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**Assessing the practices of Citizen Engagement Mechanism in Policy  
Formulation in Ethiopia: The Case of House of Peoples Representatives  
(HoPRs)**

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**June, 2020**

**Addis Ababa, Ethiopia**

**ADDIS ABABA UNIVERSITY**  
**SCHOOL OF GRADUATE STUDIES**

**Assessing the practices of Citizen Engagement Mechanism in Policy  
Formulation in Ethiopia: The Case of House of Peoples Representatives  
(HoPRs)**

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**A Thesis Submitted to the School of Graduate Studies, Addis Ababa University,  
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**June, 2020**  
**Addis Ababa, Ethiopia**

## Declaration

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

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This is to certify that the thesis prepared by Selome Legesse Yazew entitled “Assessing the Practices of Citizen Engagement Mechanism in Policy Formulation in Ethiopia: In the Case of House of Peoples Representatives (HoPRs)”, This thesis is submitted in partial fulfillment of the requirements for the degree of Masters in Public Management and Policy (MPMP). Accordingly, we examined and approved that it is conducted according to the regulation of the University and meets the accepted standards with respect to originality and quality.

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## **List of Acronyms and Abbreviations**

HoPRs	House of People Representatives
CSO	Civil Society Organizations
FDRE	Federal Democratic Republic of Ethiopia
IAP2	International Association for Public Participation (IAP2)
OECD	Organization for Economic Cooperation and Development
UN	United Nation
UNDP	United Nation Development Program
UNPPP	United Nations Public Policy Program
WB	World Bank

## ABSTRACT

*The purpose of the study is to assess the mechanisms, practices and factors that affects citizen engagement in policy formulation process within HoPRs. This research employed mixed research designs meaning that both qualitative and quantitative research approaches are used. Based on the mixed research rationales out of 547 HoPRs parliament members' of population 122 survey respondents were selected by using Mike Slovin / Yemane's sample size determination formula and 22 participants were purposely selected by qualitative data collection methods. Under qualitative method non-probability purposive sampling techniques have been employed and in quantitative method both descriptive and inferential analysis have been employed. The major finding indicates the degree of citizen engagement is moderate and weak participation in practice on policy formulation, passive and weak practice of disseminating relevant information. Moreover, there was weak and uneven document distribution, press conferences, radio and television programs, and some websites, awareness creation and citizens informing to play on duties, rights and responsibilities. From the finding, HoPR want to were forwarded; to address the objectives developing better laws, directives and guidelines, expanding the scope of information by implementing new technologies and providing training on citizens awareness.*

***Key Words: Citizen Engagement Mechanism, Citizen Participation, Policy formulation.***

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# CHAPTER ONE: INTRODUCTION

## 1.1. Background of the Study

The role of civic engagement in policy formulation and practice at the international level is growing, not a new concept, and citizens around the world are making their mark on policy formulation at various levels. Looking back over the past few decades: Recognizing the true motivation of citizens at the time to hold accountable those in power, a significant part of the growth of civic engagement since the transition to democracy in Africa, Asia and Latin America in the 1980s is a unique asset. It is important to look at the role that citizens play in policy making in the political process. In democracies, citizens are presumed to be important stakeholders in that they are able to participate either directly or indirectly through elected representatives in the formation, adoption and implementation of the laws and policies that affect those (Roberts, 2004).

It is not uncommon for the history of civic participation in public affairs to be marked by the development of many relations between citizens and governments over the centuries. However, in modern democracies, citizen participation in public policy has been significantly lower. It is therefore important to develop practices that awaken dormant citizens and remind them of the important role that they can play (Carreira, Machado & Vasconcelos, 2016). Based on the progression of citizen involvement in policy issues the concept of citizen participation has been defined differently by many scholars and development practitioners. As Smith (2003) stated it means a process in which individuals, groups, and organizations have the opportunity to take part or be involved in making decisions that affect them, or in which they have an interest.

According to Universal Declaration of human right everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits. Moreover, According to UNHR declaration article 19 everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers (UNHR, 1948).

In similar manner, involvements of citizens in a wide range of policy making activities, including the determination of levels of service, budget priorities, and the acceptability of physical construction projects in order to orient government programs toward community needs, builds public support, and encourage a sense of cohesiveness within neighborhoods. Citizen engagement in public administration implies the involvement of citizens in decision making process of the state through

measures and/or institutional arrangements so as to increase their influence on public policies and programmes ensuring a more positive impact on their social and economic lives (UNPP, 2013).

Citizenship can take many forms. Types of citizen participation in the developing world include model elections and referendums, social movements, protests, constitutional process and other public consultations, budget control, citizen satisfaction surveys, citizen judges, community control or administration, participatory planning, social audit etc and being progressive in practice (Roberts, 2004). Citizens use a number of strategies to participate in the policy process. These include those designated within the decentralized governance framework and many others from outside. We are seeing the tendency of traditional leaders to disregard this decentralization process and use ordinary citizens as their main participatory means, contrary to the central policy framework (Chingaibe & Msukwa, 2012).

Strengthening our relationships with citizens is an important part of proper investment and good governance in better policy formulation. Citizen participation increases the opportunity for new police sources, information and resources to come up with new ideas when making government decisions. Equally, important it contributes to building public trust in government, raising the quality of democracy and strengthening civic capacity. Such efforts help strengthen representative democracy, in which parliament play a central role (OECD, 2001).

Policy structures within a decentralized governance framework have shown potential for citizen participation and influence. However, the bureaucrats, who have done their job well, have not been able to use the authority given to these structures for deep and broad citizen participation development. Local structures are particularly vulnerable under the control of chiefs and local politicians and in many cases, chiefs and government officials prefer a dominant ship rather than a leader, while the other is highly publicized and exemplifies the previous flow of power and authority. Consequently, citizens' influence is generally low in policy making as their inputs have only tangential effects in identifying and framing policy problems (Chingaibe & Msukwa, 2012).

In Ethiopia, apart from the change in the perception of citizen participation in the international arena, there is a tendency for policy change due to the desire to involve citizens in its own policy formulation. To this end, the FDRE constitution provides for the development of national development policies and programs to enhance public participation and support for the development of the people. Besides, legislators are working to identify problems, study issues, receive expert and public resources, and formulate and approve policies designed to address the problems or issues of their citizens (Birkalnd, 2001).

Behind the policy documents, the government is working to increase civic engagement and to focus on the success of civic engagement in the implementation of planned development reports (FDRE, 2013, 2016). Hence, the public has been granted the constitutional rights to have their say to policies affecting their community. Thus, this research set out to examine the situation of institutional framework, extent of citizen engagement participation in policy formulation and empowerment through participation at grassroots level within HoPRs.

Coupling, problems and lack of real citizen participation in policy formulation, dominance of policymakers, lack of capacity and commitment at all levels to create space for citizens, lack of clear strategies and guidelines, lack of transparency in citizen participations and directions initiated to begin to ask why citizens engagement and the researcher wanted to throw its stones with its own hands. Hence, this study focuses on the limitations, impacts, and implications of citizen participation in policy-making. Therefore, the main focus of the study is to evaluate the contribution of citizens' participation mechanisms and practices to policy formulation, the case of HoPRs.

## **1.2. The Statement of Problem**

Ethiopia has been promoting civic engagement in the context of decentralization of authority to lower levels as an important policy instrument for addressing local needs effectively and situating the power for public service delivery closer to the people (Ministry of Information, 2004). Citizen participation can be seen as a bridge and a pledge that connects the government and citizens in the development and implementation of policies, programs and services (Robert, 2004). Various experiences have shown that the improved participation of citizens can ensure efficiency, legitimacy, popularity, allocation of resources and political stability by ensuring the potential benefits for citizens and governments (FDRE, 2009).

Policy development is an important and fundamental democratic process, and it is an important process that creates opportunities for citizens to actively participate in the process of organizing their ideas in an organized manner (Brenton, Holmes, 2011). Despite the fact, it is clear that civic engagement contributes significantly to policy development in a comprehensive and sustainable manner, there are a number of problems that are visible and invisible. Debates and criticism of citizen participation have centered on a lack of adherence to genuine participation, with accusations of tokenism (Cooke and Kothari, 2001).

As Carreira, Machado & Vasconcelos (2016) indicated the true participation of citizens for a country is the foundation of the current democratic democracy. Lack of civic engagement is

directly linked to a lack of trust in government institutions and politicians. It has also a role to play in promoting healthy citizens' participation in politics, but it is difficult to say whether much is being done. The above writers tried to show the backbone role of public participation in democracy, the drawbacks of citizen participation, citizens' opinions and trust in politicians and government institutions. However, despite identifying the roles, the drawbacks, trust and opinion of citizen participation in governmental institutions and politics, the writers were not showing us the factors that influencing citizen engagement in policy formulation. In my proposition, in addition to factors influencing citizen engagement, access to information, the awareness works and involvement of citizens in the policy formulation was discussed within particular reference to HoPRs of Ethiopia.

Moreover, Atsbeha Aregawi (2012) conducted the research within House of Peoples' Representatives Ethiopian. This study identified some of the major problems encountered in the process and provided some recommendations. The findings of the above authors indicate that the legislature has made good progress in establishing institutional and operational arrangements, and that the legislature has made significant improvements in the competence of members of parliament and standing committees by providing legislative, regulatory, audit, and representation functions.

Furthermore, the finding indicated that the legislature lacks an active role in its policy making process and does not have the mechanism to capture the public attention in doing so. However, despite identifying to take sufficient corrective actions the writes were not showing us the extent of citizens' influence on decisions and institutional contexts to foster citizen engagement in policy formulation. In my essay, in addition to the gaps identified, the natures and practice of institutional context to foster citizen engagement mechanisms in policy formulation was assessed. Based on the findings, the thesis was assessed the strategies and guidelines that host citizen engagement as well as the actual practice of citizen engagement in HoPRs.

At last, there are a number of grievances that have arisen as to the nature and inclination of citizens at the grassroots level. The experience of this research shows that the House of Peoples' Representatives has no real involvement in policy-making, as it has delegated to the executive on policy-making by law. Based on this, the office lack clear guidelines and commitment to boost the level of public participation in the same process. In addition, the

lack of transparency and accountability of stakeholders has further affected the participation of citizens.

The researcher is eager to analyze the participation and role of citizens in various policy-making processes. However, they didn't address the central questions including the process of participation lead to citizens feeling more valued, the effect of citizen participation on the outcome of policy decisions and types of participation exercise representative in terms of who participates. Despite this, this research failed to include citizen participation as a means to promote responsible, shared decision-making on issues that affect individual and collective life.

Therefore, the primary focus of this study was to evaluate not only drawbacks on the citizen participation but also the gaps and problems observed in the process of policy formulation. The study was also explored factors that hinder genuine citizen engagement in policy formulation process. Moreover this study was try to investigate the citizens' engagement mechanisms and practices in policy formulation process. Finally, the study attempted to compare and contrast roles and levels of citizen participation in policy making process in Ethiopia. Assuming the above research works, this research was attempted to fill the identified gaps and forward public policy research, education and practice implications. Hence, it is necessary to look the issue in-depth to find out the practices of citizens' engagement mechanisms in policy formulation process which may help the practitioners and policy makers to link the persistent gaps identified.

### **1.3. Research Questions**

To achieve the objectives of the study, this research attempted to answer the following basic research questions.

1. What are the practices on citizen participation in the policy formulation process within HoPRs?
2. What mechanisms are used to increase citizen participation in policy formulation process within HoPRs?
3. Does the role of citizen participation play in policy formulation process within HoPRs?
4. How the level of citizen participation in the policy-making process within HoPRs?

## **1.4. General Objective**

General objective of the study was to assess the mechanism and practices of citizen engagement in policy formulation process in the case of House of People's Representatives of Ethiopia (HoPRs).

### **1.4.1. Specific Objectives**

- ❖ To explore the practices on citizen participation in the policy formulation process within HoPRs?
- ❖ To identify citizen engagement mechanism in policy formulation process within HoPRs.
- ❖ To examine the role of citizen participation in policy formulation process within HoPRs.
- ❖ To assess the level of citizen participation in the policy-making process within HoPRs.

## **1.5. Scope of the Study**

Though, a citizen engagement in policy formulation process is existing as a natural and have human right bases that vary from time to time. Based on this, the study was delimited thematically focused on assessing the mechanism and practices of citizen engagement in policy formulation. Geographically, delimited within House of Peoples Representatives Addis Ababa, Ethiopia.

## **1.6. Limitation of the Study**

This essay is designed to assess the mechanism and practices of citizen engagement in policy formulation process in the case of House of People's Representatives of Ethiopia (HoPRs). Under this study, COVID-19 challenged citizen engaged in policy making process directly from the house of peoples representatives. Moreover, lack of well-organized secondary sources was a major limitation encountered during development of the thesis progress. Finally, the allowed fund can be rate as major potential limitations that can hinder to conduct large scale of research with this topic.

### **1.7. Significant of the Study**

Looking specifically that there are many advantages with many benefits, in deep looking in assessing citizen engagement mechanisms and practices in policy formulation process within HoPRs. This is because the researcher believes that assessing the mechanism and practices of citizen engagement in policy formulation process was the most demanding issue that was researched. In light of this, the study presents double implications in depth, and the study hopes to fill ongoing academic lacuna/funding, adding value to current knowledge. This study is also helpful for policy makers to design and develop effective strategies that primarily aiming at meeting the mechanism and practices of citizen engagement in policy formulation process and find out the expected outcomes. Moreover, it was paved the way for policy analysts to intervene normally. Finally, this study helps students of public administration and policy as a teaching and learning, reference text for their fields of study at the graduate and postgraduate levels.

### **1.8. Organization of the Study**

The study was organized in to six chapters. The first chapter contains introduction of the study, background of the study, problem of statement, the general and specific objectives, and research questions, significance of the study, limitations and organization of the study were included. The second chapter contains related literature reviews, major topics and sub topics. The third chapter was about research design and comprised the data collection tools, the sampling method and sample size determination, method of data analysis and ethical considerations of the study are discussed. The fourth chapter was about the data presentation and analysis. All the data obtained using all the data collection tools and the information obtained from key informants, FGD and document analyses were analyzed and reported in this chapter. The fifth chapter was about discussion of the study, in this section of the study, research findings were presented in relation to relevant findings of previous researches in the area specifically related to citizen engagement mechanisms and practices were discussed. The last chapter was about the conclusion and recommendations. Based on the data collected and the analysis undertaken, summary, conclusions and important recommendations were forwarded.

## **CHAPTER TWO: LITERATURE REVIEW**

### **2.1. What is Citizen**

Citizens can work as individuals or organize themselves into associations and groups such as community groups, women's groups or indigenous groups. Thus, by working to increase citizen participation, citizens must be free to become a peaceful customer in a country, free from government, public and private sector interference. Civil society organizations can represent citizens as well as non-profit organizations such as NGOs, charities, faith-based organizations, academies, unions, policy development and research institutions, trade unions, and societies (R. Lister, 2013).

### **2.2. The Concept of Citizen Engagement**

Citizen participation is the foundation of democracy and citizen participation will inevitably affect policy goals. Various scholars agree that civic engagement implies that there must be ways, activities, or processes to engage citizens in the process of public policy. Basically citizen involvement entails engagement of citizens as participants in the development of public activities such as public policy formulation. Citizen participation is described as the involvement of citizens in a wide range of activities that relate to making and implementation of policy (Fox & Meyer, 1995).

Citizen participation is described as the involvement of citizens in a wide range of activities that relate to the making and implementation of policy including the determination of levels of service, budget priorities, and the acceptability of physical construction projects in order to orient government programmes towards community needs (Fox & Meyer, 1995). As Campbell and Marshall (2000) & Anderson (2015), revealed citizen involvement means the publics' ability to take part or participate in the nation-states' processes and activities especially concerning preparation of public policy and the critical decision making that affects their day to day lives.

Citizens' participation is a human right in themselves, the exercise of which is essential to realizing other human rights. Citizen participation is one of the major backbones of democracy, and it inevitably influences the goals of public policy. The idea that citizen should directly engage in public policy making is widely accepted. It is evident in the range

of mechanisms to facilitate such engagement put in place across democratic political jurisdictions (Spicer, 2016). A wide variety of different mechanisms that aim to engage citizens in policy-making are used in many different political systems at different stages in policy cycles (Rowe & Frewer, 2005).

In particular, it is argued that citizen engagement draws on specific citizen expertise that may be missing from the information ordinarily available to elected representatives or bureaucrats when taking decisions. It is also frequently argued that the process of citizen engagement itself is valuable irrespective of whether it in fact leads to better public policies, as it is “the vehicle through which fair distribution of benefits would be achieved” (Campbell & Feinstein, 2012). A related argument is that direct citizen engagement in policy-making increases the perceived legitimacy of public policies and in so doing helps to avoid long-term opposition to policies (Kamenova & Goodman, 2015).

Citizen engagement mechanisms are not universally accepted to be always valuable or necessary in policymaking (Fung, 2006). Even in cases where it is felt that citizen engagement is potentially advantageous, it is less clear whether the ostensible advantages actually materialize in practice (Aubin & Bornstein, 2012). One frequent criticism is that citizen engagement mechanisms merely fulfill the legal requirement that consultation or citizen participation occurs rather than making a substantive difference to policy making and policy outcomes (Roberts, 2004).

A related critique questions the ability of citizen consultation mechanisms to generate better and more legitimate policies. One suggested reason is that many citizens lack the information, particularly the technical information, to participate meaningfully in consultation exercises (Irvin & Stansbury, 2004). According to Callahan (2007) the empirical evidence supporting the claim that underrepresented groups do not participate in the policy process as regularly or as fully as the general population. In sum, it may be that public engagement succeeds in bringing a wider number of voices into the policy debate but it is not necessarily the case that participants are representative of the community as a whole.

### **2.3. The empirical review on citizen engagement in policy making**

Citizen engagement has garnered strength in the last 20 years as a response to the shortcomings of government reforms designed to improve governance. Different forms of citizen engagement and social accountability have been implemented over the years, ranging from institutionalized participatory processes to performing social audits and raising awareness. The evidence available highlights that there are different types of positive effects in increasing good governance and anti-corruption efforts, such as increased citizen participation, building more responsive states, and identifying and sanctioning cases of corruption. However, the extent of the impact of citizen engagement is influenced by factors that may enable or limit this impact, such as political will and access to information (Marin A, 2017).

Evidence of impact Citizen Engagement can have different types of impact, some of which are broad and diffuse, such as: strengthening inclusive and cohesive societies and raising citizen awareness on an issue, which can lead to government action. Other types of impact from social accountability are specific to the sector and to the activity, such as: improving the effectiveness of expenditure for a particular public service; sanctioning public officials who seek bribes or perform acts of malfeasance; or improving a governance process like budgeting. The impact of a citizen engagement activity can occur at many levels and it can be difficult to capture all the different effects an activity has (Marin A, 2017).

#### **2.3.1. Social and governance impact**

A study of 100 cases across 20 countries using meta-case study analysis methods revealed that citizen engagement initiatives have multiple positive social and governance outcomes in four broad areas: the construction of citizenship; strengthened practices of citizen engagement; building responsive and accountable states; and more inclusive and cohesive societies. From the 100 cases studies, 75% had positive results that contributed to these outcomes (Gaventa & Barrett, 2012).

Impact of citizen engagement in service delivery Anuradha Joshi (2013), in a study on the impact of transparency and accountability initiatives in service delivery, finds that the evidence is mixed regarding impact. She finds evidence which for [www.ipaidabribe.com](http://www.ipaidabribe.com) suggests that initiatives are more effective in achieving first order goals, such as exposing

corruption, than on the ultimate goal, such as improving overall responsiveness of service providers.

### **2.3.2. Impact of citizen engagement in public financial management and development**

In a similar study, Ruth Carlitz (2013) finds a patchwork of results while evaluating the impact of initiatives to improve accountability and transparency in budget processes. For example, she highlights the positive outcomes of participatory budgeting in Brazil in areas such as greater access to public sanitation and paved roads. Nevertheless, the study finds that there are many more studies that document the immediate process-related impact, such as greater openness in the budget process, than on the effects on longer-term outcomes.

A review of studies of large-scale programmes and field experiments of social accountability demonstrates that there are positive development effects including: reducing leakages of public funds destined for public education in Uganda; disseminating funding information to citizens; and reduction in wage thefts in India through social audits (Fox, 2015).

### **2.3.3. Challenges assessed the impact of citizens' actions**

After two decades of citizen engagement activities to curb corruption and improve governance, there are increasing efforts to provide evidence of their effectiveness and impact. Overall, there have been advances and innovations in implementing agencies to assess the impact of citizen engagement activities through developing indicators, methodological approaches and theories of change. Nonetheless, there are inherent challenges to assessing impact as many of the outcomes of these types of initiatives are rarely visible, tangible or measurable (Gaventa & McGee, 2013).

One considerable challenge in citizen-led transparency and accountability studies is that the citizen engagement component of the intervention being evaluated is poorly theorized or explained. For example, there is limited information about how and why citizens act upon information received and the ways in which they exact accountability from authorities. As a result of this, there is a limited understanding of the role citizens and civil society play in the logical chain that results in greater accountability (Gaventa & McGee, 2013).

It is also important to note that identifying and measuring positive outcomes to citizen-centered approaches depend on the research approach, the definition of “positive outcomes” and the conditions under which the citizen engagement activity was successful. It has also

been noted that there have been few efforts to identify the negative impacts of transparency and accountability initiatives (McGee & Gaventa, 2010).

#### **2.4. Citizen Engagement and good Governance Promotion**

There are many and varied ways in which citizens engage in good governance and anti-corruption efforts. The actors that might participate in good governance activities can be members of a community, a loose network of like-minded citizens or, more commonly, a civil society Organisation. In addition, these actors can take part in a range of activities from taking part in institutionalized participatory processes to performing social audits and collaborating to raise awareness on a specific issue, such as anticorruption. How this wide range of activities contributes to better governance and decreased corruption can be explained through different rationales (Verdenicci & Hough, 2015).

One rationale for citizen engagement in promoting good governance, and specifically in anticorruption efforts, considers that corruption is a collective action problem and, in order to tackle it, high social capital and social trust are necessary (Verdenicci & Hough 2015). Social trust can be increased through greater transparency as an enabling factor, and through more democratized and participatory governance processes given that greater participation brings more voices and interest into a governing process and limits opportunities for public officials to abuse their powers. Another rationale is based on the assumption that failures in government, such as poor servicedelivery, stem from a lack of accountability(Fox 2015).

Enablers of Citizen Engagement activities, including social accountability mechanisms, intend to elicit a response from governments and to respond to a specific need; for example, for reduced corruption and better public services. In broad terms, this can be done in two general ways: by seeking accountability after the fact such as through monitoring and evaluation mechanisms or by preventing malfeasance through increased citizen participation (Grimes, 2008).

#### **2.5. Limits of citizen engagement**

Despite the evidence of the positive effects of citizen-led activities and the overall enthusiasm towards citizen engagement activities to fight corruption and enhance good governance, these mechanisms do have their limits.

There is Limited civil society and citizen capacity in Citizen engagement approaches rely heavily on citizens being able to fulfill the tasks asked of them. In some cases, there is a need to perform varied analytical duties, complex reporting, planning (Verdenicci & Hough, 2015) and effectively communicating with stakeholders, which may be duties outside their expertise or they simply lack the time to perform. In this case, organized and professionalized civil society organizations can mitigate this hurdle; nevertheless, there is still a need for skills and abilities to effectively engage with governments on anti-corruption and good governance issues.

There is Lack of government will or capacity to respond an assumption that governments are able to respond to citizen's demands for accountability and better service provisions. Most citizen-centred efforts take place within more or less formalized institutional arrangements, which implies that there must exist the ability and willingness of politicians and public officials to cooperate with citizen groups and civil society organizations (Verdenicci & Hough, 2015).

#### **2.5.1. Lack of Inclusiveness and Co-operation Risks**

Another limit stems from the fact that citizen-led activities are not automatically inclusive. Findings suggest that in many cases, participants of citizen engagement activities are wealthier, better educated and hold a higher social status (Verdenicci & Hough, 2015). In addition, the participants run the risk of being manipulated or co-opted by powerful local elites (Verdenicci & Hough 2015). Induced citizen engagement lastly, the re-creation of citizen engagement activities by external agents can alter the dynamic between citizens and states, creating an induced reaction by citizens or civil society groups within a country context. The evidence on "induced" citizen engagement to curb corruption points to disappointing results (Verdenicci & Hough, 2015).

## **2.6. Core Values for the Practice of Public Participation**

According to the International Association for Public Participation (2011), there are seven core values for the practice of public participation. The core values are listed as follow:

- ❖ Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
- ❖ Public participation includes the promise that the public's contribution will influence the decision.
- ❖ Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
- ❖ Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
- ❖ Public participation seeks input from participants in designing how they participate.
- ❖ Public participation provides participants with the information they need to participate in a meaningful way.
- ❖ Public participation communicates to participants how their input affected the decision.

## **2.7. Key Themes in Public Participation**

According to the Canadian Institute of Governance (1998 the following themes concerning governments' approaches to public participation are drawn from).

- ❖ Citizen engagement takes different forms according to the nature of the issue at hand, and the expectations of both public servants and citizens involved must be clearly understood and managed. There must be commitment to the cause of involving citizens from ministers, senior executives and line managers, with adequate resources ear-marked, and public servants suitably trained in consultation and facilitation
- ❖ The methodology of engagement observes the following principles:
  - ✓ shared agenda-setting
  - ✓ relaxed time-frame for deliberation
  - ✓ emphasis on value-sharing
  - ✓ inclusiveness, courtesy and respect.
- ❖ Voluntary and non-government organizations are valuable agents for informing participants and facilitating dialogue between government and citizens.

- ❖ The application of information technologies to citizen engagement requires careful attention to the sociology / demography of internet use and how information is prioritized and dialogue facilitated in online environments.
- ❖ Citizens must be enabled to come to the engagement process with some knowledge of the matters under deliberation, a willingness to learn, and possessing the civic skills and personal capabilities that facilitate respectful dialogue.

The rationale for government-citizen relations are about interactions between government and citizens in a democracy. What does this mean concretely? Relations between government and citizens exist in a wide range of areas from policy-making to delivering and consuming public services. Government operates on different levels: local, regional, national and international. Representative democracy is also based on ongoing interactions among government and citizens (OECD, 2001).

According to Brady, Verba, & Schlozman, (1955) Public policy formulation is a process that requires various stakeholders and may be a difficult one or result in failure if the citizens are left out of the planning process. A precondition to citizen involvement to policy formulation, they must first have a reason and interest in politics, concern regarding public issues, a sense that their actions will make a difference and a sense of civic responsibility. They argue further that in addition to this psychological participation in the political process, the availability of certain resources may have profound effect on citizen involvement.

Involving citizens in the formulation of public policy is necessary in the management process of the whole country. Citizen involvement is equally important as it is needed in building commitment and capacity of the government and citizens. According to the Organization for Economic Cooperation and Development (OECD,2001)report, the relations between government and citizens exist in a wide range of areas from policy-making to delivering and consuming public services.

At present the two main modes of government or organization are "top-down" or "bottom-up" communication. Citizen participation is the embodiment of "bottom-up" mode. Citizen participation is also a guarantee of putting the people in charge of the country into the national political life and social life. In the process of public policy implementation, citizens not only participate passively, but also need to participate

actively. Therefore, it is of great significance for citizens to participate in the implementation of public policies. It is conducive to the better realization of the objectives of the subject of public policy implementation, to the implementation of the "bottom-up" public policy model, to the maximization of public interests and to the citizens' needs to adapt to public policies.

## **2.8. Significance of Citizen Engagement**

Better Public Policy Stronger government-citizen relations encourage citizens to spend time and effort on public issues. It uses and values citizens' input as a resource. Information, consultation and active participation provide government with a better basis for policy-making enabling it to become a learning organization. At the same time, it ensures more effective implementation, as citizens become well informed about the policies and have taken part in their development (OECD, 2001).

To the Implementation of a Bottom-up Public Policy Model Citizen participation in the implementation of public policy is conducive to the implementation of the bottom-up public policy mode. At present, the main mode of information transmission is "top-down" mode in most of the countries, which transfers information from top to bottom. Choosing the information beneficial to their own level will continue to transmit to the lower government, but the information unfavorable to their own level will not be transmitted or as little selective transmission as possible. Citizen participation in the process of public policy implementation is also a form of bottom-up feedback (OECD, 2001).

### **2.8.1. It is Conducive to Maximizing the Public Interest**

The essence of public policy is to carry out a series of activities to maximize public interests and social interests. Citizen participation in policy implementation is conducive to understand the public's interests and requirements in time, and it can increase citizens' awareness and support of the content of public policy implementation, enhance the sense of trust in the government. Citizens' participation in the process of public policy implementation is conducive to their voice for their own interests, and they can give advice to government policy-makers (OECD, 2001).

The timely response of the government executing public policy personnel is conducive to the citizens' affirmation of the government, government staff and public policy. The timely response of the government's public policy practitioners is conducive to citizens' affirmation of the government, government staff and public policies. This is also conducive to the efficiency, scientificity, democracy and rule of law of the government in the management process, and this is conducive to the interests of all parties (OECD, 2001).

### **2.8.2. It is Fundamental Component of the Planning System**

Citizens, as well as various groups within societies, often remain in defense of their interests, they can assist in the (ex-ante) analysis of the effects of policies as this assists with putting the right policies into place and putting aside the wrong ones. Marzuki (2015) puts it that citizen interest allows involvement in the decision process from an early stage of related planning procedure, this will encourage citizens input in the planning process and present the views of the entire community on specific issues to ensure that the proposed plan mirrors their aspirations.

A successful citizen participation program must be integral to the planning process. The program should also be focused on its unique needs, designed to function with available resources and responsive to the citizen participates. It is significant to involve citizens in public policy formulation so as to defuse tension and conflict over public decisions (Jephias Mapuva (2015), Cogan, 1986). Equally, information should be availed to the public in the same way, government expects citizens to usher it with information. Poorly designed and inadequate measures for information, consultation and active participation in policy making can undermine government relations with the citizens (Organisation for Economic Cooperation and Development, 2001).

### **2.8.3. Increased Efficiency and Service**

Citizen's involvement's efficiency and effectiveness are compromised by the difficulties faced by the citizen when it comes to understanding the technical reports and the complex planning issues (Jenkins, 1993). It is imperative that the citizen be more involved in the public policy formulation process and have a better understanding of the same process for instance, a truly responsible government will ensue that citizens understand and actively consider policy choices that are before the society (Graves, 1995). According to Sidor

(2012), the main goal of public authorities aimed at involvement of citizens is to improve the decision making process and the quality of service, therefore public authorities involve citizens in order to achieve better effects in government.

The promotion of good governance according to Devas & Grant (2003), in order for the government to correctly choose what to do, the citizens should be involved since they know and are sure of what they want from the government. Public participation is perceived as one of the milestones of democracy and local governance. Public participation in the making and implementation of policy as such is indispensable for sustaining democracy and promoting good local governance and administration (International Peace Bundling Advisory Team, 2015). Additionally, citizen participation strengthens government the relations with citizens and is a rigorous investment in better policy-making and a core component of good governance.

## **2.9. Principles of Citizen Participation**

According to Global Initiative for Fiscal Transparency's Principles of Public Participation Policy (Americas, 2018). These principles are intended to guide parliaments and parliamentarians in the development of strategies to enhance citizen participation in the legislative process.

- i. Openness: Provide full information on, and be responsive with respect to, the purpose, scope, constraints, intended outcomes, processes, timelines, and actual results of participation, in addition to next steps.
- ii. Transparency: Provide all relevant information to support each instance of public engagement, highlighting and informing key choices and trade-offs, identifying potential social, economic, and environmental impacts, and incorporating a diversity of perspectives; provide timely and specific feedback on public inputs and how they have been incorporated or not in bills.
- iii. Inclusiveness: Proactively use multiple mechanisms to reach out to and provide a safe space for all citizens, including those from traditionally marginalized groups, and voices that are seldom heard, without discrimination on any basis including nationality, race, ethnicity, religion, gender, sexual orientation, disability, age or caste; recognize that different participation channels maybe more appropriate for

different stakeholder groups; and consider public inputs objectively and irrespective of their source.

- iv. **Respect for self-expression:** Allow and support individuals and communities, including those that are directly affected, to articulate their interests in their own ways, and to choose the means of engagement that they prefer, while recognizing that there may be groups that have standing to speak on behalf of others.
- v. **Reciprocity:** All state and non-state entities taking part in public engagement activities should be open about their mission, the interests they seek to advance, and who they represent; should observe any agreed rules for engagement; and should cooperate to achieve the objectives of the engagement.
- vi. **Accessibility:** Facilitate public participation in general by disseminating draft bills, committee reports, and all other relevant data, in formats and using mechanisms that are easy for all to access, understand, and to use, re-use and transform; present information in a way that is relevant to citizens' frame of reference.
- vii. **Complementarily:** Ensure that mechanisms for public participation and citizen engagement complement and increase the effectiveness of existing governance and accountability systems.
- viii. **Sustainability:** Conduct on-going and regular engagement to increase knowledge sharing and mutual trust over time; institutionalize public participation where appropriate and effective; and regularly review and evaluate past experience to improve future engagement.

**Timeliness:** Allow sufficient time in the various phases of the legislative process for the public to provide input; engage early while a range of options is still open; and, where desirable, allow for more than one round of engagement.

## **2.10. International Declarations on Public Participation**

The notion of public participation is increasing worldwide and it is encouraged by international and regional agreements between countries, which mostly oblige governments

to take steps to improve transparency, participation and accountability. According to Theron (2009), the Manila Declaration (1989) provides four public participation principles that are echoed in the African Charter for Popular Participation in Development and Transformation (1990). These are as follows:

1. Sovereignty resides with the people, the real actors of positive change. The people themselves know what is best for them and what will bring about positive change in their lives. If sovereignty resides with the people, development must be community driven, community led and community owned.
2. The legitimate role of government is to enable the people to set and pursue their own agenda. This calls for the recognition from government officials that people are not passive recipients of change, but active participants in their own development. The ideal situation is a partnership between government and the beneficiaries of development whereby government empowers people to implement their own development successfully. The opposite of this can be described as mobilization rather than empowerment (Korten, 1990, Thereon, 2008).
3. To exercise their sovereignty and assume responsibility for the development of themselves and their communities, the people must control their own resources, have access to relevant information and have the means to hold the officials of government accountable.
4. Those who would assist the people with their development must recognize that they are the ones who are participating in support of the people's agenda, and not the reverse. The value of the outsider's contribution will be measured in terms of the enhanced capacity of the people to determine their own future.

## 2.11. Typologies and Modes of Public Participation

As Arnstein (1969) recognized that participation could differ in scope and depth when she formulated eight levels of participation. The levels are briefly described below.

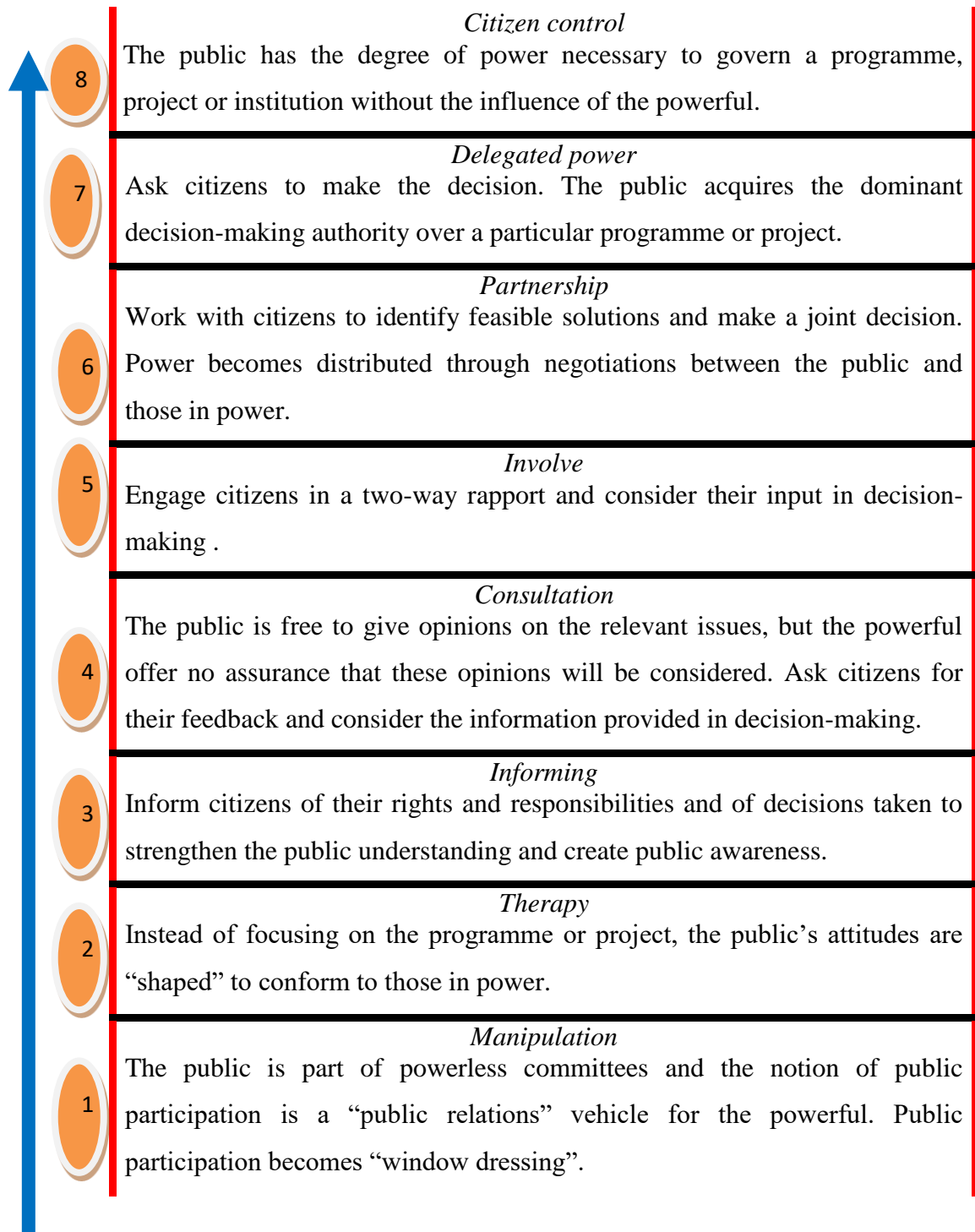


Figure 1: Ladder of Citizen Engagement Adopted from Arnstein's (1969)

The above Arnstein's Ladder of Public Participation has been an influential input into the participation debate. Her core difficulty was to provide an answer to the problematic question of what really constitutes participation and what does not. Her efforts essentially led to the development of a typology organized in a ladder pattern with each rung of the ladder indicating the level of power of citizens to actually influence decision-making. Her model also contextualizes participation as an issue of power relations in society hence introducing important ideological questions. Characterizing citizen participation as citizen power, she defines it as "the redistribution of power that enables the have-not citizens presently excluded from the political and economic processes, to be deliberately included in the future".

A number of citizen engagement mechanisms exist for engaging with citizens (see Annex I). They broadly include: (a) traditional consultation and feedback mechanisms, such as focus groups and satisfaction surveys; (b) participatory mechanisms, such as community scorecards, participatory planning, and budgeting; & (c) citizen-led mechanisms, such as community management or user management committees. In addition, third-party monitoring mechanisms include social audits, citizen report cards, public expenditure tracking surveys, and working with independent monitoring entities such as information commissions, ombudsmen, or supreme audit institutions.

## **SUMMARY**

This chapter broadly outlined the concept of citizen involvement, types of citizen engagement, core values for the practice of public participation, key themes in public participation and rationale for government-citizen relations, principles of citizen participation, typologies and modes of public participation, international declarations on public participation. Furthermore, this chapter further assess the significance of citizen engagement related with its implementation of a bottom-up public policy model, maximizing the public interest, planning system, increased efficiency and service and promote good governance. Based on Citizen Engagement, as the activities of private citizens who seek to influence public decision-making processes which affect their lives and their communities, has garnered strength in the last 20 years as a response to the shortcomings of government reforms designed to improve governance.

## **CHAPTER THREE: RESEARCH METHOD**

This section deals with how the study was conducted. participants, sampling techniques, procedures of data collection and data analysis are clearly explained. In addition, eligibility criteria, data quality assurance and ethical consideration are explained.

### **3.1. Research Approach and Design**

This research is mixed research study in its design which used both qualitative and quantitative research approaches. The reason why mixed is, as De Silva (2010) explains, “Mixed methods provide the opportunity for presenting a greater diversity of divergent views”. From the researcher view point, using a combination of quantitative and qualitative methods of analysis also reduces the limitation of each approach has and helps to get more reliable research findings. In addition to this, the writer elaborate the advantage of mixed research for analysis as; “together the data analyses from the two methods are juxtaposed and generate complementary insights that together create a bigger picture”.

Similarly, according to John (2005) the reasons for doing mixed research are to complement one set of results with another, to expand a set of results, or to discover something that would have been missed if only a quantitative or a qualitative approach had been used. Therefore, the above justifications and advantages convince the researcher to choose mixed method to the identified research topic.

### **3.2. Rational for the Selection of the Study area**

The target area of study was Federal Democratic Republic of Ethiopia House of Peoples Representatives Addis Ababa, Ethiopia. House of Peoples Representatives is selected purposively based on the following reasons: first familiarity of the researcher with the culture of the organization and work experiences within HoPRs exited to collect data from different sources. Its accessibility was enabled the researcher to get deeper understanding of the issues and interview with the different level of officials within the available time during the field work.

### **3.3. Population**

Relevant to this study, House of Peoples Representatives was selected purposively based on the rational and the cultures of the organizations which helps to collect data from different sources. The justification of all House of Peoples Representatives were effectively managed in the study and gain detailed data. The totals of 547 participants/respondents were taken to determine manageable sample size.

### **3.4. Sample Size**

According to Brhanu Weldie, (2009).determining respondents and sample size is one of the most important parts of the method section. The researcher uses the terms like respondents and sample size at the same time because the research has mixed nature so that participants were for the qualitative and sample is for the quantitative section respectively. As Mike Slovin (1960) developed a means of determining sample size from large population and becomes representative possible sample size. By using the Mike Slovin formula with confidence level: 95%, degree of variability: 50% (Maximum Variability), sample error:  $\pm 7\%$  and makes easy to determine middle representative sample size from large population. Therefore, based on the Mike Slovin sample size determination formula 122 participants/respondents were taken as a representative sample.

The following is Mike Solvin/Yemane's formula to determine sample size:

$$n = N / (1 + N (e)^2)$$
$$n = 547 / (1 + 547(0.07)^2) = 122 //$$

Where, n=sample size, N=total number of households in the study area, and e= the level of precision, which is by default 0.07.

### **3.5. Sampling technique for qualitative method**

Participants apart to survey respondents, Two Focus Group Discussion (FGD) participants which are consist of seven ( $7*2=14$ )participants were selected purposively. In addition, Eight (8) higher official key informant interview participants were selected from House of Peoples by considering their work experience within. Under qualitative method the sample selection were guided by principles of non-probability purposive sampling technique is employed in selecting the representative sample from the house.

### **3.6. Methods of Data Collection**

The study was undertaken through case studies conducted at House of Peoples Representatives of Ethiopia. The case studies were generated primary and secondary data through a variety of methods and approaches. Primary data's were generated through key informant interviews as well as focus group discussions, while secondary data were generated principally through a review of literature and reports from the study areas.

#### **3.6.1. Key Informants Interviews**

Eight (8) higher official key informant interview participants were taken from the house of Peoples Representatives. Key informant interviews and FGDs were conducted on the basis of semi structured questionnaires.

#### **3.6.2 . Focus Group Discussions**

With regard to determining the number of FGD participants, various scholars provide different number. Supporting this, Morgan (2009, P.4) explains, the ideal number for FGD is between six and eight". On the other hand, Escalada & Heong (2009) described that, "a good size for a discussion group is between eight to ten participants per session". Based on the rationales given the researcher considered average figure and two Focus Group Discussion (FGD) participants who are consisting each of seven ( $7*2=14$ ) were selected from the house. The FGDs were further fostered interactions and exchange of information and ideas among different groups according to gender, social class and age.

#### **3.6.3. Document Analysis**

Documents like articles, books, on citizen engagement mechanism and policy formulation, implementation guidelines, and other relevant sources were used to collect necessary and supplementary information for the effectiveness of the study.

#### **3.6.4. Survey Questionnaires**

Survey structured and unstructured questionnaires were prepared and employed to collect data. The researcher opts to use questionnaires as one of important tools to collect the necessary data from the House of Peoples Representatives. The questionnaires were prepared by the researcher contains both closed and open ended questions based on the nature of information that the question is bringing about.

### **3.7. Data Quality Assurance**

Reliability and validity are important concepts in research. Many research mistakes occur due to problems related to research validity and reliability. To assure the validity and reliability of questionnaires, the right questions phrased in the least ambiguous way and the researcher needs to get suggestions from colleagues and experts in the field. According to Hair et al (1988) the reliability assessed by means of the Cronbach Alpha. The generally agreed lower limit, to be able to claim an instrument to be reliable, for the Cronbach Alpha coefficient is 0.70, although the limit may be lowered to 0.60 in the case of explanatory research. Moreover, questionnaires were designed on the basis of previous studies questionnaires and review of literature. For the interview and FGD items trustworthiness were assured by avoiding double barreled, long and complex questions. Efforts were made to avoid leading questions and false premises. In tandem to this, six peers were invited to comments and debrief on the prepared questions (Peer debriefing). Triangulations by method and data source were held to keep the trustworthiness of the data. To authenticate the genuineness of data, the researcher was established good rapport relationship between study participants. Content validity or inter judge validity were conducted to find out if the questions is representing what would be intended to measure in a proportional way.

### **3.8. Data Analysis and Presentation**

The data were obtained from questionnaire, interviews, FGD or participatory observations lonely are not enough to construct reasonable findings. In order to make the data from this process meaningful, qualitative data matrix was used for data summary and analysis of findings from different respondents. Hence both the primary and the secondary data were analyzed together to extract synergistic effect out of it. The qualitative data obtained from both primary and secondary sources were analyzed together. The collected data was analyzed using descriptive statistics. Percentages and other simple statistical methods were applied to analyze quantitative data. The descriptive analysis was presented using statistical analysis such as frequencies, percentages, means and standard deviations. In general meta-analysis was directed on secondary information so as to triangulate primary data results.

### **3.9. Ethical Consideration**

The ethical clearance letter was given from Institute for department of Public Administration and Policy. All participants in this study was decided their participation willingly and the researcher let them know the purpose of the study; give them all necessary information regarding the research. Participants were pre informed that, they can quit their participation if they felt discomfort without looking permission from the researcher. Participants were not forced to sign contractual agreement with the researcher at the beginning of their participation. Conducting interview, document analysis, application of tape recorder and other necessary instruments were done only after the researcher has got consent of the participants. But since most of the beneficiaries were not willing, tap recording are cancelled and only used note taking. Moreover, issues of confidentiality, anonymity and privacy were communicated well.

## CHAPTER FOUR: FINDINGS AND ANALYSIS OF THE STUDY

This chapter presents the main findings analysis on basis of data collected from primary sources: key informants interviews, focus group discussions, and survey questionnaires. The analysis carried out descriptive analysis such as response rate, demographic characteristics of the respondent, perception of the respondent on citizens’ engagement mechanism, practice and factors that affect their engagement in the policy formulation and implementation. The qualitative data is pre coded, coded, categorized and developed in to themes. The findings are organized in different sub themes and major thematic areas based on the objectives of the study. Data collected from the survey questionnaires are also included and integrated within sub-theme and major themes.

### 4.1. Descriptions of the Study Area

The research was conducted within the House of Peoples Representatives, Addis Ababa, Ethiopia. House of Peoples Representatives is one of the three government organs, functioning at 4 kilo Addis Ababa, Ethiopia.

### 4.2. Demography of the participants

The demographic characteristics were analyzed in this study remained: sex, age, marital status, education level, job and income. It is important to present the demographic characteristics of participants as shown in Table 1 below to create different insights into the problem.

**Table.1: Demographic characteristics of participants**

No	Over all demographic characteristics of participants					
1	Case		Key informant	Interview Participant	FGD Participant	Remarks
2	Sex	Male	1	3	8	
		Female	2	2	6	
3	Age	<25	-	-	-	
		26-35	-	-	-	
		36-45	-	1	2	
		>45	3	4	6	
4	Marital status	Married	3	5	14	
		Single	-	-	-	
		Widowed	-	-	-	

5	Condition of Employment Government	Government Employ	3	5	14	
6	Educational back ground	1 <sup>st</sup> Degree	1	2	5	
		2 <sup>nd</sup> Degree	2	3	9	

Source: Actual Participants, 2020

The table above shows the demographic characteristics of the participants in this study. We note that the highest proportion of participants were male comprising 13 (59%, N = 22), while 9 (41%, N = 22) were female. Eight of the participants were participated in the interview; Four (4) male and the remaining (4) were female. All participants were adults including age, family size, marital status, and occupation. The narrative highlighted on the allocation of specific persistence revealed five (3) higher officials / leaders were involved as key informant. The rest(5) participants involved in interviews were the member of parliaments. In addition, the study also included focus group discussion participants consisting of fourteen (14) people of either gender. Eight (8) were males and the remaining six (6) were females. Since the configurations of the participants in the focus group debates were highly diversified and different out looks were reflected.

### 4.3. Demographic summaries of the respondents

Respondents were asked to describe their age, gender, marital status, education level, major occupation, and income. The primary purpose of selecting these features was to provide an overview of how the respondents were organized and how they contribute to the citizen engagement mechanism, factors and practices. The sub-theme of the findings, which was adjusted to generalize the observer's demographics was analyzed accordingly.

#### 4.3.1. Descriptive Analysis

##### 4.3.1.1. Response Rate

Based on the survey questionnaires total number of, N, 122(100%) of 122 (100%)questionnaires were distributed and 110 (90.2%) were collected safely. This is supported by the literature of Mugenda and Mugenda (1999), which is stated that a response rate of 50% is adequate for analysis and reporting, a rate of 60% is generally good while a response rate of above 70% is excellent, and this also asserted by Babbie (2010) that 70% is

excellent. The data received were subjected to data screening in order to remove any issue of outliers and missing data.

#### 4.3.2 . Reliability and Validity Test

The reliability and validity of the internal consistency test is conducted using Cronbach Alpha, between 27 items. Table 4.1 show the Cronbach Alpha score. The Cronbach's Alpha recorded scores for items was greater than the threshold value of 0.7, resulting that all questionnaire items could be considered as reliable.

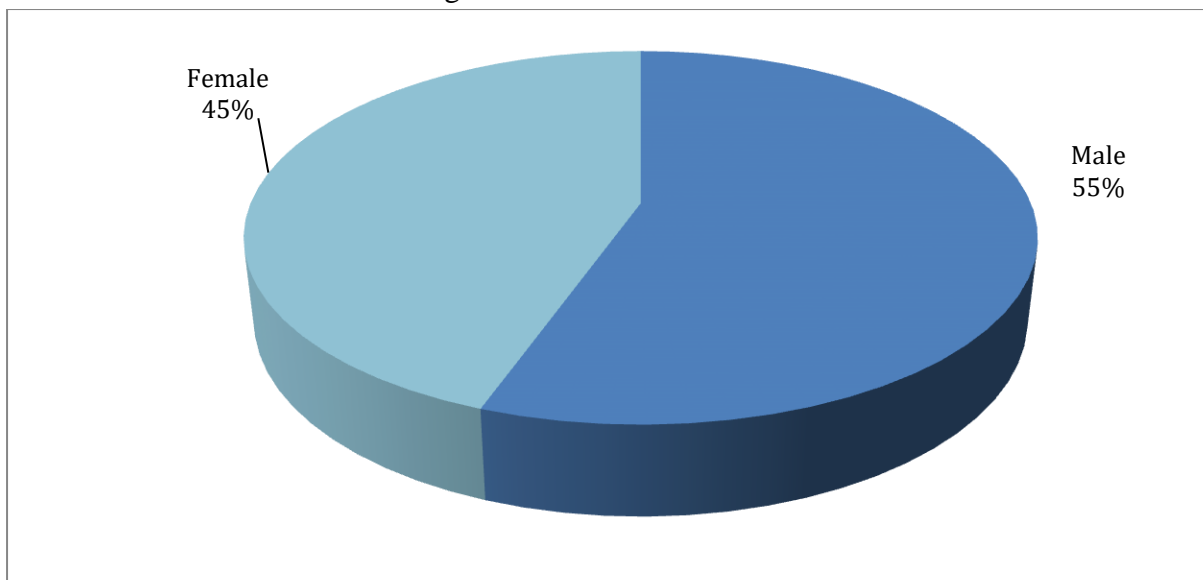
Table 2 Reliability Statistics

Cronbach's Alpha	N. of Items
0.875	27

#### 4.3.3 . Demographic Characteristics of the Respondent

Considering the demographic summary, it is prudent to consider gender, age, and education. In this sub section, the demographic characteristics of the respondents are discussed with statistical analysis. Understanding the characteristics of the respondents would be important to have enough knowledge about survey respondents.

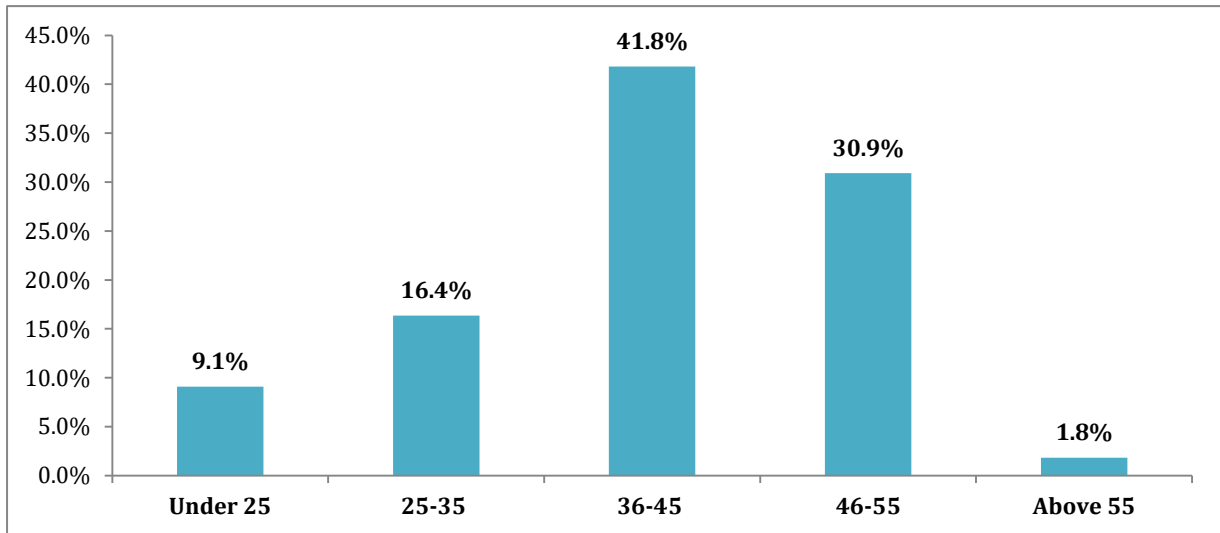
Figure 2: Gender Distribution



Source: Survey Result

As can be illustrated in Figure 1, out of the total 110 respondents about 55.5 % of the respondents were male, while the remaining 44.5 % were female. The finding indicates that most of the participants are male.

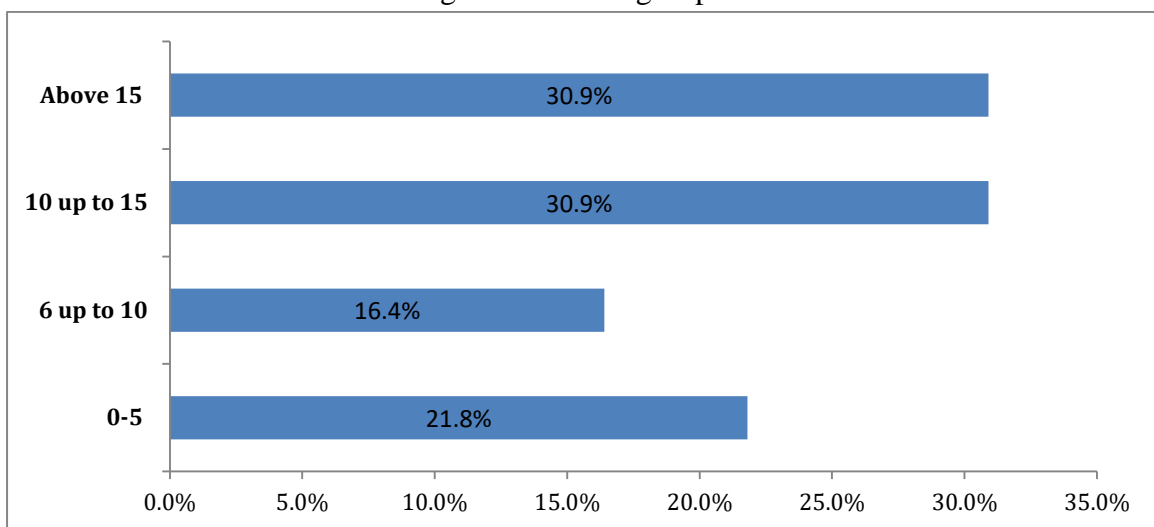
**Figure 3: Age Distribution**



Source: Survey Result

As age distribution shown, from the total 110 participants, more than 74.5 % of the respondents are between 36 and 55 years old. This reveals that, most of the respondents are older.

**Figure 4: Working Experience**

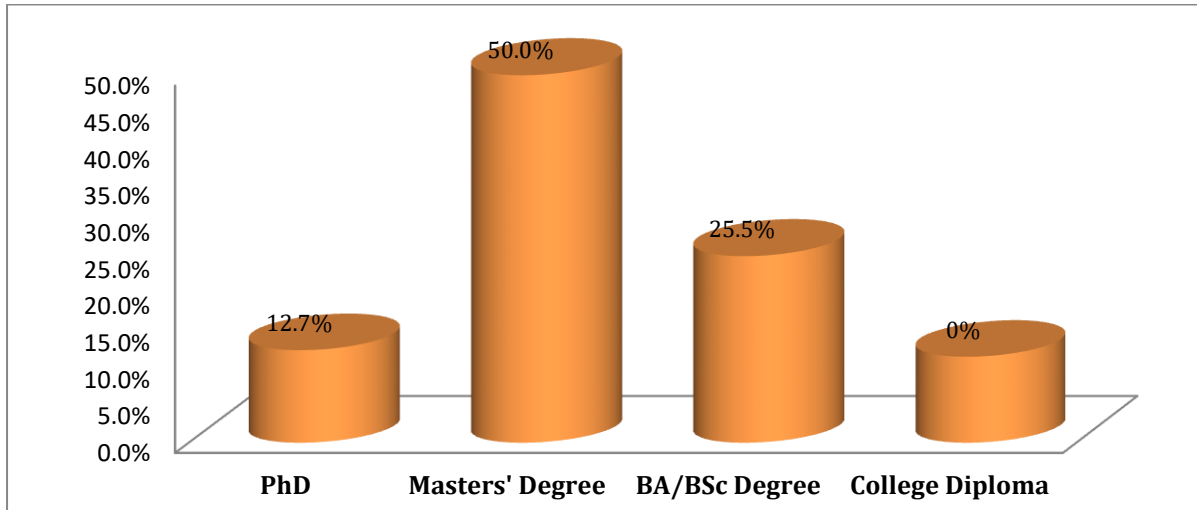


Source: Survey Result

Furthermore, the respondents also requested to indicate their working experience and about

21.8 %, 16.4 %, 28.1 %, 30.9 % and 30.9% of respondents had less than 5 years, between 6 to 10 years, between 11 to 15 years and above 15 years of experience, respectively. This implies that, most of the respondents have enough experience (Figure 3).

Figure 5: Education Level



Source: Survey Result

With reference to education, with a total of N = 122 (100%) sample 12.7 % of the respondents have PhD, 50.0 % of the respondents have second degree and 25.5 % have first degree. Therefore, from the survey data it is possible to conclude that there was a strong educational background.

#### 4.4. Practices of citizen engagement in the policy formulation process

To assess the perception of respondent towards citizen engagement practice, the respondents were asked to point to their extent of agreement or disagreement with some statements. The respondents were requested to rate each item using five scale liker-scaling, ranging from strongly disagree to strongly agree. The statistical data interpretation the results obtained are: 1.00 – 1.80 “Strongly disagree/very dissatisfied”, 1.81 – 2.60 “Disagree/dissatisfied, 2.61 – 3.40 “Moderate agreement/moderately satisfied”, 3.41 – 4.20 “Agree/satisfied”, 4.21 – 5.00, and “Strongly agree/very satisfied”. Moreover, the researcher tried to see the mean and standard deviation for each items. A total of 14 questions were reacted to understand the level of perception. The standard deviations of respondents response were around 1, which indicates that the respondent perceptions were almost close to one another (Table 4.4).

**Table 3.1. Citizen Engagement Practice in HoPRs**

N o.	Items	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Mean	Stan dard Devi ation
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent		
1	There is ready available and accessible information provided for citizens.	10	9.1%	24	21.8%	27	24.5%	43	39.1%	6	5.5%	3.1	1.1
2	There is availability of information in open data format and an access to material released.	2	1.8%	24	21.8%	33	30.0%	49	44.5%	2	1.8%	3.2	0.9
3	There is an active website and social media that provide relevant information.	8	7.3%	12	10.9%	18	16.4%	60	54.5%	12	10.9%	3.5	1.1
4	All citizens have equal treatment when exercising their rights of access to information and participation.	10	9.1%	36	32.7%	26	23.6%	26	23.6%	12	10.9%	2.9	1.2

Source: SPSS Output

Based on the finding result on the table 3.1, the respondents gave their perception regarding the ready available and accessible information for citizens. The response has on average value of 3.1 which implies that majority of the respondent moderately agreed that the HoPRs is provided the eagerly available and accessible information for citizens. Furthermore, the availability of information in open data format and an access to material released is very vital to enhance citizen participation or engagement. The average result of the respondent is become 3.2. The result reveals that the respondents are moderately agreed that there is availability of information in open data format and an access to material released for citizens. In contrast to this one of key informant reveals that the practice of engaging citizens in policy formulation is under and weak in reality as well as in practice. Besides, the availability of information by itself is not open based data format and an access in materials.

Now a day's an active website and social media has been playing a great role in communication and information sharing. Based on this survey finding, the respondents average response value is 3.5 which suggest the respondents are moderately agree that there is an active website and social media that provide relevant information. In opposite to this one of the key informant reacted by now citizen engagement practice was seized and it order

to enhance citizen's engagement in the policy formulation and implementation, it is important to give equal treatment for all citizens to exercise their rights to access information and participation. The response has on average value of 2.9 which implies that majority of the respondent are dissatisfied or disagreed. This indicates the organization has not given equal treatment for all citizens during exercising their rights of access to information and participation. Likewise, the FGD discussants reacted in connection to citizen participation, there was one of ways of participation which weak, unsound and not organized.

**Table 3.2. Citizen Engagement Practice in HoPRs**

N o.	Items	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Mean	Standard Deviation
		Count	Percent	Count	Percent	Count	Percent	Count	Percent				
1	There is early engagement in the policy process and adequate time available for participation.	10	9.1%	33	30.0%	35	31.8%	30	27.3%	2	1.8%	2.8	1.0
2	There is inclusiveness to ensure a wide variety of citizens are engaged, and through multiple channels.	10	9.1%	37	33.6%	36	32.7%	26	23.6%	1	.9%	2.7	1.0
3	There is adequate financial, technical and human resources made available ,	6	5.5%	47	42.7%	28	25.5%	27	24.5%	2	1.8%	2.7	1.0
4	There is accountability to participants about how their inputs are received and acted upon.	11	10.0 %	28	25.5%	39	35.5%	32	29.1%	0	0.0%	2.8	1.0
5	There is active support to encourage citizens' participation	6	5.5%	32	29.1%	25	22.7%	45	40.9%	2	1.8%	3.0	1.0

Source: SPSS Output

Table 3.2 indicates that from the liker scale the average value is 2.8 indicates that majority of the respondents are dissatisfied or disagreed and faced to weak engagement in the policy process and inadequate time for participation. Additionally, diversified and multiple channels in ensuring citizens to enhance inclusiveness. Based on this, the average figure is 2.7 which has been resulting the respondents as moderately agreed and that ensures inclusiveness of variety of citizens engaged. Likewise, FGD discussants reacted there are weak practice of inclusiveness of citizens in policy formulation process within HoPRs.

With regard to adequate financial, technical and human resources support in order to increase citizens' participation or engagement. In case of HoPRs, the average value of response is 2.7.

This indicates that, the respondent is moderately agreed on the adequate financial, technical and human resource in the organization. Moreover, accountability issues to be more responsible citizens for actions taken, and to express his/her own opinion. The respondents reacted on the perception of accountability the rate of response made has been on average value of 2.8 which implies that majority of the respondent moderately agreed that their inputs are received and acted upon. Besides, one of the key informant stated there was progressive support on financial, technical and human resources from budget year to year. Likewise, the FGD discussants reacted with HoPRs there is no rare scarcity on financial, technical and human resources support.

**Table 3.3. Citizen Engagement Practice in HoPRs**

N o.	Items	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Mean	Standard Deviation
		Count	Percent	Count	Percent	Count	Percent	Count	Percent				
1	HoPR has been investing in civic education for adults and youth (for instance through schools, special events, awareness-raising campaigns).	18	16.4 %	33	30.0%	34	30.9%	24	21.8%	1	.9%	2.6	1.0
2	There is an analysis of comments given by the citizens;	10	9.1%	28	25.5%	44	40.0%	25	22.7%	3	2.7%	2.8	1.0
3	There is adequate structure with a designated units responsible for specific activities or for co-ordination and guidance	8	7.3%	38	34.5%	23	20.9%	37	33.6%	4	3.6%	2.9	1.1
4	There are professionals in communication techniques such as those of journalism, public relations, publishing and advertising	2	1.8%	22	20.0%	29	26.4%	51	46.4%	6	5.5%	3.3	0.9
5	HoPR has tools, information and capacity to evaluate their performance in strengthening their relations with citizens.	6	5.5%	34	30.9%	22	20.0%	44	40.0%	4	3.6%	3.1	1.0

Source: SPSS Output

The participant of this study underlined that civic education for citizens like adults and youth (for instance through schools, special events, awareness-raising campaigns), the average response rate value is 2.6 resulting that most of the respondent are moderately agree on civic education for adults and youth to raise awareness. The rate of reaction to ward structural unit activities was with the average value of respondent is 2.9, which indicate that majority of the skillful professionals in communication techniques is very vital in order of nurturing citizens' awareness and ability to participate policy formulation process. In conclusion, the results of the liker scale indicate that the average response value of skillful professionals in communication techniques is 3.3. From this the researcher deduce that most of the respondents are moderately agree that there are professionals in communication techniques such as those of journalism, public relations, publishing and advertising.

Furthermore, FGD discussant revealed the practice of citizen engagement in the house is weak. This showed that there is no active citizen engagement and participation in policy formulation in house of peoples representative. One of key informant stated as according to annual midterm report of the HoPRs office report (2018) also support there is limited number of participants engaged in public policy formulation process. The FGD discussant reacted that secretariat House of Peoples Representatives tries from year to year but there weak initiation in plan to invite public to engage in various policy formulations through media such as EBC, Ethiopian Radio, Fax, Post offices, electronic system and others but there weak and low outcomes observed.

#### **4.5. The citizen engagement mechanism in policy formulation process**

Creating the conditions for genuine engagement of citizens and other societal actors in matters of their concern where science and technology are relevant is an issue of increasing political attention; not least because the diffusion of “low cost” and “low tech” media through which citizens can, like never before, express opinions and concerns calls for institutional reflexivity (EU, 2017). With regard to citizen engagement mechanisms over all interviews and FGDs establishing policy informing dialogue, events dialogue better laws, regulations, guidelines and are crucial in reducing the magnitude and impacts of weak and lack of genuine participation Of citizen in policy formulation process.

Likewise, FGD discussants reacted on the consequences of weak and lack of genuine participation and mobilization in the policy making process are not always easy to predict.

One of the Key informant also indicated knowing the roles, the drawbacks, trust and opinion of citizen participation in governmental institutions and politicseasy to manage weak and genuine citizen engagement that arise from time to time by developing constructive citizen engagement mechanism relationships with relevant bodies (including various committees, councilors, government and non-governmental organizations and community forums). Therefore, to better address this issue, developing better laws, directives and guidelines that protect the magnitude and impacts of weak and lack of genuine participationin policy formulation process.

In similar manner the quantitative data result confirmed developing a new approach to promotes dialogue, public hearings, need to have expanding the scope of information disclosure and implement a new technologies through internet platform, mass media and social media, needs to cultivate and provide training on citizens awareness and ability of citizens to participate in public policies, the government need to invest in civic education and trainings, need to have implement an inclusive multiple channels,ordination and guidance.

#### **4.6. The roles of citizen participation in the policy formulation process**

Citizen Engagement is an essential element of democracy and the public institutions must undertake to achieve credible public participation. However, in a country as vast and as complex as active citizen engagement in policy making has been challenging and minimal (Vineeta, 2011).

It is universally believed that citizen engagement and participations have been realized via direct and in direct ways. The direct ways of participation are hearings, debates, discussions, field visits as well as press conference. Likewise indirect ways of citizen engagements/participationswere denotedvia house of peoples representatives. As per the overall collected FGD, key informant interview data revealed the house shall made indirect engagement,in the exercise of the powers vested in by the Constitution, shall enact laws, supervise the executive representing the public.

Likewise, HoPRs work on behalf of the people as a people and there is a system in which used to ensure the direct participation of the people. The Standing Committee calls on the public to be participated two or three times through the media to submit an email to anyone

who is unable to do so. Therefore, those who are able to get attend has been participating and those who are unable to do so, and those who are unable to do so will send a letter to the electronic media district release it on our website. During the discussion, many things are fixed, including the inputs received. The policy is formulated by the executive. In practice, policy formulation is the power vested to executives by law representing the legislation. Likewise, there are trails of HoPRs in formulating policy and plans like GTP twice before and before it was prepared.

In contrary key informant interview and FGD discussants revealed citizen participation, activities and institutional processes flat forms were being created are weak and not accessible for citizen participation. Besides, there are weak functions of system like social media flat forms, weak accessibility and weak prepared options to maintain citizen engagement via social medias like face book, twitter, a website and a free hotline. Furthermore, video conference, hearing sessions, series of parliamentary debates are also weak and not accessible to engage citizens in policy making.

On the other hand, FGD discussants reacted citizens' engagement in policy making is not one day finish work but it is day to day progress work and should be maintained as active and exit. In this manner the representatives made direct role play on policy making mechanisms and practices for citizen engagement in policy making. Moreover, representatives looking deeply about citizen engagement practice while evaluating performances, reports, field visit, check and balance activities on projects. Furthermore, laws, regulations, guidelines and guidelines is crucial in reducing the magnitude and impacts of weak and lack of genuine participation in policy formulation process.

On the contrary, another key informant from government whip reveals that yes there are trials of citizen engagement practice in policy making and in the process of public policy implementation, citizens are not only participate passively, but also need to participate actively. Therefore, an active citizen engagement is important in the implementation of public policies to ensures better public policy and more effective implementation, to enhances greater trust in government which makes it more trustworthy for the citizen, it enhances stronger democracy encourages more active citizenship in society, conducive to the better realization of the objectives of the subject of public policy implementation by implementing the "bottom-up" public policy model via maximization of public interests. Besides, quantitative survey data strongly agrees with data obtained on table 4.2.1.

Table 4. Engagement of citizen in policy formulation

Item	Items	Count	Percent
What roles and contributions do citizen have in the process of policy formulation and design HoPRs	It ensures better public policy and more effective implementation	42	38.2%
	It enhances greater trust in government which makes it more trustworthy for the citizen the sovereign in any democracy	22	20.0%
	It enhances stronger democracy encourages more active citizenship in society	31	28.2%
	All	15	13.6%
	Subtotal	110	100%

The respondents gave their perception on the roles and contributions of citizen in the process of policy formulation and design in HoPRs. From the total 110 respondents about 38.2 % believe that participating citizens in the process of policy formulation and design would ensures better public policy and more effective implementation in the HoPRs, about 20 % believe it enhances greater trust in government which makes it more trustworthy for the citizen the sovereign in any democracy and 28.2% argue it enhances stronger democracy and encourages more active citizenship in society.

In conclusion, Likewise, FGD discussants reacted the drawbacks of citizen engagement/participation are directly related to the level of conviction in governmental institutions and in politicians and they also demonstrated that healthy levels of citizen engagement in politics. Besides, one of the Key informants stated the backbone role of public participation in democracy, the drawbacks of citizen participation, citizens’ opinions and trust in politicians and government institutions.

#### **4.7. The level of Citizen Engagement in Policy Formulation process**

Understanding the level or degree of citizen engagement in process of policy formulation and design is important to take necessary measures. Finding from key informant reveals, citizens can get enough information to get involved and get involved. If there is a favorable situation, if they are supported by technology, if they know about the benefits of policy, if they give enough time, when some policies are formulated, the process will be accelerated. Likewise, FGD participants indicated in the current situation, the participation of citizens is not enough and there are situations where they are invited. Currently, members of representatives

communicate twice a year with their electoral citizens or public, but in the past, they may have been using the electronic media to find out what the public's feelings are about basic issues. The respondents forward their perception about the contribution of HoPRs to making citizen engagement a better one and weight the degree of citizen engagement in the process of policy formulation and design.

Table 5: Level of Citizen Engagement and Contribution of HoPRs

Items	Very Good		Good		Neutral		Bad		Very Bad	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
How do you evaluate the HoPRs contribution to making citizens engagement a better one.	5	4.5%	62	56.4%	30	27.3%	11	10.0%	2	1.8%
How do you weigh the degree of citizen engagement in the process of policy formulation and design.	3	2.7%	53	48.2%	29	26.4%	23	20.9%	2	1.8%

As it is illustrated in Table 4.3, the respondents evaluate the HoPRs contribution to making citizen engagement going progressive, better and accounted about 56.4 %, 27.3%, 10 %, 4.5 % and 1.8 % of the respondent evaluate as good, neutral, bad, very good and very bad, respectively. The survey data indicated most of the respondents agreed that the HoPRs contributes progressive increment in making citizens engagement positive or good. Furthermore, when we looking the degree of citizen engagement in the policy formulation and design in the HoPRs the respondents scored 48.2 %, 26.4 %, 20.9 %, 2.7 % & 1.8 % as good, neutral, bad, very good and the remaining said very bad. This also indicates that the degree or extent of citizen engagement in the HoPRs is moderate and needs a great of effort to promote.

## **CHAPTER FIVE: DISCUSSION**

In this discussion part of the study, the research findings are presented; comparisons and contrasts were made between the current study and the works of other researchers. Moreover, major findings of this study are presented in the previous chapter. However, there were limitations of literature related to citizen engagement mechanisms and practices. Here, the findings are discussed against the local and international literature in accordance with the sub topics cascaded in the literature and findings part of the study.

### **5.1. Practices of Citizen Engagement in the Policy Formulation Process**

Creating the conditions for genuine engagement of citizens and other societal actors in matters of their concern .For example, European regulatory frameworks increasingly ask for citizens to be engaged in the policy practices of their institutions, and emerging styles of governance include the call for more societal engagement (European Commission, 2017). In contrast to this, the current study finding revealed the practice of engaging citizens in policy formulation is under and weak in reality as well as in practice. Besides, the availability of information by itself is not based open data format and an access in materials.Likewise, to this one of key informant reveals that the practice of engaging citizens in policy formulation is under and weak in reality as well as in practice. Besides, the availability of information by itself is not based open data format and an access in materials.

### **5.2. Citizen Engagement mechanisms in the Policy Formulation Process**

Public participation is one of the major mainstays of democracy, and it inevitably influences the goals of public policy. However, in modern democracies, citizen involvement in public policy has decreased significantly. It is therefore important to develop practices that awaken dormant citizens and remind them of the important role that they can play. Public willingness to intervene in policy could improve the quality and meaningfulness of public life. More equitable results could legitimize policy and improve governance (Carreira, Reis, Machado & Vasconcelos, 2016).

Likewise, all interviews and FGDs react that the practice of citizen engagement mechanisms like establishing policy informing dialogue, events dialogue better laws, regulations, guidelines and are crucial in reducing the magnitude and impacts of weak and

lack of genuine participation of citizen in policy formulation process. Besides, the FGDs discussants supporting to reduce the consequences of weak and lack of genuine participation and mobilization in the policy making process are not always easy to predict.

Creating the conditions for genuine engagement of citizens and other societal actors in matters of their concern where science and technology are relevant is an issue of increasing political attention; not least because the diffusion of “low cost” and “low tech” media through which citizens can, like never before, express opinions and concerns calls for institutional reflexivity (EU, 2017).

In similar the current study finding indicated, knowing the roles, the drawbacks, trust and opinion of citizen participation in governmental institutions and politics easy to manage weak and genuine citizen engagement that arise from time to time by developing constructive citizen engagement mechanism relationships with relevant bodies (including various committees, councilors, government and non-governmental organizations and community forums).

Promoting citizen participation in public decisions will help develop fair and sustainable territories, but the interaction between citizen participation and trust in politicians and public institutions is complex and should be considered carefully (Carreira, Reis, Machado & Vasconcelos, 2016). Likewise, the current study finding indicated developing better laws, directives and guidelines that protect the magnitude and impacts of weak and lack of genuine participation in policy formulation process. Moreover, the quantitative data result confirmed developing a new approach to promotes dialogue, public hearings, need to have expanding the scope of information disclosure and implement a new technologies through internet platform, mass media and social media, needs to cultivate and provide training on citizens awareness and ability of citizens to participate in public policies, the government need to invest in civic education and trainings, need to have implement an inclusive multiple channels.

### **5.3. The roles of citizen participation in the policy formulation process**

Citizen involvement in public affairs is not new over centuries and throughout the world citizens have actively participated in the deliberation of local issues, decision making within their communities and the selection of their leaders. In the last couple of decades,

we have witnessed a profusion of citizen engagement initiatives, such as community development committees, citizen satisfaction surveys, public consultations, participatory planning, budget consultations and social audits. Using such initiatives, citizens seek solutions to specific problems in the public sector by engaging constructively with public officials and the political leadership (UNDP, N.D).

Likewise, it is universally believed that citizen engagement and participations have been realized via direct and in direct ways. The direct ways of participation are hearings, debates, discussions, field visits as well as press conference. Likewise indirect ways of citizen engagements/participations were denoted via house of people's representatives. As per the overall collected FGD, key informant interview data revealed the house shall made indirect engagement, in the exercise of the powers vested in by the Constitution, shall enact laws, and supervise the executive representing the public.

#### **5.4. Level of citizen engagement in the policy-making process**

If individuals are unsatisfied with the results of their participation in public policy, then they will be unlikely to participate in other public issues. The converse is also true. If individuals feel positive about their contribution to public policy, the level of public participation increases. Active or passive citizenry is related to individual experience with politicians and public institutions (Paulo N. L. et, al, 2004).

Likewise, this study realized the levels of citizen engagement progressive and increase from time to time and citizens get enough information to get involved and get involved. If there is a favorable situation, if they are supported by technology, if they know about the benefits of policy, if they give enough time, when some policies are formulated, the process will be more accelerated in advance. Likewise, FGD participants also indicated within the current situation, the participation of citizens is not enough and there are situations where they are invited. Currently, members of representatives communicate twice a year with their electoral citizens or public, but in the past, they may have been using the electronic media to find out what the public's feelings are about basic issues. The respondents forward their perception about the contribution of HoPRs to making citizen engagement a better one and weight the degree of citizen engagement in the process of policy formulation and design.

## **CHAPYTER SIX: SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATION**

### **6.1. Summary of the study**

The tenet of the study was to assess citizen engagement mechanisms and practices in policy formulation in Ethiopia: In the Case of House of Peoples Representatives (HoPRs). There are many situations that call for the study to be conducted. From the study the nature and landscape citizen engagement in policy formulation are often complicated and debatable. As the study revealed based on descriptive analysis mean and standard deviation were used to know the data characteristics of the citizens engagement practice, while factor analysis were employed for inferential statistics. The reliability of the questionnaire was tested by means of Cronbach's Alpha test and the data set was reliable and acceptable with Cronbach's Alpha average result.

As per to this study, citizen engagement practice in the HoPRs found to be passive and weak in practice from the HoPRs to the citizens. As current finding collected different citizen participation mechanism are weak and not accessible or every citizen from bottom to top. Moreover, there was weak and uneven document distribution, press conferences, radio and television programs, and some websites. Furthermore, expanding the scope of information disclosure and implementing new technologies through internet platform, mass media and social media are weak.

The survey data collected reveals awareness creation and informing citizens to assure their rights and responsibilities would be strengthen the public understanding. As finding indicates, the drawbacks of citizen engagement/participation are directly related to the level of conviction in governmental institutions and in politicians and they are also demonstrated that healthy levels of citizen engagement in politics. In other side, the role of public participation in democracy, the drawbacks of citizen participation, citizens' opinions and trust in politicians and government institutions are not easy issues. The contribution of citizen in the process of policy formulation and design are weak but progressive with about 38.2 % would ensures better public policy and more effective implementation in the HoPRs and enhances greater trust in government which makes it more trustworthy for the citizen for the sovereign in any democracy.

As finding indicates, to enhance stronger democracy and to encourages more active citizenship in societymaking citizens engagement is good or moderate. Furthermore, when we looking the degree of citizen engagement in the policy formulation and design in the HoPRs, 48.2 % of the respondents are moderate and needs a great of effort.

As survey data finding indicated, the perception of citizen engagement was being progressive, ready available and accessible for information provided for citizens. As quantitative data result shown the response has on average value of 3.1 which implies that majority of the respondent moderately agreed that the HoPRs is provided the readily available and accessible information for citizens. At present time an active website and social media has been playing a great role in communication and information sharing.

Based on this survey finding, the respondents average response value is 3.5 which suggest the respondents are moderately agree that there is an active website and social media that provide relevant information. Similarly, in order to enhancing citizen's engagement in the policy formulation and implementation, it is important to give equal treatment for all citizens during exercising their rights of access to information and participation. The response has on average value of 2.9 which implies that majority of the respondent are dissatisfied or disagreed. This indicates the organization has not given equal treatment for all citizens during exercising their rights of access to information and participation.

As survey data finding indicated, adequate financial, technical and human resource is also important in order to increase citizens' participation or engagement and average value of response is 2.7 within the house. This indicates that, the respondent is moderately agreed on the adequate finical, technical and human resource in the organization. Moreover, accountability is about being responsible to citizens for actions taken, and about being able to explain, clarify, and justify actions. The respondents gave their perception regarding the accountability to participants about how their inputs are received and acted upon. The response has on average value of 2.8 which implies that majority of the respondent moderately agreed that their inputs are received and acted upon.

Regarding HoPRs investment in civic education for adults and youth (for instance through schools, special events, awareness-raising campaigns), the average response value is 2.6 resulting that most of the respondent are moderately agree on the investment of HoPRs in civic education for adults and youth to raise awareness. When looking at the structure units

responsible for specific activities in the HoPRs, the average value of the respondent is 2.9 which indicate that majority of the respondents are moderately agreed that there is adequate structure with a designated unit responsible for specific activities or for co-ordination and guidance in HoPRs.

Similarly, skillful professionals in communication techniques is very vital in order to cultivating citizens' awareness and ability to participate in the HoPRs. As it show in the result, the average response value is 3.3. This implies that most of the respondents are moderately agree that there are professionals in communication techniques such as those of journalism, public relations, publishing and advertising.

In addition, the respondents also gave their perceptions in the FGD through interview. This also reveals that, the practice of citizen engagement in the HoPRs is weak. The respondents are moderately satisfied with the practices. This showed that there is no active participation in policy formulation in house of representative secretariat office. Likewise, as FGD discussants reacted the drawbacks of citizen engagement/participation are directly related to the level of conviction in governmental institutions and in politicians and they also demonstrated that healthy levels of citizen engagement in politics. Besides, one of the Key informants stated the backbone role of public participation in democracy, the drawbacks of citizen participation, citizens' opinions and trust in politicians and government institutions.

## **6.2 . Conclusion**

This study has basically targeted and contributed its role in assessing in citizen engagement mechanisms, practice and factors within the HoPRs. Despite widespread recognitions of the drawbacks of citizen engagement within policy formulation process the descriptive analysis result revealed as a moderately agreed on the degree of citizen engagement and the practice of citizen engagement in the HoPRs. This also reveals that, the practice of citizen engagement in the HoPRs is weak and the respondents are moderately satisfied with the practices. This all results showed that there are no better laws, regulations, guidelines and guidelines is crucial in reducing the magnitude and impacts of weak and lack of genuine participation in policy formulation process.

In general, the participation of citizen in the HoPRs seems passive and requires better laws, regulations, guidelines and guidelines in reducing the magnitude and impacts of weak and

lack of genuine participation. This can include document distribution, press conferences, radio and television programs, and some websites. These forms of participation would lead to a gap in transparency, accountability of decision makers, the legitimacy of decisions and capacity of the public.

### **6.3. Recommendations**

Based on the findings the following recommendations were forwarded:

- ✿ Establishing better laws, regulations, and guidelines is crucial in reducing the magnitude and the impacts of weak and lack of genuine citizen participation in policy formulation process. The consequences of weak and lack of genuine participation and mobilization in the policy making process are not always easy to make formal. Knowing the roles, the drawbacks, trust and opinion of citizen participation in governmental institutions and politics, it is easy to manage weak and genuine citizen engagement that arise from time to time by developing constructive citizen engagement mechanism relationships with relevant bodies (including various committees, councilors, government and non-governmental organizations and community forums). Therefore, to better address this issue, developing better laws, directives and guidelines that protect the magnitude and impacts of weak and lack of genuine participation in policy formulation process.
  
- ✿ Citizen engagement practice in the HoPRs found to be passive, weak in information exchange to the citizens. This can include document distribution, press conferences, radio and television programs, and some websites. However, new technologies can enable decision makers to reach a large numbers of citizens quickly. Therefore, the HoPRs need to have expanding the scope of information disclosure and implement a new technologies through internet platform, mass media and social media.
  
- ✿ Furthermore, awareness creation and informing citizens of their rights and responsibilities would be strength the public understanding. However, the finding reveals that, there is weak public awareness creation. Therefore, the HoPRs needs to cultivate and provide training on citizens awareness and ability of citizens to participate in public policies.

- ✿ As a matter of fact, special attention is not still warranted in all efforts to ensure an investment on civic education for adults and youth (for instance through schools, special events, awareness-raising campaigns) is vital to raise the participation of citizens. Therefore, every relevant public institution and stakeholder must work hard to establish an integrated framework to invest in civic education and trainings.
- ✿ According to the findings, enforcing the rule of law a diversified and multiple channels is vital to ensure a wide variety of citizens and enhance inclusiveness. Accordingly, the HoPRs need to implement an inclusive multiple channels. Therefore, it is crucial to establish a peaceful solution to the work of public relations and ensure the effective implementation of the public relations works.
- ✿ Finally, equipped human, financial and physical capacity of the House, need to be enhanced. The House should be equipped with competent human, financial and material resources to be able to carry out research and identify the problems and give solution to enhance citizen engagement.

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Appendix I

Questionnaire

Addis Ababa University

College of Business and Economics

Department of Public Administration and Development Management

This questionnaire is designed to gather information on “Assessing Citizen Engagement Mechanism in Policy Formulation in Ethiopia: In the case of House of Peoples Representatives (HoPRs)”. The purpose of the study is to fulfill a thesis requirement for the Masters of Science in Public Management and Policy at Addis Ababa University. Your highly esteemed responses for the questions are extremely important for successful completion of my thesis. The information that you provide will be used only for the purpose of the study and will be kept strictly confidential. You do not need to write your name. Finally, I would like to thank you very much for your cooperation and sparing your valuable time for my request.

Instruction

Please read each statement carefully and put a tick mark under the number that most describes each respondent’s opinion.

Section I: Please tick ( ✓ ) the appropriate answer or supply the required information.

1. Gender:

Male  Female

2. Which of the following age categories describes you?

Under 25  36-45  Above  
 25-35  46-55

3. Number of years you have worked (in years) :

0-5  11-15  
 6-10  More than 15

4. Educational Qualification:

PhD  
 Master’s Degree  
 BA/BSc Degree  
 College Diploma

5. Current position \_\_\_\_\_

Section II: Please tick ( √) the appropriate answer or supply the required information.

1. What roles and contributions do citizen have in the process of policy formulation and design HoPRs?

- It ensures better public policy and more effective implementation.
- It enhances greater trust in government which makes it more trustworthy for the citizen the sovereign in any democracy.
- It enhances stronger democracy encourages more active citizenship in society.
- All

2. How do you evaluate the HoPRs contribution to making citizens engagement a better one?

- Very good
- Good
- Neutral
- Bad
- Very bad

3. How do you weigh the degree of citizen engagement in the process of policy formulation and design?

- Very good
- Good
- Neutral
- Bad
- Very bad

Section III: Citizen Engagement Practice in HoPRs

In this section you are scale up question related to citizen engagement practice in HoPRs.Please use a tick mark on your right response.

No	Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	There is ready available and accessible information provided for citizens.					
2	There is availability of information in open data format and an access to material released.					
3	There is an active website and social media that provide relevant information.					
4	All citizens have equal treatment when exercising their rights of access to information and participation.					
5	There is early engagement in the policy process and adequate time available for participation.					
6	There is inclusiveness to ensure a wide variety of citizens are					

	engaged, and through multiple channels.					
7	There is adequate financial, technical and human resources made available ,					
8	There is accountability to participants about how their inputs are received and acted upon.					
9	There is active support to encourage citizens' participation					
10	HoPR has been investing in civic education for adults and youth (for instance through schools, special events, awareness-raising campaigns).					
11	There is an analysis of comments given by the citizens;					
12	There is adequate structure with a designated units responsible for specific activities or for co-ordination and guidance					
13	There are professionals in communication techniques such as those of journalism, public relations, publishing and advertising					
14	HoPR has tools, information and capacity to evaluate their performance in strengthening their relations with citizens.					

Section IV: Factors Hinder Citizen Engagement in HoPR

In this section you are requesting to scale up the following factors that hinder citizen engagement in HoPRs. Please use a tick mark on your right response.

No	Items	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Poor awareness creation program and campaigns.					
2	Lack of timely available information.					
3	Lack of adequate financial, technical and human resources.					
4	Lack of openness and transparency.					
5	Poor institutional arrangement with a designated units responsible for specific activities					
6	Lack of accountability to participants about how their inputs are received and acted upon.					
7	Poor support to encourage citizens' participation					
8	Lack of trainings for citizens about their role, responsibility and rights.					
9	Lack of professionals in communication techniques.					
10	Weak mass media arrangement.					

Section II: Open End Question

1. In your view, what is/are the HoPR's greatest weaknesses?

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In your view, what is/are the HoPR's greatest strengths?

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### **Interview/Focus Group Discussion Questions**

1. What mechanisms do HoPRs applied to engage citizen in policy formulation and design?
2. To what extent and level of citizens influence policy formulation and design in HoPRs?  
Do you think as the HoPRs is enhancing the citizen engagement? Doesn't support citizens to actively participate?
3. What is the institutional arrangement capacity of HoPRs towards citizen engagement activities?
4. What would you say should be done to ensure that citizen engagement in the policy formulation and design in HoPRs is sufficient?
5. What are the factors that hinder citizen engagement in policy formulation and design in HoPRs?