 Sub cities and 36 Woredas city administration. The recent

development entails the reclassification of formerly autonomous municipalities surrounding Finfinnee into city districts. Districts such as Aqaqi, Sabbata Hawas, Barrack, Sululta, and Walmara, as well as 40 villages under Shaggar town, will now govern villages. Furthermore, Eertuu Mijoo and Koyee Faccee were villages previously under Finfinnee. Sheger Sub-City Structure on November 22, the Oromia Special Regional Administration and the Finfinnee Municipality signed a Memorandum of Agreement that outlined the boundary between Shaggar Municipality and the City of Finfinnee.

The study area Lega tafo and Lega dadi town structure are under Sheger city formation proclamation no. Number 233/2015. The town is decided under part of Shegar city from five town of (Burayu, Sebeta, Gelan, Lega Dadi and Sululta) which includes those all surrounding finfinne special zone and new areas demarked from Addis Abeba city (from yeka and bole sub city). So, Lega tafo and Lega dadi town is divided under two sub cities (Kura Jida and Eka Tafo) and six woredas city administration (Kura Jida, Haro Kulit, Lega dadi, Dere Sokoru, Eka Dale and Tafo). Boundary demarcation location With East side East shoa zone, with Suoth side North Shoa zone, with South West side Addis Abeba, with North side, North Shoa zone, with West side, Addis Abeba and North Shoa zone Government structure of Lega tafo Lega dadi town was divided under Sub city and Woreda city administration. On the Dessie-Mekele route, Lega Tafo Lega Dadi is also situated in Sheger city, 21 kilometers (21) from Addis Ababa, Ethiopia's capital, in the northeast. Geographically, it is located between latitudes 9°01'29" N and 9°06'0" N and longitudes 38°53'42" E and 38°55'30" E. It is situated between 2,316 and 2,500 meters above sea level. As is typical of a warm temperate climate, the town's mean annual maximum, maximum, and minimum temperatures are 17.22°C, 23.76°C, and 10.67°C, respectively. Additionally, Lega Tafo Lega Dadi town, which occupies 7444.53 hectares, is bounded to the west and northwest by Addis Ababa city and Sululta Wereda, and to the north, east, and south by Berek Aleltu Wereda. As of right now, there are 40864 people living in Lega Tafo Lega Dadi town, with 17927 men and 22937 women (Lega Tafo Lega Dadi and Gelan towns admin, 2019). The settlements were created following the formation of certain nearby investments, and they have expanded by uprooting and impacting the neighboring farmers' means of subsistence.



Map 2. shows Addis Abeba and the new Sheger city, Ethiopian insight

1.7 Research Methodology

The methodology of this research is qualitative. Because it emphasizes the individual, subjective, and experiencing foundations of knowledge and practice, qualitative research is inherently humanistic (Karina K. and Janet S., 2012). The use of qualitative methods, which likewise seek to explore a phenomena and offer a deep understanding of the problems, players, and events, was common (Kamasaket et al., 2017). Thus qualitative approach helps to analyses human behavior, attitudes, opinion and of those individuals. Accordingly, the study will be supported by explanatory research design.

1.7.1 Research design

Researchers can plan their investigations for success and concentrate on the most efficient study methods for the subject at hand thanks to the research design. The overarching strategy you use to integrate the many study components in a coherent and logical manner is known as the

research design, and it addresses the research topic. It acts as a manual for gathering, measuring, and analyzing data (Bhat, 2023). For the gathering, measurement, and interpretation of research data, there are three primary design categories (data collection, measurement and analysis). An organization's design will be determined by the research challenge it faces, not the other way around. Which tools to employ and how to utilize them are decided during the study's design phase (ibid).

1.7.1.1 Explanatory Research design

Explanatory research is carried out to determine the type and degree of cause-and-effect interactions as well as the effects of particular modifications on various processes and current standards (Zikmund et al., 2012). Therefore, it makes sense to look at the effects of decentralization and public service delivery in the research domain. Indeed, it is a kind of research methodology used to generate concepts and insights and provide a thorough explanation of the study. According to Akhtar (2016), the goal of this research approach is to establish a hypothesis or conduct a more thorough analysis of an issue. The what, how, and why of the study questions are explained, along with previously undiscovered facets of a topic.

1.8 Types of data

Both primary and secondary sources provided data for this study. Information was gathered from primary sources such as focus groups, telephone interviews, semi-structured interviews with key informants, surveys, postal questionnaires, and observations. News releases, agreements, contracts, websites, reports, journal articles, books, the internet, and other public and unpublished items were also gathered as secondary sources of information.

1.9 Methods of data collection

All of the approaches or strategies utilized to carry out a study can be categorized as research methodologies. Therefore, research procedures or techniques are the means by which researchers conduct research operations (Kothari, 2004). The necessary data for qualitative research can be gathered in a number of ways, including crucial ones like content analysis, questionnaires, interviews, observation, and the use of mechanical equipment (ibid). To gather information from important informants regarding decentralization and public service delivery in the study area, the researcher chose to use in-depth interviews. In order to verify the causes and

consequences of the correlations in the impact of decentralization, the researcher also used focus groups. Ultimately, the researcher decided to gather data through observations.

Research interviews can be divided into three basic categories: semi-structured, unstructured, and structured. In contrast to the two categories mentioned above, The main questions in semi-structured interviews serve to clarify the topics to be covered while allowing the interviewer or interviewee to veer off course to delve deeper into a concept or response. This approach's flexibility allows for the discovery or elaboration of information, especially when contrasted to organized interviews (Gill P., et al. 2008).

Therefore, this study used semi-structured interviews to gather necessary information from pertinent authorities and individuals. To this end, key informant interview was conducted city administration office Addis Abeba and Sheger city, (lege tafo lege dadi, and lemi kura subcity) woredas and selected household members in both sub city. Moreover, the researcher have an interview with scholars and prominent experts in the field of federalism, law, urban management and planning to gain access to these key informants.

This study used open-ended surveys, semi-structured interviews, focused group discussions, and observation to gather primary data. These approach led to the selection of Lemi Kura subcity for Addis Ababa and Lega tafo Lega dadi subcity for Sheger city. Thus, from the specified sites in two cities, 56 respondents are selected randomly, both from residents and employees. To respond open-ended questionnaires 24 persons half for Lemi kura sub city and the remains for Lega tafo lege dadi sub city, and we have four (4) groups for semi-structured interviews, two for Lemi Kura and two for Lega Tafo Lega Dadi sub-cities, which include residents and employees, each group contains three (3) respondents, which is a total of 12 persons. And we have four (4) groups for focus group discussion: two for Lemi Kura and two for Lega Tafo and Lega Dadi sub-cities, which include residents and employees. Each group contains five (5) respondents, which is a total of 20 persons, who are randomly selected. Residents of Lemi Kura Sub-city and Lega Tafo Lega Dadi Sub-city, employees of local non-governmental organisations, and representatives of the various public sector offices within the both Sub-city administration completed 24 open-ended questionnaires. Respondents were given 24 questionnaires in all. Of these, 4 (17%) were not returned, while 20 (83%) were filled and returned properly. The efficient method of gathering data is responsible for this high response rate.

The researcher was making observations to support the data while collecting it using the instruments mentioned above. Additionally, secondary material was gathered from a variety of relevant books, journals, and internet sites.

1.9.1 Observation

I was completed my observation in the field to observe the impact of the issues in social service, housing, environmental condition, infrastructure, land resources and job after urbanization. I was also observed the environmental changes in the community, infrastructural development such as road, health institutions, Bank service etc. In addition, I has been used the observation method to observe the source, effect, challenge and opportunities of urbanization.

1.9.2 Case Study

This paper used a qualitative case study to supplement the data gathered from observation, interviews, and focus group discussions. Specifically, a case pertaining to the causes and consequences of decentralization and public service delivery in the sub-cities of Lemi Kura and Lega Xafo Lega Dadhi was gathered.

1.10 Delimitation of the study

The study is delimited theoretically, geographically and in terms of contributors. Conceptually, it is attentive on trying to elaborate influences of decentralization and urbanization on public service delivery in the two cities (shegar and addis abeba). It's causes and effect lack of good policy and good governance and the rapid urbanization and negatively affected the socioeconomic aspects the community and its consequence. Therefore, this research is geographically delimited to Lemi kura and Lega tafo Lega dadi town. In terms of content, the scope of this study was confined to examining how urban expansion seriously affected the poor community which are living in shegar and addis abeba cities. Moreover, deficiency of funding stops the study being lead over a larger, more widespread region. Expanding the range could produce results that are more widely generalizable and applicable to other regions.

1.11 Structure of the Thesis

The study is divided into five chapters. An introduction is given in the first chapter. It gives the reader a comprehensive grasp of the thesis work, including its history, the problem statement, the general and particular goals, the importance, the scope, the limitations, the research methodology, and the thesis's general structure. Chapter 2 presents the review of relevant literature. This chapter provides a detailed review of both the theoretical and empirical literature available in the areas of ethnicity and ethnic politics. Chapter three deals with ethnic-based politics and its dynamics at the national and regional level especially, since 2018 in Ethiopia and in Gambella region. Chapter four shows the data collected for the purpose of the study and present the results of the data analysis. Finally, chapter five has the conclusion part of the study and the possible recommendations to be considered.

CHAPTER TWO

LITRATURE REVIEW

2.1. Definition of concepts

Decentralization, or decentralizing governance, is defined by the United Nations and the United Nations Development Program as the reorganization or restructuring of powers to establish a system of mutual accountability between institutions that govern at the central, regional, and local levels in accordance with the subsidiarity principle (UNDP, U. 1999). As a result, the subnational level will have more authority and capabilities and governance systems will be more effective overall. It is also possible that decentralization will support important aspects of good governance, like expanding people's access to economic, social, and policy decision-making opportunities; facilitating their development and produce the capacity of the population; and to improve government responsiveness, transparency and accountability (UNDP, U.1999). There are different forms of decentralization exist. The three most well-known ones are delegation, devolution (democratic decentralization), and DE concentration (also known as administrative decentralization).

The transparency, responsiveness, and efficiency of local government itself can be enhanced, as well as the representational systems at the community level of decision making, even though decentralization and decentralization of governance should not be seen as a goal in and of itself. Effective municipal management systems enable responses to people's needs and priorities to be heard, guaranteeing that government interventions are addressing a wide range of social needs. This is achieved by letting local communities and regional entities handle their own affairs and by fostering closer communication between the Central and Local Authorities. In order to set and address goals for poverty reduction, job creation, gender equity, and environmental regeneration, SHD techniques are implemented, which increases the need for decentralized, local, and participatory processes (UNDP, U. 1999).

In the past 25 years, more than 75 nations have attempted to shift duties from the state to a lower tier of government. Importantly, the majority of these lower tier governments have been elected to guarantee that decentralization is not only administrative and financial but also political. Decentralization has several justifications. It was a reaction to ethnicity in South Africa, Sri Lanka, and Indonesia and was a component of the political and economic change that occurred

throughout Eastern Europe and the former Soviet Union. Its goal was to fortify the democratic transition in Latin America. The way that regional conflicts were handled in Chile, Uganda, and Cote d'Ivoire needed to be improved.

Essential services according to Thompson and Shah (2004) paper Improving service delivery is an implicit objective for the majority of these decentralization initiatives, even if it isn't expressed openly, this is due to two factors; First of all, these essential services include education and health care. The state is consistently in charge of water and sanitation (World Bank 2003). Sanitation at all levels is seen in the people who live in countries where governments are failing to provide proper health, education, water, and sanitation services. Secondly, the fact that these services are consumed at local level is one of the main reasons why improvements in service delivery have been a major part of decentralization efforts. They have also been supplied at home in the past. Until the 1930s, Norway's health care system had been operated by local appointed commissions; schools in Nepal were managed by communities up to that time, 1960s. Yet today the dominant government in these two states (as well as most others) accepts responsibility for the delivery of these services.

Public service reform, according to Schultz (2002:634), is an intentional effort to enhance public service's efficacy, professionalism, representativeness, efficiency, and democratic nature in order to encourage better public goods and service delivery and greater accountability. Reform is the process of adjusting the system or righting wrongs through change. While some adjustments necessitate a complete rethinking or assumption, others call for systemic improvements. Many governments and their problem of service delivery is associated with centralization by the electorate. The power of a central government, for instance, can explain why, in practice, only a portion of the money that is legally paid to service providers will reach them. This is because the money is transferred through the local government, and centralization also means that local preferences cannot be taken into consideration when allocating resources among these local services. Faguet, 2001, demonstrates that decentralization in Bolivia has resulted in better alignment of regional preferences and budgets. Faguets' study is pointing to another one. Problems with centralization: some regions may not receive proper attention. (Ahmad, Junaid. Vol. 3603., 2005.)

The fiscal dimensions of decentralization are defined by four elements: (i) the distribution of spending responsibilities between the national and local levels of government; (ii) the assignment

of taxes by levels of government; (iii) the creation of an intergovernmental grant system; and (iv) budgeting and tracking the distribution of public funds among various levels of government.

Decentralization has occasionally been intended to boost and strengthen the political authority of the lower tiers of government in comparison to the central government. It has also raised the possibility of political capture at those lower tiers. Since its founding in 1979, Indonesia has had "village governments," with locally elected village leaders answerable to village councils, which set the budget's goals. Since then, a survey of 48 rural villages has shown that the village leaders choose the council members, the villagers have no accountability, and just 3% of the village's suggestions were included in the district budget. Participating in government groups increases the likelihood that villagers will speak up at village council meetings, drowning out other voices (World Bank, 2001).

Nevertheless, notwithstanding these problems with centralized service delivery, the experience of decentralization is uneven (World Bank 2003). Some common issues about the effect of decentralization on service delivery are emerging, despite the difficulty of determining success or failure. One of the main issues frequently mentioned is the subnational level's inability to carry out its obligations for government services. In several African nations, such as Tanzania and Uganda, appropriate accounting procedures have not been followed consistently, and the lower tiers of government were unable to oversee public funds. Since this was a requirement for moving funds to the lower grades, they actually received less money than they did prior to decentralization. Primary health care spending fell from 33% to 16% of Uganda's GDP during the decentralization era (Akin, Hutchinson, and Strump 2001). There are not enough literate individuals in some woredas to run the local government in Ethiopia, where decentralization occurs at the third level, or woreda level (Ahmad, Junaid., 2005).

2.2 Concepts of Fiscal issues

The fiscal dimensions of decentralization are defined by four elements: (i) the distribution of spending responsibilities between the national and local levels of government; (ii) the taxation of different levels of government; (III) the creation of an intergovernmental grant system; and IV. The budgetary and fiscal flow monitoring between the different levels of government. If local governments can use these factors to shift fiscal liabilities to the center—a so-called "soft budget constraint"—they will be less responsible for providing quality services. (Junaid Ahmad, 2005).

The distribution of spending and financial accountability among the various governmental levels may have a direct effect on the provision of services. For example, some Latin American countries have lost economies of scale in service delivery as a result of decentralizing water and sanitation services to smaller local authorities. However, many governments in Latin America and Africa have been persuaded to maintain central funding for health and education due to the benefits of these sectors, their effect, and the consequences for equity on a national level. The imposition of specific business taxes at the local level in America has resulted in ineffective tax competition, or a race to the bottom, which has an impact on municipalities' revenue bases and their capacity to fund service delivery (Ahmad, Junaid, 2005). In theory, economies of scale, spillover benefits, the cost of tax administration, tax efficiency, and equity are the elements that should be considered when deciding on the best allocation of spending and tax duties.

2.3. Origin and development of decentralization and urbanization

So many literary works have presented slightly varied accounts of the potential origin of decentralization and urbanization. Still, there seems to be agreement among these literatures that the oldest known urban life originated in the Middle and Near East, about 3,500 BC, in what is now known as Iraq. Accordingly, the first known urban societies date back to 6,000 years, and they eventually gave rise to the Maya civilization in Mexico and the river basins of China and India (Bodo, 2019). According to Davis (1955), the most substantial changes over the centuries has been urbanization, or the change from rural areas to large cities. While some cities existed as early as 4000 B.C., most ancient cities were little and required the support of much larger rural populations. Only in the 19th and 20th centuries did "urbanized societies," in which a high proportion of the population lives in cities, come into existence. Since 1800, the global urbanization process has accelerated, and the end is still far off. A rise in the pace of urbanization in developing regions is offsetting a decline in the older industrialized countries rates.

Ethiopia has a lengthy history of urban habitation in places like Gondar, Lalibeia, Harar, and Aksume. But until Menelik II conquered the southern parts of the kingdom and established himself at Finfinne, which he later renamed Addis Ababa, there was no permanent capital. In order to create open space for private investment in order to address inner city issues and work toward inner city rehabilitation in line with free market economic policy. Both short-term and long-term plans were created by the Addis Ababa City Administration (AACA 2000: 10–12).

The practice of creating open spaces in the inner city led in the expropriation of farmers and their forced relocation to the periphery on agricultural and forestland. The population and area of Addis Ababa are growing at one of the fastest rates in the world, according to the general trend and image of the growth pattern. In addition, the transfer of forest land and agricultural to urban settlement has increased expansion. Moreover the origin and development of urbanization as well as the global experience of the basic concept suitable to my study.

2.4. The concept and Delivery of Public Services

Services rendered to citizens by the government, either directly or via funding private providers, are referred to as public services. The supply of various government goods and services is essentially the responsibility of the State. In providing essential public goods and services so as to ensure that everyone in need of them has a basic level of wellbeing, the state's role is very significant (Ramakrishnan, D., 2013, March). The number of these services would be very high, but the funds and other resources at their disposal are always restricted. In parallel, the quality of services is largely limited by ineffective management. To increase the caliber and volume of services offered to residents, governments depend on continuous development. Therefore, it is essential to deliver the services in an efficient and effective manner in order to guarantee the intended degree of wellness for everyone involved in a short amount of time. The provision of vital services to the impoverished should receive special emphasis, given that they rely on public services to survive (Ramakrishnan, D., 2013, March).

However, in the majority of cases a monopoly is held by state services. The lack of competition tends to result in poor service. Moreover, it is essential to understand the nature of policy results that are needed as well as customer satisfaction levels within the public sector, compared with other sectors. (Ramakrishnan, D., 2013, March).

2.5. The Responsibility between Central and Local Legislators and Workers

While decentralization aims to increase local politicians' accountability to their constituents, it also creates a new accountability relationship between central and local policymakers. Decentralization has its own set of challenges, and the transatlantic route's issues must be resolved. This section explores how the economic, financial, regulatory, and administrative

aspects of responsibility between national and local governments may have a significant impact on the incentives that service providers face and, consequently, on the results of service delivery. In order to improve service delivery in your area, the first step is to properly plan and implement these decentralization-related components (Ahmad, Junaid., 2005).

2.6. Theoretical frame work of the study

Theories are tool that humans employ to comprehend, forecast, and explain certain relationships or events. It's crucial to keep in mind that theories are instruments and lenses of analysis; when used appropriately, they may be relevant and insightful for realizing events, and understanding various parts of the world (Stephen, 2017). Various theories have been proposed to explain the causes of decentralization and the emergence of cities. Some of the theories of decentralization found in the literature are interconnected, while others are developed from the ground up. It is often understood to relate to an explanation that is put out for empirical occurrences that is in line with scientific procedures.

This chapter offers theoretical frameworks for the study. On the other hand; the chapter covers an inquiry into how the concepts and related concepts followed by theories of decentralization are presented with an attempt to association with the topic. Consequently, in this section the research discuss the three most relevant theories of decentralization those are Political Decentralization theory, Administrative Decentralization theory and theory of Asymmetrical Decentralization that significantly support key area of the study. More authority to make public choices is granted to citizens or their elected representatives as a result of political decentralization. Political decentralization, according to Lai and Cistulli (2005, p. 4), is a process linked to the people's growing power and their representatives' ability to make decisions. It makes it easier for legislators to reflect a pluralistic and locally elected political system. According to this definition, the subnational level is granted decision-making authority, which is a crucial component of governance.

2.6.1. Political Decentralization Theory

MMore authority to make public choices is granted to citizens or their elected representatives as a result of political decentralization. Political decentralization, according to Lai and Cistulli (2005, p. 4), is a process linked to the people's growing power and their representatives' ability to make decisions. It makes it easier for legislators to reflect a pluralistic and locally elected

political system. According to this definition, the subnational level is granted decision-making authority, which is a crucial component of governance. It makes it easier for legislators to reflect a pluralistic and locally elected political system. According to this definition, the subnational level is granted decision-making authority, which is a crucial component of governance. Five prerequisites for political decentralization have been identified by Hossain (2005, p. 3) as follows: (i) constitutional reforms; (ii) the growth of pluralist political parties; (iii) the fortification of legislatures; (iv) the establishment of local political units; and (v) encouraging active public interest groups. In many countries of the world, devolution of power is performed under political decentralization.

Power devolution is a popular and appealing type of contemporary decentralization. "Creating or strengthening independent levels or units of government through devolution of functions and authority" is how Cheema and Rondinelli (1983, p. 22) define devolution of power. The central government gives up some of its responsibilities or establishes new governmental entities that are not under its direct authority through devolution. Similarly, "the creation and strengthening of sub-national units of the government, activities of which are substantial outside the direct control of the central government" is how Meenakshisundaram (1994, p. 11) characterized devolution of power. In a devolution of power, the central government gives local government entities authority that may entail crucial financial functions while eliminating key regulatory powers. This is a mechanism that is used in many democratic nations worldwide. The goal of devolution of power is to preserve a direct line of communication between the people and the government's administrative apparatus. This always provides citizens with the chance to participate in the administrative decision-making process.

2.6.2. Administrative Decentralization Theory

Administrative decentralization refers to giving different public institutions authority and duties related to public service. The central government must oversee these institutions as they carry out their duties. Work defines administrative decentralization as the process of moving government services from the central government to different governmental levels, institutions, field offices, and central government line agency. In these situations, authority, resources, and duties are transferred. Additionally, administrative decentralization and state civil service reforms are similar (Work, 2002). One functional task of decentralization that can be identified is administrative decentralization. It has to do with allocating authority, duties, and obligations for the provision of services across the government. Additionally, it moves public affairs and government employees to the lower echelons of the government (Wagana, Iravo, Nzulwa, &

Kihoro, 2016b, p. 464). Authority, accountability, and the distribution of financial resources among various governmental agency levels must be redistributed as part of administrative decentralization. It is the process by which the central government and its agencies cede control of the organization, funding, and administration of specific public functions to government agency units, lower governmental levels or units, corporations or semi-autonomous public authorities, or regional or functional authorities across the region (Rondinelli, 1999). The administrative duties of the government can be divided in a number of ways.

De-concentration and delegation have been its two primary manifestations. One of the main components of decentralizing the administrative authority of the central government is de-concentration. The central government's administrative duties are transferred to its subnational or local level organizations under deconcentration. The burden is being transferred to officials or outsiders by the ministries or agency headquarters. Because of these conditions, they have been granted the authority to decide on local administrative issues (Cheema & Rondinelli, 1983, p. 18). De-concentration is also described as "the granting of administrative authority or responsibility to the lower level ministries or agencies in a central government" by Meenakshisundaram (1994, p. 11). Deconcentration is also viewed by Islam (2014, p. 93) as a redistribution of authority and power among those who make decisions at the central government's management and finance levels. In this manner, the central government transfers responsibility to institutions of lower-level management. The definitions given above indicate that local administrative entities have been given the authority to perform the duties and obligations that the government is required to fulfill. As an alternative, administrative decisions may be made by regional administrative entities in accordance with directives from the central government. This implies that the "de-concentration method" can be used by the federal government to carry out its duties at the closest local level.

De-concentration was the preferred decentralization strategy in emerging nations during the last few decades. The central government has promoted it in countries like Indonesia, Algeria, Thailand, Pakistan, Kenya, Tunisia, Tanzania, the Philippines, Sri Lanka, and Morocco by transferring accountability and funding to the provincial, district, or local administrative units (Rondinelli & Nellis, 1986, p. 6).

Administrative decentralization can also be achieved through delegation.

Delegation is defined by Rondinelli et al. (1983, p. 19) as "it transfers managerial responsibility for specifically-defined functions to organizations that are outside the regular bureaucratic structure and that are only indirectly controlled by the central government." "Transferring responsibility for specifically-defined functions to organizations that are outside the regular bureaucratic structure and are only indirectly controlled by the central government" is how Meenakshisundaram (1994, p. 11) defines delegation. According to these definitions, an organization or institution is given control over particular duties and obligations by the central government in accordance with certain laws and regulations.

For instance, the central government established specialized bodies for the delegation of power and responsibility, such as public corporations or businesses, housing authorities, transportation authorities, special service districts, and semi-autonomous educational districts. Special project implementation units or regional development corporations (World Bank, n.d.). Nonetheless, these organizations are indirectly governed by central government ministries. The central government's administrative authority can be used to regulate these entities. These institutions are simultaneously subject to central government regulation through laws and policies.

Examples of the delegation method in service delivery include the organization and management of agricultural activities, the management of infrastructure in East Africa, the management of Sudan's and Kenya's cotton and tea crops, and the provision of social services in Latin America, Mexico's high priority development projects, and the management of water supply, electricity, and infrastructure in Sri Lanka (Rondinelli et al., 1983, pp. 20-21). Numerous nations employ this decentralization strategy to prevent inefficiencies and offer citizens high-quality, quantifiable services.

2.6.3. Asymmetrical Decentralization theory

To differentiate from symmetric decentralization, which impacts various nations, asymmetric decentralization is a type of decentralization that was created using the decentralization concept (Madubun & Akib, 2017, p. 211). In 1965, Charles Tarlton might have been the first scientist to explore asymmetric decentralization. He described the uneven decentralization in a debate on federalism (Indra, 2016) and Tarlton, 1965). Inequality between regional or peripheral units and the central government is implied by asymmetry in the framework of federal or other power-sharing frameworks. Political asymmetry and constitutional asymmetry are the two asymmetric

decentralization strategies. Cultural, economic, social, and political factors that effect various regional units are impacted by political asymmetric decentralization. Regional entities are not granted equal authoritative authority under asymmetric decentralization (Amarasinghe, 2011, p. 144). Around the world, more and more federal and unitary states are adopting an asymmetric decentralization structure. Examples for the unitary states are France (Corsica), Denmark (Greenland), Tanzania (Zanzibar), United Kingdom (Northern Ireland, Scotland, and Wales), Indonesia (Aceh, Papua), Philippine (Muslim Mindanao, Cordillera), China (Shenzhen, Zhuhai, Shantou, and Xiamen), Japan (Tokyo, Osaka, Nagoya, Yokohama, Kyoto and Kobe). Some examples of the Federal States are India (Assam, Meghalaya, Tripura, Mizoram, Nagaland, Jammu and Kashmir) (Tillin, 2007, pp. 52,55), Belgium, Malaysia, Spain, and Sudan (Utomo, 2009b, p. 37) (Utomo, 2009a, pp. 19-24). Over the past ten years, the asymmetrical decentralization in the federal, confederal, and unitary political systems has drawn more attention from around the world (Watts, 2000, p. 1).

Generally speaking, asymmetric decentralization calls for a more autonomous region of the nation than others. Generally speaking, it indicates that there is judicial authority in a certain location, inside a certain branch of the legislative, the executive branch, or, occasionally, within the hands of one's own people. Compared to the rest of the nation, it can also access more government fiscal resources (Constitution Transformation Network and International IDEA, 2018). Better services and the preservation of multiculturalism in the states are two benefits of asymmetric decentralization.

2.6.4 Applicability of Decentralization to the Service Delivery

More specifically, decentralization and service delivery are closely related. Effective governance is facilitated by the decentralization process. Local residents gain authority as a result. For local productivity and efficiency, a decentralized system is required. The people are closer to subnational administrations. Additionally, subnational governments can help increase the effectiveness of national governments. Macroeconomic policies are the main emphasis of the central government. However, the microeconomic requirements are of concern to the subnational governments. It fosters a favorable atmosphere for delivering superior service. The decentralization mechanism increases competition for public goods and services (Ekpo, 2008, pp. 8-11). Political decentralization is the most democratic method of service provision. Political

decentralization is the most democratic method of service provision. It has grown in popularity in several nations worldwide. The people elect the representatives of subnational administrations. As a result, representatives of the public must concentrate on their demands. Subnational governments in particular have a significant role to play in providing people with essential services.

Numerous academics and analysts of decentralization contend that it enhances the nation's governance and subnational government service delivery (Muriu, 2013, pp. 11–13). For many industrialized and developing nations, the adoption of decentralization methods in the delivery of public services has been the new trend in governance over the last three decades (Shah & Thompson, 2004, pp. 1-2). In terms of service delivery, the government is the institutional framework established to offer public goods and services to its population. One crucial function that demonstrates the interaction between the government and its constituents is "service delivery." Additionally, a condition that demonstrates the positive perception of the government is the provision of reasonable and high-quality services (Abe & Monisola, 2014, p. 102). The political environment, fiscal issues surrounding decentralization, government transparency, public service delivery participation, civil society efficiency, social structure, subnational government capacity, and other factors are some of the many variables that can affect the performance of decentralized service delivery (Azfar, Kähkönen, Lanyi, Meagher, & Rutherford, 1999, p. 5).

For the government to carry out its duties, it is predicated on four service-delivery pillars: (i) citizen satisfaction; (ii) trust; (iii) reliability; and (iv) legitimacy (Eigeman, 2007). The majority of developing nations have mostly decentralized the authority and resources required to supply health and education services to local governments (Khemani, 2004). Nonetheless, all of these levels are necessary for the provision of services including waste management, sanitation, social welfare, infrastructure, health care, education, and environmental protection.

2.7 Review of related literature

The review of related literature is covered in this chapter in order to identify important concerns and create themes that are pertinent to the particular issues being studied. Urbanization is the term used to describe the increase in the proportion of people living in towns and cities as a result of people relocating from rural to urban areas. It is generally acknowledged that

urbanization is a process that has several negative effects, including social, economic, and environmental ones, and that it mostly affects developing nations. This intricate process has a strong global component that transcends geographical boundaries, functioning as actual hubs of advancement that have a major influence on the quality of life and natural resources (Dociu and Dunarintu, 2021).

2.8 Trend of decentralization in Africa

Since independence, decentralization—generally understood to mean the movement of public power, assets, and employees from the national level to sub-national jurisdictions—has emerged as a recurring topic in African nations. Over the past ten or so years, decentralization has been more popular as a stated objective or as a real programmatic pursuit in relation to or as a result of two significant movements that have an impact on the African state. There are two types of public sector reform initiatives: the ongoing shift to more democratic and competitive politics and the structural adjustment programs that began in the 1980s. Local administration institutions are present in almost every African nation, although they are frequently subordinate to the central state, particularly the executive branch, in terms of their legal establishment, management, and functioning. Political and economic liberalization have created opportunities for further decentralization, or at the very least rekindled calls for it, as they have elsewhere in the developing world. Decentralization has also been promoted by major development donors as a means of enhancing governance and service delivery in underdeveloped nations.

2.9 Decentralization in Ethiopia

In Ethiopia, a location is considered urban if it has 2,000 people or more living there. Less than 20% of the nation is currently covered by urban areas, while tiny towns make up the majority of the nation's urbanized regions more than 85% of them. Nonetheless, the nation's urbanization rate is rising quickly, averaging 4.63% every year. Geographically, the tiny towns that surround Addis Ababa, the capital of Ethiopia, have the greatest rates of urbanization. Even yet, the newly developed neighborhoods are described as unplanned, slum, and shanty ([Heliyon, 2022](#)).

Following the revolution in Ethiopia in 1974, the Derg nationalized additional dwellings and urban land and turned them into state property. A central economic structure was developed to oversee their operation. The Derg's introduction of administrative and social reforms had a profound impact on how urban land was used. Individuals were not officially granted any land

for home renewal, city improvement, or building of any type. The inner city saw a dense population growth without any improvement in the number of houses available to fulfill the rising demand. Addis Ababa expanded to the peripheral as a result of an increase in squatter settlement and illicit land transactions in the periphery.

The Transitional Government of Ethiopia implemented the free market economy following the falling of the Derg regime in 1991 and acknowledged the challenges Addis Ababa was confronting with its horizontal expansion. It was decided to focus on its vertical growth and to restrict its extension to the area it occupied before to 1991. Nonetheless, for the reasons listed in the City Government's five-year growth strategy plan 1997–2001, this was not put into reality.

The Ethiopian Federal Democratic Republic Government views urban space as a crucial component of the city's overall development plan. Proclamation number 361/2003, which granted the city administration complete autonomy, superseded Proclamation number 82/1997, which governed the Addis Ababa City Government Charter. This directive gave the Addis Ababa City Administration (AACCA) more power to make the city a contemporary, civilized location where people may live and work while simultaneously accomplishing their development objectives and aging gracefully. The opinions of farmers who were compelled to abandon their land and property are less well represented in this process of continuous growth. Therefore, it is essential to comprehend how these urban growth processes impact the surrounding farming community in order to lessen the detrimental repercussions of the concerns.

2.10 Challenges of Decentralization

As mentioned before, it is important to emphasize that doing research on decentralization globally, and especially in developing nations, poses significant challenges. The bulk of the urban population is already finding it difficult to live in several African megacities, such as Lagos, Cairo, Kinshasa, Nairobi, Johannesburg, Pretoria, and Khartoum. Thus, in addition to all the usual problems of living in close quarters, like traffic, unemployment, obvious inequality, a lack of social networks, and crippling social problems like crime, violence, and low living standards, there are pockets of urban poverty in big cities and towns, most poignantly in the form of slums. In Sub-Saharan Africa, slums are home to almost 60% of urban people (Africa policy paper, 2020).

However, urbanization also poses a number of difficulties for human growth. Slums are thought to make up around 40% of the world's urban growth, which worsens poverty and unhygienic conditions. Rapid urbanization raises environmental concerns as well because many coastal or riverfront communities may be more vulnerable to natural disasters like floods, cyclones, and hurricanes. In a similar vein, a city's economic potential and competitiveness are diminished by inadequate urban infrastructure.

Unstable electricity systems, congested roads, inefficient public transit, inefficient ports, and subpar schools are a few examples of this (UNDP, 2017). The world needs inclusive and sustainable urbanization as a turning point on the path to socioeconomic progress, according to Sustainable Development Goal (SDG) Goal Sustainable Cities and Communities. How these expanding cities are run will largely determine the prospects for future human expansion. For policymakers and urban planners, that is an important question.

2.11 Conceptual framework of the study

According to UN-Habitat (2014), decentralization and urbanization are broad terms that include the rise in the proportion of the population that lives in towns and cities, the extent to which this increase is accompanied by structural changes in the economic and employment sectors, and the potential for social and political upheavals brought on by people living in large, concentrated settlements. Migration is a significant contributor to urbanization. Thus, migration has a significant component of both the urbanization process and the increase of the urban population. However, urban communities are not able to adequately prepare for and welcome the increasing number of migrants by providing basic amenities, employment opportunities, and property access. This has led to a generally negative policy position on migration to metropolitan areas from governments and local authorities (World Migration Report, 2015). There is an underlying notion that rural-urban migration in particular is connected to growing rates of urban poverty.

Rural-urban migration is often perceived as putting strain on metropolitan infrastructure, environment, and jobs (*ibid*).

According to the World Migration Report (2015), urbanization is a complex term that encompasses not only the proportion of the population living in towns and cities (the growth in town and city population), but also the extent to which this growth is associated with structural changes in the economy and labor market, as well as potential social and political upheavals brought on by living in large, concentrated settlements. Urbanization is a dynamic process, although local circumstances can make it go faster or slower. Urbanization is not always an evil phenomena, but the quick transition brings many challenging social and economic issues. While some concur that it is an outcome of economic growth, others argue that it is a prerequisite (Hargewyon, 2005).

urbanization's effects on the study's overarching ideas. In particular, it shows the direct or indirect relationship between poverty as determined by households' socioeconomic impact factors and the influence of urban growth indicator variables, which include farmers' economic, social, cultural, and environmental conditions.

2.12 Summary

Urbanization and decentralization have always been linked to advancement and human development. While "urbanization" itself refers to the large-scale migration of people from rural to urban areas and the resulting physical changes to urban settings, "decentralization" refers to the process of granting the people the right of self-governance at the local level as soon as urbanization expands.

Around the world, urbanization has become a widespread occurrence. Urban regions are expanding significantly as a result of migration and population growth, which is driving the present global trend toward urbanization. Economic, social, and place organization changes are determined by urban expansion, yet these effects cut beyond national borders and have wide-ranging effects. Therefore, urbanization presents a number of challenges for emerging countries, necessitating urgent action from lawmakers and urban planning specialists.

CHAPTER THREE

Decentralization and Public Service Delivery in Ethiopia

3.1. Introduction

3.1.1 Over view of Decentralization and public service Delivery

Early in the 1990, there was a significant push in African states towards decentralization, with adjustments made to several aspects of the policy-implementation process. Perhaps Ethiopia has less decentralization than many other African nations, or other developing-nation examples of decentralization. Decentralization is nevertheless possible in the zones, where it is managed by the regional states rather than the federal government. States differ in what the zones do; some use a decentralizing strategy in which the regions assign the zones specific tasks, while others use a more bottom-up approach. Regardless of the strategy used, the zones are all partly in charge of carrying out regional initiatives.

One of the main challenges facing emerging nations is the government's ability to levy taxes on businesses and consumers in order to support public goods (Besley and Persson 2013). The power of local governments to levy and enforce taxes on businesses has emerged as a key growth avenue as people and businesses continue to relocate to metropolitan areas. In recent years, scholars have shifted their attention from understanding cross-country variations in GDP to local and regional policies that promote growth inside a nation (Moretti, 2014). Studies on the effect of administrative powers of city governments on corporate behavior are scarce, even with the growing emphasis on municipal policy; the research gap is much more pronounced in emerging economies.

Ethiopia attempted to enact political decentralization by electing subnational legislators at the district (or "woreda") and regional levels. Administrative decentralization, which comprised the transfer of planning and administrative responsibilities in the areas of expenditure, was a major step towards decentralization in Ethiopia. Spending transfers in major social service areas, such as healthcare, education, and agriculture, were the primary decentralization initiatives. Beginning in 1992, a sizable portion of the national budget was allocated to several areas, eventually reaching the woreda level in 2001.

The supply side of public service delivery is the creation and delivery of public services with the involvement of different governance actors, including state agencies, private companies, non-governmental organizations, CBOs, and communities at large. Therefore, policies aiming at improving the supply side of public service delivery must focus on increasing their abilities and incentives to contribute in diverse ways so that public agencies and other service providers may best fulfill their obligations.

Giving public agencies more administrative and financial authority and creating an environment that encourages non-state actors, like user groups, NGOs, and private sector organizations, to participate in public service delivery are the two main strategies for improving the supply side of public service delivery. The first strategy aims to increase the ability of public agencies and local governments to provide autonomous services, but it is hindered by the inability and unwillingness of the federal and state governments to ensure effective administrative and financial decentralization (Birner, 2007).

The first strategy seeks to strengthen local governments' and public organizations' capacity to provide autonomous services. However, this strategy is hampered by the federal and state governments' desire and inability to guarantee efficient administrative and financial decentralization. The most common institutional models are contracting out, privatization, public-private partnerships, public-private-civil society partnerships, service cooperatives, and granting management authority to user groups (Birner, 2007; Smith and Smyth, 1996).

3.1.2 Importance of Public Service Delivery in Socio-Economic Development

Ethiopia has been promoting civic engagement within the framework of decentralizing authority to lower levels in order to better address local needs and bring the authority for public service delivery closer to the people. The primary objectives of decentralization were to ensure that development plans take into account local realities and to increase the effectiveness of public service delivery (Ministry of Information, 2004).

In each of its following mid-term development plans, the government has emphasized the role that people and their associations—particularly membership-based organizations—play in ensuring that service providers are held accountable. To encourage responsiveness, the

government has been developing and implementing public sector reforms since the mid-1990s, one of which has been to boost service providers' capacity.

Because of their possible proximity to communities and ability to galvanize grassroots efforts, civil society organizations—especially community and mass-based organizations—are seen as essential to ensuring responsibility for service delivery. As a result, in addition to being more responsive to their clients, service providers must now provide accountability and transparency for the services they deliver.

Involving citizens in the planning, execution, monitoring, and assessment of public service delivery is thought to be a potent way to hold decision-makers and service providers accountable and guarantee that the public's priorities are reflected in the services offered. This is a result of citizens' excellent awareness of issues surrounding service delivery and how these impact their daily lives (Ibid).

Based on past experiences, governments can gain significant advantages from increasing civic involvement, such as improved legitimacy, popularity, effectiveness, and efficient use of resources while maintaining political stability. Among other requirements for the effectiveness of civic involvement is an environment that:- (a) raises public knowledge of citizens' rights, obligations, and entitlements to higher-quality public service delivery; (b) gives people the ability to engage with, bargain with, and hold public policymakers and service providers responsible; (c) promotes community and citizen participation in the planning, budgeting, execution, and evaluation of the quantity and quality of services provided to them; (d) ensures that decision-makers and public service providers can meet the needs and preferences of the community and its residents. A law regulating the registration and administration of charities and societies was established in order "to aid and facilitate the role of Charities and Societies in the overall development of Ethiopian peoples" and "...to ensure the realization of citizens' right to association enshrined in the constitution" (FDRE, 2009).

3.2. Historical Perspective

3.2.1 Evolution of Decentralization in Ethiopia

Ethiopia's historical roots can be found both before and during the Axumite era. According to historical and anthropological data, Ethiopia existed as a state for a lot longer than the Axumite period, which is thought to have left behind at least 3,000 years of history and civilization. Since then, Ethiopia has emerged as one of the few most advanced civilizations outside Mesopotamia, Egypt, and Greece. Additionally, it maintained close trading ties with Greece, Rome, and India. From the era of the Axumite civilization until the latter part of the 1800s, Ethiopia's political structure was defined by loose federation and decentralized rule regimes. The establishment of several administrations governed by local chiefs in a hereditary line served as evidence of this (Alene Agegnehu, Worku Dibu, 2015).

Although they were subordinate to the King of Kings of the central government, regions such as Gonder, Gojjam, Tigray, Wello, Yejjju, Lasta, and Showa, among others, operated as quasi-independent areas with powerful judicial, military, and revenue authorities close by, while the Emperor in the center had very little authority. The central authority had to recognize the legitimacy of local hereditary monarchs in order to ensure local acceptability and promote political stability of the empire (Alene Agegnehu, Worku Dibu, 2015).

Decentralized control continued to be the mainstay of Ethiopia's political system until the pivotal year of 1855, when Emperor Tewodros II took power. The central government was so weak that it had no control over the regional and local governments during what Ethiopian history calls the "zemene Mesafint" (the age of the princes), which began in the second half of the 18th century and ended in 1855 (Bahiru, 2002). As time went on, Emperor Tewodros II began a strategy of centralization and territorial expansion in 1855 with the ultimate objective of recovering Ethiopia's dignity and unity through a significant conflict with competent regional leaders.

British army expeditions rendered his kind intention of a centralization program ineffectual and reduced the emperor's life expectancy (Bahiru, 2002). Yohannes IV became the monarch of kings of Ethiopia upon the demise of his second successor, Emperor Tewodros. In terms of the decentralization of power, he allowed two strong local leaders, Tekle Haimanote and Menelik II (who succeeded Emperor Yohannes IV as king of Ethiopia) to be among the few who were given

the traditional title of "king" and were in charge of the provinces of Gojjam and Showa, respectively. Gebre Hiwot stated that the emperor had persisted in granting titles to his subordinate regional leaders, such as Ras and Dejazmach, in Wollo, Hamasien (a region of Eritrea), and Lasta (Alene Agegnehu, Worku Dibu, 2015).

The regional rulers did, however, also have the power to control local affairs, uphold local laws, maintain local peace and order, and mount a forceful defense against foreign invasion (Assefa, 2007; Bahiru, 1991, and Gebre Hiwot, 2014). They were also able to impose taxes, collect them, and provide the emperor annual tribute. While this, King Menelik II was able to forge international relations while not being an official, which helped him get weapons and bolster his military might.

However, because of the strained relationship between the emperor and King Menelik, both Menelik and Tekle Haimanote were compelled to cede their ultimate authority and pay the emperor an annual fee. His objective of uniting Ethiopia into a single country remains ideal, much as that of his predecessor. His extremely centralized administrative structure, which saw his closest representative, known as "Balabat," oversee the newly conquered territories, persisted as a result of his implementation of the centralization scheme that the previous regimes had recommended. However, provincial governments had little to no power because the emperor had final say over the state and made important decisions. (Eshatu, Nd; Markakis, 1975).

Decentralization under imperial control Since the middle of the 20th century, Ethiopia has had a unitary system of government, with the emperor serving as the head of state. As long as they paid tribute, the emperor picked regional leaders who are loyal to him to handle local issues (Tsfay, 2007:18). After taking the throne in 1930, Emperor Haile Selassie I utilized the written constitution as a means of consolidating control. In comparison to his predecessor, he had implemented the most ambitious centralization agenda. In light of this, his agenda of centralization and consolidation of power is aided by the 1931 original written constitution and the 1955 amended constitution (Asmelash, 2000, Tsfay, 2007).

Despite this, research by Ethiopian academics indicates that the monarch tried three different decentralization sequences. In 1945, municipal governance was established as the first attempt at decentralization. The major, or "kentiba" in Amharic, was responsible for the management of the

municipality and had the following duties and responsibilities: providing public services, land registration, buildings, electricity, street lighting, water supply and sewerage facilities, public health, hygiene, and property. Constructing squares, bridges, and roads within towns; slaughterhouses; monitoring animal and vehicle traffic; issuing small business and driver permits; defining market zones; additional examples include approving plans for private construction projects and providing social services like hospitals, schools, and shelters for the poor (Alene Agegnehu, Worku Dibu, 2015).

The second attempt at decentralization was the "Local Education Board," which was created by Proclamation No. 94/1947. The provinces were given control over the education tax as a result. The Provinces were able to decide where primary schools would be established through the Local Education Board,(Alene Agegnehu, Worku Dibu, 2015). The third attempt at decentralization was implemented at the Awraja or sub-provincial level by Order No. 43/1966, which established "Awraja self-administration" in 50 provinces of choice,(Alene Agegnehu, Worku Dibu, 2015). One economic factor was taken into account when Awraja was chosen to become an administratively self-sufficient city. The Order gave the Awraja the authority to elect a council in order to carry out certain socioeconomic tasks locally,(Alene Agegnehu, Worku Dibu, 2015). For example, the elected council has the authority to designate, oversee, and administer the places where primary schools, roads, and health facilities are built; (Alene Agegnehu, Worku Dibu, 2015).

The Dergue dictatorship implemented significant policy changes as soon as it came to power in 1974. By issuing Proclamation No. 47/1975, the Provisional Military Administration Council (PMAC) instituted the policy of nationalizing both rural and urban land, as well as additional urban housing, (Alene Agegnehu, Worku Dibu, 2015). In terms of decentralizing the republic, Dergue under PMAC and the Peoples Democratic Republic of Ethiopia (1987–1991) followed the following three steps: (Alene Agegnehu, Worku Dibu, 2015).

The creation of Urban Dwellers Associations (UDA) in urban regions and Peasant Associations (PA) in rural kebele as the lowest local administrative units marked the first attempt at decentralization,(Alene Agegnehu, Worku Dibu, 2015). The administration of local land redistribution, the building of elementary schools and clinics, and the provision of social justice were within the purview of the peasant association, (Alene Agegnehu, Worku Dibu, 2015). With

the exception of engaging in land redistribution, the UDA thus had comparable obligations. Despite being elected by the populace, the officials and administrators functioned as the political branches of the government rather than representing the interests of the people, (Alene Agegnehu, Worku Dibu, 2015).

The other failed attempts at decentralization came in 1987, after the Peoples' Democratic Republic of Ethiopia (PDRE) was established, to deal with issues related to nationality at the time,(Aaron, 2013; Ghebrehiwot, 2014; Meheret, 2002; UN-HABITAT, 2002). By granting some degree of autonomy to the regions that fiercely oppose the rule, the dictatorship attempted to reduce and defuse the political pressure,(Aaron, 2013; Ghebrehiwot, 2014; Meheret, 2002; UN-HABITAT, 2002). As a result, it was preferred that autonomous territories be the Asseb, Eritrea, Ogaden, Dire Dawa, and Tigray areas¹, which were described as politically unstable areas waging an armed battle either for true autonomy or independence (PDRE constitution, 1987). Although these areas were primarily thought to be autonomous, in reality they were under the control of the national government,(Aaron, 2013; Ghebrehiwot, 2014; Meheret, 2002; UN-HABITAT, 2002).

Because of this, the Dergue dictatorship was unable to build true decentralized administration and was unable to deal with crucial concerns like the power of the people to decide their own social and economic matters and fiscal decentralization. Furthermore, the regions were required to carry out the policies and directives created at the center, but they lacked the authority to enact laws and policies of their own for their respective territories without the center's approval,(Aaron, 2013; Ghebrehiwot, 2014; Meheret, 2002; UN-HABITAT, 2002). Additionally, the administration favors a single-party authoritarian centralized government led by the Workers Party of Ethiopia (WPE), which is acknowledged as the origin of all authorities and the proprietors of the constitution,(Aaron, 2013; Ghebrehiwot, 2014; Meheret, 2002; UN-HABITAT, 2002).

In contrast to previous regimes that were known for having a highly centralized government in which the central government controlled every area of the government, Ethiopia has learnt a new lesson and changed its historical trajectory since the 1990s. About 28 political groups participated in the National Conference for Peace, Reconciliation, and Democracy, which was

organized by the Ethiopian People Revolutionary Democratic Front (EPRDF), a coalition of political forces that overthrew the military regime in May 1991.

A transitional phase Charter, which functions as a temporary constitution and established the framework for the current federal state organization, was accepted and adopted by the Participants. In order to address historical injustices, the charter places a greater focus on the rights of ethnic groups and grants all Ethiopian ethnic groups the legal right to self-determination in order to maintain their unique identities. The charter is the first of its kind to acknowledge decentralization as a necessary alternative policy before moving from military dictatorship to popularly elected government. Since 1991, Ethiopia's decentralization process has often been divided into two waves.

The first wave or phase of decentralization took place during the transition period (1991–1994) and involved the transfer of power from the federal government to the states. Thus, fourteen regions are established. However, the great area, also known as the southern region, was later formed by combining five regions. The FDRE constitution of 1995 divided the country into the Addis Ababa City Government and nine self-administrative regions. According to Article 4 of the Federal Constitution of 1995, the zones were established using criteria such as language and identity, the trend of settlement, and the collaboration of the parties involved. Accordingly, Tigray, Afar, Amhara, Oromia, Somale, Southern Nations, Nationalities and Peoples (SNNP), Benishangul-Gumuz, Gambella, and Harrari national regional states; the city governments of Addis Ababa and Dire Dawa (Aaron, 2013; Transition government, 1992, proc. No. 9/92; FDRE, 1995, Art. 47; and proclamation).

In addition to having an elected regional congress, a regional constitution, and the freedom to select and use its own operational language, each regional administration is endowed with a great deal of power. Furthermore, each regional state has the authority to create and carry out its own regional budget, gather resources for local and regional development, and create strategies for socioeconomic growth. Articles 51 and 52 of the constitution, respectively, establish a clear separation of duties and authorities between the federal and local administrations (UN-HABITAT, 2002 and Tegegn, 1998)

The organizations that comprise the social economy are neither owned by the public or the commercial sector. This is a diversified sector in terms of the organizations' goals and tactics, funding methods, size, age, and legal status. It refers to a varied range of endeavors and forms of organizations that are usually focused on meeting the social and financial requirements of nearby communities. For instance, it includes the work done in areas like job training, housing, and social enterprises by co-ops, credit unions, housing associations, and social enterprises.

3.2.2 Impact of Historical Factors on Public Service Delivery

Effective local governance is crucial to guaranteeing the provision of public goods to its citizens, since the efficient execution of public service delivery is a fundamental component of a nation's progress. Local government was founded everywhere in the world to promote grassroots development (Agba et al., 2013a). It is the duty of local governments to give residents with basic amenities like clean water, health care, and sanitation. One of the most important responsibilities of any government is to guarantee that all citizens, particularly the underprivileged and other vulnerable groups, have access to essential services.

In all emerging states, local government has become the main fundamental instrument for both sustaining and driving development. According to Teshome (2016), the establishment of local government is essential for fostering balanced growth, responsive government service delivery, and greater public engagement. Globally, local governments function as a type of political and administrative framework that promotes decentralization, national integration, effective governance, and a local feeling of community (Adetiba, 2017). The study of local governance is essential, especially in emerging countries like Ethiopia.

Ethiopia's local government has difficulties providing public services as a result of political and socioeconomic problems. The low level of public satisfaction necessitates further research into the variables influencing the ability to provide services. In order to improve local governance and service delivery, the research intends to investigate institutional, environmental, legal, economic, and political obstacles. Institutional inadequacies, societal hurdles, political corruption, and economic limits are difficulties that are common to other developing nations.(Amanuel, 2024).

3.3 Current Decentralization Structure

3.3.1 Administrative Setup and Governance System

The Executive, Legislative, and Judicial branches of the government are governed under the Federal Democratic Republic of Ethiopia's 1995-approved Constitution. The Constitution created a federation of nine National Regional States based on Ethiopia's primary ethnolinguistic ethnicities and nationalities, in addition to two chartered cities (Addis Ababa and Dire Dawa). The FDRE Constitution of 1995 lists nine regional states, including Afar, Amhara, Benishangul-Gumuz, Gambella, Harar, Oromia, Somali, SNNPNRS (the Southern Nations, Nationalities, and Peoples' National Regional State in its entirety), and Tigray.

The Federal Democratic Republic of Ethiopia's government is headed by the Prime Minister, who selects all other ministers to the Cabinet, also known as the Council of Ministers. The party with the majority of seats selects the prime minister for the lower House of People's Representatives (HoPR), which has 547 MPs and is elected to five-year terms in single-seat constituencies. The bicameral Federal Parliamentary Assembly is composed of the House of Representatives (HoPR) and the upper House of Federation (HoF), which has 112 members selected by the State Councils. The HoPR appoints Ethiopia's president, who serves six-year terms as head of state (FDRE Constitution, 1995).

3.3.2 Roles and Responsibilities of Local Governments

Ethiopian local government was viewed as the "stepchild" of the national and regional governments until recently. Even though there has been a strong federal government in place since 1995, devolution of power has mostly been restricted to the regional level and the lower tiers of government have not been clearly defined. However, things are beginning to progressively change with the execution of the Sustainable Development and Poverty Reduction Programme (SDPRP), which includes "governance and decentralization as its building blocks," (Serdar Yilmaz, Varsha Venugopal, 2008) .

The local government is now an autonomous body entrusted with empowering communities, bringing government closer to the people, and offering the most basic services to them in order to "tackle poverty directly at the grassroots level," after serving as a field administrative agent under the imperial regime and reporting to the central government (Serdar Yilmaz, Varsha Venugopal, 2008).

Every local government official is under the party administration's authority, and the distinction between the legislative and executive branches is hazy. Women have allotted seats in woreda and kebele councils, but they are not given a voice in municipal planning or decision-making. Despite being intended as social accountability tools, mass associations and kebele assemblies primarily seem to be instruments of central control at the local level under the current political setup, ,(FDRE Constitution, 1995).

The present phase of decentralization includes a supplementary component known as urban center or municipality reform. The government began modernizing municipal budgetary, legal, and administrative frameworks that oversee metropolitan areas and their rural hinterlands concurrently with woreda decentralization. The current restructuring initiatives aim to give municipalities the authority to carry out the service delivery and economic development tasks required for the sustainable and complementary growth of urban areas, (Serdar Yilmaz, Varsha Venugopal, 2008).

The same tripartite framework governs Ethiopia at the region, zone, woreda, and kebele levels: an elected head of state, a council including an executive committee, and a sector bureau. Implementing economic and social development plans and upholding public order, which includes managing a police force, fall within the purview of regional governments; all other authorities that are not shared or assigned to the regions fall under the purview of the federal state. A Regional Council, whose members are directly chosen to represent woredas, sits at the pinnacle of each region, ,(FDRE Constitution, 1995).

The Woreda Council and its executive branch's principal constitutional responsibilities and powers are:- (a) preparing, approving, and overseeing the execution of the woreda development plans and budgets each year; (b) establishing specific tax rates and collecting municipal levies and taxes, including sales taxes, user fees, agricultural income taxes, and land use taxes; (c) managing the money resources that the woreda has access to; (d) building and maintaining woreda-level administrative infrastructure (offices, homes), water sources, and low-grade rural railroads; (e) managing veterinary clinics, health facilities, and elementary schools; and (f) overseeing the development of agriculture and safeguarding the environment, ,(FDRE Constitution, 1995).

3.4 Challenges in Public Service Delivery

One of the most well-known countries to use BPR as a fundamental strategy for public service reforms is Ethiopia. In order to accomplish a dramatic transformation in the delivery of public services, the federal administration decided to implement BPR throughout all government institutions. A widespread effort to apply BPR across the public sector ensued after this decision (Paulos, 2001). Business process reengineering is seen as being on the more "radical" end of reform initiatives; these nations are especially interested in integrating private sector methods into the public sector and obfuscating the distinction between the two. The efficacy of BPR changes in Ethiopia's public sectors has not been fully assessed, despite their numerous applications worldwide (Paulos, 2001).

The Ethiopian government used reform techniques to improve the delivery of civil service by government institutions in the nation after starting the structural adjustment process at the beginning of the 1990s. The reform instruments included deliverology, BPR, BSC, the creation of the Change Army, and the Citizens Charter, as was mentioned in the paragraphs above. All of the nation's civil service institutions have adopted these reform tools. Nevertheless, initial research and observations indicate that the endeavour failed to achieve the anticipated level of success (Adebabay 2011; Paulos 2001; Solomon 2013; Tesfaye 2009). However, no comprehensive research has been done to yet, especially in the post-implementation phase, to explain why the tools failed to achieve the intended outcome.

The Ethiopian government has been quite receptive to implementing and evaluating novel reform instruments on a broad front. Nonetheless, the majority of the time, there has been insufficient time between subsequent change interventions to allow for meaningful post-implementation analysis, (Worku M. Tadesse, 2019). Actually, there have never been many studies on these kinds of post-implementation efficacy analyses. Furthermore, the process as a whole could not be fully captured by the studies that were already done, which was typically the case with all reform interventions. Rather, the individual studies displayed the results of the modification treatments, (Worku M. Tadesse, 2019). Therefore, it is possible to view the lack of a research that has been able to assess the overall management and implementation of reform in Ethiopian public services, as well as the lack of an acceptable degree of post-implementation analysis, as areas that still need to be addressed (Worku M. Tadesse, 2019).

3.4.1 Infrastructure Deficits and Resource Constraints

Subsequent political leaderships have been unable to completely execute institutional advancements in Ethiopia because of the degradation of Ethiopia's institutions by previous regimes (Asfaw, 2019; Admassie, 2006; Mengesha & Common, 2006). Due to elements inherent in the regime, such as the importance placed on political loyalty when allocating civil service positions and the extent of political meddling influencing routine operations, the institutions have frequently failed to deliver the intended service to the public (Mengesha & Common, 2006). According to Broich (2017), because institutional advancements take a while to provide significant effects, they are undervalued and receive less attention when it comes to resource allocations such as budget, skill, knowledge, technology, and entrepreneurship (Sasaoka, 2005; Israel, 1987; Asfaw, 2019). Another gap in Ethiopia's institutional development is the challenge of successfully integrating indigenous institutions into formal ones, as the majority of the institutions' tenets and contents have been borrowed from various foreign political philosophies (Asefa, 2003; Admassie, 2006).

Over the past thirty years, there has been a significant reorganization effort inside the Ethiopian public sector. The rationale behind the reforms was to enhance the system's accountability, openness, efficiency, and effectiveness in order to better cater to the needs of the general public. They also sought to increase citizen participation by using customer-focused procedures. Even with the government's enormous efforts, the majority of empirical investigations find that the reform's outcomes were unimpressive. The authors contend that a contributing factor in the issue was the institutional capacity gap in public sector organizations, (Dereje Terefe, PhD, 2023).

Certain political and economic changes are successful and flourish while others remain impoverished; this can be attributed to the presence or absence of effective institutions (Asefa, 2003; Muhula, 2019). Accordingly, high-ranking Ethiopian authorities have stated that "institutions" and "institutionalization" are the engines of sustainable growth.

The issue with human capital is the main cause of the inefficient and ineffective operation of institutions (DFID, 2018). One of the key elements influencing an organization's ability to operate successfully and effectively is its human capital. Personnel, resources, and training are examples of organizational capacity; however, other factors that affect institutional efficacy include how individuals and groups interact with institutions, or "political processes in which rules are respected, avoided, or negotiated" (DFID, 2017, p. 12). Furthermore, it is vital to assess

the capacities of the state, the private sector, and civil society because social and political norms influence public sector institutions. Beyond governmental structures, society, the economy, and ideology must be considered in order to establish an environment that is favorable to the growth of organizations and institutions (Berman, 2013).

Governance is also the deciding factor that impacts the capabilities of any company. This is primarily due to the fact that an organization's poor performance is a result of bad leadership. Therefore, variations in institutional ability may account for the disparities in results, or the degree to which organisations provide the anticipated level of service to their particular clientele (Ghanem, 2017).

Another decisive element that affects a company's strengths is its leadership. This is mostly because ineffective leadership is the cause of an organization's subpar performance. Consequently, dissimilarities in institutional ability could describe the discrepancies in outcomes or the extent to which companies offer their specific clientele the expected caliber of service (Ghanem, 2017).

3.4.2 Capacity Building and Institutional Challenges

According to UNDP (2007), capacity is the ability of people, organizations, and society as a whole to properly perform their roles, deal with problems, and set and achieve goals and objectives in a sustainable way. It also discusses how well individuals, communities, and civilizations are able to run their affairs (Vallejo & Wehn, 2016; Emiru, 2022). Moreover, it facilitates organizations to operate in a resilient, strategic, and independent manner (Kaplan, 2007). To put it another way, capacity refers to empowerment, which enables people, groups, and organizations to develop, improve, and diversify their skill sets (Blinkerhoff, 2007). According to the systems phenomenon, capacity necessitates a variety of relationships between attitudes, resources, tactics, frameworks, abilities, and communication. It therefore contains organizational, social, and technical components (OECD, 2006). Thus, from the perspective of an organization, capacity is the result of the sum of individual contributions and competencies as well as collective capabilities (Baser & Morgan, 2008; Simba, Mukose, & Bazeyo, 2014).

Capacity is the ability of individuals, groups, and organizations to carry out the functions effectively, efficiently, and sustainably, whereas capacity building is an evidence-based process

that enhances people's, organizations', and systems' abilities to perform core functions sustainably and to continuously improve and develop over time (Whyte, 2004). According to these conceptualizations, capacity development entails modernizing, reforming, and transforming the entire working process and living environment in preparation for new leadership or service rendering, as well as improving the methods by which individuals, groups, and the population carry out assigned tasks (OECD, 2006).

Governmental organizations, among others, depend on their efficacy and independence from both direct and indirect political pressure in order to develop and carry out public policy. Moreover, government commitment affects the caliber of policy creation and execution. Thus, in order to provide lower level implementers with incentives to conduct actions that successfully increase capacities, capacity building is necessary. Offering support and guidance is equally crucial as people improve their planning, decision-making, communication and coordination, resource mobilization and management, and conflict resolution skills.

Both knowledge and skills are required by the leadership in order to properly carry out their duties and develop people's potential, both individually and as a group. Specifically, it calls for the capacity to evaluate and contest information from the executive, as well as financial management expertise and the awareness of when to seek outside professional counsel. In order to prepare themselves to react appropriately to evolving conditions, they also require frequent updates (Parida, Pesämaa, Wincent, & Westerberg, 2017).

3.5 Opportunities for Improvement

3.5.1 Policy Reforms and Legal Framework for Service Delivery

Physical infrastructure must be linked across many sectors to guarantee the efficient provision of essential services and improve residents' quality of life (Alemu and Lauterbach, 2019; UNEP, 2019). The dynamics of infrastructure integration are significantly shaped by legal and policy frameworks, which provide the regulatory framework required to balance divergent sectorial interests and promote cooperation among stakeholders (Brooks, 2019). To maximize resource utilization, cut down on redundancies, and improve service delivery, effective coordination across infrastructure like power, transport, land, and water management is essential (United Nations, 2020; World Bank, 2021). Legal and policy frameworks as well as strategic

directives that offer coordinated administration, implementation, and planning across these domains provide enforceable rules (Gelan and Girma, 2021; World Bank, 2022).

A legal framework is made up of laws and regulations that provide a structured way to regulate interactions and activities in a community (Keita and Kourouma, 2023). This structure was established by legislative processes and is maintained by judicial bodies (World Bank, 2022). It outlines the rights and responsibilities that individuals and organizations are expected to uphold. Conversely, a policy framework is a collection of guidelines, plans, and tactics developed by governments or organizations to achieve specific objectives (Angel, 2023). Despite being impacted by the legal system, policies are more flexible and changeable.

3.5.2 Technological Advancements for Enhanced Service Delivery

Technology is a force for change in a world that is changing quickly. It has the ability to improve lives, close gaps, and open doors. Still, there's a big technological divide in a lot of the nation. Even the most recent breakthroughs are inaccessible to many populations. As a result, knowledge is required to handle their particular problems from a variety of angles, such as sustainable education, agriculture, finance, digital, energy solutions, etc. This is where the initiative of MInT and the UNDP Accelerator Lab come into play, utilizing practical technology and fostering regional innovation. By addressing these issues, this alliance hopes to make sure that no community is left behind on the path to sustainable development.

Imagine an Ethiopia where all communities have access to the information and technology they need to thrive, regardless of their geography or socioeconomic standing. Through its partnership with the Ministry of Innovation and Technology (MInT), UNDP's Accelerator Lab is assisting in the investigation of technologies transfer to communities. In order to guarantee a enhanced future for Ethiopian communities, we have together started a transformative approach by bringing grassroots ideas and research products into communities (UNDP and Teklemariam Tessema (PhD), MInT June 21, 2024)

3.6 Impact on Socio-Economic Condition

3.6.1 Relationship between Decentralization and Socio-Economic Development in Ethiopia

The idea that ethnic self-determination and a democratic order were necessary for maintaining a polity within Ethiopia's borders after the Derg dictatorship was overthrown militarily by a coalition of ethnically based armed groups allowed for diversity. The "Transitional Charter" that supported decentralized organization and the concept of self-determination became the basis of the country's governance from 1991 and 1995. Federalism was chosen as the unifying force to hold the country together, even though the concept of self-determination was preserved. The state structure has also had to change in response to the necessity for development. Consequently, certain functions were devolved from the regional state level to the district level starting in 2001.

After the military administration that had governed Ethiopia from 1974 to 1991 was overthrown, the country experienced a significant systemic transformation. Even though there is a great deal of ethnic, linguistic, cultural, and religious variety in Ethiopia, the idea of "one language, one culture, one religion, one nation" was imposed on the nation by Menelik II and Haile Selassie. Instead of integration, the guiding concepts were assimilation and suppression. Giving the people democratic alternatives was not considered, even though the military administration, also known as the Derg-regime, addressed some ethnic concerns at the end of its rule (P Zimmermann-Steinhart Y Bekele, 2012).

Ethiopia's dual federal system allows most of the legislative and executive arms of each level of government to coexist. The legislative, executive, and judicial departments of government must all have authority, according to Article 50(2) of the Constitution. The division of powers suggests that the legislative and executive branches function concurrently at each level, with the exception of land and natural resource domains. The responsibilities and powers of the federal and local governments are delineated in Articles 51 and 52 of the Constitution, respectively. Article 51 gives more extensive powers to the federal government alone. International relations, national defense, financial and monetary policy, interstate commerce, air, rail, and water transportation, copyright and patent protection, and issues related to nationality SA are among of the subjects covered by these. (Steinhart Y Bekele, P. Zimmermann, 2012).

3.6.2 Effects of Public Service Delivery on Quality of Life in Ethiopia

Since most services are provided by the public sector, even minor advancements in public services benefit millions of people. A nation's government provides a variety of public services, including roads, education, public health and welfare programs, research and development, domestic and national security, a clean environment, and more. To refer to the individuals who are expected to receive and benefit from these services, other phrases have been used interchangeably, including citizens, recipients, consumers, and users of services. Appropriate policies that align with public perception must be designed before providing any of these services. Analyzing public service delivery has traditionally focused on determining who benefits from policies and how people react to them (World Bank, 2012).

The degree and direction of the difference between the customer's perceptions and expectations, or the extent to which a service meets or surpasses the customer's expectations, is how Parasuraman, as cited in Oladepo & Abimbola (2014), defines service quality. In order to maximize customer satisfaction and grow their clientele, numerous service organizations have embraced the concepts of service quality; the implementation of these ideas has even permeated public sector organizations (Osei, 2012). Profit and nonprofit organizations, privately held and publicly traded corporations, government agencies, educational institutions, community volunteer groups, businesses with hundreds of thousands of employees, and part-time home-based business owners all share the characteristic of serving needs beyond their boundaries. Establishing organizational boundaries can improve the efficiency, predictability, and orderliness of work (Ahmed Bori Milky, July 17, 2021).

CHAPTER- FOUR

DATA PRESENTATION; ANALYSIS & INTERPRETATION

4.1. Introduction

In this research, Two cities (Addis Ababa and Sheger) were selected for this study based on a number of criteria; in Addis Ababa, providing urban services has a long history. The city is home to many regional and international organisations with a broad range of political and economic responsibilities, in addition to serving as the capital of the federal government. Additionally, Sheger City is one of the fastest-growing cities and is adjacent to a city that is intimately tied to it through a variety of public service delivery methods. Understanding the features of the land management system, transportation governance, Electricity and water supply service delivery in the two cities—which have different historical backgrounds—was the aim of this study. Since the road and water sectors were so vast, it was easy to use road information rather than transportation for the purposes of this study. Therefore, i used a variety of sample designs.

Because of a highly clear pattern in the two sectors, it was difficult to develop comparable sample approaches. The water sector, for instance, grouped the water branches that supplied water based on residential connections, as shown by the frequency of daily service delivery. This was considered to be a critical component. These were separated into three groups in Sheger and Addis Ababa: low, medium, and high. This approach led to the selection of Lemi Kura subcity for Addis Ababa and Lega tafo Lega dadi subcity for Sheger city. Thus, from the specified sites in two cities, 56 respondents are selected randomly, both from residents and employees. To respond to open-ended questionnaires 24 persons half for Lemi kura sub city and the remains for Lega tafo lega dadi sub city, and we have four (4) groups for semi-structured interviews, two for Lemi Kura and two for Lega Tafo Lega Dadi sub-cities, which include residents and employees, each group contains three (3) respondents, which is a total of 12 persons. And we have four (4) groups for focus group discussion: two for Lemi Kura and two for Lega Tafo and Lega Dadi sub-cities, which also include residents and employees. Each group contains five (5) respondents, which is a total of 20 persons, who are randomly selected.

In the first stage of the road sector, sub-cities were grouped into manageable groups based on population size, from which sample respondents were chosen. Unfortunately, there was

insufficient data on road coverage in each sub-city. The statistics on road coverage are only available to the entire city. As a result, the eleven sub-cities in Addis Ababa were categorised into three groups (high, medium, and low) according to their combined area and population.

Under the FDRE, urban land is governed and administered by urban land leasehold law, which has undergone three revisions since it was first put into effect in 1993 (proclamation 80/1993, 272/2002, and 721/2011). But they also include proclamations No. 574/2008 and No. 818/214, which deal with urban land. Increasing the effectiveness and efficiency of urban land governance has been the primary objective of all of these legislation. However, this objective of promoting good governance in urban land management appears to be a terrible statutory prophecy because of legislative gaps and enforcement problems.

Urban land management systems serve as the foundation for the hierarchy of different tools that permit a range of natural resource use rights for activities connected to land, air, and water. They include land-use zoning, air space allocation and utilization, water resource allocation and utilization, site development, and other natural resources. Every level of authority in the chain of command has a more specialized urban land management governance structure because they bring value to different land markets and economic systems.

On the other hand semi-structured interviews and targeted group discussions are the primary methods utilised to gather the diverse data that are presented, analysed, and discussed in this chapter. Additionally, the researcher employed open-ended questionnaires to produce the thoughts and experiences of a few chosen participants. The open-ended questionnaires enabled the researcher to delve further into the topic being studied. Additionally, the researcher used observation to see the actual situation on the ground, which helped to confirm and support the data that was gathered.

In addition, every piece of information gathered with the equipment mentioned above is shown and explained. In accordance with this, the researcher's observations and document evaluation are also provided, examined, and discussed.

4.2. Demographic Information

Based on the respondents' background information, a number of variables were investigated. The researcher was interested in measuring the respondents' level of attachment to their organisation. The results on the demographic information of the respondents are displayed in the presentation that follows.

4.2.1. Characteristic of the Respondent

Information about the respondents' backgrounds was requested. Table 3 below provides specifics about the respondents' attributes.

Table 4.2.1: Demographic characteristics of respondents

Item	Category of item	Frequency	Percent
Gender	Male	42	75%
	Female	14	25%
	Total	56	100%
Age	Below 30 years	28	50%
	30- 39 years	14	25%
	40- 50 years	14	25%
	51-60 years	-	-
	above 60 Years	-	-
	Total	56	100%
Marital status	Married	42	75%
	Single	14	25%
	Widowed	-	-
	Divorced	-	-
	Total	56	100%

	Secondary	7	12.5%
Educational	Diploma	-	-
	Degree	29	51.8%
	Masters	2	3.6%
	Professional	-	-
	Other	18	32.1%
	Total	56	100%
Employment status?	Agriculture	16	28.6%
	Trader	8	14.3%
	Government employee	28	50%
	Privete company employee	-	-
	Others	4	7.1%
	Total	56	100%

According to table 4.2.1 above, the gender distribution of the chosen sample indicates that there were 42 (75%) male respondents and 14 (25%) female respondents. This suggests that there are more men than women among the responders. In other words, it can be inferred that men make up the majority of the participants they take.

In terms of age, the majority of respondents (50%) were below the ages of 30. The next largest age group (25%) was between the ages of 30 and 39 year and 40 up to 50 years respectively similar. Given that the bulk of responders fall into below 30 and from 30 up to 50 age groups, this image may very well represent the overall situation. Additionally, it is true that the majority of these engaged demographic segments are more concerned with concerns of land use

management system, Electricity and water supply, and transportation. Table 4.2.1 above makes it evident that 42 (75%) of the respondents were married, whereas 14 (25%) were single. It shows secondary educational level is 7 (12.5%), degree 29 (51.8%), masters 2 (3.6%) and the other is 18 (32.1%) of the study's respondents were made up a total of 56 (100%). Status of employment are also as follows: Government employee 28 (50%), Private firm employee 0 (0%), Agriculture 16 (28.6%), Trader 8 (14.3%), Others 4 (7.1%) Total 56 (100%) possessed integrity and maturity, which were used to gauge the institutions' level of service excellence. Since the vast majority of responders were married, it is their duty to gauge the calibre of services provided by the company.

Surprisingly, people with degrees 29 (51.8%), another educational status 18 (32.1%) were the most prevalent category in terms of their educational history, followed by those with secondaries 7 (12.5%). Given that only 2 (3.6%) of the respondents had masters educational status, this indicates that more than half of respondent are well educated and quarters of them are in poor education status. The respondents' educational backgrounds contributed to this study in order to obtain well-supported data from the questionnaires that were given to them.

A person's personality and the way they approach the issue at hand are influenced by their line of work. A person's occupation and the money he makes from it also affect his quality of life. An individual's occupation also shapes their socialisation, which in turn shapes their behaviour patterns and level of comprehension of specific phenomena. As shown in table 4.1 above, 8 respondents (14.3%) were traders, Agricultures 16 (28.6%), whereas 28 (50%) and 4 (7.1%) were employees of the government and others employees respectively.

4.3. Data Analysis and Research Findings

Using the thematic data analysis method, fieldwork data collected through interviews, focus groups, observation, and case studies were first transcribed in the original language, then translated from Amaharic into English, coded, and categorized according to their thematic framework, and finally, the results were interpreted by relating the empirical data with theoretical information and literature review. Analysis is the search for patterns in data and ideas that help explain why those patterns are there in the first place (Bernard, 2011).

The main technique of data analysis used in this study was content analysis. Semi-structured interviews, focused group discussions, and open-ended questionnaires were utilised to gather the study's main data, which were then categorised, compiled, and tabulated according to their content in relation to the study's particular research topics.

4.3.1 Assessing the Water Supply Service Delivery in Lemi kura and Lega tafo lega dadi sub cities

4.3.1.1. Organizational Structure of Water Supply Service Enterprise

The federal ministry is primarily responsible for formulating policies and programs, but regional and sub-regional governments' councils are also tasked with developing economic and social development policies, subject to the Federal Constitution. Additionally, since regional states have embraced the federal water policy, there isn't a distinct regional water policy.

Proclamations, rules, and directives pertaining to urban water supply services have been implemented by the regions. The Bureau of Water and Energy Resources (BoWER) is an executive body at the regional level that is in charge of putting federal policies, strategies, and action plans into practice by tailoring them to the unique circumstances of the area. Water Bureaus also carry out the regulatory responsibilities assigned to them by the Ministry.

The BoWER's responsibilities include: (1) increasing the capacity of lower water offices and businesses; (2) contracting out to the private sector, setting water tariffs; (3) carrying out regulatory tasks assigned by the Ministry of Water and Energy; (4) studying, designing, supervising, and regulating water projects; and (5) constructing water schemes (spring developments, small and large gravity schemes, motorised schemes, boreholes, and shallow wells). In addition to working with the city and woredas administrations, the BoWER is in charge of making sure that water supply services are provided.

To create an Urban Water Supply and Sanitation Enterprise (henceforth referred to as the Enterprise), the Oromia National Regional State (ONRS) regional council (Caffee) issued Proclamation No. 78/2004. This Proclamation and its Amendment Proclamation No. 97/2005 describe the Enterprise's financial mechanisms, the accountability relationships between the Enterprise, the Water Management Board (WMB), and the Regional Water Bureau, as well as the organizational structure, duties, and authority of the Enterprise's principal organs. WMB is

the top organisation that oversees and keeps track of the enterprise's entire operations. It has the authority to review and approve the company's yearly work plan and budget, assess its financial and performance reports, and decide on the staff's compensation and structure.

The Board functions as a city-level organisation of several stakeholders in accordance with Article 7 of Proclamation 78/2004. The number, purpose, and industry from which the WMB may choose its members are described in the Proclamation. As a result, the enterprise manager serves as secretary and is not eligible to vote, while the city mayor chairs the board.

Because of this system, the City Mayor has been able to create the Board when needed. They are joined by one representative from the Water Resource Bureau, one from the Health Office, one from the Women's Affairs Office, one from the city's Finance and Economic Development, one from the city's Branch Office of the Electric Power Corporation, one from the Education Office, and two from the Water Supply Enterprise's customers.

Proclamation 78/2004 was later amended by Proclamation No. 97/2005, which transferred the authority to create the WMB from the Mayor to the Bureau of Water and Energy Development (BoWERD). These days, the WMB for the region's first and second-grade cities is established by the BoWERD, and the Bureau is responsible for appointing the WMB Chairperson . The Board's membership still consists of the same people. The Board, which the Bureau established, is the body to which the ACWSSE reports. The Bureau is answerable to the Regional Cabinet, which is answerable to either the Caffee or the Regional Council. Thus, the legal and institutional framework for the water service delivery in Oromia has set up long and upward accountability mechanisms.

Ethiopia's capital, Addis Ababa, receives its water services from the Addis Ababa Water and Sewage Authority (AAWSA). AAWSA was founded in 1971 with the dual goals of supplying the city with drinkable water and a sewage system for the hygienic disposal of waste. The complete extent of AAWSA's functions and jurisdiction was delineated by the sewerage authority proclamation of March 16, 1972, and the earlier documents, which granted the authority the ability to borrow, among other things. According to the design of the city administration's political structure, the Addis Ababa City Water and Sewer Authority was organised into eleven branches, and the Lemi Kura sub-city water and sewage branch office is

under the Lemi Kura sub-city administration. The authority is entirely owned by the Addis Ababa city administration and is established as an independent public body with a distinct judicial identity.

4.3.1.2. Water Supply Service Versus Demand in Lemi kura and Lega tafo lega dadi

According to the water line construction or infrastructure of water supply and density of population living in Addis Ababa, especially in the Lemi Kura sub-city, the spread of water is very low, which is one day (24 hours) per week, so that the supply of water per household is not enough because most of the buildings in the sub-city are about four or more floors; hence, in a twenty-four-hour duration, it can't reach the fourth floor and above because of the duration of water, frequency, and the mass of people competing to fetch water, which makes it a shortage of supply to the upper part of the building, as the resident of the sub-city mentioned. Similarly, such problems are popular for the Lega Tafo Lega Dadi sub-city. The reason why is the same as that of the Lemi Kura sub-city of Addis Ababa: the installation of water line construction or infrastructure availability is so poor, although the local government energy to do so is also a problem, and the chain of corruption for cheating of governmental budget is very dangerous for serving the people purely, as respondents from both cities mentioned.

According to the respondents, who range from government employees to residents of the sub-cities, particularly those who are direct customers of water offices, the majority of people living in Lemi Kura and Lega Tafo Lega Dadi today use water that was designed many years ago for a small number of people, not comparable to today's community. Additionally, there is no new infrastructure for water supply for both sub-cities. Exclusively, Lega Tafo Lega Dadi was very rich in water resources; it also has potential for the most part of the Addis Ababa watering system, but from those lines that go to Addis from Lega Tafo Lega Dadi, the local government of both cities can facilitate some percent of water for those communities through which the line of water for Addis passes, but a single household is not a beneficiary from that at all.

4.3.2. Land Use Management System

Ethiopia's urban land administration is entrusted to regional states, city governments, and municipalities under the federal constitution, as evidenced by current urban land regulations and practices. However, there isn't a single standard for managing urban land across Ethiopia's

several regional states. The appropriate authorities have not yet adopted the leasehold system, despite the fact that the 271/2011 Urban Land Lease Holding Proclamation states that it will be applicable to all urban land areas regardless of how they were obtained. This opened the door for a high degree of informality and the coexistence of disparate systems.

In addition, the survey's findings showed that urban land management was an inefficient and ineffectual approach. State capture, administrative corruption, unclear policies, ineffective institutions, inappropriate application of good governance principles, and inadequate urban land information systems were identified as the primary causes of the ineffectiveness and inefficiency of urban land management. Urban land disputes, illegal or informal settlement, and decreased revenue collection were all consequences of the inefficiency and ineffectiveness of urban land administration as respondents said. The provision of infrastructure was significantly impacted by the sub cities insufficient income collection, as evidenced by the fact that annual revenue collection from urban land and property rent was far below budget.

According to the survey's findings, the creation and application of laws were the primary factors contributing to the difficulty in managing urban land. The constitutional land-related legislation of the Federal Democratic Republic of Ethiopia have numerous flaws, from the way they are implemented to the way they outline the essential characteristics of the power dynamics between the state and its people. According to an interview with officials, land experts, and urban planners, FDRE land laws—especially those pertaining to urban land management—are enacted and acquired by the powerful and economically viable to support their own gain from government initiatives rather than in response to any purported societal need.

According to our data from different respondents the socioeconomic effects of good governance methods in urban land management were assessed in this study, which focused on the social, economic benefits of the residents, and environmental aspects of both towns. Besides, in these research areas in particular, the failure of urban land management systems is often caused by weak governance until 2018 of the over all political reforms of the country that leads to change the government.

Survey findings from the study areas indicate that the application of good governance in daily operations has not been successful in achieving urban land management. The complexity of

regulatory frameworks and urban land legislation is one factor that contributes to the lack of accountability and transparency in urban land management.

Following the 2018 reform, which changed the country's governmental policy, there was a push to draw a line between Addis and Sheger cities, which may have improved the legality of the land use management system in some ways and supported the farmers who lived in the city, particularly in the two cities. The following examines the specific findings of how urban land management in the research areas is impacted by weak governance.

As key informant interviews are says, particularly those with kebele officials responsible for per-urban areas, both towns lacked infrastructure and fundamental services because their residents disregarded land-use plans and failed to obtain the necessary building permits, which occasionally prevented them from accessing services and employment opportunities until the 2018 A.L.H. governmental reform of the country.

As they indicated in their answers, they were still unable to get a kebele identity card because their buildings were not registered. Because they are unable to pay bribes for services and lack the financial resources for legal protection, especially when it comes to defending against land disputes and asserting their land rights, research shows that the poor are disproportionately affected by poor governance in urban land management.

Prior to four to five years ago, residents frequently lacked security regarding urban land and their residences. This situation has improved somewhat following the demarcation of the boundary between Addis Ababa and Sheger cities, which coincided with governmental reforms, as noted in their group discussion.

The primary focus of these survey findings was how much urban land management promotes efficient land use and land-related economic activity. Additionally, the results of the survey showed that corruption and bad governance in urban land management hampered development in the towns of Lega Tafo, Lega Dadi, and Lemi Kura sub-cities by increasing business risks, lowering incentives to save, invest, and start a business, and distorting incentives prior to 2018 A.L.H.

Nowadays in some extent after the reforms of 2018 the governmental service delivery system specially for landlords who are farmers are well improved in so many dimensions which are for house constructing purpose, for the use of investment, for rental issue and also for the planning the residents can got in legal way by somehow in Lega tafo lega dadi sub city with compare to before a year and the issue of land use system management in Lemi kura sub city now a day is in problem as the respondents clarifies in the case of planning permission or registering issue, house construction process, investments and so on so on.

4.3.3. Electricity Installation and Supply System

The respondents believe that the electrical power line supply in the nation's urban areas is problematic because no new government that takes office throughout the year has improved attitudes or new ideas about how to use electrical power for residents of small towns like Lega Tafo Lega Dadi. Because Lemi Kura Sub City has many electrical power lines in a short amount of time after its foundation, and Lega Tafo Lega Dadi Sub City has a shortage of electrical power supply according to her construction many years ago, the supply and installation time for residents of the two sub cities are significantly different when comparing Lemi Kura Sub City with Lega Tafo Lega Dadi.

According to the total area of Lega Tafo Lega Dadi sub-city administration coverage, plus the number of people living in the sub-city, the electrical infrastructure and the power already given for the over till now is very small, and the coverage area of installation is also too narrow. Depending on these issues, the respondents from Lega Tafo Lega Dadi sub-city, both from the residents and employees, are negatively arguing on the issue of electricity, comparing it with that of Lemi Kura sub-city. Although the respondents of Lemi Kura sub-city are responding that comparing their sub-city's foundation time with that of Lega Tafo Lega Dadi, the electrical infrastructure installation and the power supply are very high compared with that of Lega Tafo Lega Dadi.

Nowadays, after the 2018 A.L.H. governmental reforms of a country, there were a number of changes in some extent looking for rural parts of Lemi Kura and Lega Tafo Lega Dadi sub-cities for the purposes of improving the public service delivery, like electrical infrastructure for additional power supply issues that are started by the two cities, mean that Addis Abeba city administration and Sheger city administration have their individual plans, which are undergoing

site selection, identifying population density, and contract facilitating are under process as the respondents from both sub-cities of employees mentioned, and some written documents are states.

4.3.4. Transportation Management and Its Delivery System

Transportation management system and its delivery system are very wide topic which are includes air, water and land modes of transports are under these title but this research was studies about infrastructure installation trough the sub cities and access of road transport for residents of those sub cities. According to the focus group discussion members are mentioned on their says transport management system and its infrastructure installations are under problems and there are a shortages of transportation, lack of enough standardized roads, lack of modern vehicle's and lack of responsibility to serve the community both from the officers and transport workers, so that a number of peoples are under the problems of transport.

According to respondents the infrastructure supply or installation of transportation especially in the Lega tafo lega dadi sub city was under varied problem there is only one cross country road which is constructed under federal governments that was started from addis abeba to debre berehan, dessei upto mekele city.

CHAPTER-FIVE

CONCLUSION, & RECOMMENDATION'S

5.1. Conclusion

The study aims to explore the decentralization and public service delivery process and currently what was happened on the land surroundings of study area which means in Lemi kura sub city and Lega Tafo Lega dadi sub city. Specifically, it has aimed to explore the cause and consequences of the well-organized decentralization process and good public service delivery for both sub cities residents and what was happened when there is no well-organized decentralization and not designed service delivery for the public. Qualitative research method was employed to conduct the study.

Decentralization and public service delivery are important and structurally organized in the federated state like our country Ethiopia, because of the main core of federated state are self rule and shared rule plus intergovernmental relation so that, decentralization and public service delivery are strategic way of applying federalism to targeted area. In Ethiopia after EPRDF control the country the federalism system of government is applied and the government power is decentralized rather than centralized and different governmental organization was organized from federal up to wereda and kebeles accordingly and public work and public service was started to delivered through those organization.

However, even if everything was organized and shaped well under 1995 constitution, and it was started to build organization and shaped it in good manner, but because of lack of management system, lack of accountability and responsibility similar to any other part of the country there are a number of problem of applying decentralization and shortage of delivering the service to the public are happened in my study area. According to my data I was gathered from my research area before the governmental reform of 2018 E.C. and in some case also after reform, there are problems of self rule in practice in the area of land management system, in the area of infrastructure installation like transportation and road management system, clean water supply for public and electricity coverage both in Lemi kura and Lega tafo Lega dadi sub cities. As my respondents are stated that there is no well-known and legally separated line boundary between Addis abeba city and Sheger city instead of Lemi kura and Lega tafo Lega dadi sub cities before

the 2018 E.C. governmental reform, there are problems of land use system conflict and land ownership question between two sub cities. Additionally there are interconnection of transportation installation facility, clean drinking water installation and electricity system in between two sub cities, so that, there are a number of complain from especially Lega tafo Lega dadi and complain from Lemi kura sub sity are population which are new comer from inner city and their criticism was we are from inner city where every facility was fulfilled, here there is no watering, no electricity, no enough transportation, and also no work for daily consumption for our family's and for our children's.

Nowadays, after the 2018 governmental reforms of a country which are followed by boundary demarcation in between Addis Abeba and Sheger cities which is ruled by proclamation no.233/2015 , there were a number of changes in some extent looking for rural parts of Lemi Kura and Lega Tafo Lega Dadi sub-cities for the purposes of improving the public service delivery, like electrical infrastructure for additional power supply issues that are started by the two cities, mean that Addis Abeba city administration and Sheger city administration have their individual plans, which are undergoing site selection, identifying population density, and contract facilitating are under process as the respondents from both sub-cities of employees mentioned, and some written documents are states.

5.2. Recommendation

To enhance the state of public service delivery in accordance with the decentralisation of Addis Abeba and Sheger cities in the instance of Lemi Kura and Lega tafo Lega dadi sub cities, the following recommendations were sent to the responsible stakeholders based on the study's findings.

- The federal government and regional government should be in control and supervise the development policies and frameworks to deal with such kinds of issues, such as how much was delivered for the residents according to the plan. Because the main problems that the respondents clarify are the way of delivering the organised plan.
- Regional and zones even federal government and other NGO's should have to re correct their way of applying their plan to create interrelation between two cities population and how to connect every infrastructure which is done either in Lemi kura or in Lega tafo Lega dadi sub cities.

- Another issue which every stakeholders both governmental and non governmental organizations (NGO's) must take care are the way of delivering different types of public service for both cities (Lemi kura and Lega tafo Lega dadi) should have to be in the way of similar and balanced manner without any different.
- Natural resource (land, water and the other) utilization issue is another suggestion which should have to government must be develop policy and rule for the correction of the way of using any resource in balanced and equal manner in between two sub cities.
- The government needs to allocate the necessary budget and resources for the people of displaced from inner city to Lemi kura sub city and the farmers displaced from their land because of different types of development should be provided with basic social services such as clean water, electricity, transportation, school, security and health services.

Referance

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Annex I
Semi-structured Interview Guideline (English)

Addis Ababa University

College of Law and Governance

Center for Federalism and Governance Studies

➤ **Semi-Structured Interview Guideline**

Dear respondents, The information gathered from this interview will only be utilised to partially complete the requirements for an MA degree. As a result, your sincere and accurate response will much aid my productive work. Your information won't be used for any other reason and will be kept private. In order to better comprehend the decentralisation and public service delivery between Addis Ababa and Sheger cities in the case of Lemi Kura and Lega Tafo Lega Dadi subcities, the interview guideline outlined pertinent concepts. Therefore, we respectfully ask that you enter accurate information in the following questions.

A. **Basic Information** (please tick on the open space)

- **Gender** M ----- F -----

1. What do you think about the significance of decentralization between today's Lemi kura and Lega tafo lega dadi subcities ?

2. How has public service delivery influence Lemi kura and Lega tafo lega dadi subcities since 2018 and after ?

3. What do you think are the major challenges between two subcities has faced regarding the implementation of the decentralization and public service delivery system? (before and after 2018) ?

4. How can you mention the way your sub city office provide services to you ?

5. What do you believe to be the main elements that support decentralisation between the two sub-cities in the delivery of public services? -----

6. What do you believe the sub city office's issue is ? Which of the issues do you face most often ? -----

7. What part do you believe the government, society, political parties, and elites play in ensuring that the two subcities' public service systems are adequately delivered and decentralised??

8. Thank you for sharing all of the useful information, Before we wrap up our interview, is there anything more you'd like to say ? -----

Thank you again!

Annex I

Semi-structured Interview Guideline (Amharic)

አዲስ አበባ ዩኒቨርሲቲ

የሕግ እና አስተዳደር ኮሌጅ

የፌዴራሊዝም እና አስተዳደር ጥናት ማዕከል

➤ ቃለ-መጠይቅ (Semi-Structured Interview Guideline)

የተከበራችሁ ምላሽ ሰጪዎች:

ከዚህ ቃለ-መጠይቅ የሚገኘው መረጃ ለሁለተኛ ዲግሪ መመረቂያ ፅሁፍ ማሟያ ብቻ ግብዓት ሆኖ የሚያገለግል ነው። ስለሆነም የእናንተ እውነተኛ እና ትክክለኛ ምላሽ ለውጤታማ የጥናት ስራው ከፍተኛ አስተዋፅኦ ያበረክታል። ምላሻቸዎቹም በሚስጥር የሚያዙ እና ለሌላ ማንኛውም አገልግሎት ጥቅም ላይ የሚውሉ አይሆኑም። እነዚህ ጥያቄዎች አጥኚው የመንግስት ስርዓት ከላይ ወደታች የተዘረጋው (decentralization) እና እሱን መሠረት አድርጎ የመንግስት አገልግሎት አሰጣጥ በአዲስ አበባ በሽገር ከተሞች መካከል የለሚኩራንና የለገጣፎ ለገ ዳዲ ክፍለ ከተሞችን እንደ ኬዝ በመውሰድ ለማጥናት እና ለመረዳት እንዲያስችለው የተዘጋጁ ናቸው። በመሆኑም ለሚከተሉት ጥያቄዎች ትክክለኛ መረጃዎችን ወይም ምላሻቸዎቹን እንድትሰጡ በትህትና እጠይቃለሁ።

ሀ. መሰረታዊ መረጃ (እባክዎ በክፍት ቦታው ላይ የጭረት ምልክት ያድርጉ)

• ያታ ወ----- ሴ-----

1. ከላይ ወደታች የተዘረጋውን የመንግስት ስልጣን (decentralization) ትርጉም ባለው መንገድ በለሚኩራ እና በሽገሩ ለገጣፎ ለገ ዳዲ ክፍለ ከተሞች ስለመተግበሩ ምንታስባለክ ?

2. የመንግስት አገልግሎት አሰጣጥ ከ2018 ዓ.ም በፊት እና በኋላ በለሚኩራ እና በለገጣፎ ለገ ዳዲ ክፍለ ከተሞች ያለው ተፅዕኖ እና አተገባበር እንዴት ትረደዋለክ ?

3. የመንግስት የአሰራር መዋቅርና የመንግስት ስልጣን እስከታችኛው አካል ለመዘርጋት እና የመንግስት አገልግሎት ለማህበረሰቡ ለመስጠት በሁለቱ ክ/ከተሞች መካከል ልዩጋጥም የምችል ዋና ዋና አዳጋች ጉዳይ ምን ሊሆን ይችላል ብለው ያስባሉ? (ከ2018 በፊትና በኋላ)

4. የክ/ከተማ ድ/ቤት ለእርስዎ አገልግሎት የሚሰጥበትን መንገድ እንዴት መጥቀስ ትችላላክ/ሽ? ----

5. በህዝብ አገልግሎት አሰጣጥ ላይ በሁለቱ ክ/ከተሞች መካከል ያለውን ያልተማከለ አሰራር የሚደግፍ ዋና ዋና ነገሮች ምን ምንድናቸው ብለው ያምናሉ? -----

6. የክ/ከተማው የፅህፈት ቤት ጉዳይ ምን እንደሆነ ያምናሉ? ብዙ ጊዜ የሚያጋጥሞትን ጉዳዮች የትኞቹ ናቸው? -----

7. በሁለቱ ክ/ከተሞች የጥብሊክ ሰርቪስ ስርዓቶች በበቂ ሁኔታ ተደራሽ እንዲሆኑ እና ያልተማከለ እንዲሆኑ ለማድረግ መንግስት፣የህብረተሰብ የፖለቲካ ፓርቲዎች እና ልህቃን ምን ሚና አላቸው ብለው ያምናሉ? -----

8. ስለሰጣችሁኝ ጠቃሚ መረጃዎች አመሰግናለሁ። ቃለ-መጠይቃችንን ከመጨረሳችን በፊት መጨመር ወይም ይህ ቀረ የምትሉት ሀሳብ ካለ? -----

Annex II

Focus Group Discussion Questions (English)

Addis Ababa University

College of Law and Governance

Center for Federalism and Governance Studies

➤ **Focus Group Discussion Questions**

Dear participants, This focus group discussion's information will only be utilised to partially meet the requirements for an MA degree. Because of this, your sincere involvement and accurate reaction will much aid my productive effort. Your information won't be used for any other reason and will be kept private. For the Lemi Kura and Lega Tafo Lega Dadi subcities, the questions will help the researcher gain a better understanding of the decentralisation and public service delivery between Addis Ababa and Sheger cities. Therefore, we respectfully ask that you enter accurate information in the following questions.

1. How do you view the implementation of decentralization and public service delivery in Addis Ababa and Sheger Cities in general and specially in Lemi kura and Lega tafo lega dadi sub cities in particular ?

----- //

2. Think back over the years regarding the implementation of decentralization and public service delivery in Addis Ababa and Sheger Cities, and what changes have you observed that have influenced it after 2018?

----- //

3. Can you describe specific concerns that worry you about the implementation of decentralization and public service delivery in Addis Ababa and Sheger Cities ?

----- //

4. What do you propose to enhance the implementation of the decentralization and public service delivery in Addis Ababa and Sheger Cities in general and specially in Lemi kura and Lega tafo lega dadi sub cities in specific ?

----- //

5. Do you have anything else to say or contribute regarding the decentralization and public service delivery in Addis Ababa and Sheger Cities in general and specially in Lemi kura and Lega tafo lega dadi sub cities in particular ?

----- //

Thank you for your time and participation!

Annex II

Focus Group Discussion Questions (Amharic)

አዲስ አበባ ዩኒቨርሲቲ

የሕግ እና አስተዳደር ኮሌጅ

የፌዴራሊዝም እና አስተዳደር ጥናት ማዕከል

➤ የፎካል ቦይን ውይይት ጥያቄዎች

የተከበራችሁ የውይይት ተሳታፊዎች፡

ከዚህ የፎካል ቦይን ውይይት የሚገኘው መረጃ ለሁለተኛ ዲግሪ መመረቂያ ፅሁፍ ማሟያ ብቻ ግብዓት ሆኖ የሚያገለግል ነው። ስለሆነም የእናንተ እውነተኛ ተሳትፎ እና ትክክለኛ ምላሽ ለውጤታማ የጥናት ስራው ከፍተኛ አስተዋፅኦ ያበረክታል። ምላሾቻችሁም በሚስጥር የሚያዙ እና ለሌላ ማንኛውም አገልግሎት ጥቅም ላይ የሚውሉ አይሆኑም። እነዚህ ጥያቄዎች አጥኝው የመንግስት ስርዓት ከላይ ወደታች የተዘረጋው (decentralization) እና እሱን መሠረት አድርጎ የመንግስት አገልግሎት አሰጣጥ በአዲስ አበባና በሽገር ከተሞች መካከል የለሚ ኩራንና የላገጣፎ ለገዳዲ ክፍለ ከተሞችን እንደ ኬዝ በመውሰድ ለማጥናት እና ለመረዳት እንዲያስችለው የተዘጋጁ ናቸው። በመሆኑም ለሚከተሉት ጥያቄዎች ትክክለኛ መረጃዎችን ወይም ምላሾቻችሁን እንድትሰጡ በትህትና እጠይቃለሁ።

1. በአዲስ አበባ እና በሽገር ከተሞች በአጠቃላይ በተለይም በለሚ ኩራ እና በላገጣፎ ለገዳዲ ክ/ከተሞች ያልተማከለ እና የጥብሊክ ሰርቪስ አገልግሎት አሰጣጥ ትግበራን እንዴት ያይታል ?

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2. በአዲስ አበባና በሽገር ከተሞች ያልተማከ አስተዳደርና የጥብሊክ ሰርቪስ አገልግሎት አሰጣጥ ትግበራን በተመለከተ ባለፉት አመታት ያስቡ እና ከ2018 በኋላ ምን አይነት ለውጦችን አስተውለዋል?

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3. በአዲስ አበባ እና ሸገር ከተሞች ያልተማከለ አስተዳደርና የህዝብ አገልግሎት አሰጣጥ ትግበራ ያሳስበኛል የሚሉትን መግለጽ ይችላሉ?

.....
.....

4. በአዲስ አበባ እና በሸገር ከተሞች በአጠቃላይ በተለይም በለሚ ኩራ እና ለገጣፎ ለገዳዲ ክፍለ ከተሞች ያልተማከለ እና የፕብሊክ ሰርቪስ አገልግሎት አሰጣጥ አፈፃፀምን ለማሳደግ ምን ሀሳብ ያቀርባሉ?

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5. በአዲስ አበባ እና በሸገር ከተሞች በአጠቃላይ በተለይም በለሚ ኩራ እና በለገ ጣፎ በለገ ዳዲ ክ/ከተሞች ያለውን ያልተማከለ አስተዳደርና የህዝብ አገልግሎት አሰጣጥን በተመለከተ ሌላ የምትናገረው ወይም የምታበረክተው

	ሀሳብ	አለዎይ?
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ስለ ሰጣችሁኝ ጊዜ እና ስለ ተሳትፎዎችሁ አመሰግናለሁ //

Annex III
Open-ended Questionnaire (English)
Addis Ababa University
College of Law and Governance
Center for Federalism and Governance Studies

➤ **Open-ended Questionnaire**

Dear respondents, the Information obtained from this open-ended questionnaire will only be used for the partial fulfilment of MA degree. Therefore, your genuine and correct response will contribute a lot for my effective work. Your information will be kept confidential and not be used for other purposes. The open-ended questions set out relevant ideas that enable the researcher to understand more about the decentralization and public service delivery between Addis Ababa and Sheger cities in the case of Lemi Kura and Lega Tafo Lega Dadi sub cities. Hence, you are kindly requested to provide the correct information for the following questions.

B. Basic Information (please tick on the open space)

• **Gender** **M** ----- **F** -----

- What do you think are the major changes of the decentralization that influence the system of public service delivery in Lemi Kura and Lega Tafo Lega Dadi sub cities after 2018 ?

- Which period of time (before 2018 or post 2018) is better in the implementation of the decentralization and public service delivery system in Lemi Kura and Lega Tafo Lega Dadi sub cities ? Why ? Please mention your reasons.

- Have you ever seen any reform in decentralization system in order to delivery service for communities ? -----

- How are you understand about decentralization and public service delivery in general ? what was the process of delivering public service in your sub cities ? -----

- What are your current challenges faced in your sub cities in the process of asking public service issue ?

Thank you for your time and answering the questionnaire!

Annex III

Open-ended Questionnaire (Amharic)

አዲስ አበባ ዩኒቨርሲቲ

የሕግ እና አስተዳደር ኮሌጅ

የፌዴራሊዝም እና አስተዳደር ጥናት ማዕከል

➤ የፅሁፍ መጠይቅ (open-ended questionnaire)

የተከበራችሁ ምላሽ ሰጪዎች፡

ከዚህ የጥያቄ አይነት የሚገኘው መረጃ ለሁለተኛ ዲግሪ መመሪያ ፅሁፍ ማሟያ ብቻ ግብዓት ሆኖ የሚያገለግል ነው። ስለሆነም የእናንተ እውነተኛ እና ትክክለኛ ምላሽ ለውጤታማ የጥናት ስራው ከፍተኛ አስተዋፅኦ ያበረክታል። ምላሻቸችሁም በሚስጥር የሚያዙ እና ለሌላ ማንኛውም አገልግሎት ጥቅም ላይ የሚውሉ አይሆኑም። እነዚህ ጥያቄዎች አጥኚው የመንግስት ስርዓት ከላይ ወደታች የተዘረጋው (decentralization) እና እሱን መሠረት አድርጎ የመንግስት አገልግሎት አሰጣጥ በአዲስ አበባና በሽገር ከተሞች መካከል የለሚኩራንና የላገጣፎ ለገዳዲ ክፍለ ከተሞችን እንደ ኬዝ በመውሰድ ለማጥናት እና ለመረዳት እንዲያስችለው የተዘጋጁ ናቸው። በመሆኑም ለሚከተሉት ጥያቄዎች ትክክለኛ መረጃዎችን ወይም ምላሻቸችሁን እንድትሰጡ በትህትና እጠይቃለሁ።

ሀ. መሰረታዊ መረጃ (እባክዎ በክፍት ቦታው ላይ የጭረት ምልክት ያድርጉ)

• ያታ ወ ----- ሴ -----

1. ከ2018 ዓ.ም በኋላ በለሚ ኩራ እና በላገጣፎ ለገዳዲ ክፍለ ከተሞች የህዝብ አገልግሎት አሰጣጥ ስርዓት ላይ ተጽዕኖ የሚያሳድሩት ያልተማከለ አስተዳደር ዋና ለውጥ ምን ይመስልዎታል?
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2. በለሚ ኩራ እና ላገጣፎ ለገዳዲ ክፍለ ከተሞች ያልተማከለ እና የህዝብ አገልግሎት አሰጣጥ ስርዓትን ተግባራዊ ለማድረግ ከ2018 በፊት ወይም ከ2018 በኋላ የትኛው ግዜ የተሻለ ነው?.....
.....

3. በሁለቱም ክፍለ ከተሞች ከ 2018 ዓ.ም. በፊትና በኋላ የህብረተሰቡን አገልግሎት ለማዳረስ በስርዓት ያልተማከለ ማሻሻያ አይተክ ታውቃለክ/ሽ ?

4. በአጠቃላይ ስለ ያልተማከለ አስተዳደር እና የህዝብ አገልግሎት አሰጣጥ እንዴት ትረዳለክ/ሽ ? በክፍለ ከተሞችዎ የህዝብ አገልግሎት የማቅረብ ሂደት ምን ይመስላል ?

5. የፕብሊክ ሰርቪስ ጉዳይን በመጠየቅ ሂደት በክፍለ ከተሞችዎ ያጋጠሙዎት ፈተናዎች ምን ምን ናቸው ?

ስለ ጊዜያችሁ እና ምላሾቻችሁ አመሰግናለሁ!

ANNEX IV . Profile of Study Participants

1. List of Informants Semi structured Interview

No.	Name of informants	Age	Sex	Marital Status	Place of informants
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1	Tigist Cherinet	41	F	Married	Lemi kura sub city around woreda 03
2	Birke Tsegaye	40	F	Married	Lega tafo Lega dadi sub city
3	Enatnesh Alem	32	F	Married	Lega tafo Lega dadi sub city
4	Meaza Welde	33	F	Single	Lemi kura sub city around woreda 04
5	Bashaye Kinfu	51	M	Married	Lega tafo Lega dadi sub city
6	Kindu Argawu	45	M	Single	Lemi kura sub city around woreda 08
7	Tadese Moges	37	M	Married	Lega tafo Lega dadi sub city
8	Desalegn Shura	44	M	Married	Lega tafo Lega dadi sub city
9	Deraje Shiferaw	46	M	Single	Lemi kura sub city around woreda 06
10	Barsawi Gabre	49	M	Married	Lemi kura sub city around woreda 04
11	Birhanu Abebe	27	M	Married	Lega tafo Lega dadi sub city
12	Lema Beyene	36	M	Single	Lemi kura sub city around woreda 02

2. List of Focus Group Discussion

Focus Group Discussion

No.	Name of informants	Age	Sex	Martial Status	Place of informants
1	Emebet Belayneh	F	29	Married	Lemi kura sub city w. 06
2	Yematawork Bogale	F	27	Married	Lega tafo Lega dadi

3	Birhane Abebe	F	27	Single	Lemi kura sub city w. 02
4	Meserat Yemer	F	29	Married	Lemi kura sub city w. 04
5	Nitsuh Mesfin	F	41	Married	Lega tafo Lega dadi
6	Serkalem Adem	F	42	Single	Lega tafo Lega dadi
7	Demissew Teklu	M	27	Married	Lemi kura sub city w. 06
8	Bedelu Weldekidan	M	45	Married	Lemi kura sub city w. 04
9	Hasen Gorfe	M	37	Single	Lega tafo Lega dadi
10	Nardos Abebe	M	29	Single	Lega tafo Lega dadi
11	Teshome Niguse	M	27	Married	Lemi kura sub city w. 02
12	Alemayehu Kasa	M	44	Married	Lega tafo Lega dadi
13	Biru Wase	M	27	Married	Lemi kura sub city w. 01
14	Girma Ararsa	M	52	Married	Lemi kura sub city w. 03
15	Fikadesilasse Ahimad	M	28	Single	Lega tafo Lega dadi
16	Gamachu Hordofa	M	27	Married	Lega tafo Lega dadi
17	Caalaa Bayisa	M	27	Married	Lega tafo Lega dadi
18	Basazenaw Gebayehu	M	29	Married	Lemi kura sub city w. 04
19	Girmay W/Haregay	M	27	Married	Lega tafo Lega dadi
20	Yosef Dangise	M	27	Married	Lemi kura sub city w. 06

3. List of open-ended questionnaire participants

No.	Name of informants	Age	Sex	Marital Status	Place of informants
1	Chaaltu Gamada	28	F	Married	Lega tafo Lega dadi sub city
2	Birehane Tola	29	F	Married	Lemi kura sub city woreda 03

3	Burtuke Abdi	41	F	Married	Lega tafo Lega dadi sub city
4	Warkitu Girma	50	F	Married	Lega tafo Lega dadi sub city
5	Birhanu Gamada	30	M	Single	Lemi kura sub city woreda 03
6	Waqoo Lema	29	M	Married	Lemi kura sub city woreda 02
7	Getahun Kene	32	M	Married	Lega tafo Lega dadi sub city
8	Yonas Zelalem	37	M	Single	Lega tafo Lega dadi sub city
9	Dhufera Hora	28	M	Married	Lemi kura sub city woreda 08
10	Dagafa Magarsa	38	M	Married	Lemi kura sub city woreda 08
11	Mamush Tufa	35	M	Single	Lemi kura sub city woreda 02
12	Bora Hunde	27	M	Married	Lemi kura sub city woreda 04
13	Kananisa Hagos	36	M	Married	Lega tafo Lega dadi sub city
14	Getaneh Ayal	30	M	Married	Lega tafo Lega dadi sub city
15	Abinew Gelaw	27	M	Single	Lega tafo Lega dadi sub city
16	Gululat Reta	37	M	Married	Lemi kura sub city woreda 06
17	Badhaso Yosan	36	M	Married	Lemi kura sub city woreda 03
18	Girma Gamachis	28	M	Married	Lemi kura sub city woreda 02
19	Abeba Merga	29	M	Single	Lemi kura sub city woreda 06
20	Bula Sanan	28	M	Married	Lemi kura sub city woreda 04
21	Habtamu Salamon	28	M	Married	Lega tafo Lega dadi sub city
22	Jiru Kene	26	M	Married	Lega tafo Lega dadi sub city
23	Mulatu Gadisa	29	M	Married	Lega tafo Lega dadi sub city
24	Tasama Dhuga	27	M	Married	Lega tafo Lega dadi sub city

APPENDIX V: Pictures taken in the field



Picture 1: Individual interview taken place in lega tafo lega dadi sub city in site (with permission).



Picture 2: Focus group discussion taken place in Lega tafo Lega dadi community



Picture 3: Individual interview taken place in Lemi kura sub city in site (with permission).



Picture 4: Focus group discussion taken place in Lemi kura around woreda 04 community



Picture 5: Semi structured interview taken place in Lemi kura around woreda 04 community



Picture 6: Semi structured interview taken place in Lemi kura around woreda 04 community

