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**SCHOOL OF GRADUATE STUDIES**

**Corruption and service delivery (water supply and sanitation sector) in Fitch  
Town**

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This is to certify that the thesis prepared by Selamawit Wudneh entitled corruption and services delivery in water supply and sanitation sector the case of Fitcha Town, which is submitted in partial fulfilments of the requirements for the degree of Masters in Public Management and Policy (MPMP) complies with the regulation of the university and meet the accepted standard with respect to originality and quality.

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## **ABSTRACT**

*This study attempts to explore the current situation of corruption in water supply and sanitation sector and corruption depraving environment as well as the current status and institutional bottlenecks in fighting corruption in Fitch Town. To this end, the study employed mixed approach, which involves both quantitative and qualitative data gathering tools. This survey was conducted over 385 respondents in Fitch Town using multistage cluster sampling. Key informant interview and questionnaires were mainly used to collect data. The study reveals corruption remain problem in the town water supply sanitation sector service delivery and petty corruption is the very most common and serious challenge in the town water and sanitation sector. In relation with this community face different challenges like poor quality of service and lack of productivity. Besides community involvement in decision making as well as fight against corruption is less. At the end, the Study provides certain points which help to minimize the impact of corruption on water supply and sanitation sector as well as to fight against it. These are setting systems and structures that can reduce incidences of corruption and ensure efficient delivery of services, use modern information communication technologies, awareness creation, support the participation of stakeholders, erection strong Cooperation between governmental and non-governmental actors, developing institutional anti-corruption strategy as well as include and implement codes of conduct which help to fight against corruption.*

**Keywords** *corruption, service delivery, petty corruption*

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## TABLE OF CONTENT

<b>Content</b>	<b>Page</b>
<b>Chapter One: Introduction</b>	
1.1. Background of the study -----	1
1.2. Statement of the problem -----	3
1.3. Objective of the study -----	5
1.4.1. General objective -----	5
1.4.2. Specific objective -----	5
1.4. Research questions -----	5
1.5. Significance of the study -----	6
1.6. Research methodology -----	6
1.6.1. Research Method -----	6
1.6.2 Research Design-----	6
1.6.3. Data and Data sources-----	7
1.6.4. Data collection tools and instruments-----	7
1.6.5. Study area and population -----	8
1.6.5.1. Study area and population -----	8
1.6.5.2. Targeted population -----	8
1.6.6. Sample and sampling procedure-----	8
1.6.6.1 Sample size -----	8
1.6.6.2 Sampling method -----	9
1.6.7 Data analysis and interpretation-----	10
1.6.8 Ethical consideration-----	11
1.7. Scope of the study -----	11
1.8. Limitation of the study-----	12
1.9. Organization of the study -----	12
<b>Chapter Two: Review of Related Literature</b>	
2.1. Understanding corruption-----	13
2.2. Understanding Public service Delivery-----	14

2.3. Types and Forms of corruption-----	15
2.4. Corruption and Service delivery-----	20
2.5. Factors which enable or optimize the occurrence of corruption-----	20
2.6. Corruption in WSSS-----	24
2.7. Causes of corruption in WSSS-----	24
2.8. Types of WSSS-----	26
2.9. Consequences of WSSS-----	27
2.10. Fighting corruption in WSSS-----	29
2.10.1. Factors that influence willing in fight against corruption-----	30
2.11. WSSS corruption in Ethiopia-----	31
2.12. The main causes of WSSS Corruption in Ethiopia-----	32
2.13. WSSS functions and corruption-----	33
2.14 Empirical review-----	38
2.15 conceptual frame work-----	39
 <b>Chapter three: Data presentation, Analysis and Interpretation</b>	
3.1. General characteristics of sample respondents-----	41
3.2. Awareness about WSSS corruption-----	43
3.3. Types and forms of corruption in WSSS-----	44
3.4. The vulnerability of corruption in WSSS-----	47
3.5. Trend and Current status of corruption in WSSS-----	50
3.6. Causes of corruption in WSSS-----	53
3.7. Factors aggravate corruption in WSSS-----	55
3.8. Challenge faced by the community as a result of corruption-----	56
3.9. Corruption and Service delivery-----	58
3.9.1. Formalities and procedures fulfilled to get WSSS services-----	58
3.9.2. Customers involvement in decision making-----	60
3.10. Assessment of the quality of service delivery in WSSS-----	61
3.11. Fight against WSSS corruption-----	63

**Chapter four: Conclusion and Recommendation**

4.1. Conclusion-----67

4.2. Recommendation-----68

References

Appendix

## LIST FIGURES

	<b>Page</b>
Figure 1.1 Graphical arrangements of sampled <i>kebelles</i> -----	10
Figure 2.1. Conceptual framework-----	40
Figure 3.1. Types of corruption in WSSS-----	44
Figure 3.2. Forms of corruption in WSSS-----	46
Figure 3.3. WSSS formalities and procedurals-----	58

## LIST OF TABLES

	<b>Page</b>
Table 3.1. General characteristics of sample respondents-----	41
Table 3.2 Respondents awareness about the existence of corruption in WSSS-----	44
Table 3.3. Reason behind vulnerability of corruption in WSSS-----	48
Table 3.4. Trend of corruption-----	50
Table 3.5. Current status of corruption in WSSS -----	52
Table 3.6. Causes of corruption in WSSS-----	53
Table 3.7. Factors aggravate corruption in WSSS-----	55
Table 3.8. Challenge faced by the community-----	57
Table 3.9. Views of customers about employee's fairness-----	59
Table 3.10. Customers involvement in decision making-----	60
Table 3.11. Quality of WSSS service delivery-----	62
Table 3.12. Fight against corruption-----	63

## ACRONYMS

USAID	United State Agency for International Development
NGO	Non-Governmental Organization
MDGs	Millennium Development Goals
TI	Transparency International's
CPI	Corruption Perceptions Index
FEACC	Federal Ethics and Anti-Corruption Commissions
SSA	Sub Saharan African
WSSS	Water Supply and Sanitation Sector
WHO	World Health Organization
UNICEF	United Nations Children's Fund
AAU	Addis Ababa University
UNDP	United Nations Development Program
UN	United Nation
OECD	Organization for Economic Cooperation and development
WB	World Bank
MOFED	Ministry of Finance and Economic Development
FDRE	Federal Democratic Republic of Ethiopia
MOWR	Ministry of Water Resource
UAP	Universal Access Programme
SOEs	Social Operations Executives
WASH	Water, sanitation and hygiene
ICAC	Independent Commission against Corruption

# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the study

Corruption is a global phenomenon that has threatened and still continues to threaten the developmental efforts in many nations. In the decade of the 1990s, a phenomenon broadly referred to as corruption has attracted a great deal of attention in countries developed and developing, because of accusation of corruption, governments have fallen, prominent politicians have lost their official position and in some cases, whole political classes have been replaced (Johnston, 1997).

Corruption is one of the elements plaguing the public sector and decelerating service delivery. Corruption is both a governance and economic problem and it is manifested in all development and service delivery sectors. Its onset is facilitated by the absence or limitation of governance and economic controls and its consequences are often manifested in poor governance and economic distortions and stagnation (USAID, 2006).

Among the many challenges facing public service institutions in developing countries, corruption remains one of the most pervasive and the least confronted. Historically, donor agencies and their clients accepted the inevitability of corruption in public service delivery; it was at worst a necessary evil and at best the 'grease' essential to move the wheels of economic development (Lui, 1985).

For the past three decades a substantial number of governments, donors and NGOs have focused efforts on a range of institutional, financial, technical and social interventions aimed at bringing about much-needed improvements in the delivery of water and sanitation services in rural and urban areas in developing countries. Recognizing the impacts of low levels of access for the poor, approaches have become increasingly targeted and service-oriented: responding to demand from users, identifying entry points with clients, reacting to signals in a developing water and sanitation market, and of course steering this course with the ebb and flow of donor funding. In more recent years, governments have embarked upon a process of establishing road maps (action plans) that plot the long paths of sector reform and service improvement needed to meet the

Millennium Development Goals (MDGs). In a number of well-performing states, it looks like steady progress is being made (Plummer, 2006).

Corruption is rampant in many countries. Transparency International's (TI) Corruption Perceptions Index (CPI) 2004 ranks a record, 146 countries as prone to high corruption. Corruption is perceived to be most acute in Bangladesh, Haiti, Nigeria, Chad, Myanmar, Azerbaijan and Paraguay, all of which have scores of less than two. The poorest countries, most of which are in the bottom half of the index, are in greatest need of support in fighting corruption (Transparency International, 2005). The poorest countries are also those that mostly incur the huge costs of corruption. In this regard, there is no exception for Ethiopia.

According to "The Reporter" of Oct. 20, 2004 G.C, the state governance survey conducted by the United Nations Economic Commission for Africa in the year 2004 for 28 African countries indicated that Ethiopia's performance in all indices of measuring good governance to be far below the sample average. Overall index of Ethiopia is 36% while the average for the 28 countries is 53%. Particularly, the country's index of corruption control is only 37% while the average is 51% for the remaining surveyed countries. This shows that Ethiopia is still not good in controlling corruption, even by African standards. "Corruption has exacerbated out resource allocation, led to a relatively skewed distribution of income and wealth and negatively affected growth and living standards"

According to the corruption survey conducted by the Addis Ababa University (in collaboration with the FEACC) published in 2001, the areas where corruption is believed to be rampant are those where financial resources are transferred from the private to the public sector and vice versa. Other agencies where corruption is believed to be flourishing include those engaged with the allocation of land and government housing, provision of water, telephone and electric services, granting of loans, licensing and issuance of permits, collection of taxes and procurement of consumable and fixed assets.

The key drivers of corruption in Ethiopia water and sanitation sector are poor governance, lack of accountability and transparency, low levels of democratic culture and traditions, lack of citizen participation, lack of clear regulations and authorization, low level of institutional control,

extreme poverty and inequity and centralization of authorities and resources etc ( Pathak, et al., 2008).

In Ethiopia water supply and sanitation sector corruption looked from political and administrative perspective. Political corruption occur at the highest level of political authority amongst politicians and political decision makers, who one entitled to formulate, establish and implement the laws in the name of the people. These people are greedy because they displace the common interest with private interest. The bureaucratic/ administrative corruption on the other hand, occurs in water supply and sanitation service delivery particularly at the implementation ends of politics or water supply and sanitation service delivery including connection, disconnection, reconnection , meter reading etc (FEACC, 2003).

Some researcher like Lambsdorff, 2001, Ndou, 2004 and Pathak *et al.*, 2008 have conducted on corruption in different sectors but most of them indicate how to curb corruption and increase transparency, accountability, responsiveness, & integrity in public service delivery. However there is no research undertaken regarding to corruption practices especially the type, depth and range of corruption in areas which are historically said to be corruption prone. Thus, this research is quite essential to map water and sanitation related corruption type, depth and trend. After the completion of the study the researcher expects to explore the current situation of corruption in water supply and sanitation and enabling environment for corruption to happen as well as the current status and institutional bottlenecks in fighting corruption in Fitch town north Shoa zone Oromia regional state.

## **1.2 Statement of the problem**

Recently, consensus has emerged that corruption is a central challenge to equitable and sustainable development and it is also shrink the range of opportunities available to developing countries (Davis, 2003).

According to global corruption report(2008) corruption is the more rampant and serious in Sub Saharan African (SSA) countries as it makes water and sanitation service inadequate, unsafe and unaffordable for the community, the government of developing countries and their citizens suffer

incalculable cost such as economic, political, social, cultural and environmental costs (Plummer, 2006). In this regard Ethiopia is no exception.

Like other developing countries, Ethiopian water supply and sanitation sector faces the problem of corruption. Poor urban planning and management; lack of transparency, accountability, efficiency and effectiveness, integrity, & responsiveness aggravates the WSSS corruption in country. It makes water supply and sanitation service inaccessible, inadequate, unsafe and unaffordable for poorest section of the societies who have no capacity to pay kickbacks and bribes to gain water and sanitation service (WHO-UNICEF, 2006).

Currently, administrative and political corruption still remain the main challenge in water supply and sanitation service delivery and manifested in terms of bribery, extortion, embezzlement, nepotism, theft, cheating, trickery, fraud/ speedy money and prejudice in water and sanitation service delivery process. Corruption tends to diffuse across all regions of the country; whereas the scope and degree of its occurrence varies from region to region. Specially it is persistent in urban area and makes water supply and sanitation service inadequate, unsafe, and unaffordable for urban poor. As a result, inadequate sanitation, poor hygiene and unclean water result in sickness and death of many urban peoples every year (FEACC, 2011).

In addition according to AAU (2009) Water corruption can be either grand (the misuse of vast amounts of public sector funds by a relatively small number of officials) or petty (a large number of officials abusing their public office by extracting small bribes and favors, generally directly affecting the poorest). Thus, the widespread of corruption and governance related problems affect the attainment of MDGs water supply and sanitation coverage in Ethiopia because corruption discourages investment, decrease government revenues, and limits access to water and sanitation services especially to the urban poor.

Some studies undertake in the country on water supply and sanitation sector corruption where most of them has been done at national level. However Corruption in the water supply and sanitation sector varies from country to country and from region to region even with in a country and a multitude of other factors. Therefore, this requires local assessment to investigate the actual condition of corruption in Fitch Town .In line with this Fitch Town peoples have less understanding or knowledge regarding the challenge of corruption in the town and no research

has been undertaken before. Thus, the ambition/aim of this study is to assess the current condition of water supply and sanitation sector corruption in Fitch town and to expose as well as increase understanding of it to the society

### **1.3 Objective of the Study**

#### **1.3.1 General objective of the study**

The General Objective of this Study is to assess the type, depth and trend of corruption which challenge public service delivery in Fitch town water supply and sanitation sector.

#### **1.3.2 Specific Objectives of the Study**

- ❖ To identify factors or circumstances those aggravate corruption in the water and sanitation sector.
- ❖ To find out the current status of corruption and identifying institutional bottlenecks in fighting corruption effectively.
- ❖ To understand and get documented the existing challenges of the residents as a result of corruption.
- ❖ To make specific recommendations on strengthening integrity to improve transparency and accountability as well as for further studies.

### **1.4 Research Questions**

1. What factors or circumstances aggravate corruption in water and sanitation sector?
2. What is the current status of corruption and institutional bottlenecks in fighting against corruption effectively?
3. What are the potential challenges faced by the community as a result of corruption?
4. What are depraving environments for corruption to be rampant in water supply and sanitation service delivery?

## **1.5 Significance of the study**

Corruption is the main challenge for every public service delivery sector and predicting the actual condition of corruption in any specific sector without a specific local assessment is hazardous. Within this direction the primary significance of this study is to fill the knowledge gap on current status of corruption in Fitchetown water supply and sanitation sector. Further this study give an insight to the policy makers, policy analysts and the society at large with regard to water supply and sanitation sector corruption. Also the study is a starting point of further studies in the area with different perspectives. Finally, the water supply and sanitation office use findings and recommendations of the study as a feedback to make the service delivery efficient and effective.

## **1.6. Methodology and Research Design**

### **1.6.1. Research Methodology**

According to Best and Kahn (2006) research can be qualitative, if it describes events and persons scientifically without the use of numerical data while quantitative research consist of research in which data can be analyzed in terms of numbers. Mixed approach is an approach, which combines both qualitative and quantitative ones. Therefore, the approach which was used in this study is mixed approach because it includes both qualitative and quantitative approaches. Using mixed method help to minimize the weakness of single method and ensure the validity of gathered data. The main reason behind employing mixed approach is for the purpose of triangulation. Moreover, using combination of qualitative and quantitative approach helps for gathering extensive data from various sources.

### **1.6.2. Research Design**

The study employed descriptive research design. Descriptive research provides an accurate account of characteristics of a particular individual, event or a group in real-life situations (Polit&Humger 1999). It is a type of research design where the human's behavior, feelings or thoughts will be tried to explain from the existing context. Therefore, this study is descriptive because the current condition of corruption described in terms of its challenges on water and sanitation service delivery.

### **1.6.3. Data Sources**

The study utilized both primary and secondary data accessed from various sources. The primary data generated mainly through questionnaires and in depth-interview with key informants, which allows a researcher to produce a rich and varied data set in a less formal setting and a more detailed examination of experiences, feelings or opinions. Data gathered from primary sources were further substantiated by a critical review of secondary sources.

### **1.6.4. Data Collection Tools and Instruments**

For triangulation purpose, this research utilizes a variety of data gathering tools. In order to collect data from the primary sources, this research used survey questionnaires and key informant interviews. The detail is explained as follows:

#### **Questionnaires**

The researcher prepared questionnaires which have semi-structured (closed and open ended) questions and administer to collect a wide range of data from respondents. The questionnaires designed by the researcher and administered by the same and by trained enumerators under direct supervision of the researcher. The questions prepared in English language and translated in to the local language. Even if the enumerators are trained, in order to minimize immediate errors and to widen the size of the data administration of instruments supervised and more than half of it undertaken by the researcher.

#### **Key Informant Interview**

In this study, Key informant interview conducted to collect the necessary data in order to make the study more complete. Both structured and semi structured interview administered. Because using only one type of interview may leads to less rich data or information. Semi structured questions mainly used because it allows the researcher to go beyond systematically prepared questions. Moreover, the way respondents act and answer lead the researcher to ask in different ways. Therefore, individuals who are expected to have background information on water and sanitation sector corruption were contacted and interviewed. The potential respondents were Fitch town water and sanitation office head, head of budget and payment; head of financial

administration and other relevant individuals who have information about WSSS corruption like town peace and security devising head, City Administrator and other individuals.

### **Desk review**

In order to ensure the relevance of collected data, the researcher carry out a detailed and extensive review of existing literature on corruption and public service delivery specifically in reference to water supply and sanitation service delivery. This includes different websites, project reports, and research papers.

## **1.6.5 The Study Area and Population**

### **1.6.5.1 The Study Area**

This study was conducted in Fitcha Town the zonal capital of North Shewa Zone and Girar Jarso district of Oromia National Regional State. It is found at a distance of 115 kms from Addis Ababa on the way to Gojam. The town is surrounded by peasant associations of *Addisge* in the north, *Torban Ashe* in the west, *Dire Doyyo* and *Torban Ashe* in the South and *KotichaGobola (Sefane)* and *Wertu Silase* in the East. It has four *kebeles* and has the total population of. 38,307 where 18020 are men and 20287 are women.

### **1.6.5.2 Targeted population**

The targeted populations for this study were permanent residents of the town which are clients of WSSS and legally registered on their respective *kebeles*. In addition, Fitcha town water supply and sanitation sector officials, and other concerned bodies included and interviewed to probe further and to validate the findings.

## **1.6.6 Sample and sampling procedure**

### **1.6.6.1 Sample size**

According to Bartlett et al, 2001, The required sample size for this study were determined by using the formula below by considering the level of acceptable margins of error at 5% (or 95% confidence interval):-

If  $N \geq 10,000$ , then Sample size =  $n = \frac{z^2 pq}{d^2}$

Where, N = population size

z = confidence level (95% = 1.96)

p = estimated characteristics of study population (0.5)

q = 1-p

d = level of statistical significance set/margin of error (0.05).

The size of population in the Town is 38,307 which is greater than 10,000 and the sample size is the result of below calculation

$$n = \frac{z^2 pq}{d^2}$$

$$n = \frac{1.96^2 \times 0.5 \times 0.5}{0.05^2} = 385$$

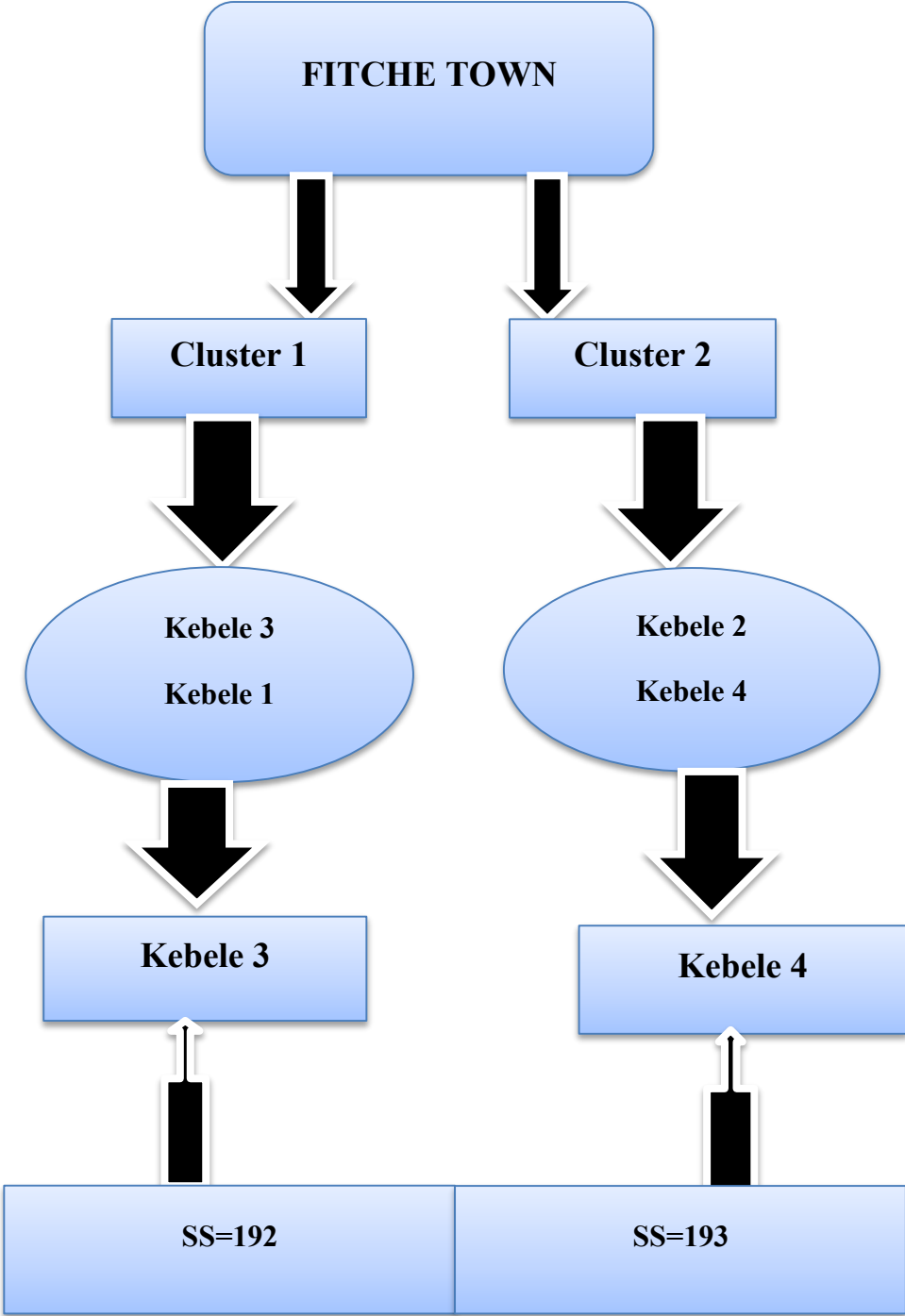
$$0.05^2$$

Therefore, the sample size for this study is 385 respondents

### 1.6.6.2 Sampling method

In this study, multi-stage sampling adopted to select the sample respondents from the given population. This sampling method preferred to draw the representative sample units over the other methods as it enable to select representative sampling across the hierarchical levels. Given this, by using population density, economic status and geographical location as the defining variables the administrative units or *kebeles* clustered in to two clusters. Then, a random sampling method used to select one *kebele* from each cluster. Totally two *kebeles* (03 and 04) were selected as sample *kebeles* from which respondents drawn. In the third stage, 385 total respondents (192 and 193) respondents proportionally selected from 03 and 04 *kebeles* respectively for the survey by using convenience sampling in order to select respondents based on their convenience and accessibility to the researcher.

Figure 1.1 Graphical arrangements of sampled *kebeles*



Source: - filled survey, 2015

### **1.6.7 Data Analysis and Interpretation**

For this study descriptive methods of data analysis were used to describe and interpret water supply and sanitation sector corruption in Fitch town. On this basis the data gathered through key informant interview analyzed by narrating and describing the meanings and implications. In other words, data which are qualitative in nature described, classified and concepts were connected with one another. The quantitative data were analyzed through simple statistical methods like percentages and cross tabulations to facilitate meaningful analysis and interpretations of the research findings.

### **1.6.8. Ethical consideration**

In collecting data successfully and smoothly, the researcher had had voluntary consent of the participants. In addition, showing respect for research participants and explaining the purpose of the study, the reason why they are selected and their responsibilities. Furthermore, the researcher has created a healthy rapport with respondents expressing that their responses are decisive for the successful accomplishment of the study. On top of that, the researcher also underlined that their responses is not be used for any other purposes except for academic purpose and remains confidential.

## **1.7. Scope of the study**

Ethiopia exhibits most of the classic warning signs of corruption risk in water supply and sanitation sector. Besides, water supply and sanitation sector is broad sector, which includes water supply, solid waste management liquid waste management service delivery e.t.c. However, this study focused on only water supply service delivery. Besides, even if various types of corruption like economic and state capture were occurred in water supply and sanitation service delivery but, the study mainly focuses on political and administrative corruption. This was because of the prevalence of administrative and political corruption in water supply and sanitation service delivery and geographically, this study is confined to North Shoa Zone *girarjarso* wereda Fitch Town only, due to time and financial constraints

However to make the study manageable and to complete within the time frame among different public service delivery sectors the study delimited to investigate the current condition of

corruption in water supply and sanitation sector specifically related with water supply service delivery in Fitch town.

### **1.8. Limitations of the Study**

The researcher faced different challenges which have possibility of bringing adverse effect on the results of the study. These are; Lack of sufficient resources necessary to accomplish the project, shortage of time and finance and Fitch water supply and sanitation officials were very much busy to conduct the interview schedules. Similarly fear of respondents as the data collected at the eve of 5<sup>th</sup> national and regional election is also another challenge faced by the researcher. However, regardless of these challenges; the researcher tried best to overcome those challenges.

### **1.9 organization of the study**

The study was organized into four chapters. The first chapter is introduce the background of the study, problem statement, objectives of the study, research questions, significance of the study, scope of the study, limitation of the study and the methodology used. Chapter two, deals with review of related literature. Chapter three will focuses on data presentation, analysis and discussions. Chapter four offers some conclusions and recommendations. Finally, questionnaires and key informant interview questions were attached as annexes.

## **CHAPTER TWO**

### **REVIEW OF RELATED LITERATURE**

#### **Introduction**

This chapter examines the literature to develop a framework for this study. It is organized under the following subheadings: Concept of corruption and service delivery, types and forms of corruption, factors which enable or optimize the occurrence of corruption, water and sanitation sector corruption, Cause and consequence of water and sanitation sector corruption, types of water and sanitation sector corruption, fighting against water and sanitation sector corruption, water and sanitation sector corruption in Ethiopia, cause of water and sanitation sector corruption in Ethiopia and Corruption and of water supply and sanitation sector functions. Finally, the chapter gives a summary and highlights on issues raised and issues reviewed.

#### **2.1 Understanding Corruption**

The concept of corruption can be seen from various perspectives and depends on how it is being perpetuated or practiced. According to Adisa (2003) corruption or corrupt practices has to do with fraudulent activities especially siphoning of funds that are meant for the general populace for one's aggrandizement only. In line with this, Osoba (1996) defines corruption as an anti-social behavior conferring improper benefits contrary to legal and moral norms and which undermines the authority's ability to improve the living condition of the people.

Corruption has a never-ending definition, because the definition depends on the place of the corruption. Corruption exists in the private sector as well as the public sector. There are two kinds of corruption in the public sector, administrative corruption and political corruption. The corruption referred in this study is the corruption that characterized public sector intuitions, also referred to as administrative corruption that happens among bureaucrats. Dutt (2009) identified petty corruption and grand corruption as the two kinds of administrative corruption. Petty corruption exists among bureaucrats who rely on small tips and kickbacks from citizens to pad their pockets. Grand corruption, on the other hand, exists among higher-ranking officials who decide on large public contracts for their personal benefit. Grand corruption benefits organized

groups, such as political party members or management of the organization where the corruption takes place (Dutt, 2009).

United Nations Development Program (UNDP) defines corruption as:

*“the misuse of public office, power or authority for private benefits through various means such as extortion, bribery, nepotism, influence peddling, fraud, speed money or embezzlement” (UN, 2006).*

While the World Bank defines corruption as the abuse or misuse of public office for private gain or private benefit (UN, 2006), Transparency International, the leading UN agency in fighting corruption also sees corruption as the “abuse of entrusted power for personal gain” (TI, 2012,).

A good starting point is the definition used by the World Bank (1998, 1920):

*“Corruption is the abuse of public office for personal gain. Consequently, Transparency International uses a broader definition: “Corruption is the abuse of entrusted power for private gain.”*

But for the purpose of this study, Corruption has been broadly defined as the misuse of public office for private gain and the abuse of entrusted power (Rose-Ackerman, 1999).

## **2.2 Understanding public Service delivery**

As Aquye (2002) stated public services are provided by central or local governments for the community at large.

According to OECD (2010), public services include all services provided by the government as well as all services where the government has a significant influence. OECD further states that public services can be provided directly by the government or indirectly where the government is not the direct provider but still plays a role in their provision through regulation or a financial contribution. The most obvious public services are those directly provided by some level of government, such as police protection or building inspection. Humphreys (1998), concurs that public services are those services which are mainly, or completely, funded by taxation and that typically, public.

According to Tamrakar (2010), public services should be concerned with what customers want rather than what providers are prepared to give. Yet in most of the developing countries public service delivery is characteristic of ineffective, cumbersome, too procedural, costly, red taped and not transparent systems. Tamrakar (2010) further argues that generally, public servants have acted as masters without any sense of accountability and transparency instead of acting as servants of people (Tamrakar, 2010).

As (Besley and Ghatak 2007) concluded that public service delivery is based on four key issues: Public service provision is often mission-oriented and that the mission of the organization displaces the conventional notion of profit maximization used in the case of private sector organizations, Accountability in public service delivery applies to the political, bureaucratic as well as market spheres. It refers to the system of punishment and reward consequent on actions taken by agents, and to the process of putting in place specific individuals to make decisions although it does not have to be governed by formal relationships, Competition from private organizations can induce public organizations to get their act together to hold on to funding and to their clientele and Utilization of resources on the evaluation of policies is a crucial part of effective public service provision where missions are either too weak or not aligned and front line actors cannot be made directly accountable by the beneficiaries.

### **2.3 Types and Forms of Corruption**

Two types of corruption are recognized in the literature. These are 'Petty' and 'Grand' Corruption. Both occur all over the world regardless of differences in levels of economic and social development (Kindra and Stapenhurst 1998).

This is a type of corruption practiced by those who simply execute government policies and are under paid civil servants who depend on small 'contributions' from the public. Petty corruption takes place in the process of service delivery in offices, hospitals, schools, local licensing bureaus, police, tax offices, etc. Petty corruption has also been called 'low level' and 'street level' corruption or 'bureaucratic corruption'. It involves mid-and lower-level officials such as agency bureaucrats, immigration officials, customs clerks, police officers, etc. (Kindra and Stapenhurst 1998; Collier 1999 as cited by Amundsen 1999).

Grand corruption is high-level government (political) corruption that unlike petty corruption takes place by greed motives. It is practiced by those public officials who have power to decide on significant economic and political issues. It involves senior agency officials, military and police commanders, senior judges, legislators, cabinet ministers, and even heads of government and state (Moody-Stuart 1996, cited in Collier 1999).

Corruption also takes many forms. Because there is no universally accepted definition of corruption, there is no universally valid typology of corruption. Researchers on corruption have elaborated multiple classifications. Weber (1964) developed a typology of corruption on the basis of subjective intentions that have or expect the individuals such as gaining power and influence, economic and business success, self-enrichment, social motives, opportunism, etc. Weber (1964) assumes that corruption is a State centered phenomenon reflecting the malfunctioning of a rationalized bureaucracy acting according to rules and in the public interest of society reflected in a democratic political system.

According to UN (1990), forms of corruption include acceptance of money and other rewards for awarding contracts, violation of procedures to advance personal interests, kickbacks from developmental Programs or multi-national corporations, pay-offs for legislative support, Diversion of public resources for private use, overlooking illegal activities, Intervening in the justice process, nepotism, common theft, overpricing, Establishing non-existing projects and tax collection and tax assessment frauds.

According to Amundsen (1999), the main forms of corruption are bribery, embezzlement, fraud, extortion and favoritism.

### ***Bribery***

Bribe is payment given to or taken by state officials who have power to decide on certain monopoly of the state in a situation the client has no other choice to access that monopoly. Bribe is favor in money of kind paid to the state official in charge of making contracts on behalf of the state or otherwise distribute benefits to companies or individuals, businessmen and clients. To pay or receive bribery should be understood as the essence of both extractive and redistributive corruption. The bribery is the payment (in money or kind) given to or taken by the state official in a corrupt relationship (Amundsen,1999).

Two general cases occur the provision of services of contracts according to the rule ("grease" payments to expedite a procedure that should have been carried Out anyway) and the second, where transactions are against the rule (a bribe is Paid to obtain services which the official is prohibited from providing) (G.SKindra and Rick Stapenhurst 1998).

There are many equivalent terms to bribery, like kickbacks, baksheesh, sweeteners, grease money and pay-offs, which are all notions of corruption seen from below, as "redistributive" corruption. These are all payments needed or required to make things pass swifter, smoother or more favorably through a bureaucracy, or to avoid some burden. Bribes may be paid in general to get access to scarce resource, to reduce or avoid cost, to access inside information that can reduce cost or increase benefit, to secure monopoly, to impose a cost on someone else, etc., (ibid).

### ***Embezzlement***

Embezzlement is theft of public resources by public officials, and as such it is understood as another form of misappropriation of public funds. The state official steals from the public institution in which he his employed and from resources he is supposed to administer on behalf of the state and the public. However, disloyal employees in private forms can also embezzle their employers and firms, and several kinds of resources may be embezzled. Embezzlement is not considered as corruption from a strict legal point of view. In legal terms, corruption is a transaction between two individuals, one state agent and one "civilian" agent, where the state agent goes beyond the limits of the law and regulations in order to secure him and personal benefit in the form of a bribe. Embezzlement is therefore regarded as theft, because it does not involve the "civilian" side directly. The general public is be stolen only indirectly when public funds are embezzled, and individual citizens have no legal right to present themselves as forfeited (Amundesen,1999). Embezzlement can be extended to massive extraction of public property by power-holders that systematically exploit their political office for their own private business interest and that of the members of the ruling families. The process of 'privatization' is one of the facilitating factors for embezzlement.

### ***Fraud***

Fraud is a crime that involves some kind of trickery, swindle or deceit, and it is a broader legal and popular term that covers both bribery and embezzlement. It is fraud when for instance state agencies and state representatives are engaged in the black and grey (informal) markets, and when networks of forgery, trade in illegal goods and smuggling are propped up by “official” sanction and involvement. While serious fraud is generally treated as cases of individual enrichment, fraud can also be “collective”. Fraud is the swindle and deceit used by the ruling group to make more benefits for the rulers, and as such the concept includes what has been labeled extractive corruption. Dirty trick politics, which means fraud according to Bayart et.al (1997), include 'import' of toxic and atomic waste from Western countries, printing of large amount of national bank notes to pay civil servants and military men, and state or parastatal institutions that persuade private firms to give them loans, assistance and services that will never be paid back (cited in Amundsen 1999).

### ***Extortion***

This is a form of corruption as extraction of money or other resources either from the society to the state or from the state to the society as a form of either 'redistributive' extraction 'from below' or 'from above' through the use of coercion, violence or the threats to use force. Corruption as extraction from below is said to occur when individuals or firms compel individual state officials and state agencies for preferential business opportunities, privileges, and exemption from taxation, regulations, and legal prosecution. Therefore, for it is the powerful that can influence policies through pressure and bribes, the ultimate cost of redistributive corruption is shouldered by the poor.

Who, in society, will benefit the most from this kind of corruption depends on the local distribution of forces. It might be powerful ethnic or regional groups or clans who are strong enough to extract much more from the state than their fair part of public investments, development projects, international aid, regional autonomy and representation in national institutions. It might be foreign or local corporate interests that are able to buy under-priced national resources, concessions, preferential treatments, permissions, and tax exemptions. It might be the general population, individuals who are able to buy benefits like tax exemption,

subsidies, pensions, or unemployment insurance, or get preferential access to privileged schools, medical care, housing real estate or ownerships takes in enterprises being privatized (ibid).

Corruption from above is, similarly, when the state itself and in particular its security services and paramilitary groups extort money from individuals and groups to protect them from 'harassment'. Rulers can also extract resources from private sector businesses with concealed threats by imposing strict taxation, overtly delayed licenses, repeated and brutal police inspections or other measures. As Amundesen (1999) stated, "the ruling elite is the strongest force in society. The elite use the state apparatus as an instrument of extracting resources from society, and it does so for the benefit of the rulers."

### ***Favoritism***

This is a form of corruption in which state resource, are distributed in a highly biased manner. It is a way through which state officials grant offices or some kind of benefits to their friends, relatives, and, in most societies, to family, clan, tribe, ethnic, religious or regional group regardless of merit by abusing their public power. "Favoritism is the penchant of state officials and politicians, who have access to state resources and the power to decide upon the distribution of these, to give preferential treatment to certain people when distributing resources" (ibid).

Favoritism is quite simply the normal human proclivity to favor friends, family and anybody close and trusted. In the political sphere, favoritism is the penchant of state officials and politicians, who have access to state resources and the power to decide upon the distribution of these, to give preferential treatment to certain people when distributing resources. Client list favoritism is a basic characteristic of the neo-patrimonial societies, but in most societies it is a rather everyday proclivity to favor one's kinship members (family, clan, tribe, ethnic, religious or regional group).

According to Amundsen (1999), two forms of favoritism can be discerned. The first is nepotism. Nepotism is a special form of favoritism in which an office holder (ruler), prefers his/her proper kinfolk and family members. "When 'successful', deeply nepotism systems are getting closer to the 'mafia' because of the shared family 'values' and loyalties" (ibid). The other kind of favoritism includes when certain people are commissioned to buy privatized public property (cheaply), get state guaranteed or subvention loans, selected as contractors for public works, and

given privileges through selected economic policies. The problem of favoritism is very serious because it is not only a legal and procedural case but also political as well. Favoritism creates partiality and discrimination among citizens, families, clans, regions or social sub-groups and hence the repercussion is very serious. Besides, favoritism is against merit, and seriously affects efficiency and effectiveness and hence, economic development.

## **2.4 Corruption and Service delivery**

Corruption increases transaction costs and uncertainty in an economy while lowering efficiency. It leads to misallocation of scarce talent to rent seeking activities while distorting investment priorities and technology choice. It undercuts the state's ability to raise revenues and hence results poor provision of essential public goods and services (Bottelier, 1998).

For the poor are highly dependent on public service and least capable of paying extra costs associated with bribery, fraud and misappropriation of economic privileges, corruption affects the poor disproportionately. Corruption is regressive in the sense that its costs and negative economic impact tend to fall more heavily on small enterprises and on individuals in a weak economic position (ibid).

the price and the level of public service provided are affected by the presence of corruption more wide spread corruption translate in to higher price and reduced offering of public service at the same time corruption can reduce government revenues in turn eroding the quality of the service provided. Furthermore corruption within the public sector can lead to lower investment in human capital. This in turn may lead to a” vicious circle” in which users chose not to use publicly provided services further reducing a country’s tax pays and its ability to improve the quality of the service.(Lui,1985).

## **2.5 Factors which aggravate Corruption**

These are factors that are exacerbating corruption. They include nature of the work Performed, working condition, individual histories and dependencies, and organizational culture.

## **Nature of the Work Performed**

If corruption is considered to be the misuse of official power, then an obvious factor which affects the potential amount of corruption is the nature and amount of power which is controlled by the position.

Nature of the work performed matters because it has a direct relationship with 'power', which is the source of corruption (Schloss and Miguel, 1998). Nature and amount of power controlled by the position optimize the occurrence of corruption in several ways among which the basic ones are discretion exercised by the position, position in organization, and services associated with delay (Gorta 1998).

**Discretion exercised by the position:** The amount of discretion exercised by an organization or a position is one potential area for occurrence of corruption. Particularly, in developing countries where rules and regulations are not adequately clarified, this factor has a big potential for corruption. Some distinguished areas of discretion include granting licence, commencing /dropping disciplinary action, recommending grant and financial assistance, recommending /deciding on a procedure for the implementation of government policy, recommending or deciding on employee's promotion, transfer or performance review, authorizing expenditure, and hiring/firing staff (ibid).

**Position in organization:** Some studies have indicated that managers, middle managers, accounts officials and officers in charge of purchasing are more likely to be the perpetrators of fraud. Certain positions in an organization are more susceptible than others. For instance, positions like purchasing provide greater opportunity for fraud (ibid).

**Services associated with delays:** Individuals needing to access a service in which delays are common may be tempted to bribe the official involved in order to move up in the queue or to short-cut the process. Hence, in a process in which delays are frequent, corruption becomes a possibility to shorten the delays. As cited in Gorta(1998) Deleon (1995) has said:

*More "red tape", tighter codes, and less bureaucratic discretion could exacerbate the condition by making it more difficult to obtain the required permits. The increased delay would only make contractors more desperate to expedite the system ... by "greasing"*

*some palms. The vulnerable official will have control over the now-more constricted bottleneck and therefore be able to extort a higher market price. The unintended result: the gains are greater and both parties will be more susceptible to graft and corruption.*

## **Working Conditions**

According to Gorta (1998), the disputed role of remuneration and its relationship to need, lack of benefits for remaining with employer, employee dissatisfaction, and work pressures are among the working conditions that have the potential to cause corruption. Eriksson (1995) has suggested that when a public official is paid an inadequate salary, many may consider it permissible for him to accept a bribe.

**Lack of benefits:** The amount one has to lose if caught stealing from the organization is a factor for occurrence of workplace corruption. According to Hollinger and Clark (1983), "in the employment setting the younger employee clearly has much less to lose than his older co-worker if apprehended and punished for theft" (cited in Gorta 1998).

**Work pressures:** Work pressures may lead to unethical behavior. Some managers of organizations may not be interested in the manner things are done; they may be interested only in the result achieved. In this case, employees assume that results are more important than methods and, consequently, illegal behavior will become common (Gabor 1994 cited in Gorta 1998).

## **Individual Histories and Dependencies**

Individuals have different life experiences and level of dependency, which can influence their current and future behavior and decisions. Accordingly, ethical decision history and dependence of individuals on their employer can have an effect on their ethical decision-making.

**Ethical decision history:** As ethical decisions are made and reinforced overtime, the individual develops an ethical decision history and that history can help him/her in making current and future decisions ethical (Wahn, 1993).

## **Organizational Culture**

Organizational culture has great influence on behavior of employees. It can make an individual to behave according to the culture of the organization dominating his/her personal ethics. That is, if organizational culture is ethical, it can impede corruption and if unethical, it can facilitate it either by optimizing or/and perpetuating it. According to Gorta (1998), organizational culture facilitates corruption where there is unclear message about what is acceptable in the organization, where attitude of colleagues to corruption is lenient, where top persons in the organization fail to demonstrate their anti-corruption stance by deed, where there is lack of reinforcement of ethical behavior, and where other workplace practices are at ethical risk.

**Unclear messages about what is acceptable:** This relates to the existence of 'gray areas' in the organization and the situation where it is difficult to identify between what is right and what is wrong. In such circumstances, there is more scope for employee deviance, including corruption. Therefore, it is crucial to identify clearly what behavior is accepted and what is not.

**Attitudes of colleagues:** This refers to employee or workplace attitude to corruption. It is recognized that social definition of corruption may well be more salient in governing behavior than formally imposed definition. That is, in workplaces, informal social control is successful than formal reaction (Hollinger and Clark 1982 cited in Gorta 1998).

The attitude of coworkers has also been found to affect willingness to take action about corruption, for instance, in reporting corruption cases, blowing the whistle (ibid).

**Example set by management:** The example provided by supervisors, managers and staff's perception of that example have also been seen to affect the occurrence of corrupt behavior.

As Stead et al. (1990) stated that Managers cannot expect ethical behavior from employees if they do not behave ethically themselves. Managers are the most significant role models in the organizational setting. None of the other suggestions made in this section are likely to have much influence on ethical behavior if managers do not behave ethically. This is especially true for top managers (cited in Gorta 1998).

**Lack of reinforcement of ethical behavior:** To enhance ethics in an organization, reinforcement of ethical behavior is necessary. This can be made possible by modifying performance measurement and appraisal and reward systems to account for ethical behavior (ibid).

## **2.6 Corruption in water supply and sanitation sector**

The corruption that occurs in the WSS sector can generally be understood in terms of: bureaucratic or petty corruption in which a vast number of officials abusing public office extract small bribes and favors; grand corruption meaning the misuse of vast amounts of public sector funds by a relative small number of officials; or state capture, seen in the collusion between public and private actors for private benefit (Shah and Schacter, 2004). In WSS, these corrupt practices, big and small, take the form of (i) abuse of resources – theft and embezzlement from budgets and revenues, (ii) corruption in procurement which results in overpayment and failure to enforce quality standards, (iii) administrative corruption in payment systems, and (iv) corruption at the point of service delivery.

Corruption in the water and sanitation sector varies by country (and regions within a country), by governance, by WSS systems, and a multitude of other factors. In urban areas, the type, size and incidence of corruption in water and sanitation service delivery may be a function of the path of legislative reform or of the leadership that the sector has seen. Or it might be an outcome of decentralization, the role of social structures and civil society, or the nature of the water market in difficult locations. In rural and peri-urban areas, similar factors, plus the structural shift towards community driven development approaches, the highly opaque construction and management processes, the unmonitored, uncompetitive and low capacity contexts in remote areas, and the nature of traditional social structures, all potentially contribute to local level corruption, capture and collusion(ibid).

## **2.7 Causes of corruption in water supply and sanitation sector**

Corruption is a phenomenon that takes place due to the presence of a number of factors. An understanding of such factors requires, among other things, a kind of general framework for a clearer understanding of the causes of corruption, especially from a broader perspective. Genesis

of corruption can be explained by looking at three levels - international, national and individual institutional levels (Goudie and Strange, 1979).

Many plausible theories on corruption have been derived from moral and cultural characteristics of individual societies. It has for instance been argued that the salience of corruption is the carry-over into present day political behavior of cultural values inherited from a patrimonial past, like negotiations, gift-giving and unconditional solidarity with extended families, clans and other communal groups (De Sardan, 1999).

Like all corruption in developing and transitional economies, corruption in WSSS in Africa is founded in historical, political and social realities. The causes of corruption are not sectorial because always it's contextual, rooted in policies, bureaucratic traditions, political development, and social history of the country. However, TI (2012) describes corruption as the most prevalent and insidious product of poor governance such as lack of accountability, responsiveness, and transparency among service providers and facilitators (Davis J., 2003). Lack of check and balance; complex service delivery system; less transparency in government policies, rules, and regulations; lack of supervisions; poor compliant handling mechanism; limited access to information for citizens; inadequate training and equipment for water supply and sanitation sector departments and political wills that exist in a country are a common contributing factors for corruption in water supply and sanitation service delivery (Ibid).

In many parts of the African countries, WSSS has been plagued with corrupt practices because of monopoly power, wide discretionary power, and lack of accountability and transparency among the water and sanitation service providers and facilitators (Telmon, 2002). Klitgaard's definition of corruption:

**Corruption = (monopoly + Discretion) – (Accountability + Integrity + Transparency).**

Accountability is very relevant to an understanding of the WSS sector in Africa in that it highlights the aggregate effect of monopoly and discretionary power. The WSSS has long struggled with its monopolistic past and the traits (such as high capital costs and economies of scale) that tend to keep it that way. A strong characteristic of agencies and officials involved in the sector is their enormous discretion in the planning, design, contracting, implementation and monitoring of water and sanitation service delivery (compounded by a lack of clarity of rules and

regulations). This is true whether we are in the public or the private sector, whether we are in a poor country or a rich one, whether we are in health, water, sanitation, education or other public sectors (klitgaard, 1998).

In comparison to other sectors WSS is highly vulnerable to corruption because of the large flow of public money; often uncoordinated donor, national and local funds; the opacity, political interference and discretion in investment decisions; the monopolistic nature of service delivery, coupled with the failure of sector financing and cost recovery, problematic tariffs and subsidies, and the increasing role of the informal market; the cost of sector assets; the asymmetry of information between user and provider, and the complexity of sector stakeholders, systems, levels of service, institutional roles and functions(Lambsdorff,2001).

The main reason behind all this, the problems of weak governance or governance crisis in which transparency, accountability, responsiveness, effective WSS management are lacking. In addition to these, little political commitment, little private sector involvement, decentralization problems/excessive centralization of power and limited engagement of civil society, community, NGOs and media in water supply and sanitation service delivery process increase the opportunity for corruption because corruption loves multiple and complex regulations with ample and unchecked official discretion (Plummer & Cross, 2005).

## **2.8 Types of Water supply and sanitation sector Corruption**

Corruption in the water sector comes in many different forms and the scope varies substantially across types of water supply and sanitation sector practices, governance structure and the perceptions and norms of actors involved. Typical examples of corruption include falsified meter reading, distorted site selection of boreholes, collusion and favoritism in public procurement, and nepotism in the allocation of public offices (Davis, 2003). The variation in sorts of corruption activities is partly explained by the large number of different kinds of actors engaged in the water sector. In the public domain, this includes political leaders, policy makers, procurement and regulation officials, law enforcement agencies, and technical staff, as well as international development partners. Civil society plays a vital role via stakeholder facilitation, allowing demands and discontent to be voiced and playing a key role in advocating reform. Notable actors include the media, water stakeholder associations, environmental protection groups, as well as

religious leaders concerned with social justice and sustainable development (P. Cross and J. Plummer, 2009).

According to FEACC (2003), political, administrative, state capture and economic corruption are common in water supply and sanitation service delivery

Political corruption is mostly common in the award of large contracts for construction works, equipment, or concessions to operate major water and sewerage systems as well as frequent in the purchase of equipment and materials. The city mayor and an executive of the multinational water company together participated in accepting and paying bribes in the letting of concessions to run the city's water supply and sewerage services (Cisar, 2003).

Administrative corruption results in transfer of public benefits to private benefits taking advantage of the entrusted power, as for example, in the form of nepotism that results in the transfer of benefits from society to family members. It also involves bribery, fraud, embezzlement, favoritism, and other benefits generated at the expense of public benefits. Petty/ administrative corruption reported most frequently in meter readings (payments for falsifying meter readings), connection, disconnection and reconnection of water supply and sewerage systems ways as well as when the household made payments to expedite attention to repair work( Bardhan,1997).

Generally there are various types of corruption that occur in water supply and sanitation including political and bureaucratic corruption because of their pervasiveness and seriousness in the provisions of water and sanitation service.

## **2.9 Consequences of Water supply and sanitation sector Corruption**

Corruption is wide spread in developing countries, not because their people are different from people elsewhere but because conditions are ripe for it (Mauro, 1998).Corruption might cause a lot of harm to society; it may lead to insecure citizens, speculative politicians, and administrators vacillating between huge opportunities, grave risks and much double-pressure. Leaving these aside, a closer look at the economic, social and political consequences of corruption is pertinent.

In political sphere, corruption impedes democracy and the rule of law. In a democratic system, public institutions and offices may lose their legitimacy when they misuse their power for private interest (Lambsdorff, 2001).

Corruption may also result in negative consequences such as encoring cynicism and reducing interest of political participation , political instability , reducing political competition, reducing the transparency of political decision making, distorting political development and sustaining political activity based on patronage, clientele and money, etc (Rose-Ackerman, 1999).

The economic effects of corruption can be categorized as minor and major. However, both in one way or the other have serious impact on the individual community and country. First and foremost, corruption leads to the depletion of national wealth. It is often responsible for increased costs of goods and services, the funneling of scarce public resources to uneconomic high profile projects at the expense of the much needed projects such as schools, hospitals and roads, or the supply of potable water, diversion and misallocation of resources, conversion of public wealth to private and personal property, inflation, imbalanced economic development, weakling work ethics and professionalism, hindrance of the development of fair in market structures and unhealthy competition there by deterring competition. Large scale corruption hurts the economy and impoverishes entire population (Gray and Kaufmann, 2003). In Social sphere, corruption discourages people to work together for the common good. Frustration and general apathy among the public result in a weak civil society. Demanding and paying bribes becomes the tradition. It also results in social inequality and widened gap between the rich and poor, civil strife/conflict, increased poverty and lack of basic needs like food, water and drugs, jealousy and hatred and insecurity (Telmon, 2002). Corruption also undermine the legitimacy of the governments and weakening their structures, reducing productivity, hindering development, worsening poverty, marginalizing the poor, creating social unrest particularly in developing African countries (OCED , 2002).

This problem is highly visible in Ethiopia public service institutions such education, health, water and sanitation sector. However, it is most frequent and common in water supply and sanitation sector.

Corruption in the water sector undermines development of society as a whole. It contributes to unsustainable development by discouraging investments, undermining efficient water resource management and service provision, and degenerating public institutions. Poor people are particularly hurt by corruption in the water sector, mainly because it creates poverty by reducing effectiveness and efficiency. In Sub-Saharan Africa, 44 % of the countries are unlikely to attain the MDG target for drinking water before 2015, and when it comes to the sanitation target, a staggering 85 % are off track. Corruption has been identified as a major cause of this. That is to say that corruption contributes to millions of people dying from illnesses caused by lack of access to clean water and sanitation.(Stalgren,2006)

In addition, poor people are often engaged in agricultural production which makes them particularly dependent on water services for their livelihoods. Poor people have few, if any, means to enter alternative markets when corrupt public systems fail to deliver. Corruption also undermines democracy and the legal system which otherwise can empower the poor. Acting within such a system, poor people typically cannot afford to pay bribes, and when they do, research shows that they have to pay a higher amount relative to their income. If a scarce resource or service is only delivered to the one offering the highest bribe, the poor will lose out. Typically, poor people also lack the influential contacts and relationships that determine delivery and allocation of public offices in corrupt systems. (ibid)

## **2.10 Fighting corruption in Water supply and sanitation sector**

Over the last decade, a number of theories and mechanisms have been developed and tested to tackle corruption in its various forms. Policy changes that support anti-corruption activity generally range from removing trade barriers to more targeted actions minimizing regulation and licensing, and strengthening accounting and auditing standards. Institutional reform strategies have included the strengthening of judicial and legal systems, improving budgeting procedures and financial management as well as mainstreaming civil service reform, and focusing on incentives, competition, and internal checks. More specific anti-corruption strategies have included enforcement, watchdogs and ombudsman, awareness campaigns and anti-corruption commissions. Despite this menu of anti-corruption options and the increasing resources from development agencies devoted to the fight against corruption, many commentators highlight the

lack of rigor and specificity in the development of anti-corruption programs (Shah and Schacter, 2004). In many cases corruption has not been identified accurately or matched with appropriate interventions.

Eradicating corruption from the water sector is unrealistic, but significant reductions are a necessity from any perspective, whether the focus is economics, human rights or ecological sustainability.

### **2.10.1 Factors that influence willingness in fight against corruption**

Individual beliefs and values with regard to wrongdoing are factors that influence willingness to take action on corruption (Gorta 1998).

**Individual beliefs:** There are various individual attitudes and beliefs that affect willingness of employees to take action against corruption. As cited by Gorta (1998), these include:

- ❖ a strong sense of individual responsibility and a belief in absolute moral standards and a strong commitment to upholding moral principles (Jos, Tomkins & Hays 1989);
- ❖ a belief that reporting is the appropriate thing to do (Dozier & Miceli 1985; Miceli, Roach & Near 1988);
- ❖ a belief that the benefits of action outweigh the costs (Dozier & Miceli 1985);
- ❖ being unlikely to weigh up the costs and benefits of blowing the whistle (Jos, Tomkins & Hays 1989);
- ❖ willingness to jeopardise career (Miceli & Near 1984); the person's courage and circumstances of his or her life (Glazer 1987); and
- ❖ Relationship to perpetrator (Gorta & Forell 1994).

**Features of the wrongdoing:** Features of wrongdoing have also the power to influence the willingness of employees to take action about corruption. According to various studies (Gorta 1998), action against corruption has been found to be more likely if the employee has direct and convincing evidence of the wrongdoing, if the wrongdoing is considered to be serious, if the employee is a direct victim of the wrong doing, and if many different incidents of the wrong doing are observed.

**Existence and perception of organizational reporting mechanisms:** Existence of recognized complaint channels for wrongdoing is an incentive for employees to report any corrupt act they might come across. According to ICAC (1994), the existence of the complaint system alone is not enough; the system should be well known among the employees including more junior staff. The system should also be operational. Besides, employees should be confident that their identity would not be disclosed. Whistleblowers also want organization complaint receivers should be responsive enough to motivate employees to blow the whistle.

**Employee Responsibility:** Organizations have to make all their employees responsible to report cases of corruption they might come across in their workplaces. As several studies (Gorta 1998) suggested, employees assuming a watchdog role consider reporting acts of misconduct as part of their job. Auditors, inspectors, and supervisors are more likely to take action against corruption cases than others do.

**Organization history with reporting of corruption cases:** The history of organization in dealing with reported corruption matters is important because "employees' observations of how their organization has handled reports of corruption made in the past are likely to influence cost-benefit analysis" (ibid). That is the notion of an informal cost-benefit analysis holds in deciding on whether to report cases of the corruption witnessed or close eyes on it. Employees report cases of corruption only when they believe there is some value in doing so. According to ICAC (1994), if people are to be encouraged to take action about corruption, then they must feel that their contribution will make a difference to the situation. At the minimum, providing convincing evidence that corrective action would be taken appears to be encouraging to nearly all potential whistleblowers. Absence of protection for whistleblowers also may discourage people from reporting corruption cases by making whistle blowing a risky venture.

## **2.11 Water supply and sanitation sector corruption in Ethiopia**

Water plays a pivotal role in Ethiopian society and is an input to almost all production. Water is also a force for destruction: floods and droughts account for major swings in economic growth and significant losses of life and wealth. Unmitigated hydrological variability is estimated to cost the economy one-third of its growth potential (World Bank 2006)

In the water supply and sanitation sector, Ethiopia exhibits most of the classic warning signs of corruption risk, including instances of poor-quality construction, inflated unit output costs, and delays in implementation. In turn, these factors appear in some cases to be driven by unequal or unclear contractual relationships, poor enforcement of professional standards, high multipliers between public sector and private sector salaries, wide-ranging discretionary powers exercised by government, a lack of transparency, and a widespread perception of hidden barriers to market entry (MOFED, 2003). Petty and political corruption is the two major types of corruption that threaten and continue to threaten the water and sanitation service provisions in most part of the country. WSS corruption diffuses in all regions of the country whereas, the scope and magnitude of the corruption is differing from region to region even with the same region from sector to sector (FEACC, 2003).

Water supply and sanitation sector corruption can manifest in different forms in the country. Mainly it can be revealed in terms of bribery, nepotism, fraud; cheating, trickery, embezzlement, extraction, theft and prejudice in public service delivery including water supply and sanitation service delivery. In most part of urban area corruption makes water undrinkable, inaccessible, unsafe and unaffordable. Presently around 50% of Ethiopian urban residents have no access to clean, safe and adequate water and sanitation service and these threatens the life of the urban people particularly women and children who travel a great distance to collect water for their family(TI,2006).

## **2.12 The main causes of WSSS Corruption in Ethiopia**

Like other developing countries, WSSS corruption in Ethiopia is deeply rooted in historical, political, economic and social realities of the country. The main cause of corruption in WSS includes lack of transparency, accountability, integrity, responsiveness ,efficiency, citizen participation and other features of good governance, ineffective organizational structures, poor compliant handling mechanism in water supply and sanitation, social cultural, Political and economic factors/inflation , coupled with inadequate finance, inadequate man power and other resources ( Pathak et al,2008).

There are a number of dimensions which suggest relatively high potential for corruption in water and sanitation sector. These include, inter alia, the large flow of public money; often

uncoordinated donor, national and local funds; the opacity (centralization of power), political interference and discretion in investment decisions; the monopolistic nature of service delivery' coupled with the failure of sector financing and cost recovery; problematic tariffs and subsidies, and the increasing role of the informal market; the cost of sector assets; the asymmetry of information between user and provider (FEACC, 2003). However, to tackle corruption in water and sanitation sector, we need to differentiate and understand the actors or stakeholders involved in water supply and sanitation service process (FDRE, 2008).

### **2.13 Water supply and sanitation sector functions and Corruption**

In recent years, Ethiopia government has embarked upon a wide range of investment programs in water supply and sanitation sector by recognizing the scale and importance of the water and sanitation challenge. The Priority has been given to water for human development and for livestock use, with a core focus on low-cost groundwater development for urban and rural supply. The Ministry of Water Resources (MOWR) has, over the past half-decade, led a process of studies, policy, and strategy development, resulting in much-improved sector coordination, institutional reforms, significant increases in water and sanitation coverage, increased financial allocations, and the development of an ambitious plan not only to meet the water and sanitation MDGs but also to achieve universal access to basic services (MOWR, 2008).

In contrary corruption and governance crises generate plenty of difficulties in water supply and sanitation service delivery progress to attain MDGs and UAP because corruption discourages investment, decrease government revenues, and limits access to water and sanitation services especially to the urban poor. The consequence of corruption is serious and directly affects the wellbeing of most the society, specifically, corruption transactions in water supply and sanitation service delivery will have a direct or indirect impact on the poorest and largest sections of the population. Facing extremely low access rates at the turn of the century, the MOWR embarked upon a substantial program of reforms and improvements in service development, undertaking sector studies from which they adopted a new policy frame and sector strategies (FEACC, 2003). In 2001 the government adopted water and sanitation strategy such as Promoting more decentralized decision making; Promoting the involvement of all stakeholders, including the private sector; Increasing cost recovery; integrating water supply, sanitation, and hygiene

promotion (MOWR, 2003). However, its implementation in achieving water and sanitation service coverage raises the question of corruption again in the sector because the institutional structure of water and sanitation sector both at regional and local level is very weak in preventing corruption and enabling the national program to reach its goals. Indeed, risk factors for corruption include: the very speed of program development; intention to decentralize is not borne in practice); questions about the lack of staff, experience, and skills at lower levels and the substantially increased activity and money being invested in the sector (Ibid). It occurs alongside service delivery value chain or stages. These stages are: policy making and regulation; planning, budgeting and transfers; design, tendering and procurement; construction and maintenance; local management and payments ( Plummer, 2006 and FEACC, 2003).

### ***Policy Making and Regulation***

Corrupt practices occur at the policy-making level within the public sector. Politicians and officials responsible for water sector policies might seek to influence the focus of policy (that determines investment priorities) to set up future opportunities for rent seeking. In turn, regulators can be bought by politicians and other stakeholders to determine standards and regulations (regulatory capture) or to allow projects to bypass established standards or procedures.

At higher levels of government, such corruption is typically opaque and complex, but distortions in the allocation of resources are achieved only by collaboration within water and sanitation departments and between line departments such as financing and planning (Plummer and Cross 2007).

### ***Planning, Budgeting, and Transfers***

Grand corruption is the misuse of vast amounts of public sector funds by a relatively small number of officials is most likely to occur during the planning and budgeting processes associated with project and sector investments. Corrupt practices along this portion of the value chain may include the following (Plummer and Cross 2007):

- ❖ Favoring of large, capital-intensive works, where opportunities for bribery and rent seeking are greatest

- ❖ Manipulation of budgets, particularly where there is a disconnect between policy objectives and planning and implementation
- ❖ Corruption in local budget management (for example, fraud or falsification of accounts)
- ❖ Corruption in fund allocation and transfers (for example, though, approval systems that operate between ministries and line departments).

In poor countries, where the aid budget is a significant contributor of finance to the sector, the value chain is strongly influenced by the type of financing and conditions of use. Aid harmonization or donor contribution may provide greater degree of discretion, or fiduciary risk, in budget allocation and spending than traditional project-based investment (Sanson,2006).In Ethiopia, sector- level planning, budgeting, and financial transfers have changed significantly over recent years- reflecting shifts in both government policy particularly around decentralization and revisions the UAP and donor financing(AAU,2009).Such major changes expected to increase corruption risk in the sector at the planning, budgeting and transfer as a new system but evidence suggest that with respect to planning the corruption risk is became low as a result of this change.

### ***Design, Tendering, and Procurement***

Procurement requires public-private interaction for the purchase of a wide range of goods and services, including borehole drilling and materials. For this reason, it is one of the most well-publicized and well-documented faces of corruption in the water and sanitation sector (Plummer and Cross 2007).

Depending on country context and project area, a number of public actors may be involved, from national to local. Private actors may include suppliers, contractors, operators, or local and national consultants. Corruption may influence the selection of contracts for services and supplies, payment schedules, profit margins, and the outcomes of the regulatory process (Ndou, 2004). In Ethiopia, the drilling sector is characterized by a mix of private operators, both national and international, and SOEs. Procurement can be carried out by government institutions (typically regional bureaus) or directly by donors and NGOs; the method depends on both financing modalities and whether the commissioning agent has in-house drilling capacity. The tendering and procurement process for borehole drilling has undergone major changes in recent

years. In particular, national procurement guidelines are now closely aligned with international or donor systems, such as those developed in the World Bank's WASH program(WB, 2009).

In addition, all public sector institutions in Ethiopia have recently been required to complete a business process reengineering plan, under which all organizations start with a clean slate in looking at ways to improve efficiency, effectiveness, and transparency (WB, 2006). In contrary to this, corrupt practices is prevalent in designing, tendering and procurement function of water supply and sanitation sector in terms of favoritism on design spaces, conflict of interest in the selection of committee members, arbitrary exclusions of bids on licensing ground or spurious (fake) technical, and interference in bidding process as well as use of contract variation to extend the work of contracted company beyond original contract (FEACC, 2003 and Sanson, 2006).

### ***Construction and Payment***

After the contracts are awarded, corruption can also be prevalent in the construction of infrastructure and in final invoicing for work completed or not completed. In construction, bribery and fraud resembles that found in other parts of the construction industry: contractors may fail to build to specification, concealing substandard work and materials or paying officials to ignore it. Oversight officials may demand payments to ignore instances where specifications are not adhered to. Fraudulent invoicing and documentation is another common problem in construction and payment stage of water and sanitation sector (Plummer, 2006).

### ***Local Management and Payment Systems***

Corruption that directly involves communities and households includes situations where a householder or community leader acts as a bribe giver—bribing officials to gain access to water, or water infrastructure that might otherwise go to another village or household. Such community or household corruption might also include the embezzlement of funds by committee members in charge of collecting money for an operation and maintenance fund or nepotism in the selection of committee members to secure kickbacks and bribes. Petty corruption can be significant because many small transactions gradually mount up for a household or village (WB, 2007). Moreover, broader policy shifts toward cost recovery and user financing raise the stakes: under cost-sharing arrangements, the poor are paying for leakages caused by corruption throughout the system in the form of higher (absolute) contribution levels and higher bribes to secure (more

costly) access to water and sanitation (Plummer, 2006). In general all functions of water supply and sanitation sector are vulnerable to the problem of corruption and governance crisis but it degrees varies from one stages or functions to functions based on the number of stakeholders involved in corrupt practices as well as depending on nature of work, techniques required and the like. However, budgeting, construction, design, and procurement and management and payment systems are highly exposed to corruption. However, corruption is more serious and pervasive at the point service delivery where water supply and sanitation sector officials meet with the general public. Particularly petty or bureaucratic corruption is the dominant types of corruption at the point service delivery. For instance it occurs where connection, disconnection, reconnection of water supply and sewerages services were given to the people. It is also frequent in meter reading, and payment of bills.

### **Conclusion**

Corruption in the Public Service has great impact for effective service delivery. This is because the Public Service is the major implementer of government policies and programs geared towards providing essential services that impact on the wellbeing of society.

Corrupt practices vary from country to country and even differ in the regions of one country because of difference in water and sanitation sector governance, water supply and sanitation service delivery systems, economic policies and other multitude factors. Corruption includes both monetary and non-monetary benefits. Common types of corruption in water supply and sanitation service delivery are political, administrative, state capture and economic corruption. These corrupt practices have been very severe and challenging in Africa specifically in sub Saharan Africa. Due to the widespread of corruption in water and sanitation service the developing countries and their citizen suffer huge cost such as economic, political, social and environmental.

A key factor to recognize in taking corruption in the water and sanitation sector is that most of what is being done now in the water governance agenda policy, institutional, financial management reform, reducing inefficiencies, improving leadership and demand-side capacity building is central to anti-corruption activity, but unfortunately has not shifted (to any degree) corrupt practices in the sector. However, to have a clear approach and to establish a more

comprehensive understanding about corruption in the water and sanitation sector first we should clearly understand its concentrated areas namely, Policy making and regulation, Planning, budgeting, and fiscal transfers, Tendering and procurement, Construction and operations and Payment and access.

## **2.14. Empirical Review**

### **2.14.1. Conceptualization of Corruption in water supply and sanitation sector**

Corruption in water supply and sanitation service delivery is claimed by many advocates, practitioners and disciplines each approaching with different approaches. Regarding the prevalence of corruption in public service including water supply and sanitation sector, different scholars develop different approach to describe current status of corruption, types and the circumstances or factors that aggravate corruption in water supply and sanitation sector (Shah and Schacter, 2009).

Internationally water supply and sanitation sector is highly vulnerable to corruption. J. Plummer, 2009 also stated water supply and sanitation sector is highly corrupted sectors. As a result, a number of anti-corruption advocates including Klitgaard (1998) identified four key factors that engender opportunities for corruption: monopoly, wide discretion, weak accountability and lack of transparency. Klitgaard in 1998 developed an approach or formula to describe corruption in water supply and sanitation service delivery. This approach or formula:  $\text{corruption} = (\text{monopoly} + \text{discretion}) - (\text{accountability} + \text{transparency})$ . It was introduced in Bolivia municipal water supply and sanitation sector and get acceptance throughout the world.

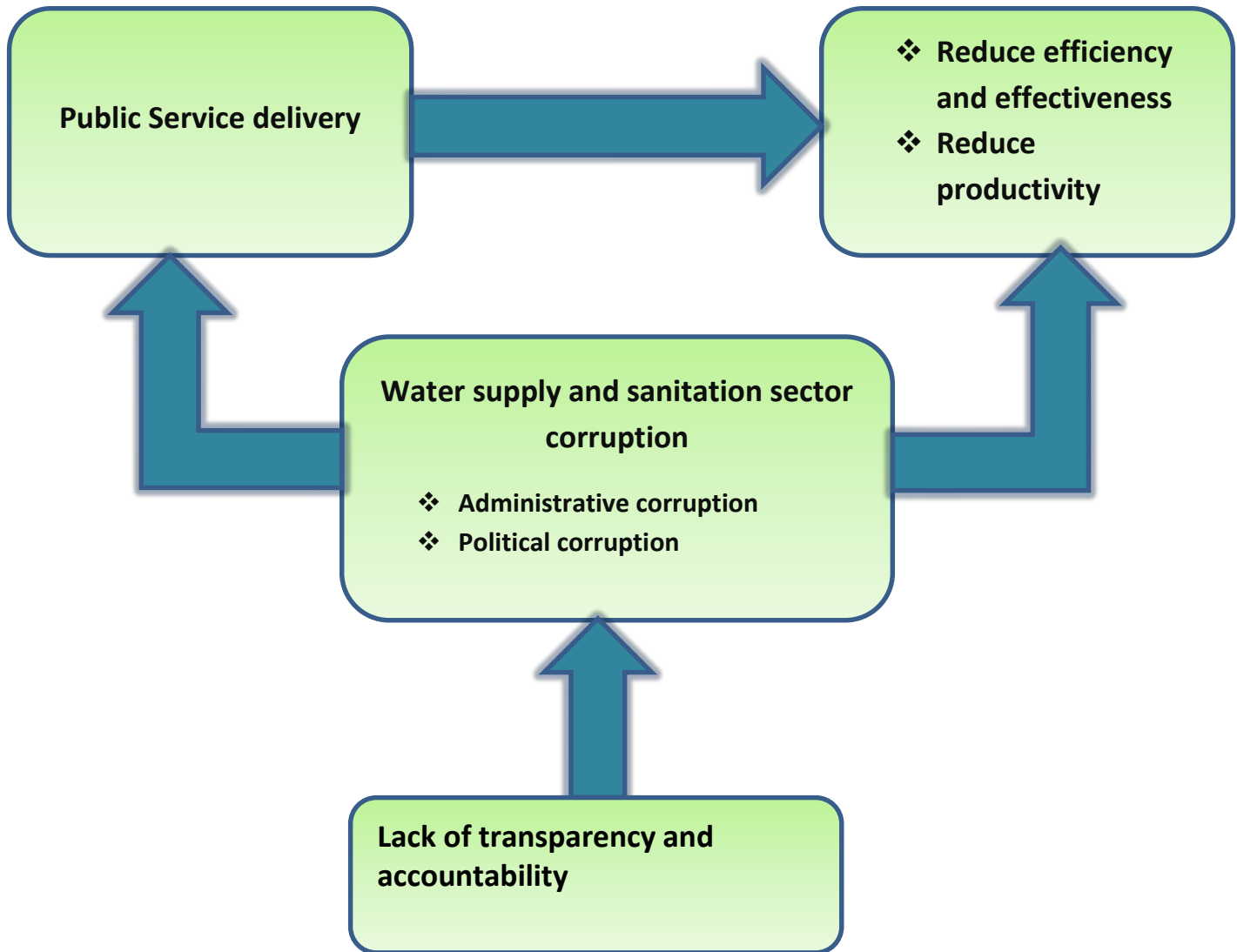
Davis, 2003, Rose-Ackermann, 1999 and Pathak, (2008) also stated monopoly, discretionary power, and lack of transparency, accountability and integrity as the main causes of public service corruption. However, their formula or approach to understand corruption was not limited to only the Klitgard corruption approach. They described corruption as outcomes of monopoly power, wide discretionary power given to water supply and sanitation sector officials, lack of good governance (where transparency, accountability, integrity, responsiveness and other features of effective public service governance) and ineffective organizational structures. These above

listed factors are applicable in every sector whether private or public sectors, whether health sector, education or water supply and sanitation sector (Bhatnagar, 2003)

#### **2.14.2. Conceptual frame work**

As cited in literature corruption is very common and remains least confronted issues in developing countries public service delivery including water supply and sanitation. In line with this most of developing countries has realized that WSSS corruption is one of plugging reason in water supply and sanitation sector service delivery which lead to low productivity and reduce efficiency and effectiveness. Like other developing countries in Ethiopia the main cause of corruption in WSSS includes lack of transparency, accountability, integrity, responsiveness, citizen participation In this case the development of conceptual framework is very essential and useful to describe the relationship between independent variable (public service delivery) and dependent variables (water supply and sanitation sector corruption) in the provisions of water supply and sanitation services.

Figure 2.1 Conceptual framework



Source: - Developed by Author

## CHAPTER THREE

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

#### Introduction

This chapter deals with presentation, analysis and interpretation of the data. Accordingly, presentation, analysis and interpretation were made to achieve the objective of the study using different methods of analysis. Descriptive methods of analysis like table, frequencies, percentages and pie charts were mainly used in the study to analyze data obtained from the survey. Generally the chapter presents the results of the study on corruption in water supply and sanitation sector in Fitch town. Data were obtained mainly from questioner and key informant interview and Different secondary sources have been used. The chapter, apart from discussing background of the study area, is devoted to talk about; forms and types of corruption, reason behind vulnerability of WSSS to corruption, current status and trend of corruption, cause and factors that aggravates corruption, challenges faced by the community and fight against corruption in Fitch town water supply and sanitation sector.

#### 3.1. General Characteristics of sample respondents

This part discusses personal information of the respondents and it gives an indication toward respondent's sex, age, educational status, marital status, and job status.

**Table 3.1 General Characteristics of sample respondents**

No.	Item	Description	Number of respondents	Percentage (%)
1	Sex	Male	172	44.7
		Female	213	55.3
		Total	385	100
2	Age	18-25	66	17.1
		26-35	232	60.3
		Above 45	87	22.6
		Total	385	100

3	Educational	No formal education	8	2.1
		Primary education	29	7.5
		Secondary education	39	10.1
		Certificate	44	11.5
		Diploma	191	49.6
		Degree	71	18.4
		Second degree and above	3	0.8
		Total	385	100
4	Marital status	Married	240	62.3
		Un married	106	27.5
		Widowed	24	6.2
		Divorced	15	4
		Total	385	100
5	Job status	Student	5	1.3
		Unemployed	58	15.1
		Self employed	82	21.3
		Government employee	228	59.2
		Other	12	3.1
		Total	385	100

Sources: Field survey, 2015

As the above Table 3.1 indicated that Out of 385 respondents, only 66 (17.1%) of respondents fell between the ages of 18 to 25 years. 232(60.3%) of the respondents were between the ages of 26 to 45 years and lastly, 87(22.6%) respondents were above 46 years of age. This implies that since the majority of the respondents were fell in the mid age group (26-45); their responses can be considered mature.

Item three of Table 3.1 indicates that 8 participants, who represent 2.1% of the total sample, were respondents who didn't take formal education. Another 29(7.5%) participants reported that they only have primary education. Furthermore, 39(10.1%) respondents stated that they had acquired

secondary education. Furthermore, respondents representing 309 (80.3%) of the total sample reported that they have attended tertiary institutions to acquire certificates, diploma and degree. Finally, only 3(0.8) respondents are professionals. These indicates that as most of respondents are certificate, diploma and degree holders they are educated and they have clear understanding about water and sanitation sector corruption and this leads to mature responses.

Item four of Table 3.1 illustrates the marital status of the respondents and 240(62.3%) of the total sample stated that they are married. Another 106 (27.5%) of the total sample reported that they are not married and 24 respondents, representing 6.2 percent of the total sample indicated that they are widowed. Moreover, 15(4) respondents reported that they were once married and due various reasons they were divorced, this indicates that the majority of respondents are married and have family responsibility.

Item five of Table 3.1 illustrates about employment status or occupational background of the respondents. The survey result depicts that, 82(21.3%) respondents were self-employed, 228(59.2%) of the respondents are government employees, and 5(1.3%) and 58(15.1%) were students and unemployed respectively. The remaining numbers, 12 (3.1%) of respondents are found in other jobs or occupation.

Generally, majority of the respondents were middle aged, tertiary level education and employed. This indicates that the respondents were responsible, educated, and mature. Having the brief overview on the general profile of the respondents, the next part of data presentation and analysis is based on the remaining parts of the questionnaire, interviews and desk review.

### **3.2 Awareness about WSSS corruption**

People who are aware of the existence of corruption are more likely to hold governments accountable, and to put pressure on public services to deliver. Thus the researcher raised question for respondents about their awareness regarding to WSSS corruption. Therefore Table 3.2 below summarized there response.

**Table 3.2 Respondents awareness about the WSSS corruption**

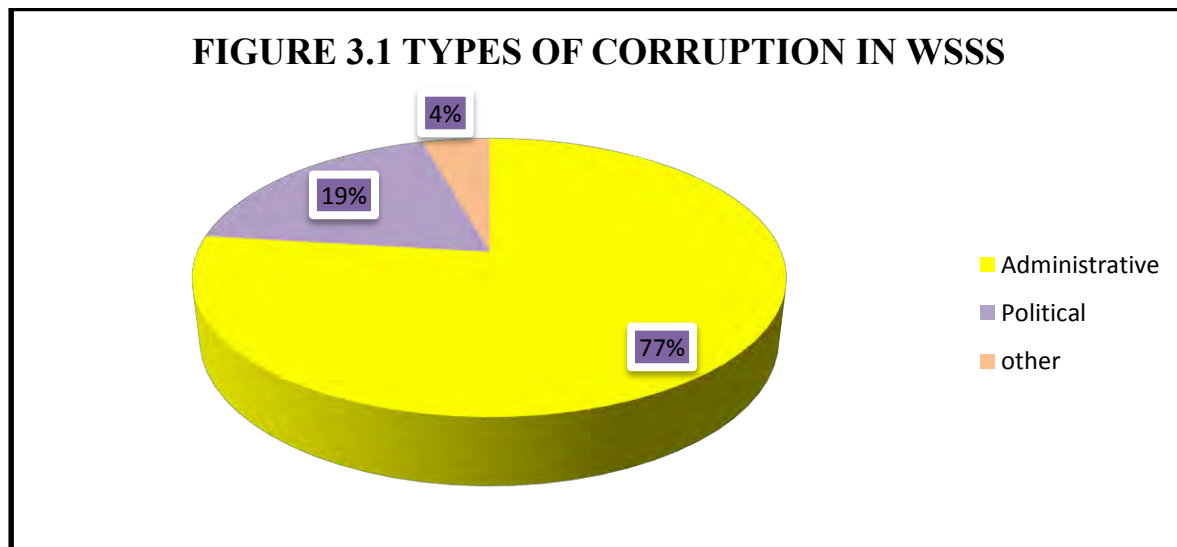
Item	Yes		No		No answer		Total	
	NR	%	NR	%	NR	%	NR	%
	Do you have awareness about the existence of corruption in water supply and sanitation service delivery?	298	77.4	79	20.5	8	2.1	385

Source:-field survey, 2015

The above Table 3.2 clearly show that majority of the respondents 298 (77.4%) agreed that they have awareness about corruption in water supply and sanitation sector. While 79 (20.5%) of the respondents didn't have awareness about corruption in water supply and sanitation sector. Lastly insignificant number of sample respondents 5(1.3%) miss for answering the question. This implies that most of them were having understanding or awareness about the existence of corruption in water supply and Sanitation. Therefore, their response can be considered as mature.

### 3.3 Types and Forms of corruption in water supply and sanitation sector

Regardless of differences in levels of economic and social development there are different kinds of corruption in water supply and sanitation sector. The following Figure 3.6 shows the most common type of corruption recognized in Fitch town water supply and sanitation sector



Source:-field survey, 2015

Figure 3.1 indicates that most respondents 296 (76.9%) reported that administrative corruption is the most common and serious problems in water supply and sanitation service delivery which made the service delivery difficult and 72(18.7%) respondents reported political corruption as common problem and the rest insignificant number 17 (4.4%) identified other types of corruption. This indicates that administrative corruption is the most common and serious problem in the sector.

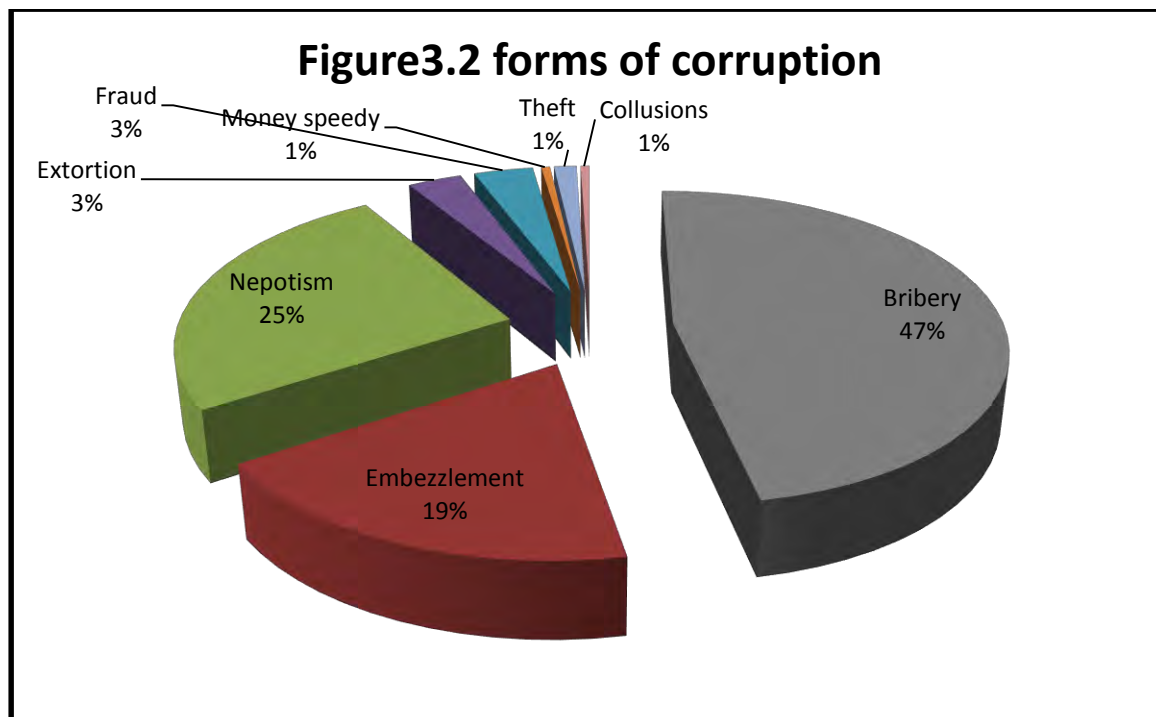
According the discussions that held with water supply and sanitation sector officials' administrative and political corruption is very common and a major an increasing challenge in water supply and sanitation service delivery. This is similar with the finding of Davis (2003). She found administrative and political corruption in South East Asia water supply and sanitation sector. FEACC (2003) also identified administrative as the most dominant type of corruption in water supply and sanitation sectors.

This is also similar with the finding of Jain (2001) which states administrative corruption as the modest sums of money usually involved, and has also been called low level and street level to name the kind of corruption that people can experience more or less daily, in their encounter with public administration and services like water supply and sanitation services delivery (Jain, 2001).

From this we can conclude that both Administration and political corruption is common in Fitch Town water supply and sanitation sector but administrative corruption is currently very common and remain a great challenge or obstacle in Fitch Town water supply and sanitation service delivery.

Based on this we can conclude that Customers who need service or who desire a new service have the option of repeatedly requesting assistance or they can give bribe directly to employees but those unwilling or unable to give bribe often do not seek help for genuine service problems. Water and sanitation sector Corruption takes place in different forms. It differs based on the type of activity performed or service rendered. In line with this the following figure 3.2 shows the most common form of corruption in Fitch Town WSSS.

**Figure 3.2 Forms of corruption recognized in Fitch Town water supply and sanitation sector.**



Source:-field survey, 2015

As reflected in Figure 3.2 above 181 respondents, representing 47 percent of the total sample agreed that bribery is the most common of corruption in water and sanitation sector .72(18.7%) respondents reported embezzlement as common form of corruption and 98(25.5%) of respondents agree nepotism as common form. Furthermore 12(3.1%), 13(3.4%), 2(0.5%),5(1.3%) agree as extortion, fraud, money speedy and theft as common form respectively, lastly 2(0.5%) of respondents reported that collusions is the common form of corruption in water and sanitation sector.

In similar manner, information obtained from the interview with Mr. Tadesse Mekonnen (2015), Head of Fitch Town peace and security Division and Mr.Demisew Garedew (2015), indicated that in Fitch Town water supply and sanitation sector corruption takes place in various ways but bribery is the major mostly known and spread one. in the town the bribe payers monopolized the service for the time being and the professionals extract bribe by supply excess water and by speeding up water supply and sanitation related services for those persons whom they have entered a deal.

As Mr Adugna Tolcha (2015) head of Fitch Town water supply and sanitation office noted that when our staffs are in the field we have no control over them. Most of our meters quality is less and do not work properly. It is accepted for the meter reader to give an estimate when there is no

proper meter reading. We cannot go and check all the meters ourselves therefore we accept what they tell us. This is not only the problem of the staff because customer knows that he has the right to get service from us and If the worker demands a payment the customer can refuse and then lodge a complaint but most of the time customers didn't do this therefore we cannot punish the worker but we can tell him to go and do the job without a payment of any bribes.

Furthermore, as water and sanitation is high critical issue, widely open to influence, to release and conflict among communities at each administrative level. The dialogue over corruption in water supply and sanitation service delivery must reflect the diversity in forms, practices, and actors, their motivations and levels of impact. Therefore the above analysis made to identify the most form of corruption in Fitch town water and sanitation sector and according to the above chart and the interview result with key informants bribery is the most common forms of corruption in the town water and sanitation sector and this implies that the community face a difficulty of getting service from the institution without paying bribes to person in charge.

### **3.4 The Vulnerability of Water supply and Sanitation Sector to corruption**

In comparison to other sectors WSSS is highly vulnerable to corruption because of the large flow of public money; often uncoordinated donor, national and local funds; political interference and discretion in investment decisions; the monopolistic nature of service delivery, coupled with the failure of sector financing and cost recovery, problematic tariffs and subsidies, and the increasing role of the informal market; the cost of sector assets; the asymmetry of information between user and provider, and the complexity of sector stakeholders, systems, levels of service, institutional roles and functions(Lambsdorff,2001).

However it is difficult to decide which one is the main reason behind vulnerability of water and sanitation sector to corruption as it is highly depend up on institutional, country (even cities in one country) and other contexts. As a result, the respondents were asked to identify the main reason behind vulnerability of water supply and sanitation service corruption among large flow of money, unconditional of fund, little private sector involvement, complexity of sector stake holders and institutional problem and their response is summarized in the following Table.

**Table 3.3. Reason behind the vulnerability of corruption in WSSS**

Item	Frequency	Percentage
large flow of money	19	5.5
unconditional fund	8	2.3
little private sector involvement	92	26.8
complexity of sector stakeholders	110	32
institutional problem	115	33.4
Total	344	100

Source:-field survey, 2015

The above Table 3.3 illustrates that out of 344 respondents who agreed that water supply and sanitation sector is vulnerable to corruption 115 or (33.4%) of the them report institutional problem as the major reason behind it. furthermore 110(32%) and 92(26.8%) respondents agree that complexity of sector stakeholders and little private sector involvements are the common reasons respectively lastly another 19(5.5%) and 8(2.3%) respondents also raised large flow of money and unconditional fund as the foremost reason why the water sector is prone to corruption.

Generally Nevertheless it is possible to posit a number of reasons which make water supply and sanitation service prone to corruption and it does aggregate a number of other dimensions which suggest relatively high potential for corruption like the large flow of public money, uncoordinated donor etc. in similar manner, the interview with the key informants indicated that the main reason behind the vulnerability of Fitch town water supply and sanitation sector to corruption is an equivalent population growth and water supply. According to Mr. Fikadu Sahilu Fitch Town water supply and sanitation office technical head. This problem highly related with un fair distribution of water to the residents and investment sectors.in the town most of the time there is absence of water in the residents area and there is enough water the whole day around the hotels in ‘komando’ and ‘04 kebele’ this is because of bribery.(Fikadu,2015)

According to Mr Adugna Tolcha(2015) the head of Fitch water supply and sanitation sector the office discover more than seven professionals participating in bribery action in 2006 E.c budget year and take corrective action.in line with this with Fitch town water supply and sanitation

sector officials indicated that organizational problem is also another reason. Moreover, as the office is service rendering sector there is large flow of money between customers and the organization. Therefore this leads the sector highly prone to corruption.(Adugna,2015)

Furthermore, the effort here is to differentiate the major reason why corruption is vulnerable in Fitch town water supply and sanitation sector and according to the above table and the key informant's interview result the town water supply and sanitation is highly vulnerable to corruption mainly because of its institutional problem and this is similar with the finding of Lambsdorff (2001) which states that Compare to the other sectors Water supply and Sanitation Sector is highly vulnerable to corruption because of the large flow of public money; often uncoordinated donor, national and local funds; the opacity, political interference and discretion in investment decisions; the monopolistic nature of service delivery, coupled with the failure of sector financing and cost recovery, problematic tariffs and subsidies, and the increasing role of the informal market; the cost of sector assets; the asymmetry of information between user and provider, and the complexity of sector stakeholders, systems, levels of service, institutional roles and functions(Lambsdorff,2001).

From this we can infer that awareness creation, reduction of administrative problem, improve good governance and mend customer organization relationship in water supply and sanitation offices and also Integration and interaction between institutions and different sectors of the population, at decision-making, executive and participative levels is required to plan and execute actions in a coordinated way could substantially prevent the sector from being prone to corruption.

In line with this related with water supply and sanitation function's vulnerability Corrupt practices may occur at the policy-making level where water sector policies create opportunities for rent seeking or at the planning and budgeting processes associated with project or Payment Systems and Construction and Payment functions of water supply and sanitation sector and Design, Tendering, and Procurement is also one of the most well- publicized and well-documented faces of corruption in the water and sanitation sector.

However, according the discussion held with Fitch town water supply and sanitation officials to achieve water supply and sanitation service corruption raise through design, tendering and procurement; planning, budgeting and transfer; construction and maintenance; policy making

and regulation and local management functions. This is because of institutional weakness in prevention corruption. according to Fitch Town water supply and sanitation official's among all water supply and sanitation sector functions the budgeting and Payment Systems are highly prone to corruption and the reason behind is the nature of the function Where it leads direct involvement of customers with water supply and sanitation sector officials and create platform for corruption to happen.

### **3.5 Trend and current status of corruption in water supply and sanitation sector**

Corruption has been cited as one of the most prevalent and persistent challenges in enhancing economic growth and improving the quality of life of citizens across the globe. It is one of the single greatest obstacles to economic development and social development because corruption diverts resources away from those who need them space. Public service corruption is also recognized as a greatest obstacle for social development,(Bhargava and Bolongaita, 2004). Based on this following table shows the current status or conditions of water supply and sanitation service corruption in Fitch town.

**Table3.4 Trend of corruption in water supply and sanitation sector**

Item	Increasing		Decreasing		Neutral		Total	
	NR	%	NR	%	NR	%	NR	%
<b>Trend of corruption in WSSS</b>	250	65	119	31	16	4	385	100

Source:-field survey, 2015

The above table 3.4 reflects that the respondents opinion towards the current trend of water and sanitation sector corruption in Fitch town. Accordingly out of 385 respondents the majority 250(65%) of them report that corruption is increasing in Fitch town water supply and sanitation sector .whereas the other 119(31%) sample respondents agree that corruption is decreasing currently. lastly 16(4%) the insignificant number of respondents made themselves neutral. This Implies that currently the status of corruption is increasing in Fitch town water supply and sanitation sector and it require the office to give due attention and well established

communication using various means with various actors and stake holders regarding to fight against corruption

If corruption could be measured, it could be eradicate. This means conceptually if one attempt to measure acts of corruption he would count many relatively unimportant and wrong actions and stop those wrong actions before which finally lead to reduce corruption practice. In order to get information about its prevalence measuring the current status of corruption is the best way. As depicted in the above Table 3.4, 250 and 119 sample respondents agreed about the increasing and decreasing trend of corruption respectively. Similarly Table 3.5 also show as the current status of corruption in water supply and sanitation sector based on respondents response in Table 3.4 and also depicts that Out of 250 respondents majority of respondents 108 (43.2%) rated the current status of corruption as highly increase and the rest 97(38.8%), 39(15.6%),5(2%) and 1(0.4%) of the respondents rated it very high, moderately high, low and very low respectively.

Whereas out of 119 sample respondents who described corruption as it was decreasing in water supply and sanitation sector, the majority 63(53%) were rated as very low and the remaining 3(2.5%),3(2.5%),11(9.2%)and3 9(32.8%) of respondents rated it as very high ,high, moderately high and low respectively.

From this, we can conclude that currently the practice of corruption in Fitch Town water supply and sanitation is fairly increasing or high and the quality of service render by the sector is to be decrease because of high level of corruption.

**Table 3.5. Respondent response about Current status of corruption in Fitch Town water supply and sanitation sector**

**Key: VH= very high, H= high, MH= moderately high L= low, VL= very low**

Current status of corruption in water supply and sanitation sector		VH		H		MH		L		VL		Total	
		NR	%	NR	%	NR	%	NR	%	NR	%	NR	%
Current status of corruption In water supply and sanitation sector	Increasing	97	38.8	108	43.2	39	15.6	5	2	1	0.4	250	100
	Decreasing	3	2.5	3	2.5	11	9.2	39	32.8	63	53	119	100
	Total	100	41.3	111	45.7	50	24.8	44	34.8	64	53.4	369	100

Source: field survey, 2015

### 3.6 Causes of corruption in water supply and sanitation sector

Corruption is a complex and nefarious problem and its causes are nearly as difficult to parse as corruption itself. This is mainly related with lack of understanding and ambiguous and unclear understanding of the concept of corruption. Therefore, have clear understanding about the concept of corruption leads to distinguish the main causes of it in water supply and sanitation sector. As a result, the respondents were asked to identify the main drivers of water supply and sanitation service corruption among Unlimited power given to water and sanitation sector officials; Lack of transparency and accountability; Anti-competitive nature of service delivery; poor institutional incentives; lack of punishment ; Poor corruption reporting mechanisms and their response is summarized in Table 4.5 here under.

**Table 3.6 causes of corruption in water supply and sanitation sector**

Causes of corruption in WSSS	Response									
	Strongly agree		Agree		Disagree		Strongly disagree		Total	
	NR	%	NR	%	NR	%	NR	%	NR	%
Unlimited power given to water and sanitation sector officials	130	33.8	206	53.5	37	9.6	12	3.1	385	100
Lack of transparency and accountability	234	60.8	108	28	24	6.2	19	5	385	100
Anti-competitive nature of service delivery	96	25	154	40	73	19	62	16	385	100
Poor organizational incentives	49	12.8	83	21.5	201	52.2	52	13.5	385	100
Lack of punishment	71	18.4	167	43.4	88	22.9	59	15.3	385	100
Poor corruption reporting mechanisms	9	2.3	30	7.8	129	33.5	217	56.4	385	100

Source:-field survey, 2015

The above table 3.6 shows how various respondents indicated the various causes of water supply and sanitation sector corruption. This table was developed to ascertain the key cause of water and sanitation sector corruption based on the majority response. On a scale of 1-4 i.e. strongly agree

to strongly disagree; the researcher picked the column that had a higher percentage response rate to select the key cause of Fitch town water supply and sanitation corruption. Therefore the percentage on extreme right column indicates the majority response to a particular variable. From the table above the researcher was able to deduce that majority of respondents 206(53.5%) agree that unrestricted power given to water supply and sanitation sector official as a key factor and the rest 130 (33.8%), 37 (9.6%), 12 (3.1%) of respondents are strongly agree, disagree and strongly disagree respectively.

Regarding to lack of transparency and accountability out of 385 respondents majority of them 234(60.8%) strongly agree that it is the key cause of corruption in water supply and sanitation sector the rest 108(28%), 24(6.2%), 19(5%) agree, disagree and strongly disagree respectively.

Concerning to the nature of service delivery 65 %of the respondents were strongly agreed or agreed on the anti-competitive nature of the organization and the rest 35% of the sample respondents strongly disagreed or disagreed. About poor organizational incentives and lack of incentives majority of respondents 52.2% and 43.4% disagree and agree respectively. Lastly, 217(56.4%) of sample respondents strongly disagree Poor corruption reporting mechanisms as a main cause of corruption in Fitch town water supply and sanitation whereas 9(2.3%), 30(7.8%), 129(33.5%) strongly agree, agree and disagree respectively.

Generally As indicated in the above table unlimited power given to water and sanitation sector officials and lack of accountability and transparency were significantly observed as the main drivers of water supply and sanitation service corruption. However, poor institutional incentives, anticompetitive nature of the sector, poor corruption reporting mechanism, lack of punishment were considered as in significant in promoting corruption in Fitch town water supply and sanitation service delivery.

In line with this according to Plummer and cross Water supply and sanitation sector corruption involves a vast range of stakeholders. The list of actors includes international, national and local construction companies, consultancy firms and suppliers, large and small-scale operators, a range of middlemen, consumers and as well as national and sub-national politicians, and all grades of civil servants and utility staff. (J. Plummer & P. Cross, 2009). Related with this according to, the interview conducted with Mr. Sisay (2015), Fitch Town administration and Mr Tadesse Mokoneen(2015) head of peace and security division about the main actors which link with the cause of corruption, they decided those actors as governmental and non-governmental based on

their involvement with in the corruption practices. Moreover they also recognize other actors which cause corruption in Fitch Town water supply and sanitation office namely lack of transparency, accountability and responsibility and absence of good governance.

### 3.7 Factors aggravates corruption in water supply and sanitation sector

Corruption is not a type of activity that takes place once and then never recurs. On the contrary, it is a self-repeating dealing, which makes it difficult to put an end. Particularly, in organizations where corruption is not recognized or if recognized, actions not taken, it is likely for corrupt practices that are perpetuated. There are several factors, which are conducive for corruption to take place. Therefore The responses to the question forwarded to the survey participants to identify the main factor which enable or promote corruption in water and sanitation sector among failure to understand corruption as wrong, work nature, organizational culture and individual dependency and the Table 3.7 was developed to ascertain the main factor which enable or promote corruption in water and sanitation sector based on the majority response on a scale of 1-4 i.e. strongly agree to strongly disagree; the researcher picked the column that had a higher percentage response rate to select the key cause of Fitch town water supply and sanitation corruption.

**Table 3.7 factors aggravate corruption in water supply and sanitation sector**

Factors promote corruption in WSSS	Response									
	Strongly Agree		Agree		disagree		Strongly disagree		Total	
	NR	%	NR	%	NR	%	NR	%	NR	%
Failure to understand corruption as wrong	4	1	14	3.6	176	45.7	191	49.7	385	100
Work Nature	271	70.4	82	21.3	17	4.4	15	3.9	385	100
Organizational culture	47	12.2	15	3.9	136	35.3	187	48.6	385	100
Individual dependency	200	52	153	39.7	24	6.2	8	2.1	385	100

Source:-field survey, 2015

As indicated in the above majority of sample respondents 70.4% strongly agree that work nature of WSSS as the main factor and 52% of sample respondents also strongly agree and report individual dependency as the main factor that aggravate corruption. Therefore Work Nature and Individual dependency on corruption activities in water supply and sanitation sector were

significantly observed as the main factors which aggravate corruption in Fitch town water supply and sanitation service corruption. However, Based on the above table Failure to understand corruption as wrong and Organizational culture were considered as in significant in aggravating corruption in Fitch town water supply and sanitation service delivery.

This implies that the water supply and sanitation service nature is the main factor which aggravates corruption in Fitch town water supply and sanitation sector. Therefore the organization should improve the internal operations of the sector to provide customer focused cost effective and efficient services to the people and using modern information communication technologies in order to control the flow of public money and sector financing.

### **3.8 Challenges faced by the community as a result of corruption**

Water supply and sanitation corruption directly involves communities and households. Where a householder or community leader acts as a bribe giver bribing officials to gain access to water, or water infrastructure that might otherwise go to another village or household. Such community or household corruption might also include the embezzlement of funds by committee members in charge of collecting money for an operation and maintenance fund or nepotism in the selection of committee members to secure kickbacks and bribes. (WB, 2007).community members also expected to give bribe to the officials in order to expedite long progresses or in order to get services which they strictly prohibited by organizational rule. Therefore the community is at the first to face challenges which emanate from corruption. Related with this there are plenty of challenges that the community can face as a result of corruption and the following table show as the main challenge that Fitch town communities face as a result of corruption.

**Table 3.8 Effects of corruption**

Effects of corruption	Response									
	Strongly agree		Agree		disagree		Strongly disagree		Total	
	NR	%	NR	%	NR	%	NR	%	NR	%
Worsening poverty	119	31	102	26.5	98	25.5	66	17	385	100
Reducing productivity	236	61.3	99	25.7	34	8.8	16	4.2	385	100
Poor quality of service	316	82.1	60	15.6	7	1.8	2	0.5	385	100
Lack of accountability and transparency	205	53.2	134	34.8	40	10.4	6	1.6	385	100

Source field survey, 2015

As shown in the above Table 3.8 regarding to worsening poverty as the main challenge of corruption out of the total sample respondents 119(31% ) of total respondents strongly agree and the rest 102(26.5),98(25.5%),66(17%) agree, disagree and strongly disagree respectively.63.3% of the total sample respondents strongly agree that corruption reduce the water supply and sanitation sector productivity whereas the rest 99(25.7%),34(8.8%) and (16)4.2% agree, disagree and strongly disagree respectively. Related with this majority of respondents 316(82.1%) and 60 (15.6%) strongly agree and agree that the town water supply and sanitation sector provide poor quality because of corruption and the rest insignificant number of total respondents 7(1,8%) and 2(0.5%) disagree and strongly disagree.at the end out of 385 sample population 53.1% of them strongly agree that lack of accountability and transparency is the main challenge of corruption and the rest 34.8%,10.4% and1.6% agree disagree and strongly disagree respectively.

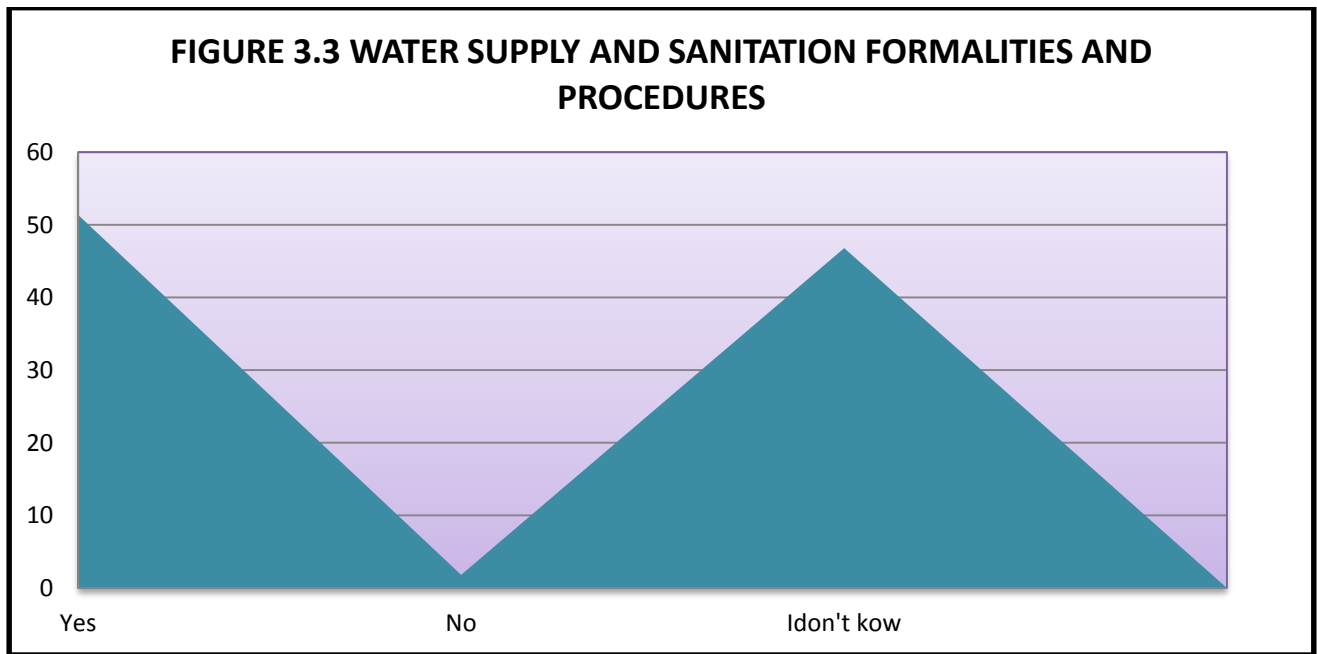
Therefore as data gathered from the respondents revealed that poor quality of service and reducing productivity were significantly observed as the main challenge that the Fitch town community face as a result of corruption. However, worsening poverty and lack of accountability and transparency were considered as in significant in challenge in Fitch town water supply and sanitation service delivery.

This implies that still corruption is the main challenge by reducing the quality of service and productivity of Fitch water supply and sanitation sector.

### 3.9 Corruption and services delivery in Fitch town

Corruption is one of the elements plaguing the public sector and decelerating service delivery. Based on the researcher personal observation in Fitch town most firms and households are complaining that they are not getting proper public services mostly from water supply and sanitation because of corruption, lack of good administration, lack of good governance and lack of effective customer organization relationship. Therefore based on this the researcher raised question for respondents in order to assess the quality of water supply and sanitation sector services delivery.

#### 3.10.1 Formalities and procedures to be full filled to get Water supply and sanitation service



Source:-field survey, 2015

Each and every organization has its own procedures and formalities that should full filled in order to serve properly. In line with this, the researcher tried to assess if the Fitch town water supply and sanitation office has clearly stated formalities and procedures and if the customers have enough knowledge about the procedures and formalities. However the above Figure 3.3 clearly depicts that Out of 385 sampled respondents, 198(51.4%) respondents reply that there are clearly stated formalities and procedures and 180 respondents which are 46.8 percent of the sample respondents reported that they didn't have any information regarding to any formalities

and procedures. Lastly the rest insignificant number 7 (1.8%) are respondents who report that there is no any kind of procedures and formalities. This shows that there is a knowledge gap and still customers didn't aware of procedures and formalities of the office.

In line with this the researcher has raised the question that the organization deliver its services based on those formalities and procedures or not. Related with this respondent who reply that there is clearly stated procedures and formalities most of them agree that those procedures and formalities are not practical. Specifically it took a long time which means the services render by the organization is not based on those procedures and formalities. Most of arguments are associated with connection service as respondents reported that these procedures take long time and this expose them to other cost for instance to get connection permission from the organization one customers should fulfill plenty of procedures starting from evidence of housing ownership, estimation of fee, material requirement etc. Therefore the length of procedures leaves space for corruption in order to shorten the length.

According to respondents employees also didn't serve the customers based on the organization procedures rather they commonly come late to office even more than 30 minutes of normal working time due to carelessness. In addition to this, the researcher observed that at least about half an hour has been spent while wondering from office to office or looking through windows or they spent time discussing irrelevant matters.

**Table 3.9 The Views of Customers about Employees fairness**

<b>Item</b>	<b>Response category</b>	<b>No respondents</b>	<b>.of Percentage (%)</b>
<b>Do you think the employees treat customers equally without any discrimination?</b>	Yes	131	34%
	No	254	66%
<b>Total</b>			

Source field survey, 2015

As we can see from Table 3.9, the views of respondents concerning the fairness of treatment the employees of Fitch water supply and sanitation out of 385 respondents, 66 percent replied that there is fairness in the treatment while 34 percent responded that there is No fairness and equality. In line with this the researcher raised question about the bases of Favoritism and According to the respondents, the bases of Favoritism are ethnicity, language and also religion.

According to the information obtained from Fitch town administration Fitch town characterized by a mixed ethnic, language and religion composition. In line of this as clearly seen in the above table 66% of the total sample respondents report about absence of fair treatment in the organization. Therefore, Fitch town water supply and sanitation office should revisit the way employees serve customers because lack of fairness is highly affect the quality of service rendered by the sector and affect the image of the organization.

### 3.9.2 Customer’s involvement in decision making

Customer’s involvement identified as a key mechanism to strengthen projects which made to meet the need of the community.

**Table 3.10 Customer’s involvement in decision making**

Item	Yes		No		Total	
	NR	%	NR	%	NR	%
Have been involved in any water supply and sanitation projects through decision making to determine the design and location?	68	17.7	317	82.3	385	100

Source:-field survey, 2015

The above Table 3.10 reflects that the respondent’s opinion towards their involved in any water supply and sanitation projects through decision making to determine the design and location in the projects in Fitch town. Accordingly out of 385 respondents the majority 317(82.3%) of them report that they didn’t involve in any water supply and sanitation projects through decision making. Whereas the other 68(17.7%) sample respondents agree that they are involved through decision making in water supply and sanitation project personally. This implies that the organization is not open to customers and there is lack of customer’s participation. Based on this one can decide that there is lack of responsiveness to user needs and this reduce corporate financial, environmental and social concerns into project design. Therefore services should be based on demand and there should be customer’s participation to know what they need.

Here respondents forwarded for open ended question which states on major reasons behind low Customer’s involvement in decision making;-

- ❖ Lack of willingness or desire to engage
- ❖ Lack of trust or confidence
- ❖ Lack of resource or technical capacity and time of communities

- ❖ Poor communities are not seen as available customer (giving better attention to those economically solid)

Generally even if there is a problem of willingness and desire of customers mainly the organization is responsible for low level customer's involvement in water supply and sanitation projects.

Additionally, in water supply and sanitation sector development projects are done to improve the quality of services which render to the customers so they should be participatory. The participation process should be active, free and meaningful. In line with this Mr, Tadesse Mekonen head of Fitch town peace and security division stated that the participation process is not active, free and meaningful. Most of the time the participation related with discussion with customers about the projects and the discussion lead by the higher delegates of political leaders who are directly responsible for the implementation of the project in the town. The officials always try to convince the community by describing that how much the design and the project is important to the town (Tadesse, 2015). Hence it is difficult to think that the customers participate in any kind of decision making as well as the water supply and sanitation sector projects made based on the demand of the customers or give priority for the need of the community.

### **3.10. Assessment of quality of service delivery in water supply and sanitation**

Corruption has been cited as one of the most prevalent and persistent challenges in public service institutions including water supply and sanitation sectors. Although water and sanitation are the primary needs of human being, unimproved water and sanitation services have many negative impacts on people life. Among which; health, socio-economic, environmental degradation and poor educational performance are the major. Such kind of impacts may occur because of corruption and other related problems.

In order to bring organizational efficiency in service delivery, the biggest constituent is the quality of the service delivering process. Service quality is one of the main outcomes which brings efficiency to the organization and satisfies the expectation of its customers.(Shah, 2005).

In this part the researcher tried to assess the service quality delivered by Fitch town water supply and sanitation sector and Based on this the following table shows that whether the town water and sanitation sector is good or not and if the respondents face any problems related with this which is important to differentiate those problems behind.

**Table 3.11 Quality of water supply and sanitation service delivery**

Item	Yes		No		Total	
	NR	%	NR	%	NR	%
The quality of water and sanitation is good	129	33.5	256	66.5	385	100
Do you face any problems relater with water and sanitation service delivery	166	43.1	219	56.9	385	100

Source:-field survey, 2015

As the above Table3.11 item 1 stated that related to the existing water and sanitation quality out of 385 sample respondents about 256 (66.5%) reported that the existing service was not Satisfactory where 129(33.5%) of sample respondents did not have problem with the water and sanitation services.

In line with this the researcher has raised the question about the reason behind low quality of the sector and according to the respondents the following are the main reasons:-

- ❖ No proper liquid and solid wastes disposal management;
- ❖ Lack of transparency and accountability i.e. ignoring or in proper listening to the voice of the customers.
- ❖ Shortage of water
- ❖ Water interruption(Daily and weekly discontinuity or low supply of water)
- ❖ Lack of community participation
- ❖ Lack of adequate man power(some positions are not filled by the right personnel)
- ❖ Lack of responsibility of water and sanitation office employees because sometimes they see their position as opportunity rather than responsibility to serve the community
- ❖ Unclear and complicated procedures to get some services.

Generally this implies that most of the water and sanitation customers are not satisfied and based on customers perception the organization did not have a good image.

On the other hand regarding to the problems of water supply and sanitation service as shown in the above table 3.9 item two out of 385 respondents 166(43.1%) respondents agreed that they face water supply and sanitation problems whereas the rest 219(56.9%) of Fitchetown respondents felt otherwise.

In line with this the researcher has raised the question what are problems they faced and respondents also indicated that the problems they faced related with water supply and sanitation

service are Inaccessibility of potable water and sanitation facilities and Shortage(because of big gap between demand and supply) and interruption of water.

### 3.11 Fight against water supply and sanitation sector corruption

The problem of corruption around the world is daunting, and fighting it is a long-term challenge. Corruption undermines the public service sector including water supply and sanitation services. The water and sanitation sector is complex and is characterized by a number of factors which increase the risk of corruption, such as large-scale construction and monopolies and high demand for water services, which reinforces the power positions of suppliers and encourages bribery. When such risks are combined with weak corruption combating mechanisms, they provide a fertile breeding ground for corruption.

As shown in the following Table 3.12 304 (79%) of sample respondents agree that they didn't report any kind of water supply and sanitation corruption practices whereas the rest 81(21%) of Fitch town respondents felt otherwise. This implies that the community is not taken fighting corruption as part of their own duty and less support for anti-corruption measures.

In line with this here respondents forwarded for open ended questions which states reasons behind not reporting water supply and sanitation corruption practices is lack Proper attention given to the importance of reporting cases of corruption and most of the respondents have little faith in reporting mechanisms and they are not confident about the effectiveness of the process.

In line of this most of respondents blame the institution for not creating mechanisms to report such corruption but the Town water supply and sanitation officials the community themselves didn't have courage to do this.

**Table 3.12 Fight against corruption**

Item	Yes		No		Total	
	NR	%	NR	%	NR	%
<b>Did you report any water supply and sanitation related corruption practice before?</b>	81	21	304	79	385	100

Source:-field survey, 2015

Generally it is known fighting corruption is not an easy action it require corporation with different stakeholders. Therefore the water and sanitation sector should coordinate with the community and civil society to fight and struggle corruption with collective efforts.

In line with this the researcher raised question what communities and communities should do and the respondents who give their opinion about what communities themselves and other stake holders could do to solve the problem of corruption in water supply and sanitation service community participation should not limited with contribution of money and labor. Therefore communities should involve in planning, decision making, idea sharing and selecting the location and design of water and sanitation projects.

The respondents also indicate that the government officials should keep promises they gave to the society at the eve of national selection because after the election no one remember what promised until the next election. On the other hand the respondents try to show the role of private sectors, private sector should participate in the sector especially in sanitation sector because the town has poor sanitation facilities and to solve the problem of lack of toilet facilities, lack of sewerage system and poor abattoir services. Therefore to improve the water supply and sanitation sector private participation is critical to decrease the monopolistic nature of the service.

Moreover, key formant interview with Fitch town water supply and sanitation sector officials Mr. Girma Sime Head of financial administration and Ms. Woineshet Asefa head of Budgeting and transfer division indicated that corruption is still the main challenge in sector and the office is doing a lot to fight against it. However, since corruption is highly rooted in the culture of the society (society accepted to live with it) that may demand years to eradicate the occurrence. Still lack of awareness mentioned as the main institutional obstacle against fighting corruption. Therefore it is important to work on attitudinal change. However, attitudinal change is not a work of one or two years but decades. As a result, corruption exists in the sector at varying degrees irrespective of the efforts to contain the practice.

Related with this Mr Adugna Tolcha Head of Fitch town water supply and sanitation office indicate that there are a lot of challenges that make fighting against corruption difficult among this thinking that corruption is not wrong activity is the main challenge. This means the society accepted to live with it and they are not active to prevent it or to take any kind of action. Therefore, winning the attitude of the Society is of paramount importance for mobilizing people

against corruption. The other challenge is the complex nature of corruption, as corruption has many forms sometimes it is difficult to distinguish one from other because they are overlapping. Therefore first we should clearly understand the overall concept of corruption before applying any kind of prevention because the problem of corruption is not solved by simply applying anti-corruption structure. Lack of commitment and lack of understanding to apply anticorruption methods and lack of Non- governmental organization and civil societies participation in prevention process are also other in bottle necks that in fight against corruption.

Regarding the current status of Fitch water supply and sanitation service delivery Mr Demissew Garedeu and Mr Tadesse Mekonnen viewed that, now a day even though there are some improvements in the delivery of service specially after the office took some significant actions including replacing the old management by new educated talented manager, the following challenges still exist from lack of institutional capacity an absence employee's good work ethics

- ❖ Lack of adequate man power
- ❖ Lack of transparency and accountability
- ❖ Bad documentation habit
- ❖ Lack of good administration
- ❖ Rudeness and a lack of courtesy towards the service users

Moreover, the problem of corruption is not be solved simply by applying anti-corruption structure. Therefore Different organizational structures should be created at various levels of the administration in order to involve all stakeholders in the fight against corruption.

In addition to these the municipality should be responsible for all questions and compliments raised by community related with corruption including giving appropriate response to them. And the Town administration should actively participate in preventing corruption by closely follows up the process.

the interview conducted with Mr Demissew Garedeu (2015) and Mr. Sisay (2015), Fitch Town administration about in what forms can officials play a leading role in enhancing ethics and curbing corruption at their respective institutions the whole sector officials should be the role model for those subordinates by making themselves free from corruption activities. Especially the water supply and sanitation officials should play the main role in a good manner for successful corruption fighting process because leaders are one of the responsible bodies to bring about change in any organization, better management and creative environment for the

effectiveness and efficiency of their organization in general and for the betterment of each and every individual in the organization in particular.

Finally, there is no doubt that the high rate of corruption in the Public Service has great implication for effective service delivery. This is because the Public Service is the major implementer of government policies and programmes geared towards providing essential services that impact on the well-being of the society. Therefore communities that are supposed to enjoy the benefits of these services from the water supply and sanitation sector should actively involve in improving services rendered by the sector and fight against corruption.

## **CHAPTER FOUR**

### **4. CONCLUSION AND RECOMENDATIONS**

This section presents conclusions drawn and recommendations of the study about the existing situation of corruption in water supply and sanitation sector in Fitch Town. The study intended in assessing the current status, type, form, trend of corruption, factors that promote corruption, the main cause of corruption, challenges faced by the community, quality of services render by the sector and vulnerability of the water and sanitation sector to corruption

#### **4.1 Conclusions**

Corruption in the Public Service has great impact for effective service delivery. This is because Public Service is the major implementer of government policies and programs geared towards providing essential services that impact on the wellbeing of society.

This survey reveal that Unlimited power given to water and sanitation sector officials and lack of accountability and transparency were significantly observed as the main drivers of water supply and sanitation service corruption. However, poor institutional incentives, anticompetitive nature of the sector, poor corruption reporting mechanism, lack of punishment were considered as in significant in promoting corruption in Fitch town water supply and sanitation service delivery and the water supply and sanitation service nature is the main factor which optimizes the occurrence of corruption in the Town.

Regarding the current status of corruption the survey exposes that corruption remain problem in Fitch town water supply sanitation sector service delivery and The paper reveals that petty corruption and bribery is the most common forms of corruption in the town water and sanitation sector. Moreover, the community is not taken fighting corruption as part of their own duty and less support for anti-corruption measures. They have little confident, faith and didn't have courage to report corruption cases and the office is also didn't give Proper attention to the importance of reporting corruption cases. Moreover, the problem of corruption is not be solved simply by applying anti-corruption structure. Thus the organization face plenty of bottlenecks in the fight against corruption and this also reduce the quality of the organization including. Lack of adequate man power; Lack of transparency and accountability; Bad documentation habit;

Political interference and weak administrative and Rudeness and lack of courtesy towards the service users are challenges still exist from lack of institutional capacity.

The data gathered from respondents also revealed that poor quality of service and reducing productivity were significantly observed as the main challenge that the Fitchetown community face as a result of corruption. However, worsening poverty and lack of accountability and transparency were considered as significant challenges in Fitchetown water supply and sanitation service delivery. Similarly, water supply and sanitation service nature is the main factor which optimizes the occurrence of corruption in Fitchetown water supply and sanitation sector and The office is not also responsive to users because customers didn't participate and the participation is not free and meaningful in decision making related with water supply and sanitation sector projects design, location and area selection.

## **4.2. Recommendations**

Upon completion of the study, this research provides different recommendations. Most of them will help to minimize the impact of corruption on water supply and sanitation sector as well as to fight against it.

### **❖ The need to improve systems and structures that can reduce incidences of corruption:**

As indicated in the finding, the current situation of water supply and sanitation sector service of Fitchetown is highly affected by corruption and still corruption is a problem to the sector. Therefore, it's advisable to the Town water supply and sanitation office to have responsibility to put in place systems and structures that can reduce incidences of corruption and ensure efficient delivery of services to the community.

### **❖ The need to obey human right and ensure fair distribution:**

There is need for the office to obey to the human rights principles and ensure fair distribution of clean, safe and reliable water to customers. The question of the vulnerable should be considered with a view to ensuring access to water. There is need for proper surveillance of the distribution system to eliminate wastages and to increase reliability of supplies through regular maintenance of facilities. This will only be achieved if the officials entrusted with this responsibility are reliable enough to bring correct readings, collect the due revenue and are not susceptible to corruption

❖ **The need for giving opportunities to customers to participate in decision making process:**

The office should give opportunities to customers to participate in decision making process as well as in planning, design and area selection of water supply and sanitation services projects directly or indirectly through their representatives

❖ **The need to give prioritization for Information communication technologies :**

Work Nature of water supply and sanitation sector were significantly observed as the main factors which aggravate corruption in Fitch town water supply and sanitation service therefore the organization should use modern information communication technologies including computer systems ,Internet services and Knowledge of computers in order to control the flow of public money and sector financing. As well as to address the problems of corruption and improve the internal operations of the sector to provide customer focused, cost effective and efficient services to the people.

❖ **The need to improve Transparency and Accountability:**

The study also identified lack of transparency and accountability as the main cause of corruption and favoritism in water supply and sanitation service delivery. Thus, WSSS should introduce a system of information that is sensitive to supply and demand oriented information.

❖ **The need to promote a dialogue on water and sanitation service delivery options:**

Monopolization of service delivery by government sector may not provide adequate, quality, and safe water and sanitation services to the citizens. A dialogue should be strengthened with government over the strengths and weaknesses of self-supply and prioritizing privatization of the sector, supported by a solid evidence base. This dialogue could help counter act the risks of politically expedient cost-cutting and/or the manipulation of coverage figures.

❖ **The need for strengthening strong Cooperation between governmental and non-governmental actors in fight against water supply and sanitation service corruption:**

There should be strong Cooperation between governmental and non-governmental actors in fight against water supply and sanitation service corruption and the office should understand and

provide rules and institutional arrangements which are useful in supporting stakeholder participation against corruption.

❖ **The need for strong institutional Support:**

Strong support from each governmental institution is also essential. Thus, the national government's effort to curb corruption has to be supported by institutional strategies. Every Water supply and sanitation institutions should have anti-corruption strategy specific to own objectives. The strategies need to include and implement codes of conduct which help to fight against corruption.

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# APPENDICES

**Appendix: one**

**ADDIS ABABA UNIVERSITY SCHOOL OF GRADUATE STUDIES**  
**FACULTY OF BUSINESS AND ECONOMICS**  
**DEPARTMENT OF PUBLIC ADMINISTRATION AND DEVELOPMENT**  
**MANAGEMENT**

**Questionnaire to be filled by Fitch town residents**

**Dear respondents,**

The main purpose of this questionnaire is to gather information or data on corruption and service delivery with specific reference to Fitch Town water and sanitation sector for the partial fulfillment of master's degree in Public management and policy. Dear respondents, the information you will provide is very important for successful accomplishment of this research. Furthermore, the information you give will be used for only the academic research. Therefore, you are kindly requested to read all the questions and fill honestly without any hesitation.

**Thank you in advance!**

**Selamawit Wudneh**

**Instruction:** 1. do not write your name

2. Please Read the question carefully before providing your response

3. Please circle your appropriate response and kindly write your opinion briefly for the short answer questions on the space provided.

**I. Demographic Characteristics of the Respondents**

1. Sex: A, Male      B, Female

2. Age: A, 18-25      B, 26-345      C, above 45

3. Educational status:

A, No formal education    B, Primary education (1-8)    C, Secondary education (9-12)

D, Certificate              E, Diploma                      F, Degree

G, Professionals

4. Marital Status:

A, Married    B, Unmarried    C, Widowed    D, Divorced

5. Job Status:

A. student    B, unemployed    C, , Self Employee    D, Government Employee  
any other \_\_\_\_\_

## II. Water Supply and Sanitation Sector Corruption

6. Do you have awareness about the existence of corruption in water supply and sanitation service delivery?

A, yes    B, No    C, I don't know

7. Which type of corruption is/ are the most common and serious problems in water supply and sanitation service delivery?

A, Administrative corruption

B, Political corruption

C. if other please specify \_\_\_\_\_

8. What is/ are the most common forms of corruption in water supply and sanitation service delivery? (Note: more than one responses is possible)

A, Bribery    B, Embezzlement    C, Nepotism    D, Extortion

E, Fraud    F, Speedy money    G, Theft    H, Collusions

9. Do you think that water supply and sanitation sector is highly vulnerable for corruption?

A, Yes    B, No    c.no comment

10. If your answer for question number 9 above is yes, what is the reason behind? (Note: more than one responses is possible)

A, large flow of money    B, unconditional fund

C, little private sector involvement    D, complexity of sector stakeholders

E, institutional problem

Any other \_\_\_\_\_

11. What do you think about the current status of water supply and sanitation service corruption?

A, Increasing    B, Decreasing    C, I don't know

12. Based on your answer for Q11, rate the ranges of water supply and sanitation service corruption in Fitch Town?

A, very High    B, high    D, Moderately High    E, Low    F, Very low

**Cause and Factor that optimize the occurrence of corruption**

13. Many factors contribute for the occurrence of corruption in water supply and sanitation service delivery. In light of this the following question were prepared to differentiate the main causes of corruption in Fitch town water supply and sanitation sector based on the perception of respondents. Please insert (X) marks while providing your response.

Key: A= strongly Agree, A =Agree, DA= Disagree, SDA= Strongly Disagree

No.	Item	SA	A	D	SD
1	Unrestricted power given to water and sanitation sector officials				
2	Lack of transparency and accountability				
3	Anti-competitive nature of service delivery				
4	Poor organizational incentives				
5	Lack of punishment				
6	Poor corruption reporting mechanisms				

**14. What factors or circumstances promote corruption in water and sanitation sector?**

Many factors optimize the occurrence of corruption in water supply and sanitation service delivery. In light of this the following question were prepared to differentiate the main factor that optimize the occurrence of corruption in Fitch town water supply and sanitation sector based on the perception of respondents. Please insert (X) marks while providing your response.

Key: SA= Strogly Agree, A = Agree, DA= Disagree, SD= Strongly Disagree

No	Item	SA	A	D	SD
1	Failure to understand corruption as wrong				
2	Work Nature				
3	Organizational culture				
4	Individual dependency				

**III. Challenges faced by the community as a result of corruption**

15. There are a lot of challenges that faced by the community as a result of corruption. In light of this the following question were prepared to differentiate the main challenge that the society faced as a result of corruption in Fitch town based on the perception of respondents. Please insert (X) marks while providing your response.

Key: SA= Strongly Agree, A = Agree, DA= Disagree, TD= strongly Disagree

No	Item	SA	A	D	SD
1	Worsening poverty				
2	Reducing productivity				
3	Poor quality of service				
4	Lack of accountability and transparency				

16. Do you think the quality of water and sanitation facilities you are currently consuming Is good?

A, Yes

B, No

17. If your answer for question number 16 above is no, is there any reason behind?

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18. Have you and your family faced any water and sanitation service delivery related problems?

A, Yes

B, No

19. If your answer for question number 18 above is yes, what are the problems that you and your family faced related with water and sanitation service delivery?

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20. Do you think that there are clearly stated formalities and procedures to get the service you are looking for from the sector?

A, Yes

B, No

C. I don't know

21. If your answer for question number 20 above is yes, did the organization deliver its services based on those formalities and procedures? If you say No why?

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22. DO you think the employees treat customers without any discrimination?

A, Yes

B, No

23. If your answer for question number 21 above is no, on what bases?

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24. Did you involved in any water supply and sanitation projects through decision making to determine the design and location?

A, Yes

B, No

25. If your answer for question number 23 above is no, is there any reason behind?

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26. How do you explain the overall water and sanitation facility of your town?

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**Fight against water supply and sanitation sector corruption**

27. Did you report any water supply and sanitation related corruption practice before?

A, Yes

B, No

28. If your answer for question number 27 above is No, what is the reason behind not reporting corruption cases?

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29. What you comment for WSSS agencies to fight against water supply and sanitation sector corruption?

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30. What do you think communities themselves and other stake holders could do to solve the problem of corruption in water supply and sanitation service?

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**IV. More information**

31. If you may have more information with regard to Fitch Town water and sanitation sector corruption, please don't hesitate to state. \_\_\_\_\_

**Appendix: two**

**ADDIS ABABA UNIVERSITY SCHOOL OF GRADUATE STUDIES**  
**FACULTY OF BUSINESS AND ECONOMICS**  
**DEPARTMENT OF PUBLIC ADMINISTRATION AND DEVELOPMENT**  
**MANAGEMENT**

**Key informant interview**

**Dear respondents,**

The main purpose of this Interview is to gather information or data on corruption and service delivery with specific reference to Fitch Town water supply and sanitation sector for the partial fulfillment of master's degree in Public management and policy. Dear respondents, the information you will provide is very important for successful accomplishment of this research. Furthermore, the information you give will be used for only the academic research. Therefore, you are kindly requested to answer all the questions without any hesitation.

- 1) What is/ are the main drivers of corruption in water supply and sanitation service delivery?
- 2) In what forms do you think corruption takes place in water supply and sanitation service delivery?
- 3) Which functions of water supply and sanitation sector highly prone to corruption practice?  
And why?
- 4) Is there any customer involvement to determine the design and location of water supply and sanitation projects?
- 5) In what forms, do you think can Customers participate in and support the anti-corruption activities?
- 6) In what forms, do you think can officials play a leading role in enhancing ethics and curbing corruption at their respective institutions.
- 7) What are those institutional bottlenecks you face in fighting against corruption?
- 8) What are the main actors that involve in Fitch town water supply and sanitation service delivery corruption?
- 9) Do you think corruption remain problem in water supply and sanitation service delivery?
- 10) In general, how do you rate the overall water and sanitation facilities in Fitch Town?

**Thanks once again!!**

## Declaration

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 dully acknowledged.

**Name: Selamawit Wudneh**

Signature \_\_\_\_\_

Date of submission \_\_\_\_\_

The thesis has been submitted under my approval as university advisor

**Name: Dr. Fenta Mendafo (PhD)**

Signature \_\_\_\_\_

Date of submission \_\_\_\_\_