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Factors Affecting the Performance of Civil Society Organizations in Addis Ababa: The case  
of Nifas Silk Lafto Sub-City

BY

NATNAEL KASAYE ID: GSE/1858/10

ADVISOR: TEFAYE ZELEKE (PH.D.)

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This is to certify that the thesis conducted by Natnael Kasaye entitled “Factors Affecting the Performance of Civil Society Organizations in Addis Ababa: The Case of Nifas Silk Lafto Sub-City ” Submitted in partial fulfillment of the requirements for the Degree of Masters of Arts in Environment and sustainable development complies with the regulation of the University and meets the accepted standards with respect to originality and quality.

Submitted by: **Natnael Kasaye Kara**

Approved by:

Dr. Tesfaye Zeleke

Thesis Advisor

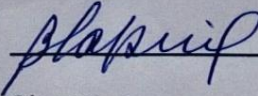
  
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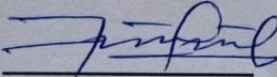
  
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Dr. Alemu Azimeraw

External Examiner

  
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## **Abstract**

*The aim of this study was to assess factors affecting the performance of civil society organizations in Nifas Silk Lafto Sub-City, Addis Ababa. To achieve the objective of this study, a mixed research design with concurrent triangulation procedure was applied. Conversely, 204 respondents were involved thorough purposive and simple random sampling. Accordingly, the employees of agency for civil society organizations, NGOs and project signatory government bodies were selected thorough purposive sampling. Where as the beneficiary respondents were selected by simple random sampling method. Quantitative data were gathered through survey from employees of agency for civil society organizations, employees of NGOs, project signatory government bodies and the beneficiaries of the projects. Qualitative data were gathered through interview guide from key informants. The researcher used descriptive statistics and triangulation to analyze the data. Additionally, Chi-square cross-tabulation correlation test was applied to assess correlation between the perception of the beneficiaries and socio demographic variables. Furthermore, data were gathered from both primary and secondary sources. The finding of the research shows that, regulatory government bodies were the primary source of factors that affects the performance of CSOs. Accordingly, the core performance hindering factors related to the regulatory government offices were, poor service delivery, poor participation, weak accountability, lack of skilled man power, lack of transparency, politicization of CSOs, weak awareness towards the projects of CSO, and corruption. Furthermore, lack of fund, poor cooperation with other CSOs and Medias, misuseage of aids by beneficiaries, poor participation of stakeholders, absence of strategic plan within CSOs, and lack of common understanding towards the legal framework were also the core factors that affects the performance of CSOs. On the Other hand, the attitude/perception of employees of agency for civil society organizations and the beneficiaries towards the contribution of the projects of CSOs comprise both positive and negative outlooks. But, cumulatively the attitude/perception of employees of agency for civil society organizations was positive. Inversely, the contribution of the development projects of CSOs was perceived as poor by the project beneficiaries. In contrast, level of income and sex has significant association with the attitude/perception of the beneficiaries. But, religion, level of education, and age has no significant association with the attitude/perception of the beneficiaries. Moreover, the level of participation of stakeholder's towards development projects of CSOs was at infant stage. Finally, recommendations were provided for government bodies, policy makers, academicians, non-governmental organizations, donors and local communities to push CSOs to start the projects with identification of basic needs of the target communities and to due consideration for the priority of the target communities and the government.*

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## **Abbreviations and Acronyms**

ACSOs	Agency for Civil Society's Organizations
BDPP	Bureaus for Disaster Prevention and Preparedness
CHSA	Charities and Societies Agency
CHSP	Charities and Societies Proclamation
ACSOs	Agency for Civil Societies Organizations
CSOs	Civil Society Organizations
DFID	Department for International Development
DPPC	Disaster Prevention and Preparedness Commission
EADI	European association for Development Research and Training Institute
EJMS	European Journal of Mass Spectrometry
EPRDF	Ethiopian People's Revolutionary Democratic Front
ILO	International Labor Organization
NGOs	Non-Governmental Organizations
OCSP	Organization for Civil Societies Proclamation
OECD	Organization for Economic Co-operation and Development
RIWI	Real-time Interactive Worldwide Intelligence
UN	United Nations
WB	World Bank

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

Historical discussions related to civil society organizations was laid ground after eighteenth-century (Edwards, 2017). The narration had begun in the West and originated from Romans term “societas civilis”. The term was coined by Cicero. It was mainly linked with the idea that conflicts within society should be set all the way through public debates (EJMS, 2016). However, Glasius (2004) as cited in Ardian (2016) mentioned that, there is no universally granted definition for civil society organizations. However, Spurk (2010) indicated that, conceptually they encompass various, multifaceted, and above all controversial.

On the other hand, for a long period of time, state and CSOs were not distinguished. They separated after eighteenth century. Thus, this separation of state and CSOs was considered as step of immense for the sector (Ardian, 2016). Consequently, in the most recent four decades many changes have been recorded across the world in a variety of sectors. This was true for the sector of civil society organizations and their development projects.

According to Tesfaye (2015), CSOs have been operating in Ethiopia since 1960's. During that time, the regulatory system was based on 1952 Ethiopian civil code and regulation 321/1959. But, which was not capable to ensure the required development for the country from the sector. In addition to this, various areas of interventions were restricted for CSOs during the Derg regime. Also, during the EPRDF government, the sector faces a range of challenges as a result of the legal framework. Therefore, the issue of formulating an advanced proclamation and regulation becomes agenda for these organizations to overcome related problems.

Accordingly, since 2009 the government of Ethiopia issued a new charities and societies proclamation number 621/2009 and regulation 168/2009 (Tefaye, 2015). It was considered as a burden for CSOs though crating severe restrictions on foreign funding and operational autonomy than supporting them to extract their potential to assure development. Thus, the number of NGOs and development projects becomes limited. Furthermore, Ethiopia was

considered as one of those countries with highly limiting proclamation for civil society organizations due to this proclamation and regulation (RIWI, 2016).

Having this insight, the government of Ethiopia endorsed organization of civil society's proclamation number 1113/2019 with a central intent to; assure the freedom of association according to the constitution of Ethiopia plus ratified international human rights, provide full autonomy to implement further rights accepted in the constitution, have the contribution of CSOs in building transparent, accountable and participatory comportment in the overall approach of the government, build an enabling atmosphere that increase the contribution of CSOs to assure development and democracy, ensure accountability and maximum benefit from the intervention of the organizations through proper regulation, promote the culture of volunteerism and assistance in the social order, and to address the gap of Charities and Societies Proclamation number 621/2009 (OCSP, 2019). Accordingly, the new civil society organizations proclamation number 1113/2019 addressed a number of gaps of the pervious Charities and Societies Proclamation number 621/2009.

On the other hand, since 2006 the development projects of CSOs raised above 42 billion dollar across the world (Ardian, 2016). However, there was a problem of data to know the exact figure of their financial contribution across Ethiopia. But, from 2010 to 2019, 21,800,280,183.68 birr has been raised by CSOs to execute development projects in Addis Ababa (BOF). The main sources of fund for these organizations were individuals, foundations and international donor organizations. Accordingly, in developing countries including Ethiopia, above 95% of source of fund for the development projects of CSOs was from foreign donors.

Conversely, as an important sector to alleviate poverty and to assure sustainable development, the CSOs sector is progressing across the world. In Ethiopia, progress of the sector faces many challenges as a result of the legal framework. Even though, compared to the pervious situations, the sector is gradually growing after the new civil society organization proclamation number 1113/2019 of Ethiopia. Totally, 3,543 CSOs have taken license from agency for civil society organizations to act as NGO in Ethiopia. From this number, 434 were foreign CSOs and the rest 3,109 were locals (ACSOs, 2019). Furthermore, for the past ten years 1,284 CSOs were implementing different development projects in Addis Ababa (BoF, 2019).

According to Roger et al. (2013), in most of developing countries the performance of CSOs was very limited compared to their number and history of establishment. Furthermore, with a lot of challenges the civil society organizations play an essential role through their development projects by acting as an intermediate layer of governance between the people and government. This intermediary role enables to resolve problems without public force (Spurk, 2010). But, in many countries their performance in this regard was very limited. Having this insight, this study addressed factors affecting the performance of civil society organizations in Nifas Silk Lafto Sub-City, Addis Ababa.

## **1.2 Statement of the Problem**

The development projects of civil society organizations are one of the fundamental components to alleviate poverty and to ensure sustainable development. According to Nicola Banks (2012), CSOs create further balanced relationship among governments, markets and citizens to insure development. Thus, active participation of these organizations through their development project is critical in addressing sustainable development goals. However, the performance of CSOs development projects was very limited in various countries across the world (Nicola Banks, 2012).

As Roger et al. (2013) revealed that, the performance and contribution of CSOs was very poor especially in the third world countries as compared to their history. This circumstance created weak relationship with government and other stakeholders. Additionally, in many countries the performance of CSOs related to sustainable economic and social development was very weak. As a result civil society organizations were marginalized from various intervention areas (Edwards, 2017).

On the other hand, civil society organizations have a long-standing acquaintance related to intervention areas like social, economic, political, environmental and poverty alleviation. They have familiarity with different development projects as well as with those requiring a high degree of involvement with stakeholders (Kiringai, Manda, 2002). Many civil society organizations have diverse interventions to empower the needy people and alleviate poverty in Addis Ababa in general and Nifas Silk Lafto Sub City specifically. They have been engaged in livelihood, relief, social institutions support, emergency and other development intervention areas. Though, despite the role played by CSOs, it has been established that

some organizations leave before achieving their mission. There have been cases of CSOs terminating their contracts while others are reluctant to renew their contracts. Moreover, a minimum of ten organizations license were canceled per year until 2015 at country level. Some CSOs were also withdrawn their development projects from Ethiopia and shifted to other countries.

Furthermore, due to weak performance of the sector, various names were attached towards the sector. Out of the most common ones, the majority that exposed by the media were mainly categorized under improvement of personal life rather than working to achieve the intended objectives, theft, mismanagement of resources, and support of activities and groups outside of the target beneficiaries (RIWI, 2016). As Ardian (2016) indicated that, the sector of CSOs is very essential to assure sustainable development. But their weak contribution increases individuals, foundations and international donor organizations distrusts towards the sector. As a result, it increases the burden of fighting poverty on the governments alone. Therefore, assessing the factors that affects the intervention of development projects of CSOs is very critical to solve the performance problems of the sector and to increase the contribution of the projects.

While, the previously conducted studies at both national and international level were frequently centered on issues related to the relationship between the public and CSOs , attitude towards international CSOs, CSOs in development and poverty reduction, perception of selected stakeholders, history of CSOs , local government and NGO relations , aid and development, Community expectation from and attitude towards NGOs working with Children, and public perception on NGO's roles (Roger et al., 2013; Edwards, 2017 ; Nicola Banks , 2012; Tesfaye , 2015; Aychegrew, 2016; Aatnafu , 2012; Alex et.al.,2012; Ararsa, 2015; and Marmeldal, 2016) respectively. Even if there focus was different form this study, out of the mentioned ones, only four were conducted in Ethiopia. The rest were carried out in foreign countries. Furthermore, the studies conducted in Ethiopia were mostly focused on the role of CSOs from the legal framework point of view with a very few sample sizes and category of respondents.

Accordingly, as far as my reading, researchers have overlooked factors affecting the performance of civil society organizations in Nifas Silk Lafto sub city. As a result, there is a gap of literature that reveals information towards the factors affecting the performance of

civil society organizations in the study area. Having this insight, the study was conducted to fill the existing gap by assessing factors affecting the performance of civil society organizations. Under this theme, the study was addressed factors that affects the performance of civil society organizations, attitude/perception of employees of civil society organizations agency and beneficiaries towards the contribution of development projects of civil society organizations and level of participation of stakeholders towards the projects of civil society organizations.

### **1.3 Objectives of the Study**

#### **1.3.1 General objective**

The general objective of this study was to assess factors affecting the performance of civil society organizations in Nifas Silk Lafto Sub-City, Addis Ababa

#### **1.3.2 Specific objectives**

The specific objectives of this study were: to

1. Assess factors that affects the performance of civil society organizations in Nifas Silk Lafto Sub City
2. Analyze the attitude/perception of employees of civil society organizations agency and beneficiaries towards the contribution of development projects of civil society organizations in Nifas Silk Lafto Sub City
3. To identify socio-demographic factors affecting the perception of beneficiaries' towards development projects of CSOs in Nifas Silk Lafto Sub City.
4. Assess the level of participation of stakeholders towards the projects of civil society organizations in Nifas Silk Lafto Sub City

### **1.4 Research Questions**

The study addressed the following basic questions;

1. What are the factors that affect the performance of civil society organizations in Nifas Silk Lafto Sub City?
2. How do you find the contribution of development projects of civil society organizations in Nifas Silk Lafto Sub City?
3. What are the key socio-demographic factors affecting the beneficiaries' perception towards development projects of CSOs?

4. How do you find the level of participation of stakeholders towards the projects of civil society organizations in Nifas Silk Lafto Sub City?

### **1.5 Significance of the Study**

Since the studies conducted in this area were overlooked the factors affecting the performance of civil society organizations in Addis Ababa in general and Nifas Silk Lafto Sub City specifically, this research was attempted to fill the research gap and it can help to have additional knowledge in the sector.

The research findings have a range of development significances for the regulatory government bodies including agency for CSOs, policy makers and civil society organizations. Accordingly, for the regulatory government bodies it can serve as a guide to plan to support, monitor and evaluate the development projects of these organizations in sustainable way. Also it can provide an insight for the government and concerning policy makers on the factors affecting the performance of civil society organizations, attitude/perception towards the sector and the level of participation of stakeholders. Accordingly government and policy makers can use the results as a secondary data source of information to plan and set prospective commands towards development of the sector.

Furthermore, it can serve policy makers as a reference to design policy, strategy, regulation or guidelines in line with the existing situation interims of the views of various actors in the sector. Also CSOs can use it as one source of reference to raise funds based on the findings. In addition, the CSOs can use the study findings as references to develop project proposals and to raise funds in areas related to the attitude/perception and participation of actors on development projects. Moreover, the study finding helps to create awareness related to the attitude/perception and participation of actors in the sector. Additionally CSOs can use it as reference to identify the gaps of their development projects. Accordingly they can use it to improve their gaps based on the finding.

Moreover, it can serve as a reference material for the academics. It will also help to have a better understanding towards a kind of capacity building required for the employees working in the agency and the stakeholders related to the development projects of CSOs. As well it can serve to identify the practical challenges that CSOs face to implement the development

projects. Thus, this will help to take corrective measures to minimize the challenges towards the sector and to increase their contribution for development. Also, it will assist to support the development projects of CSOs. In addition, it helps to fulfill academic requirement for the Degree of Master of Arts in environment and sustainable development.

### **1.6 Scope of the Study**

The thematic scope of this study was to assess the factors affecting the performance of civil society organizations in Nifas Silk Lafto Sub-City, Addis Ababa. Therefore, geographically it was limited to Nifas Silk Lafto Sub City, Addis Ababa. The topic under study was too much due to the bulkiness of the sector. Accordingly, the study was limited to the civil society organizations agency, beneficiaries of the projects, project signatory government bodies, and civil society organizations. On the other hand, regarding its temporal scale, the primary data was collected in between February to March 2020 and the analysis was carried out until Jun 2020.

### **1.7 Limitations of the Study**

The results of this study would be very important; however it is not without limitations. Since the number and scope of development projects of CSOs are very extensive, the study covered only the development projects and beneficiaries found within two study woredas due to shortage of finance and time limitation. Accordingly, it is difficult to generalize the result for the rest projects found within different woredas of Nifas Silk Laft Sub City. Therefore, further researchers can cover the rest development projects and beneficiaries found in other woredas.

## 1.8 Definition of Terms

- **Attitude/Perception:** is a feeling or opinion about something or someone, or a way of behaving. A process of interpretation by which individuals ascribe meaning to things.
- **Development project:** a project that contributes to set up organizations, networks, tools and build various sectors that have an impact in terms of synergy and development for the people and the country as well.
- **CSOs/NGOS:** are non-governmental, non-partisan entity established at least by two or more persons on voluntary basis and registered to carry out any lawful purpose, and includes non-government organizations, professional associations, mass based societies and consortiums.
- **Intervention area:** combination of working sectors like education, environment, agriculture, health, capacity building, advocacy and etc that CSOs are working on according to their objectives.
- **Stakeholders:** external party or a system that has an interest in development projects of CSOs and they can either affect or be affected by the projects.

# **CHAPTER TWO**

## **LITERATURE REVIEW**

### **Introduction**

In this chapter, the reviews of literature related to the objectives of this thesis were presented. The core issues addressed by the literature comprises challenges face by civil society organizations/factors affecting the performance of CSOs, attitude/perception related to development projects of CSOs, factors affecting the perception of respondents, and intervention areas of CSOs and level of participation.

### **2.1 Conceptual Review**

Civil society organizations are organizations which were established with the aim to serve the community voluntarily. Mostly they are not profit-making organizations (Riddell, 2007). In addition to this, organizations of civil society's proclamation No.1113/2019 defined them as non-governmental, non-partisan body established by a minimum of above one person on voluntary basis and registered to intervene in any legal activities. According to this proclamation, CSOs includes non-government organizations, professional associations, mass-based societies and consortiums.

Conversely, the notion of development encompasses thoughts related to human, economic, sustainable development and others. The idea was depicted as unstable by various researchers. Accordingly, its central magnitude was changing from time to time and it encompasses various variables. During 1950 and 1960, the issue of growth was the core concern of development to assure structural alteration and economic advancement. Basic need was the main focus area of development since 1970. During this period high emphasis given for issue related to learning, healthiness and employment. Furthermore, structural adjustment becomes a hot issue in the notion of development since 1980. Through this period, there was an assumption that trade liberalization, and taking away of deficits of nations are very essential to bring structural adjustment. Later in 1990 human well being approach was come in to dominance. Social, human and economic growth was the core focus areas during this period. Moreover in 2000 its focus was multi-dimensional. Onward this period the concept of development becomes the core focus area of different groups across the world (Darrow 2012).

However, the current contexts of development rely its base on multidimensional focus areas. The concept encompasses issues other than economic growth. Today, the concept of development includes all spheres of human wellbeing. Social, economic, political, environmental, and other important issues for the human were addressed (Fukuda-Parr, 2012).

## **2.2 Factors Affecting the Performance of Civil Society Organizations**

Related studies indicate that, the performance of CSOs may hindered by various factors. Achieving the financial sustainability towards the development projects was the major challenging area of the sector. The majority of CSOs development projects in Ethiopia were partially to fully dependent on foreign fund source and there is no significant domestic functional support to implement the development projects of this organizations. Therefore, the viability and sustainability of the sector is consequently quite fragile because of the scarcity of resources.

The other challenge to implement the development projects of CSOs is the name given for the CSOs by various Medias and government bodies as corruption, using public resources for personal interest, inappropriate beneficiary selection, and weak implementation of the projects as a common feature of these organizations. It was mainly perpetuating a gap of few organizations and it makes the implementation of projects very difficult (Dagne Negash 2017). Furthermore, the projects of these organizations face challenges as a result of a legal frame work. In many developing countries including Ethiopia, the legal frame work for CSOs was not create favorable environment to implement development projects.

Additionally, they also face challenges aroused from the organization themselves. This was because; some of representatives or employees of these organizations were mainly working for improvement of personal life and theft (Marmelda, 2016). Also mismanagement of resources, problem of compliance with the legal ground, and support of activities and groups outside of the target beneficiaries were included under the sources of challenges (Gibelman &Gelman, 2012). Additionally, since CSOs sign project agreement with concerning regulatory government bodies before starting implementation, it is also another challenging area to implement the development projects of CSOs. To reach in to agreement and to sign a single project, they face various challenges interims of time and other resources. This is

because of lack of awareness of government bodies towards the development projects of CSOs, extended bureaucracy and corruption (Rachel et al.,2013).

As Roger et al. (2013) revealed that , in republic of Georgia poor cooperation between the CSOs and concerning stake holders, poor service delivery relation ship among them, poor engagement of stakeholders ,weak accountability, lack of skilled man power, and lack of transparency within both the concerning government bodies and CSOs were the core challenges face by CSOs to implement projects. Also cooperation and common understanding towards the legal framework was a full of gaps (Tesfaye, 2015). Furthermore Edwards (2017) studied Asians attitude towards the contribution of international CSOs and the result indicates that, even if the contribution of these organizations for China's economic and social development was positive, the cooperation among government bodies and CSOs was weak.

### **2.3 Attitude/perception towards the Contribution of the Projects of CSOs**

Attitude refers to our opinions, beliefs, and feelings about aspects of our environment (Guest, 2011). Attitude are learned or shaped over experience and they can be changed. According to Evelien (2014), it is a mental state of readiness structured through experience and other factors. Further more it is considered as a serious of beliefs regarding something that shape the way we think and behave. It is shaped by a beliefs and outcome in a value being positioned on the result of the behavior. Its out come can be either positive or negative. Thus, if the result is positive then a person's attitude will be considered as useful (Ajzen, 2015).

During 1960s and 1970s, the general hypothesis revealed that attitude and behavior were closely associated to each other and attitude influences behavior. Even though studies were unable to indict the existence of strong association among attitude and behavior, there was nonetheless, extensive recognition of the supposition. Furthermore studies conducted in 1975 identified association between attitude and behavior. They revealed that though attitude must be interrelated to behavior, it is not necessarily so. As an alternative, the studies proposed it was the intent to act upon more willingly than the attitude towards a behavior that resolute behavior; and with this came the theoretical foundation for the Theory of Reasoned action (Ross et al., 2011). In general attitude has a dynamic impact on the person's response and situations that it associated with the subject. Based on the definitions, attitude is the

subjective evaluation of various issue or things. It helps individuals to adjust to their surroundings; to protect their self-perception; enables to articulate their values; and help to have criteria and settings as a reference to shape and describe the world. As a characteristic, attitude directed towards a thing about which a person has feelings and beliefs. They may change in certain way and they array from positive to negative. Therefore, the result of the evaluation of attitude may be positive or negative.

On the other hand from organizational point of view, attitude of employees have high impact on the over all aspects of a given sector. Positive attitude towards tasks are critical in preventing failure of sectors. Thus, how individuals act depends on being aware of their work attitudes. Our decisions are highly shaped by our attitudes (Guest, 2011). Based on this context, the attitude/perception of employees of the agency has a high influence on the contribution of the development projects of CSOs.

Various researchers have made study related to the attitude towards development projects of civil society organizations. The finding shows that, the contribution of CSOs to alleviate poverty and achievement of developmental issue was more of perceived as positive. They play enormous role in meeting the needs of the poorest citizens, political and economic transformation of nations, providing well-organized mechanisms to address various developmental problems (Rachel et al., 2013).

According to Rachel (2018), the public attitude towards the contribution of CSOs in the sector of relief/emergency assistance, temporary economic empowerment, education, health, advocacy, and monitoring government activities has a positive status. As Lewis (2011), studied the attitude of selected community members towards the contribution of CSOs based on the category of the role which these organizations were engaged in. The category encompasses service delivery, education, advocacy, innovation, monitoring, and policy stream. The role of these organizations was perceived as very essential in the mentioned category of interventions.

Additionally, since CSOs have high grass root level experience their contribution can play high role in developing nations. The attitude of various actors indicates that the involvement of development projects of CSOs have a variety of contributions. Some of them were related to stimulating the participation of the poor with gather social equality in service delivery

systems, helping state structure to become more responsive to change, preserve culture and belief systems, introducing and using new technology, capacity building, self-reliance, sustaining development, empowerment, research, social service ,education and environmental protection in general. Therefore, the contribution of CSOs in the sector of economic, socio-cultural, political and environmental is very vital (Hayman, 2012).

Another study revealed that, the attitudes related to the contribution of these organizations in the sector of advocacy, infrastructure development, and empowerment was categorized under negative. Furthermore, the interventions of the projects were mostly based on the priority of the funders than the target citizens. As a result, the target community had negative view towards the projects of CSOs (Nicola and David, 2012). Also their contribution to the local development is highly challenged due to problems related with negative attitude, operational problem, collaboration and legal frameworks (Edwards, 2017).

Furthermore, Roger et al. (2013) studied public attitude towards non-governmental organizations. The result indicates that, many factors affect the contribution of CSOs. Attitude of the public was considered as one of them. The sustainability and success of NGOs are highly dependent on the attitude of the public. Additionally, Edwards, C. (2017) studied chine's attitude towards the contribution of international CSOs. The result reveals that, the contribution of these organizations for China's economic and social development was more of positive. Based on this finding, out of 5.11 trillion USD GDP of the country since 2009, 0.09 percent was covered by CSOs. But they faced negative attitude and marginalized by both the government and other concerning actors. Also, Nicola Banks (2012) studied the role of CSOs in development and poverty reduction. The result indicates that, the CSOs create further balanced relationship among governments, markets and citizens to alleviation poverty and facilitate development.

In addition, research has been conducted by Tesfaye (2015) on the perception of selected stakeholders towards the role of NGOs in local development. The finding indicates that, the NGOs play a vital role in the women economic empowerment, health, education and child development. But there was less or no intervention in the sector of environment management, microfinance, and local institutions capacity building in Kirkos Sub-City. A study by Aychegeew(2016) assessed a history of CSOs in Ethiopia. According to this study, the sector

has a long history in Ethiopia. But their contribution was highly affected by the government and the relationship among the sector and government was not productive.

On the other hand, literatures related to the attitude/perception of the beneficiaries towards CSOs indicate that, there has been high level of adverse interpretation in the communal mind. In many aspects the term is directly linked with donation and aid. The perceptions towards the development projects of CSOs can be categorized and shaped in two ways. The first category of perception was related to their performance and the second was associated with their philosophy. According to the former assumption, these organizations have a huge gap in performing their work and some of them are discriminating citizens. Even those regular citizens were unable to access their offices. The later perception indicates that the sector of CSOs is well known by lack of commitment, poor participation of citizens, focusing on the ideology and values of Westerns, lack of mobilizing voluntarism, and advancement of a neo-imperialist agenda (Masooda, 2016).

According to Alioune, et al (2015), the perception of both the public and beneficiaries towards the projects of CSOs can be highly shaped by the activities of this organization and the awareness of the public towards their activities. Thus, the activities of CSOs are not well known by the public. Especially activities related to the health sector are completely recognized by the public as contribution of government. Therefore, the credit of this sector result goes to the government. Accordingly, the perception of the public and the beneficiaries towards these organizations is more or less negative. Even though, a number of beneficiaries in various countries believe that the development projects of these organizations have a great role in various sectors like sustaining economic need, political, social, environmental and other issues (Alioune et al., 2015).

As RIWI (2016) indicated that, the projects of CSOs were negatively perceived by various community members due to the assumption that these organizations have a problem associated with beneficiary selection and sustainability. They also assumed these organizations as less transparent and focus on less relevant issues. Additionally a number of community members do not have adequate evidence towards the overall activity of these organizations. As a result, they perceived their contributions as a poor. But some beneficiaries perceived the context more positive than the rest community members.

Moreover, since the main source of fund for these organizations was behind Western donors, the projects were perceived as an agent for the political missions of these countries (Ali Akbar, 2016). In Ethiopia the development projects of the CSOs are weak and underdeveloped. Their development projects were misunderstood and perceived as political opponents as part of the supporter of opposition parties (RIWI, 2016).

In addition to these, understanding public attitudes to aid and development, community expectation from CSOs, attitude towards NGOs working with Children, and the public perception on NGO's roles studied by (Alex et.al., 2012; Ararsa, 2015; and Marmeldal, 2016) respectively. Therefore, based on these literatures the researcher addressed the attitude/perception of employees of agency for civil society organization and beneficiaries towards the contribution of development projects of CSOs.

#### **2.4 Factors Affecting the perception of Beneficiaries**

As Senait (2012) found that, factors like age and religion has no significance association with the perception of target communities towards emergency contraceptive assisting projects ( $P=0.006$ ) and ( $P=0.017$ ) respectively. Similarly there was no significant association among marital status and perception of the respondents ( $P=0.018$ ). On the other hand sex and level of income has significant association with the perception of managers of the projects (Nigatu, 2016). Another study conducted by Wegene(2015) revealed that, socio demographic characteristics like level of income influence the perception of the farmers towards agricultural projects including purchasing of improved agricultural inputs. The finding implies that there was statistically significant association between income perspective and the perception of target farmers.

Furthermore, Marmelda (2016) found that sex, level of education and age have significant association with the perception of the target community and donor funded projects. But no significant association was found between level of income and perception of the projects beneficiaries (José, 2012). As a factor there was no significant association found with level of income, religion and family background. But the target community perception in projects of NGOs was highly associated with age, level of education and sex. Thus it is advisable to pay high attention towards socio-demographic variables of the community during base line survey, implementation, monitoring and evaluation of projects Zelalem (2014). As a socio-

demographic factor sex has no significant association with the perception of the beneficiaries of the subjects. Both females and males positively perceived economic empowerment projects with no or slight difference. On the other hand the level of income of the subjects has significant association with the perception of respondents (Essendi H et al., 2014).

The context of perception towards NGOs projects vary based on different socio demographic factors. Out of them sex, age, level of education, income, and religion are the common ones. Female beneficiaries have positive perception than males towards NGO funded projects. Even in government based environmental projects there was significant level perception difference among male and females. Also age, level of education, income of beneficiaries and religion has significant association with the perception of the respondents (Ziadat, 2010). Further more a number of empirical evidences indicates that sex, age, jobs of parents, level of income, educational background of family, and residence have significant association with the perception of a target community (Marmelda, 2016).

## **2.5 Intervention areas of CSOs and Level of Participation**

There is a lot of intervention areas in which CSOs playing their role across the world. Thus, the activities of these organizations may categorize in to charitable, service delivery, mobilizing participation and empowerment. Their intervention under these categories was encouraging (Alioune, et al ,2015). Additionally, the categorization of their activities may vary based on a number of criteria's. The intended objective that they established for is one of those criteria's. Accordingly their activities may also categorize in to humanitarian, advocacy, faith based and missionary. Humanitarian activities were related to emergency response and development. Promotion of rights of disadvantageous groups becomes the core focus area of activities related with advocacy. Whereas, faith based activities were mainly concerned in tasks based on the principles of faith. Such kinds of activities were implemented with the intension of missionary aid like perpetuating the number of their religious followers' inline with the humanitarian aid. Accordingly, CSOs plays a good role in the intervention areas related to advocacy, empowering religious institutions, emergency response and development (Sunshant, 2013).

According to Jeffrey (2012), a number of years the activities of CSOs mainly revolve around emergency assistance. But now these organizations changing their activities form emergency

assistance to development. However, the number of CSOs which intervening in the activities related to sustainable development was very few in number. Therefore, many countries provided guideline to handle the sector. It was categorized the objectives of CSOs and provided framework towards the focus areas of the activities of these organizations. Ethiopia also provided guideline that indicates activities that has been implemented by CSOs. Thus, the main targeted areas were agriculture, environment, education, health, women's capacity building, infrastructure, and other similar sectors.

On the other hand, activities like provision of commodity support and rehabilitation were not allowed. Later on, government faced many challenges from CSOs and UN agencies as a result of its restrictions. Thus, areas of intervention like capacity building and emergency response were included as a result of amendments (Jefferey, 2012). Hence, a larger number of CSOs were established to implement activities related to humanitarian support. Majority of these organizations were registered with the main objective of responding towards drought and to address people that affected due to war or to support the target community under terrible disaster. In many cases, CSOs are quicker to address such problems and can perform in cost effective manner. These organizations have a good track record in accomplishing emergency response activities even in areas where there was a war. They provide humanitarian assistances during and post war periods. Consequently, the intervention of these organizations related to temporary relief interims of assisting food, cloth, medicine and temporary shelter was great (Mihir, 2011).

As Lewis (2011), also indicated that the activities of CSOs categorized in to service delivery, advocacy, innovation and monitoring. Since these organizations have a full of experience during implementation of various activities at grass root level, there is an assumption that revels the majority of these organizations activities must be focus on small scale development and disadvantageous group empowerment. But the activities of these organizations have to perceive interims of a broader image. They perform assorted activities including supporting development activities related to education and skill training, economic empowerment, environment management, infrastructure and social institutions development.

Additionally, in the context of Ethiopia, CSOs can be established based on the activities that they intended to deliver to the target population. Consequently, they are categorized in to charity organization or professional association. The central aim of the establishment of

charity organization is to perform activities for the interest of the public or third party. While professional associations are those organizations established on the basis of profession and formed with central objective of working for the interest of their members (OCSP, 2019). But as Yntiso (2016), stated that the activities of CSOs have been restricted as a result of the charities and societies low that was endorsed since 2009. Due to this restriction, the activities of these organizations in the sector of advocacy and service delivery have been ignored. Accordingly, in related sectors the activities of development projects of CSOs were poor. But with a number of challenges the status of intervention in the areas of temporary relief was very good.

On the other hand, study conducted by Aatnafu (2012) revealed that, the collaboration and strong participation of stakeholders has high positive impact to assure development and progress of the sector. The participation of NGOs to collaborate with concerning government bodies in development effort is essential. The existing situation indicates that, their cooperation and level of participation was encouraging.

## **2.6 Theories Related to the Study**

Different theories addressed a set of assumptions related to development. A number of actors and development partners also emerged to intervene in several focus areas to assure development. The sector of civil society organizations is one of them established to alleviate problems related to development. Consequently, the reviews of related theories were extracted and presented as follows.

### **2.6.1 Dependency Theory**

Dependency theory was originated in Latin America and yet there are points of severe disagreements between the ranges of strains of these theorists. Thus, it would be ambiguous to propose that there is merely one combined theory of dependency (Feraro,1996 as cited in Itai, 2017). This theory is a popular theory within the social sciences to explain economic development of states. It is a consequence of a wide-ranging search to discover a theoretical structure to adequately examine and clarify both development and underdevelopment surrounded by the international arrangement.

The core assumption of this theory is that, the continual increase in industrialization in the developed countries rather equally subject poor countries to underdevelopment as a result of

the economic excess of the poor countries being exploited by developed countries (Scott, 2016). Underdevelopment of poor nations is resulting as of organized colonial exploitation of raw materials and being underdeveloped is the result of this exploitation by the dominant countries. As Skunkel(1996)cited in Itai (2017), indicated that, dependency is a core indicator of a situation that a given country policies were highly dependent and influenced by an external countries.

Currently, a number of studies indicate that, CSOs especial the international ones are the means to sustain the dominance and neo-colonialism principle of developed countries. They can exploit developing countries either directly or indirectly through the CSOs. These organizations are plying role in assisting developing countries to take on a Western copy of interventions to assure growth and development. Since, the major source of fund for these organizations is from them. So that, the problem of intervention of CSOs starts here as it fails to look at the existing development model of developing countries to realize what procedures and policies would be suitable (Stephanie, 2018).

In addition, due to aid from developed countries through CSOs projects, the dependency of developing country on the western is the major characteristic of African countries. The inheritance of colonialism, the failing of developing nations in international subject, and the separation of the world in various categories did not allow developing countries to assure development through their real potential (Azizou, 2015).

### **2.6.2 Basic-Need Approach**

This theory was formulated by International Labor Organization (ILO) and World Bank (WB) since 1976. The central tenant of this approach is to offer prospect for the entire physical, psychological, and social development of the person. It gives high emphasis for satisfying people's basic need. Furthermore, it centers on organizing assets for those in need and relay on the context of what is make available quite than on income. Besides the focus of individuals basic needs, it encompass needs that helps for self autonomy, self-sufficiency, political liberty and safety, involvement in decision making, cultural distinctiveness, wisdom of rationale in existence and job towards the needy groups . Therefore, it gives high attention towards needy part of the society (World Bank, 2003).

On the other hand, the core focus area of CSOs is addressing the needy part of the society with the support of funds from donors. Based on this assumption, the intervention of CSOs is essential to assure the basic desires of the needy groups (Degefa, 2011). Furthermore, the assumption of this theory is associated with the attitude and perception of the employees and beneficiaries towards development projects of CSOs. According to the supposition of this theory, the development projects of CSOs have positive contribution for the physical, psychological, and social development of humans. Therefore, these projects have positive role towards satisfying people's basic need. Based on the assumption of this theory, the employees and beneficiaries assume that these projects address the needy part of the society through supporting them to fulfill their basic needs. Accordingly, the attitude of employees of agency for CSOs and perception of the beneficiaries towards development projects of these organizations is positive.

### **2.6.3 Empowerment Approach**

Empowerment approach was established during 1980 with the intension of capacitating the needy part of the community. It requires making the environment favorable to institutions that are working to build the wellbeing of the needy community (World Bank, 2003). Empowerment and growth of the poor has a close relation to overcome problems in the economic, social, and political surroundings. It enables the community to overcome poverty by the means of participating in the development process and fairly benefiting them from the process (OECD, 2012). The participation of the needy group in decision making related to growth and development should be mandatory since it affects them directly. Accordingly, this group should be role player in the process of changing their living conditions (DFID, 2012).

In addition to this, alleviation of poverty without empowerment and engagement of the poor in the political and economic circumstances becomes difficult (OECD, 2012). Therefore, empowering the needy group is vital to alleviate the problems of the poor. Based on the assumption of this approach, CSOs have a role of filling the gap of need groups through empowering the poor and related institutions. As a result the development projects of these organizations enable the needy segment of the community to overcome poverty. Therefore, both need based theory and empowerment approach helps to explain the attitude of employees and perception of beneficiaries. Accordingly, need based theory is used to explain the attitude and perception of the subjects based on the role of the projects to assist the basic need of the society. Empowerment approach used to address the attitude of employees of

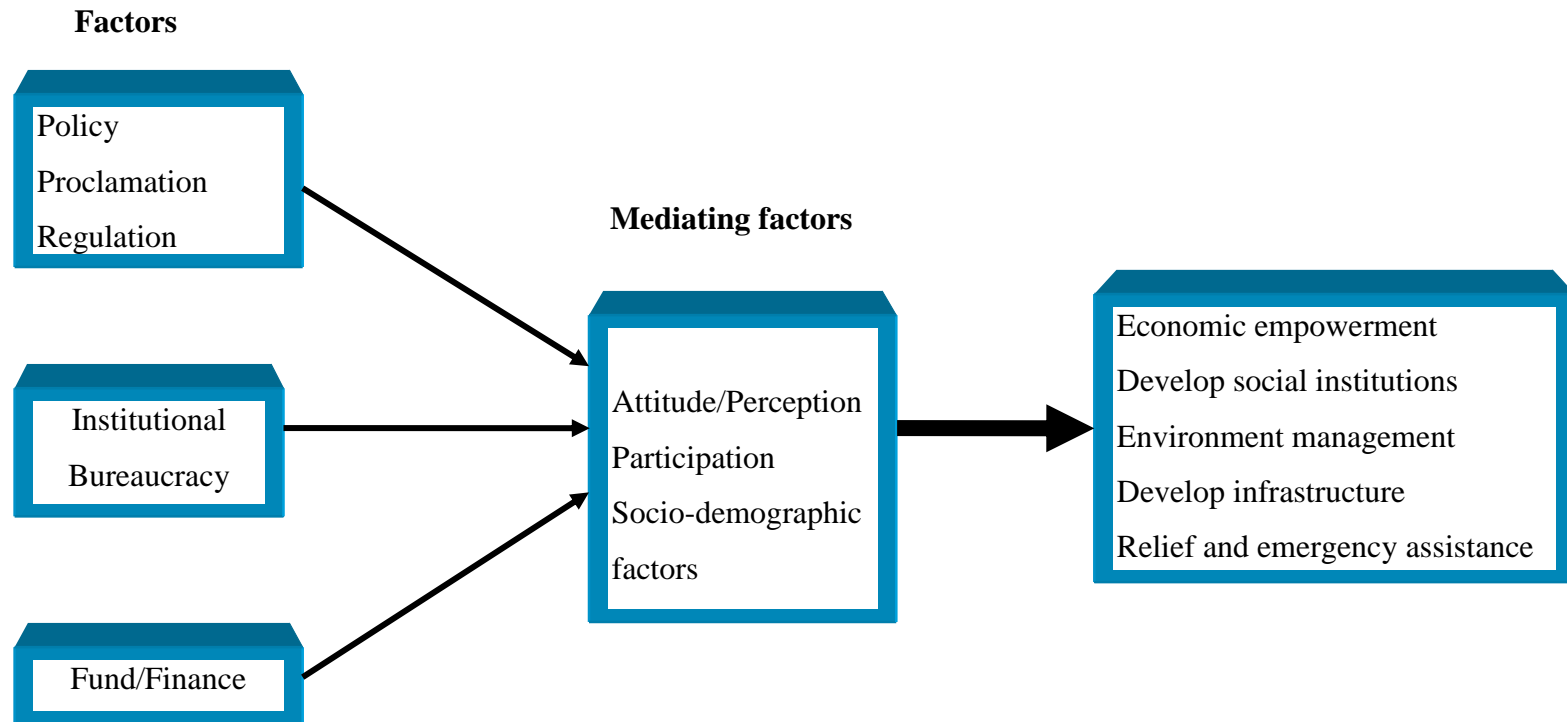
CSOs and perception of the beneficiaries of the projects. Accordingly theory was tested based on the contribution of development projects of CSOs towards filling the gap of need groups through empowering the poor and related institutions.

## **2.7 Conceptual Framework**

The conceptual framework designates the linkage of the factors affecting the performance of civil society organizations, attitude/perception of employees of civil society organizations agency and beneficiaries towards the contribution of development projects of CSOs, and the level of participation of stakeholders towards the projects of civil society organizations. Accordingly, the development projects of CSOs engage in various sectors. As a result, the contribution of their projects play positive role in economic empowerment, education and skill training, empowering health sector, environment management, infrastructure development , social institutions development, advocacy , relief and emergency assistance.

On the other hand, the performance and contribution of the projects of civil society organizations may influenced by various factors. Accordingly, policy, proclamation, regulation, institutional bureaucracy, and financing circumstance were considered as the core factors that influences the performance and contribution of the sector. These factors were mediated by attitude/perception and participation of various stakeholders. Finally, despite of facing challenging circumstances, CSOs plays an important role in various intervention areas through their development projects.

**Fig.2.1: Conceptual framework of the study**



Source: Developed by the researcher (2020)

## **CHAPTER THREE**

### **RESEARCH DESIGN AND STUDY SETTING**

#### **3.1 Description of CSO Agency**

This study was conducted with the objective to assess factors affecting the performance of civil society organizations in Nifas Silk Lafto Sub-City, Addis Ababa. As an actor, the study focused on both agency for civil society organizations and other selected stakeholders. Accordingly, this organization was first established since 2009 as an institution of the federal government based on the charities and societies proclamation number 621/2009 article 4 (CSOP, 2009). As stated in the proclamation article 5, the agency was established with the objective to; enable and encourage charities and societies to develop and achieve their purposes in accordance with the law, create a situation in which the operation of charities and societies is transparent and accountable, and ensure that charities and societies operate legally. In consistent with article 4(2) of this proclamation, the agency was accountable to ministry of federal and pastoralist affairs (CSOP, 2009). Currently the proclamation was replaced by the new proclamation 1113/2019.

As regulated in the current organization for civil societies proclamation number 1113/2019 article(6), the agency has function and power to; register organizations, support, follow up, facilitate and coordinate their activities , monitor and supervise their compliance with the law, examine the annual activity and financial reports, establish an information center that contains over all data related to CSOs, organize regular forums for consultation, encourage organizations to actively participate in the development of policies and laws, conduct research and advise the government related to the sector, develop policy guidelines to ensure the align development plan of government and the organizations, register the CSOs, authenticate documents, open branch offices, prevent money laundering and the financing of terrorism in the sector, implement activities related to dissolution of organizations, to administer the civil society fund, to promote a culture of volunteerism and to undertake other activities necessary for the achievement of its objectives (OCSP, 2019). Thus, the agency is working to accomplish the powers and functions given by this proclamation.

At present, it is located in Addis Ababa around Tewodros square near to Churchill road. The total number of employees under the agency was 102. Out of them 82 were male and the rest

20 were females. But as an organization, the total requirement of the structure was 301. Out of the existing employees, 42 were working in the core process and they had direct linkage with the development projects of these organizations. On the other hand, the total number of CSOs under this agency was 3,543. From this number, 434 were foreign CSOs and the rest 3,109 were locals (ACSOs, 2019).

Addis Ababa city administration GO-CSOs 10<sup>th</sup> annual partnership forum meeting report that was organized by Addis Ababa city administration Bureau of finance (BoF) & the consortium of Christian Relief and Development Associations(CCRDA) indicates that, for the past ten years 1,284 CSOs were implementing different development projects in Addis Ababa. Hence the distribution of CSOs at sub city level was presented on Table 3.1 as follows.

**Table 3.1: Distribution of CSOs in Addis Ababa**

S/N	List of sub cities	Number of CSOs	Percentage
1.	Addis ketema	69	5.37
2.	Arada	75	5.84
3.	Akaki Kaliti	31	2.41
4.	Bole	86	6.69
5.	Gulele	111	8.64
6.	Kirkos	98	7.64
7.	Kolfe keranio	81	6.31
8.	Ledeta	54	4.21
9.	Nifas Silk lafto	156	12.16
10.	Yeka	114	8.88
11.	CSOs Working within more than one sub city	168	13.08
12.	CSOs Working within more ten sub cities	241	18.77
13.	Total	1284	100.00

Source: (BoF, 2020).

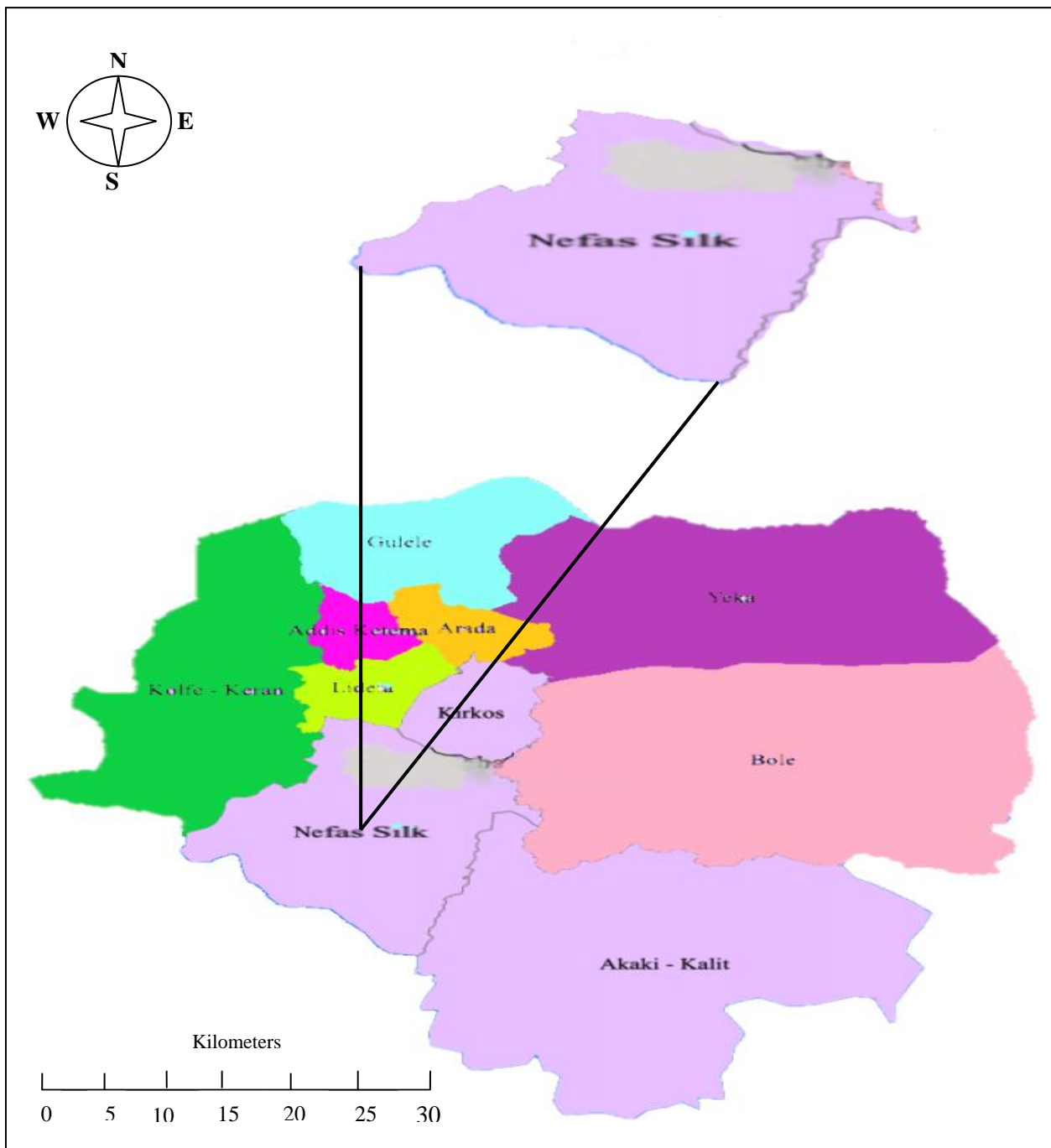
## **4.2 Description of Nifas Silk Lafto sub city**

The stakeholders were selected from Nifas Silk Lafto sub city and it was the one out of ten sub cities in Addis Ababa. It covers the southwestern part of Addis Ababa. Administratively, it borders with south east Akaky kaliti, north east Bole, west Kolfe keranio, north Kirkos and Lideta, and at south Oromia regional state. Based on the street we used, the sub city is located

at 10-12.2 KM from the center of Addis Ababa. The area coverage of this sub city was 63.59 km<sup>2</sup>. According to the finance and economic development report of 2017, it has a total population of 377,075, out of this 177,422 were male and 199,653 were female.

The administrative woredas found within this sub city were thirteen. Woreda two and eleven were the two woredas among 13 woredas found in this sub city. According to figures provided by the sub city finance and economic development, plan and budget monitoring and evaluation core process in 2017, the total population share of woreda 2 was 38,406 and woreda 11 was 19,081( OOFED,2017). Currently, there were 156 CSOs and 65 active projects found in this sub city. Out of these projects, the share of woreda 2 and 11 was eight and seven respectively. Accordingly, ten CSOs were implementing fifteen projects in these two woredas. Where as, the number of active projects in the rest woredas were in between four to six.

**Fig.3.1: Map of Addis Ababa city Administration**



Source: Own Construction (2020)

## **4.3 Research Methods**

### **4.3.1 Research Philosophy**

Research philosophy is a wide framework which encompasses opinion, beliefs and understanding of numerous theories and practices that are used to carry out a research (Žukauskas, et al.,2018). Conversely research paradigm is a set of assumptions that guides a research course of action (Gringeri, et al.,2013). Research paradigm and philosophy consist of a range of issues like individual's psychological model, means of seeing things, diverse perceptions, and beliefs towards reality. Thus, they manipulate the beliefs and value of the researchers. Therefore, it is very essential to clearly indicate the philosophical ideas of a research work in a given study.

Consequently, researchers use various approaches to worldviews. Out of them, post-positivism, constructivism, transformative, and pragmatism are commonly used ones. Pragmatist uses problem as initial point for a given study. In assumption of pragmatism, there is no single arrangement of philosophy and reality. Therefore, this assumption is an appropriate for mixed research since it enables to use various methods, diverse world outlook, hypothesis, forms of data gathering, and analysis (Creswell, 2014). Accordingly, the researcher used pragmatism world view to achieve the objective of this study.

### **4.3.2 Research Design**

Research designs are plans and the procedures to carry out a research. It gives a structure for gathering and analysis of data. There are three study design methods, namely qualitative, quantitative, and mixed (Creswell, 2014). Mixed research design is helpful to address contradictions among quantitative results and qualitative findings, to incorporate respondent's opinion according to their experiences, and it enables to collect rich and inclusive information than can be obtained in only quantitative or qualitative research (Plano, 2011). Due to these merits, the researcher used mix of qualitative and quantities research design.

Furthermore there are different types of mixed method procedures. Common of them are, concurrent triangulation, concurrent embedded procedure, sequential exploratory, and sequential explanatory. Out of these methods, the researcher used concurrent triangulation procedure. It allows one data collection phase in which the qualitative and quantitative data are collected simultaneously. There are two separate analyses of the qualitative and quantitative data. In the interpretation phase, the

findings are either merged, or they are compared in a discussion section. In this procedure the qualitative and quantitative strands are usually weighted equally.

### **4.3.3 Data Sources, Tools and Collection Methods**

#### **4.3.3.1 Data Sources**

Data was collected from both primary and secondary sources. Primary data was collected from the employee of agency for CSOs, beneficiaries of the projects and project signatory government bodies. As well, secondary data was collected from documents, researches, books, journals, annual report, internet, websites, proclamations, regulations, directive and other sources that were obtained from the agency, actors and various related source.

#### **4.3.3.2 Data Collection Tools**

##### **4.3.3.2.1 Survey Design**

Survey design is a method of data collection that asks participants to give written or verbal replies to a written set of questions (Parahoo 2006). The researcher used survey design due to its advantage of enabling efficient collection of data over broad populations, quick collection of data, and consistence or little scope for bias introduced by different researchers (Creswell, 2014). Accordingly, close ended survey questionnaire was prepared to collect quantitative data from employees of agency for civil society organizations, the beneficiaries of the projects, civil society organizations, and project signatory government bodies. This questionnaire was developed towards focusing on the factors affecting the performance of CSOs, interventions of the development projects of CSOs related to generating income, environment management, development of social institutions , development of infrastructures, temporary relief, priority of the projects, transparency of the projects, level of participation, beneficiary selection, delivering support, relevance of the support, focus of activities, feasibility of sustainability strategy, reporting the performance of development activities, cooperation, and challenges.

In order to assess the attitude/perception of employees of ACSOs, 5-point Likert scale survey questionnaire ranging from strongly disagree to strongly agree was used. Furthermore, to assess the attitude/perception of the beneficiaries of the projects, and level of participation of stakeholders, 5-point Likert scale survey questionnaire ranging from very poor to excellent

was applied. On the other hand the factors that affect the performance of CSOs were assessed through dichotomous questions with two possible answers yes/no.

#### **4.3.3.2 Key Informant Interview**

Interviews are a type of survey where questions are delivered in person encounter by an interviewer. In this method, those individuals who were expertise and close association in the study subject assumed to provide appropriate information on particular issues selected by the researcher. The number of respondents under this approach can be mainly based on their appropriateness and limited to be small (Kumar, 1989 as cited in Lemmi, 2019). Based on this assumption, qualitative data was collected through semi-structured interview guide and it addressed positive and negative contributions of development projects of civil society organizations, focus areas of the projects, primary activities, problems of the development activities and challenge that CSOs face to implement development projects.

#### **4.3.3.3 Data Collection Procedures**

To achieve the objective of this research, cross-sectional approach was conducted through survey questionnaire and interview guide. This approach is most common design and it is essential approach to study prevalence of a phenomenon, situation, problem, attitude or issue, by taking a cross-section of the population at one time (Creswell, 2014). The main reason to choose this approach was the short duration of the study which allows the collection of data to take place at one point in a time. Accordingly, both the quantitative and qualitative data were collected through directly distributing the survey questionnaire and interview guide for the employees of ACSOs, beneficiaries of the projects, project signatory government bodies and civil society organizations. Survey questionnaire which distributed for the actors and employees ACSOs was prepared in English language. On the other hand, the survey questionnaire which distributed for the beneficiaries was prepared in English and converted in to Amharic language.

#### **4.3.4 Sampling/Population**

The target population for this research was the employees of agency for civil society organizations, beneficiaries of the projects of CSOs, project signatory government bodies and employees of CSOs. Accordingly, since ACSOs is the only organization which was established to carry out various activities according to civil society's organizations proclamation number 1113/2009 and it has only one office at national level, its employees

were used as a target population. On the other hand, as a stakeholder the beneficiaries of the projects, government bodies and employees of CSOs who were working the development projects of these organizations in Nifas Silk Lafto Sub City were used as second, third and fourth target population for this study.

On the other hand, in common the study population or sample population possesses the characteristics of the entire population and it is a subset of the population being studied (Banerjee, et al., 2010). The sample size for this study was determined through purposive and simple random sampling. Thus, the target sample was selected from employees ACSOs, employees of NGOs, government offices and beneficiaries of development projects. The employees of ACSO, employees of NGOs, and project signatory government bodies were determined through purposive sampling. Conversely the beneficiaries were selected through simple random sampling. Accordingly, the total number of sample size was 204 and the detail was presented on the following section.

#### 4.3.4.1 Sample/ population for Quantitative Data

The study population for the quantitative data was grouped in to four categories. The first category was the employees of agency for CSOs, the beneficiaries of the project, civil society organizations and project signatory government bodies. Accordingly, the detail was presented as follows.

**Table 3.2: Sample and Population for Quantitative Data**

<b>List of target actors/ organizations</b>	<b>Population</b>	<b>Sample size</b>
Employees of agency for civil society organizations	102	42
Beneficiaries of the projects	185	126
Project signatory government bodies	16	16
Employees of civil society organizations	20	20
<b>Total</b>	<b>323</b>	<b>204</b>

Source: Own survey (April, 2020)

As indicted on Table 3:2, the total employees found within ACSOs were 102. Out of them, those employees who were working under the core process were fully involved as a study population through purposive sampling. The employees under the core process have direct linkage with the development projects of CSOs. They were expertise related to the projects and their size was manageable. Accordingly, they enable to increase the level of accuracy of the data. Due to these qualities, the core process and employees under it were selected as a sample population from ACSOs. Accordingly, 42 survey questionnaires were disseminated for employees of agency to collect data related to personal information and the attitude/perception of employees towards the development projects of CSOs.

The second category of the study population for the quantitative data was the beneficiaries of the projects. According to the data received from Addis Ababa city administration bureau of fiancé, there are about 1,284 CSOs in Addis Ababa. There distribution at sub city level indicates that, Addis ketema 69, Arada 75, Akaki Kaliti 31, Bole 86, Gulele 111, Kirkos 98, Kolfe keranio 81, Ledeta 54, Nifas Silk lafto 156, and Yeka 114 (BoF, 2020). Thus, the number of CSOs including their projects was greater in the target study area than the others. Based on this, the sub city and two woredas were selected as a target study area through purposive sampling.

On the other hand, the number of projects in woreda two and eleven were eight and seven respectively. The beneficiaries under these projects were selected through simple random sampling. Since the number of beneficiaries of the development projects in the study area were large in number, it was difficult to address all beneficiaries. Additionally, due to the assumption that the sample posses the behavior of the population, it was enough to achieve the entire objective of the study. Hence, study population for beneficiary respondents was determined through Yemane, (1967) simplified formula at 95% confidence level (Yemane, 1967 as cited in Singh et al. 2014). Accordingly, to determine the sample size of beneficiaries for this study, the following formula was used.

$$\text{Sample size formula: } n = \frac{N}{1+N(e)^2}$$

Where

n= is the sample size,                      N= is the total population

e = Precision level at 95% ( $\alpha=0.05$ ) confident interval for normal distribution data.

Thus the sample size

$N=185$

e, at  $\alpha=0.05$

$$n = \frac{185}{1 + 185(0.05)^2}$$

$$n = \frac{185}{1 + 185(0.0025)}$$

$$n = \frac{185}{1.46} = 126$$

Therefore, the number of beneficiaries of the project as a study population was 126.

The third category of study population for the quantitative data was the government bodies. In this category, the respondents were selected through purposive sampling. All employees within project signatory government bodies who have direct linkage with the projects were targeted as study population for the quantitative data through purposive sampling. The reason behind was their small size, appropriateness for the topic or being expertise in the CSOs development projects, and their representation to sign development projects of CSOs alone. Due to this reason, all 16 employees under the office of finance, women and children affairs, and labor and social affairs were selected as study population.

As a fourth category, CSOs implementing development projects in the target woredas were involved. Thus, all CSOs implementing development projects and those program employees under the projects in the study area were used as study population. Therefore, 20 employees were selected purposively as a study population from ten CSOs. Employees who were working under fifteen projects of these organizations were addressed for quantitative data. This is because, the number of CSOs and development projects were manageable, the program employees have direct intervention in the activities and they are expertise in the development projects.

#### **4.3.4.2 Study Population for Qualitative Data**

The employees of NGOs, employees of agency for civil society organizations, and government bodies were represented as study population through purposive sampling for the qualitative data. From NGOs, governmental organization, and Agency for CSOs, those who were at team leader position were selected to collect qualitative data through interview guide. As Kumar (1989), indicated that the number of respondents for such instruments was mainly based on their appropriateness and the number also limited to be small in between 15 to 35.

Based on this assumption and their availability, fifteen individuals were engaged as a study population for the qualitative data.

#### **4.3.5 Methods of Data Analysis**

The data that has been gathered through survey questionnaire was analyzed by using descriptive tools like frequency, percentage, and means. Furthermore, Chi-square cross-tabulation correlation test has been conducted to check significance of associations between the attitude/perception of the beneficiaries and socio demographic variables. This process was carried out by using SPSS version 23. Then the result was presented in the form of tables and statements with detail explanation to give clear understanding towards the finding.

Furthermore, the descriptive statistical analysis was prepared based on the assumption of scale or range (Poonlar, 1997 as cited in Muluken 2019). Therefore, the mean score result was used with the assumption that in the range 4.51-5.00 stands for very high, 3.51-4.50 high, 2.51-3.50 represents average or medium, 1.51-2.50 low and 1.00-1.50 very low. Accordingly, the mean score result within the range of very high and high used as positive response or satisfied intervention or contribution, average or medium as it is, and both low and very low used as a negative response or dissatisfied intervention or contribution.

On the other hand, the qualitative data collected through interview guide was examined and inferred by qualitative description. They were used to supplement and triangulate the quantitative result.

#### **4.3.6 Validity and Reliability**

Validity can be expressed as the credibility or believability of the research. Whereas reliability is the extent to which an assessment instrument generate unwavering and consistent results. Thus, validity is mainly related to truthfulness of the findings and reliability is about repeatability of the findings. Accordingly, this study paid high attention for the issue of validity and reliability (Mohajan, 2018).

To assure the reliability of the instruments the researcher used Cronbach alpha test. As Brown (2011) indicated that, the reliability of Likert scales can be verified by means of Cronbach alpha. According to him, Cronbach alpha test result greater than 0.7 illustrates the existence of reliability. Thus, the Cronbach alpha result for the questionnaires of employee's

attitude was 0.783, for perception of the beneficiaries 0.820, and for development activities of CSOs 0.764. Therefore, the result of Cronbach alpha for the instruments was more than 0.7. This implies that, the instruments of this study have strong internal consistency reliability. On the other hand, the data gathering, analysis and interpretation was carried out with a great care to hold up the validity and reliability of the data.

#### **4.3.7 Ethical Consideration**

Ethical issues in research are associated with rules and regulations established by professional associations to guide researches in disciplined manner. Research ethics should be considered before beginning of study, during the study including the stages of data collection, data analysis, data interpretations, and study finding reports (Creswell, 2014). Thus, the researcher believe that proper ethical consideration offers a set of principles that help researchers in carryout a given study and it enables to achieve the intended objective of the study, without the expense of welfare or rights of the target participants.

Accordingly, this study was undertaken after receiving a letter of support from center for environment and development studies Addis Ababa University, Ethiopia. It was written for asking cooperation for research participants and also it indicates the researcher is legally permitted to conduct research as a graduate student. On the other hand, the data collection tools were included the objective of the study, confidentiality, directions to answer the questions, and contact address of the researcher. The cover latter of the tools were clearly indicated that the participation of the respondents in this study was based on their willingness. Therefore the participants of this research were well aware about the study. In addition, the issue of privacy and confidentiality of the respondents was never compromised.

During the data collection, the respondents were personally contacted and the required data collection tools were distributed to them. Furthermore, the support letter that has been received from the university was showed for the participants. Continuous checkup was undertaken during data collection. Additionally, at each stages of this study, the researcher valued the norms, values, and morals of the participants and the area. Only necessary information for the study was collected. The data analysis was centered on unbiased truth through considering the privacy of the respondents. Additionally, the name of respondents was not mentioned in both the paper and data collection tools. Lastly, the data interpretations and reporting was made mainly based on the collected information.

## **CHAPTER FOUR**

### **DATA PRESENTATION AND ANALYSIS**

#### **Introduction**

In this chapter, the data collected from the target respondents through questionnaire and interview were presented and analyzed. The data collected by a means of the questionnaire was presented in the form of table with descriptive statistics and analyzed in narrative form. Following this, data collected by a means of interview guide were presented through a narrative analysis. Accordingly, the general background of respondents, factors affecting the performance of civil society organizations, attitude/perception of employees of civil society organizations agency and beneficiaries towards the contribution of development projects of civil society organizations, and level of participation of stakeholders towards the projects of civil society organizations were addressed as follows.

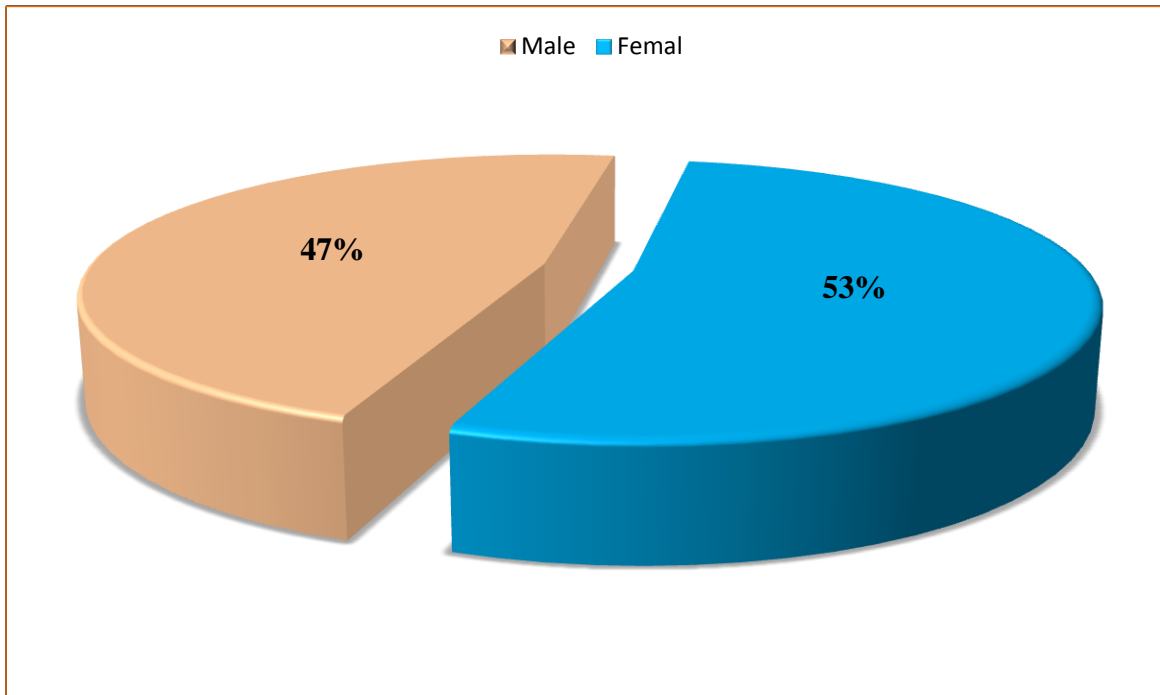
#### **4.1 Profile of the Respondents**

This section addressed profiles of the respondents related to their socio-demographic background. Socio-demographic data is related to particular distinctiveness of the subjects. It is very important in a given study for the determination that the persons in a given study possess different categories as a representative of a population. Accordingly, socio-demographic characteristics of the respondents including sex, age, level of education, work experience, marital status, religion, working position and level of income were presented under this section.

##### **4.1.1 Sex Proportion of the Respondent**

Sex is one of an important characteristic of respondents that influence the subjects' attitude/perception. In this research, employees of ACSOs, CSOs, beneficiaries and government bodies were used as a unit of analysis. So, the background data characteristics like sex of the respondents are important. Accordingly, sex proportion of the respondents was presented as follows.

**Fig: 4.1 Sex Proportion of the Respondent**



Source: Own survey (April, 2020)

As Fig .4.1 indicates that, 96 (47%) of the respondents were males and 108(53 %) were females. Hence, the majority of the respondents were females. Thus, we can comprehend that the development projects in the study area gives more emphasis for females than males. Moreover it implies that, females were poor and exposed to various poverty conditions than males.

As Pereznieto, et al (2011) revealed that, even in America more than half of the 37 million Americans living in poverty are women. The extent of poverty among men and women is wider in America than wherever else in the developed countries. Accordingly, 26.5 % of women are poor compared to 22.3 % men. This is because of women are paid a lesser amount than men, they are set aside into low paying employment, they spend extra time in unpaid care giving than men, they are further expected to abide the expenses of raising children, pregnancy influence women's job and educational circumstances more than men's, and women face violence more than men and it push them into poverty (Pereznieto et al.,2011). Furthermore, women are embarrassed by socio-culturally obligatory limits, which refute them the occasion to have access and control over productive assets in Ethiopia. Additionally, imbalanced access to services that can encourage their fruitful and income generating

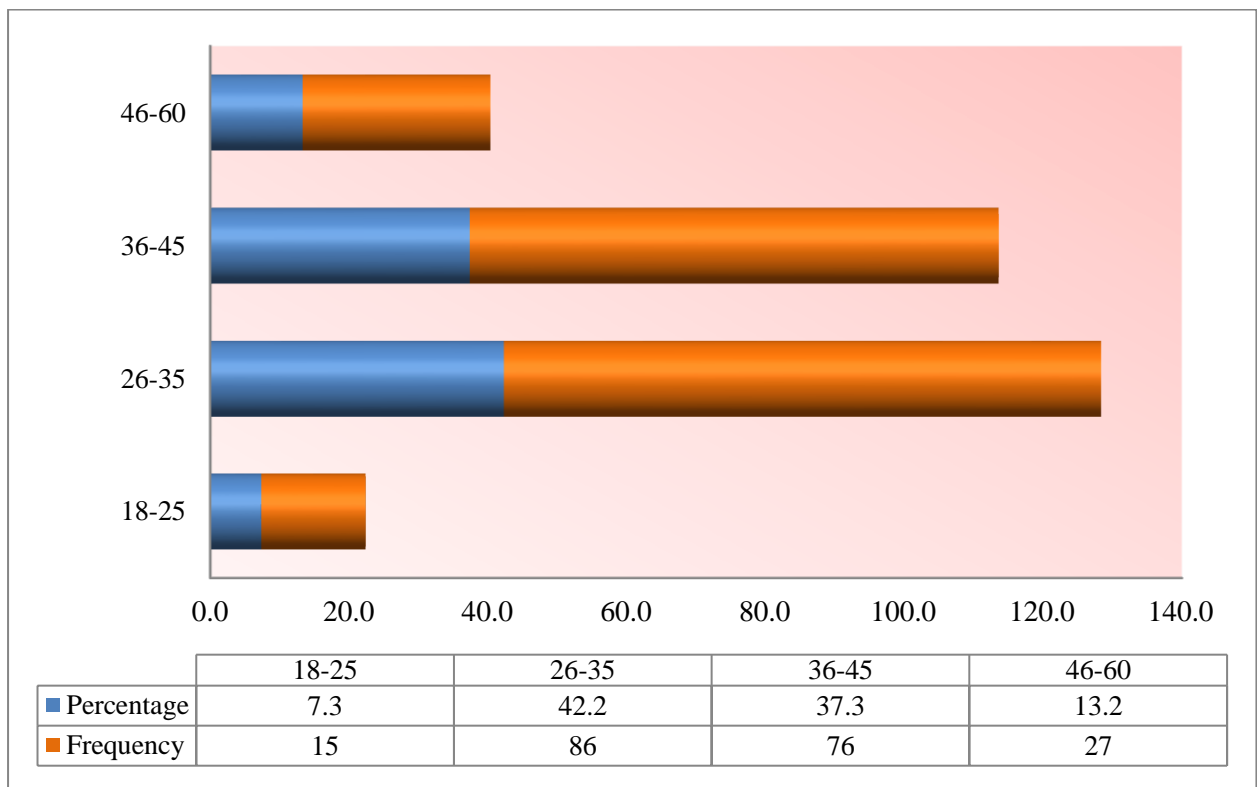
abilities, and lack of decision making power excluded them from the social, economic and political course of actions. Accordingly, it affects their lives and expose them to poverty (Whitehead et al.,2012).

Therefore, the development projects of CSOs in the target area considered females as more susceptible to poverty and give high emphasis for them than males. That is way the number of female respondents was greater than males. Next to the sex proportion of the respondents, age distribution of the subject was presented as follows.

#### 4.1.2 Age category of respondents

This section addressed the distribution of respondents related to their age category. Accordingly, those respondents who were in the age range of 18-60 have been included and the result was presented as follows.

**Fig 4.2 Age Category of the Respondents**



Source: Own survey (April, 2020)

The age category of the respondents shows that 18-25, 26-35,36-45, 46-60 accounts 7.3%(15), 42.2%(86), 37.3%(76) and 13.2% (27) respectively. Accordingly, those who were under age category of 26-35 (42.2%) and 36-45(37.3%) covered the first and the second highest majority of the respondents. This implies that, the development projects of CSOs in the study area given further attention for the younger and adult groups than the rest age categories. Further, it indicates that comparatively the poverty context of the younger and adult groups was higher than the rest age categories.

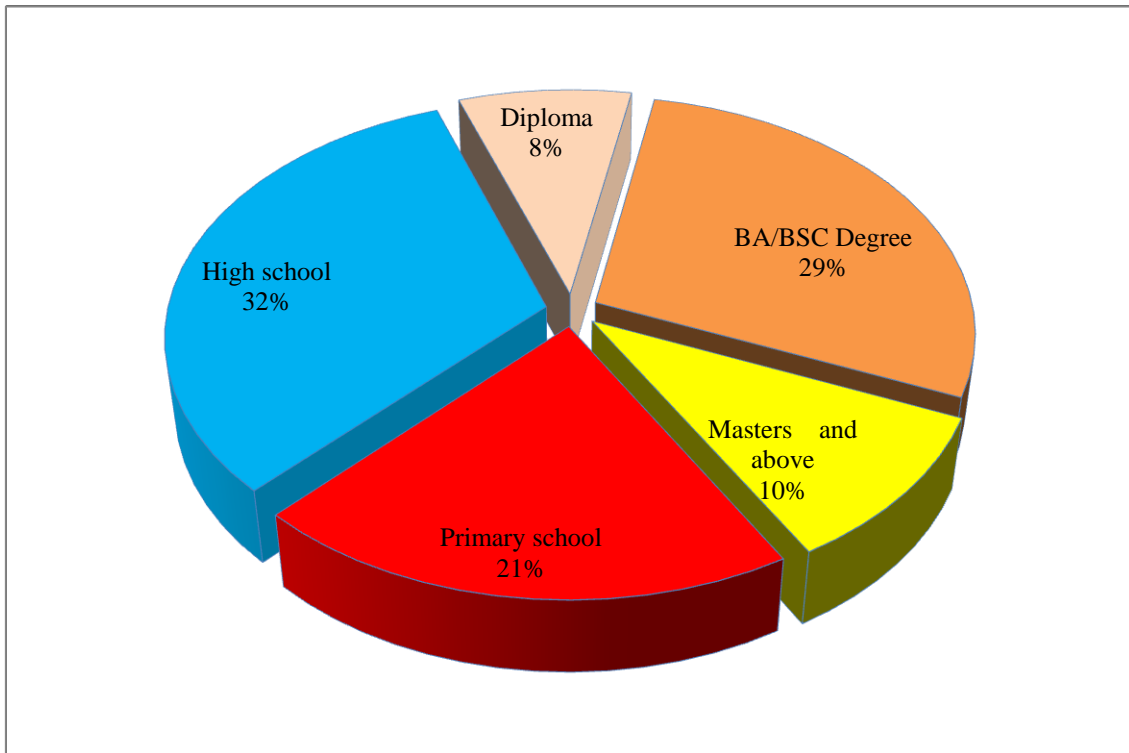
On the other hand, since the employees of the actors were also found at age group of young and adult, it is very important to make the organizations productive, cost effective, flexible, competitive, innovative, energetic, and to diversify perspectives and experience. This assumption was supported by the study conducted by Devadason (2012). His study revealed that, comparatively the wage of employing young and adults is lower than the older employees. Accordingly, it enables the employer to be cost effective interims of wage cost. Additionally, Bradley (2012) found that people under the age category of young and adult were flexible related to working hours and are more willing to work in diverse location and circumstances in a given country. Furthermore, as Hasluck (2011) revealed that having such age class helps organizations to be competitive. Moreover, it brings diversity, common learning among colleagues of various ages and equilibrium of skill and new ideas.

Conversely, the percentage distribution of the respondents based on the level of their educational background was presented as follows.

#### **4.1.3 Level of Education**

Level of education is one of incredibly important uniqueness that influences the individual's attitude and perception. This study was addressed respondents with various educational background. Thus, the distribution of level of education related to the respondents was presented as follows.

**Fig 4.3 Percentage Distribution of the Respondents by Level of Education**



Source: Own survey (April, 2020)

Concerning the educational background of the respondents, Fig 4.3 designates that, 21% and 32% of the respondents were attained primary and high school respectively. While out of the total respondents 8% had diploma, 29% had BA/BSC degree and the rest 10% covered by the respondents who had Masters Degree and above. Based on this result the first majority 32% attended high school and the second majorities (29%) of the respondents were first degree holders. This implies that the educational background of the respondents was ranked as high school, first degree, primary school, masters and above, and diploma respectively. On the other hand, cumulatively those who held diploma and above were about 47%.

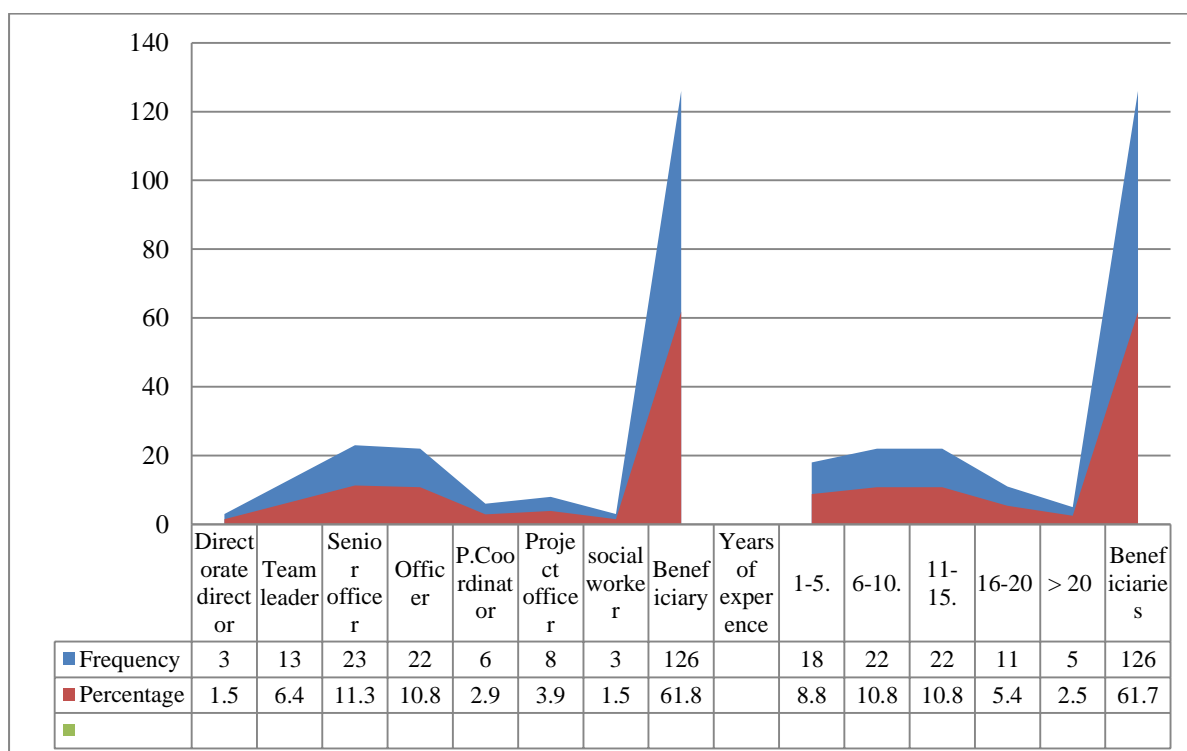
As Devadason (2012) revealed that, education is one of very significant characteristics that might influence the individual's attitude/perception and the way of perceiving particular circumstances. Accordingly, since the respondents had diverse educational background it was important to have various views towards development projects of CSOs.

Concerning the working experience of the respondents from agency for civil society organization, project signatory government bodies and NGOs, it was presented as follows.

#### 4.1.4 Working Position/Occupation and Experience of Respondents

Work experience and occupation has an important role in a given social setting. This is true in the sector of CSOs. The study was addressed respondents with different work experience and occupation as well. Accordingly, the detail was presented as follows.

**Fig 4.4 Working Position/Occupation and Experience of Respondents**



Source: Own survey (April, 2020)

Regarding to the working position/occupation of the respondents, Fig 4.4, designated that out of the total respondents, 1.5 % were in the position of directorate director, 6.4% team leaders, 11.3% senior officer, 10.8% officer, 2.9% program/project coordinator, 3.9% project officer, 1.5% social worker and 61.7% were beneficiaries. Accordingly, following the beneficiaries of the projects, those who have a position of senior officer, officer, team leader, project officer, program/project coordinator, directorate director and social worker respectively covered the higher percentage share of the respondents.

Concerning the work experience of the respondents from agency for civil society organization, project signatory government bodies and NGOs, the data reveals that, 18(8.8%) had one to five years work experience. Those who had six to ten years and eleven to fifteen

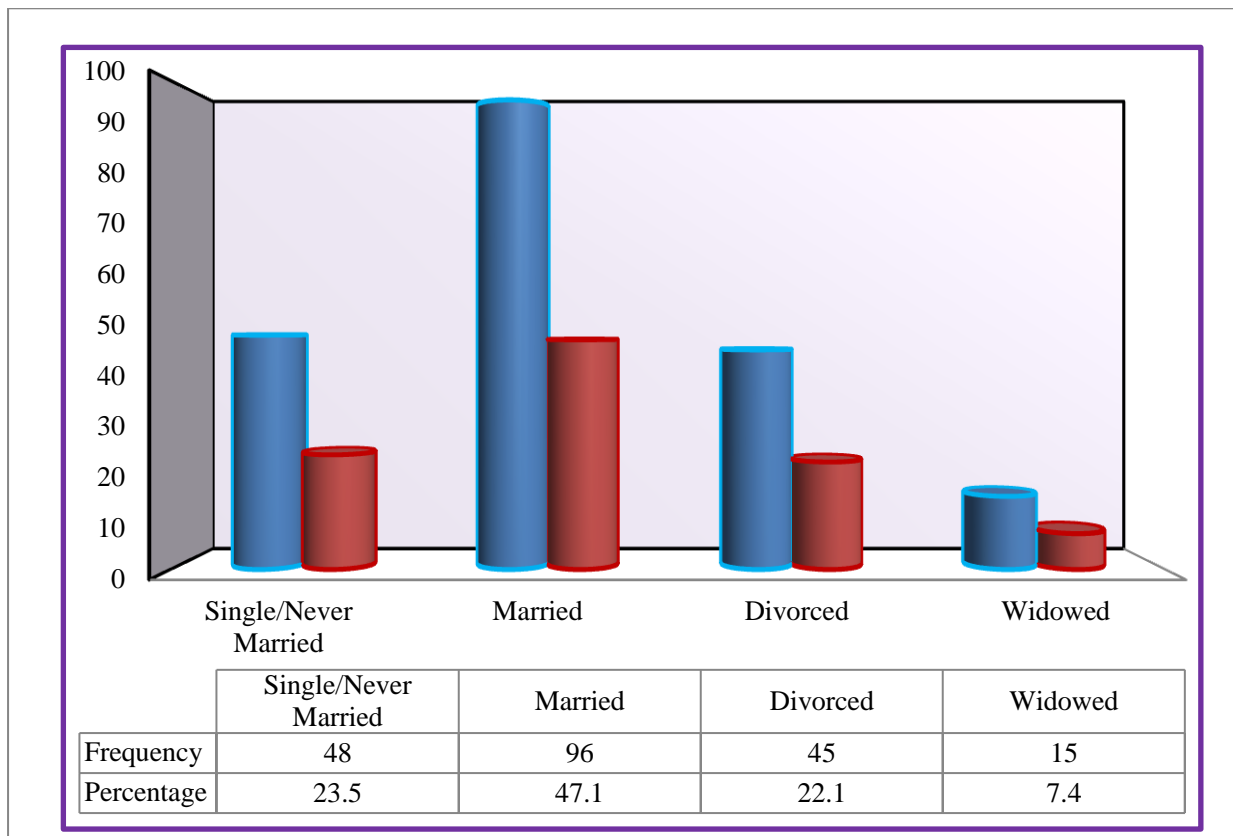
years work experience accounted equally 22(10.8%). Whereas, 11(5.4%) served for sixteen to twenty years. Furthermore, out of the total respondents 5(2.5%) had a work experience greater than 20 years. The rest 126(61.7%) were beneficiaries of the development projects of CSOs and they have no working experience. Based on this data, the first majority of the respondents 61.7 % had no work experience and they were beneficiaries of the projects. While the second two equal majorities 10.8% had a working experience in between six to ten years and eleven to fifteen years. This implies that, from those who had a work experience, the majority of the respondents were found at the status of senior level. Accordingly, both the result of working position and experience of respondents implies that, they were well experienced in the sector of development project of CSOs. Therefore, it is very important to have rich data and to achieve the objective of this study. Furthermore, diverse occupations and experiences were included in this study and it has fine role to get information from the standpoint of the entire position and experience.

As it was found that, occupation and experience have positive association with the attitude/perception of humans. They might help individuals to build up certain quality and skills which enable them to have diverse view Woodley (2011). Accordingly, it has essential importance to assess the attitude and perception of the respondents towards the development projects of CSOs from different perspectives. Furthermore, as O'Connell (2012) revealed that, work experience and occupation has important role to achieve the vision of organizations. Therefore we can understand that, since the respondents serving the sector with a broad experience, it has a good role to support the sector. In addition to the work experience of the respondents, the marital status distribution of them was analyzed as follows.

#### **4.1.5 Marital Status of Respondents**

In this research, employees of ACSOs, CSOs, beneficiaries and government bodies were used as a unit of analysis. So, the background data characteristics like sex of the respondents are important. Their detail data was presented as follows.

**Fig 4.5 Marital Status of Respondents**



Source: Own survey (April, 2020)

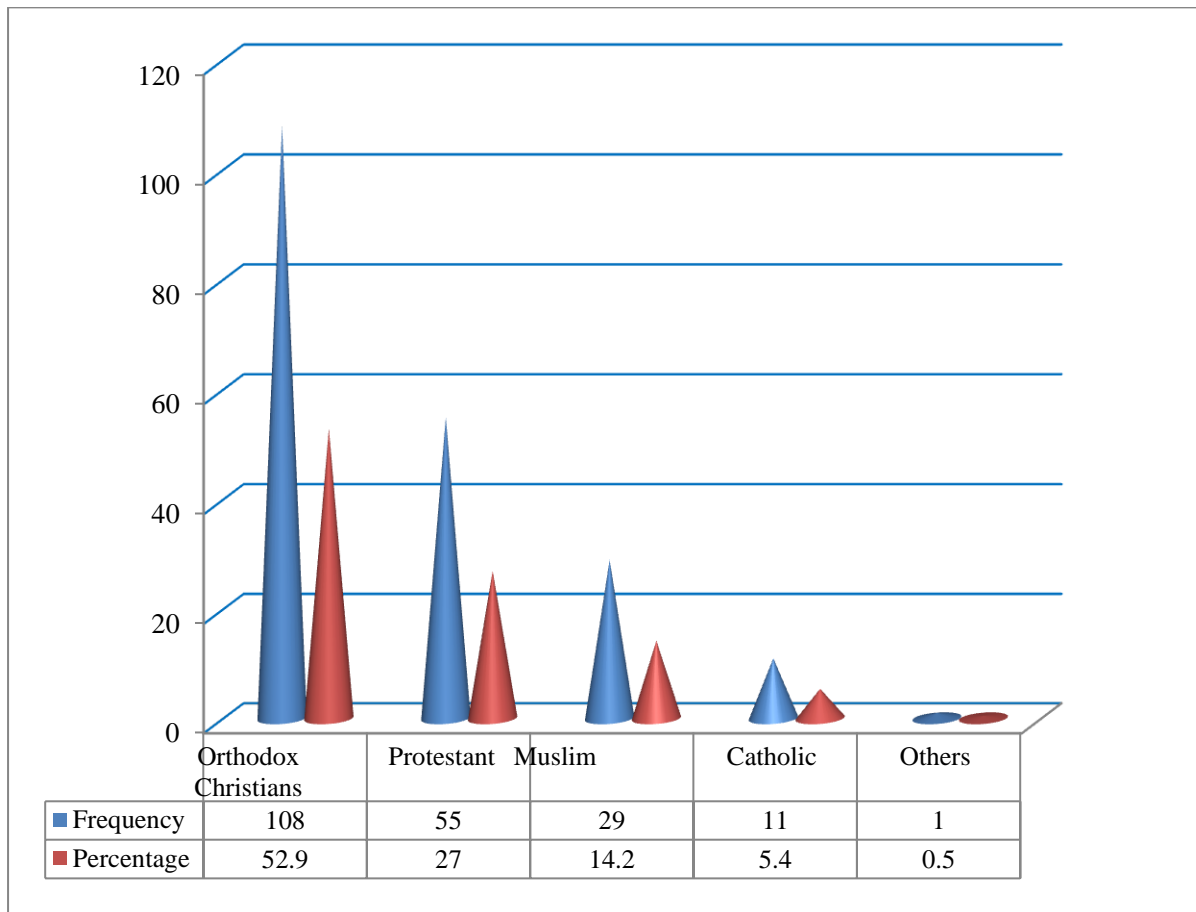
Fig 4.5 shows that out of the total respondents, 23.5% (48) were single/never married, 47.1% (96) were married, 22.1 % (45) were divorced, and the rest 7.4% (15) were widowed. Based on this result, the majority (47.1%) of the respondents were married. As Hasluck (2011) found that, marriage is one of the very significant social institutions. It enables the individuals slight further responsible and full-fledged in sympathetic and giving the responses to the inquiry raised. Furthermore, marital status have significant role to shape attitude and perception of individuals. Therefore, as the study covered respondents with various marital status categories, it has an importance to have views from various perspectives.

Additionally, since those who were married accounted the lion share of the respondents, it has an advantage to address the study with those relatively who feels responsible and full-fledged. Next to the marital status of the respondents, the religion distribution the subjects were presented as follows. Next to the marital status of the respondents, the religion distribution the subjects were presented as follows.

#### 4.1.6 Religion of the Respondents

The background data characteristics of respondents related to their religion affiliation have its own impact related to a given study. Having this view different religious follower was involved as a respondents and the detail was presented as follows.

**Fig 4.6 Distribution of Religion of Respondents**



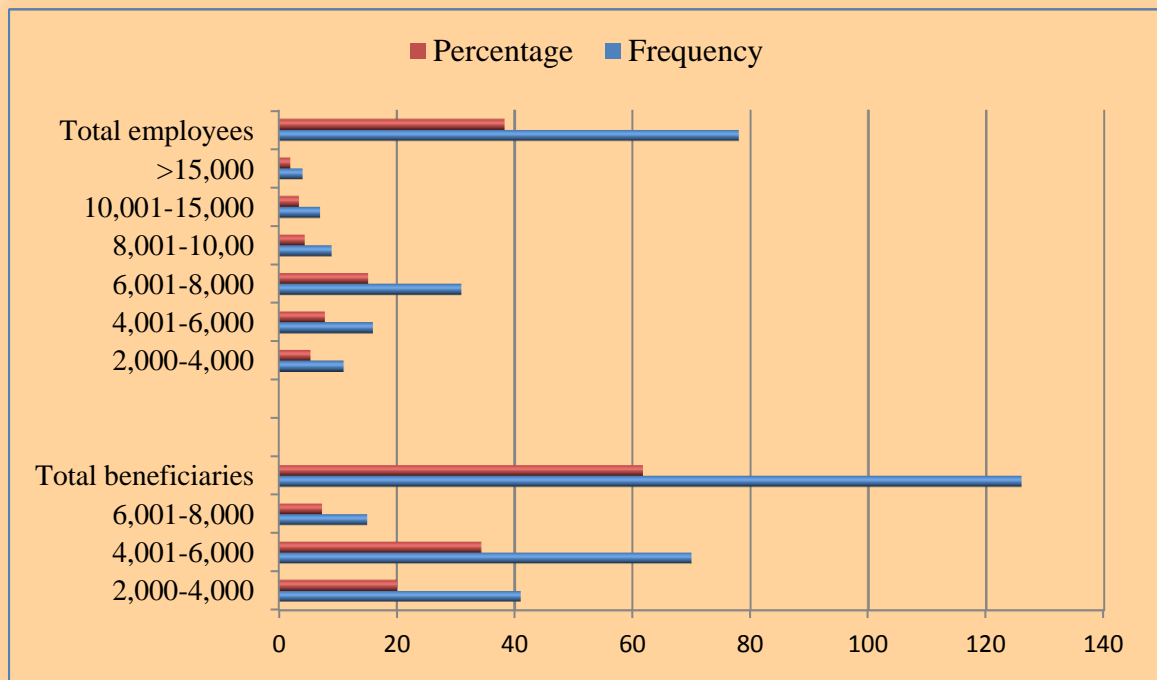
Source: Own survey (April, 2020)

As depicted in the Fig 4.6 above, with regard to the religion background of the respondents, Orthodox Christians were 108(52.9%) followed by 55(27%) Protestants, 29(14.2%) Muslims, and 11(5.4%) were Catholics. The rest 0.5% were other religious followers. Accordingly the first and the second lion share the respondents were Orthodox Christian and Protestant religious followers. It also implies that the issues related to development projects of CSOs touch different religious categories either in the form of beneficiary or as an actor. Following the religion background of the respondents, working position of the respondents was analyzed as follows.

### 4.1.7 Level of Income of the Respondents

The level of income of the respondents was grouped in to two categories. Beneficiary respondents were the first ones and the second were stakeholders from different organizations. Accordingly, the data was presented as follows.

**Fig 4.7 Distribution of Level of Income of Respondents in Birr**



Source: Own survey (April, 2020)

The level of income of beneficiaries of development projects of CSOs on Fig. 4.7 indicates that, 20.1% earn (2,000-4,000), 34.31% (4,001-6,000), and 7.35 % (6001-8,000) birr per month. On the other hand, the level of income of employees of agency for CSOs, employees of project signatory government bodies and employees of civil society organizations was designated on the table as 5.4% earn (2,000-4,000), 7.85%(4,001-6,000), 15.2%(6001-8,000),4.41%(8,001-10,000),3.43%(10,001-15,000), 1.96% greater than 15,000 birr per month. Hence, the project beneficiaries who earn 4,001-6,000 and 2,000-4,000 birr per month covered the first and second majority of the respondents with percentage share of 34.31% and 20.1% respectively. On the other hand, in the respondent category of employee's, the first, second and third majority of them had an income level within the range of 6001-8,000, 4,001-6,000, and 2,000-4,000 respectively.

The average income in Ethiopia per individual was assumed as 8,970 Birr per month MOFED (2018). Thus, the result implies that the majority of the respondent's level of income was below the average income in the country. Furthermore, it indicates that, almost all category of income groups were involved in this study. Conversely, following the income data analysis, the factors that affect the performance of development projects of CSOs was presented as follows.

#### 4.2 Factors that Affect the Performance of Civil Society Organizations

This section presents the factors that affect the performance of development projects of CSOs in the study area. The factors were assessed by asking the CSOs with the given statements on a dichotomy options. Accordingly, the result was presented as follows.

**Table 4.1: Result of the Factors that Affect the Performance of Civil Society Organizations**

S/N	Items	Yes %	No %	Mean
1.	Government bodies cooperate with CSOs through participating in			
1.1	Problem identification	30.0	70.0	1.70
1.2	Decision making	20.0	80.0	1.80
1.3	Project implementation	70.0	30.0	1.30
1.4	Project monitoring and evaluation	75.0	25.0	1.25
2.	Factors/challenges from the beneficiaries related to			
2.1	Miss usage of supports they received from the project	60.0	40.0	1.40
2.2	Poor participation in problem identification	75.0	25.0	1.20
2.3	Weak participation in decision making	70.0	30.0	1.30
2.4	Poor participation in project implementation	55.0	45.0	1.45
2.5	Poor participation in project monitoring and evaluation	65.0	35.0	1.35
3	Lack of funds	75.0	25.0	1.25
4	Politicization of CSOs by government bodies	55.0	45.0	1.45
5	Absence of strategic plan within CSOs	35.0	65.0	1.65
6	Factors related to concerning government offices			
6.1	Poor service delivery	85.0	15.0	1.15

S/N	Items	Yes %	No %	Mean
6.2	Corruption	40.0	60.0	1.60
6.3	Lack of transparency	65.0	35.0	1.35
6.4	Weak accountability	70.0	30.0	1.30
6.5	Lack of skilled man power	70.0	30.0	1.30
7	Factors associated to			
7.1	Poor cooperation with other CSOs	60.0	40.0	1.40
7.2	Poor cooperation with media	55.0	45.0	1.45
8	Common understanding on the legal framework	10.0	90.0	1.90
9	Awareness of employees of ACSOs towards projects of CSOs.	50.0	50.0	1.50
10	Awareness of employees of project signatory government bodies towards projects of CSOs	50.0	50.0	1.50

Source: Own survey (April, 2020)

**Note:** Numerical values were assigned to the responses. The percentage and mean were calculated accordingly. 1=Yes; and 2= No

As depicted on Table 4.1, the circumstance of cooperation of government bodies was used as on variable to assess the factors that affects the performance of CSOs. Accordingly, 70 % and 80% of respondents revealed that the cooperation of government bodies was poor in the stages of problem identification and decision making. Whereas out of the total subjects 70% and 75% responded that the government bodies were cooperating with CSOs through participating in project implementation, monitoring and evaluation. In addition, the mean score of cooperation of concerning government bodies with CSOs interims of participating in problem identification was 1.70, decision making 1.80, project implementation 1.30 and monitoring and evaluation was 1.25. As a result, for the majority of the respondent, the government bodies were not cooperating with CSOs through participating in problem identification, and decision making. But, the inverse was true in the stage of project implementation, project monitoring and evaluation. Thus, poor cooperation of government bodies at problem identification, and decision making stages was on factor that affects the performance of CSOs.

Furthermore, as it was revealed on the finding of this study that the intervention of development projects of CSOs was mainly based on the priority of the donors. Accordingly, several CSOs projects were funded based on the interest of the donors without conducting base line survey and problem identification. Thus, the intervention areas were pre-determined by the donors before conducting problem identification. Even though the funding context allows conducting problem identification, the trend of cooperation was very weak.

On the other hand, project signatory government bodies were mandated to issue licenses for CSOs organizations to operate in sectors that require special licensing and to provide appropriate technical follow up and support (OCSP, 2019). Further more, the proclamation and related directives of CSOs enforces to sign project agreements before project commencement. Accordingly, the issue of cooperation related to project implementation, monitoring and evaluation was more or less legally frame worked. As a result, the context of cooperation in these circumstances was good. Thus, it was not considered as a factor that affects the performance of civil society organizations.

Furthermore, out of the total subjects 60 %, of the respondents believe that, the performance of CSOs face challenges related to the beneficiaries towards properly using the supports they received from the projects. Additionally, 75 %, 70%, 55%, and 65% respectively indicated that, lack of participation in problem identification, decision making, implementation, and monitoring and evaluation affects the performance of civil society organizations. But, the rest 40%, 25%,30%, 45%, and 35% of respondents revealed that the performance of CSOs did not affected related to the beneficiaries interims of miss usage of support, weak participation in problem identification, decision making, project implementation, project monitoring and evaluation respectively. As a result, the majority of CSOs indicated that, their performance was challenged related to miss usage of assistances by the beneficiaries. In addition, weak participation of the project beneficiaries at the stages of problem identification, decision making, project implementation, monitoring and evaluation was also another challenging area for the performance CSOs.

Additionally, out of the total subjects the majority (75%) indicated that lack of fund was one of the factors that affect the performance CSOs. Also 55%, 85%, 65%, 70%, and 70% respectively revealed that their organization encounter challenges related to politicization of CSOs by government bodies, poor service delivery within concerning government offices

/like project signatory, licensing, monitoring and evaluating offices /, lack of transparency, weak accountability, and lack of skilled man power within concerning government offices.

Moreover, associated to the performance hindering factors arise due to absence of strategic plan within CSOs organization, 65% of respondents reveled no and 35% yes. Additionally, 60% responded that corruption within concerning government offices were not affected their performance. The rest 40% responded that corruption within concerning government offices affects their performance. Also out of the total respondents 60%, 55%, and 35% respectively indicated that the performance of CSOs face challenges associated with poor cooperation with other CSOs and Medias. Contrary, 40% and 45% of respondents revealed that their organizations performance doesn't face challenge related to poor cooperation with other CSOs, and Medias respectively.

Therefore, the core factors that affects the performance of CSOs includes poor service delivery within concerning government offices, lack of funds, weak accountability of the government sectors, lack of skilled man power within concerning government offices, lack of transparency of government offices, poor cooperation with other CSOs, politicization of CSOs by government bodies and weak cooperation with media. Even if the number was less than the majority, many respondents indicated that, their organization face challenges related to corruption within concerning government offices and absence of strategic plan within their organization.

As revealed on Table 4.1, the other question that has been responded by the CSOs was the context of having common understanding between CSOs organizations and concerning government bodies towards the proclamation, regulation and directives of civil society organizations. Hence, out of the total subjects 90% responded no and the rest 10% responded yes. Based on this result, there was no common understanding between the target CSOs and concerning government bodies towards the proclamation, regulation and directives of civil society organizations. Accordingly, it was another challenging area that affects the performance of development projects of civil society organizations.

On the other hand, concerning to the awareness of the employees of ACSOs and project signatory government bodies towards the development projects of CSOs, 50% said yes and the rest 50% responded no. Thus, for the half of the respondents, the mentioned government

bodies had awareness on the development projects of CSOs and for the rest equal share of the respondents, they lack awareness towards the development projects of CSOs. This implies that, a number of employees within government bodies assigned to support and manage the sector with less appropriate knowledge. This was why 85% of the respondents of this study indicated poor service delivery within concerning government offices as a core factor that affects the performance of development projects of CSOs.

### **4.3 Attitude/Perception of Employees of ACSOs and Beneficiaries towards the Contribution of Development Projects of CSOs**

#### **4.3.1 Attitude/Perception of Employees of Agency for Civil Society Organizations**

This section deals with the attitude/perception of employees of agency for civil society organizations towards the contribution of development projects of civil society organizations. According to Guest (2011), the attitude/perception of employees of a given organization plays a vital role on both the contribution of the organization and the sector in which it relays on. As a result, addressing the attitude of the employee's have various importance's to the sector of CSOs and the agency as well. Thus, to assess the attitude/perception of the employees of ACSOs towards the contribution of development projects of CSOs, the researcher used nineteen variables under five categories. Based on the variables, the respondents' attitude/perception was assessed by five-point Likert scales ranging from strongly disagree to strongly agree options. Additionally, dichotomy assessment was also applied. Consequently, it was presented and analyzed as follows.

**Table 4.2: Result of Employee's Attitude/Perception towards the Contribution of Development Projects of CSOs**

S/N	Variables	Strongly Disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %	Mean
1	Importance of CSOs projects in generating income						
1.1	Generating sustainable income for beneficiaries	31.0	33.3	7.1	19.0	9.5	2.43
1.2	Generating temporary income for beneficiaries	7.1	9.5	4.8	45.2	33.3	3.88

S/N	Variables	Strongly Disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %	Mean
2	Importance of CSOs projects in environmental management						
2.1	Protection of water pollution	31.0	35.7	7.1	21.4	4.8	2.33
2.2	Protection of land degradation	52.4	31.0	7.1	7.1	2.4	1.76
2.3	Solid waste management	19.0	26.2	11.9	33.3	9.5	2.50
2.4	Liquid waste management	28.6	42.9	9.5	16.7	2.4	2.21
2.5	Greenery development	23.8	35.7	4.8	31.0	4.8	2.19
3	Importance of CSOs projects in developing infrastructures						
3.1	Roads and bridges	52.4	19.0	14.3	9.5	4.8	1.95
3.2	Energy	45.2	19.0	9.5	19.0	7.1	2.24
3.3	Water schemes	9.5	16.7	2.4	47.6	23.8	3.60
3.4	Health centers	7.1	14.3	0.0	59.5	19.0	3.69

Source: Own survey (April, 2020)

*Note:* Numerical values were assigned to the responses and the mean and percentage were calculated accordingly. 1=Strongly Disagree (SDA); 2=Disagree (DA) ;3=Neutral (N) ; 4=Agree (A) ; and 5=Strongly Agree (SA)

*Continued*

S/N	Variables	Yes %	No %	Mean
5	Focus of CSOs projects on temporary relief			
5.1	Food items	57.1	42.9	1.43
5.2	Cloth	61.9	38.1	1.38
5.3	Medicine	26.2	73.8	1.74
5.4	Temporary shelter	40.5	59.5	1.60
6	Prioritizing the interest of			
6.1	Civil society organizations	71.4	28.6	1.29
6.2	Target community	26.2	73.8	1.74
6.3	Donors	90.5	9.5	1.10

S/N	Variables	Yes %	No %	Mean
6.4	Government	38.1	61.9	1.62

Source: Own survey (April, 2020)

**Note:** Numerical values were assigned to the responses and the mean and percentage were calculated accordingly. 1=Yes; and 2=No

As has illustrated on Table 4:2, among the variables used to assess the attitude/perception of employees of ACSOs was their feeling related to the role of projects in generating sustainable income for the beneficiaries. Hence the response was 31 % strongly disagree, 33.3% disagree, 7.1% neutral, 19% agree and 9.5% strongly agree. Accordingly, the first majority (33.3%) and second majority (31%) responded as strongly disagree and disagree respectively. This implies that the majority of the employees feel that the development projects of CSOs were not playing significant role in generating sustainable income for the beneficiaries of the projects.

Conversely, the result of mean on Table 4.2 indicates that, the contribution of the development projects of CSOs towards generating sustainable income for beneficiaries was 2.43. Accordingly, their intervention and contribution in this sector was low and the respondents had negative attitude towards it. From this result we can understand that, the contribution of development projects of CSOs to enable the beneficiaries to generate sustainable income was unfortunate in the sub-city.

The response in qualitative data as well supported the finding of weak contribution of the development projects of CSOs in generating sustainable income for the beneficiaries. The key informants indicated that, the development projects of CSOs had a problem of assuring sustainable income for the beneficiaries and their contribution in this sector was indicated as weak. Thirty year's old senior male officer key informant from ACSOs who had degree with eight years work experience described that:

*The organizations may implement development projects according to their plan. But, in common they were not succeeding towards generating sustainable income for the beneficiaries. Accordingly it is a core problem area of development projects of CSOs (Key informant, personal communication, March 10, 2020)*

Conversely, 45.2% of respondents agree and 33.3% strongly agree that the development projects of CSOs plays important role in generating temporary income for the beneficiaries. The rest 9.5%, 7.1%, and 4.8% responded as disagree, strongly agree, and neutral respectively. According to the result, the first and the second majority of the respondents agree and strongly agree that the development projects of CSOs plays important role in generating temporary income for the project beneficiaries. These temporary income generating activities include small scale road side trade and seasonal activities. On the other hand the result of mean on Table 4.2 indicates that, the contribution of the development projects of CSOs towards generating temporary income for the beneficiaries was mean rate of 3.88. Hence, the result implies that the intervention of development projects of civil society organizations in generating temporary income for the beneficiaries was high. Therefore, the respondents had positive attitude/perception towards their intervention in this sector.

On the other hand, in spite of the significance of the development projects of CSOs in generating temporary income for the beneficiaries, the effort exerted by CSOs to minimize dependency syndrome was poor. Furthermore, they were more centered on temporary relief than sustainable development (Essendi, 2014). Similarly, the respondents of this study indicated that, the development projects of CSOs in the study area were mostly focus on temporary assistances. One key informant with indicator of male, 44 years old, working as team leader in ACSOs, 18 years work experience and degree educational background narrated that:

*I believe that the development projects of CSOs had both positive and negative contributions. Positively, they play important role in the sector of temporary relief and generating temporary income for the target beneficiaries. Inversely in a number of development projects of CSOs, there is an issue of religious abuse and inappropriate use of resources. Some CSOs associate the projects with religion and they give more emphasis for their religion followers. This approach enforces the beneficiaries to leave their religion based on the enforcement of CSOs. In my observation, a lot of negative impacts arise as a result of these organizations. But, relatively their positive contribution was greater than the negative ones (Key informant, personal communication, March 10, 2020).*

As depicted on Table 4.2, out of the total respondents, 31% responded strongly disagree, 35.7% disagree, 7.1% neutral, 21.4% agree, and 4.8% strongly disagree on the question that the development projects of CSOs plays important role in protection of water pollution. Thus, the majority responded as disagree towards the role of projects in this sector. This implies

that the projects of CSOs in the study area overlook to implement projects related to protection of water pollution. As a result the respondent's had negative view towards the intervention of CSOs in this sector.

Related to the role that the development projects of CSOs play towards protection of land degradation, the response was 52.4% strongly disagree, 31% disagree, 7.1% neutral, 21.4% agree and 4.8% strongly agree. Furthermore, 19% responded as strongly disagree, 26.2% disagree, 11.9% neutral, 33.3% agree and 9.5% strongly agree towards the role of development projects of CSOs in solid waste management. Accordingly, the first majority (52.4%) and second majority (31%) revealed as strongly disagree and disagree respectively towards the projects role in the sector of protection of land degradation.

On the other hand, it is well known that the states, CSOs, international donors and other concerning bodies indicated the issue of land degradation as a hot subject. Even if it is not enough to overcome the problem of the sector, there are a lot of funding projects. Additionally, in almost the majority of the projects of CSOs the issue of environment was mainstreamed as one focus area. But the result from the study implies that, CSOs lacks effort and attention to implement projects related to protection of land degradation. As a result the respondents had negative attitude towards their contribution in this sector.

Conversely, associated to their role in liquid waste management 42.9% responded disagree, 28.6% strongly disagree, 16.7% agree, 9.5% neutral, and 2.4 strongly agree. Following the role of development projects of CSOs in the sector of liquid waste management, their function in greenery development was asked the respondents. Accordingly, 35.7%, 31.0% and 23.8% responded disagree, agree and strongly disagree respectively. Those who responded as neutral accounted 4.8% and strongly agree covered 4.8%. Additionally, the mean score result towards their contribution on protection of water pollution was 2.33, protection of land degradation 1.76, solid waste management 2.50, liquid waste management 2.21, and greenery development 2.19. Therefore, the contribution of development projects of CSOs in environment management specifically protection of water pollution, protection of land degradation, solid waste management, liquid waste management and greenery development was low. This implies that, the respondents had negative attitude towards the contribution of development projects of CSOs in the sector of environment management.

The main reason to overlook intervention in this area was more of associated with the issue of weak exertion of effort and lack of attention rather than funding. For instance, the Global Environment Facility (GEF) which has offered over \$13.5 billion donation for environmental projects until the end of 2018. It has leveraged an extra \$65 billion for projects in 165 developing countries. Also currently there are a lot of funding opportunities which requires more effort (GEF 2018). Accordingly, the main reason behind neglecting the issue of environment was due to lack attention by CSOs, government bodies and concerning actors.

As it was presented on table 4.2, following their role in the sector of environment management, their contribution related to infrastructure development was assessed. Thus, the response was 52.4 % strongly disagree, 19% disagree, 14.3% neutral, 9.5% agree and 4.8% strongly agree towards the importance of the role that the development projects of CSOs plays in developing infrastructure interims of roads and bridges construction. Additionally, in the intervention area of energy development, the response was 45.2% strongly disagree, 19% disagree, 9.5% neutral, 19% agree and 7.1% strongly agree. Furthermore, in the sector of water schemes development, they responded as 9.5% strongly disagree, 16.7% disagree, 2.4 % neutral, 47.6% agree and 23.8% strongly agree. Also concerning to health centers development, 7.1 % responded as strongly disagrees, 14.3 % disagree, 59.5 % agree and 19% strongly agree. Therefore, the response of the majority was 52.4% strongly disagree, 45.2% strongly disagree, 47.6% agree , and 59.5 % agree towards the statement that the development projects of CSOs plays important role in developing roads and bridges, energy ,water schemes, and health centers respectively.

On the other hand, as it was depicted on Table 4.2, the mean score of response towards the subjects feeling related to the CSOs projects participation in developing roads and bridges was 1.95. Additionally their intervention in developing energy, water schemes, and health sector rated mean 2.24, 3.60, and 3.69 respectively. Therefore, the respondents feel that the civil society organizations participation in developing roads, bridges, and energy was low. Whereas their contribution was rated as high in the sector of water schemes and health centers development.

The result implies that, the role of development projects of CSOs was insignificant in developing infrastructures like roads, bridges, and energy. Inversely their role was significant in the sectors of water schemes and health center development. Accordingly the respondents

were not satisfied and had negative attitude towards their role in these sectors. Contrary they were satisfied and had positive attitude towards their role in water schemes and health centers development.

Following the role of development projects of CSOs in developing infrastructures, their focus associated to temporary relief interims of provision of food items, cloth, medicine, and temporary shelter was assessed. Accordingly, the response of the majority towards provision food items (57.1 %) and cloth (61.9 %) respectively revealed as yes. In contrast 73.8% and 59.5% responded no towards the question that the projects were mostly focusing in the sector of supporting medicine and temporary shelter respectively. Accordingly, the result indicates that the contribution of development projects of CSOs in the study area was mostly focusing on temporary relief like provision of food items and cloth. But, their focus was less interims of provision of medicine and temporary shelter. As the interview result of Male senior officer with age of 34 years from government office and who had master's degree with 14 years work experience indicted that:

*The contribution of development projects of CSOs was mostly focusing on temporary relief like provision of food items and cloth. It was considered as a core problem of a number of development projects of CSOs. Most of the time, the projects of CSOs gives more emphasis for temporary relief. Even if these relief activities were not addressing holistic packages like health and shelter rather they due more attention for supply of short term food items and cloth (Key informant, personal communication, March 10, 2020)*

Additionally, further interview result revealed that, the development projects of CSOs organizations have various positive contributions. Their support is vital to overcome problems related to emergency assistances. Furthermore, they play important role in economic empowerment interims of financially supporting the beneficiaries to engage in temporary income generating activities. Additionally, they are significant in assist scholastic materials, feeding students and empower education sector. As a key informant who was male, 34 years old, senior officer, who had degree and 9 years work experience from ACSOs, described that;

*The projects of CSOs plays important role in assisting food items. Furthermore, they are important in assisting scholastic materials for students. Conversely, they creating dependency syndrome towards the beneficiaries. This is because of weak project implementation, feeble phase out strategy, poor implementation of sustainability strategies and overlooking the interest of the target beneficiaries. The contexts of funding, focus of the organization on temporary relief activities than sustainable livelihood interventions have a*

*grate role in creating dependency syndrome. Specially, since a number of development projects of CSOs give more emphasis for temporary assistance, their role is high in creating such contexts. (Key informant, personal communication, March 10, 2020).*

In spite of the significance of the development projects of CSOs, the effort exerted by CSOs to minimize dependency syndrome was poor. Furthermore, they were more centered on temporary relief than sustainable development (Essendi, 2014). Similarly, the result of this study indicates that the development projects of CSOs in the study area were mostly centered on temporary assistances. Key informant who was male 44 years old, working as team leader in ACSOs with 18 years work experience and degree educational background narrated that:

*I believe that the development projects of CSOs had both positive and negative contribution. Positively, they play important role in the sector of temporary relief, food items, and generating temporary income for the beneficiaries. Inversely in a number of development projects of CSOs, there is an issue of religious abuse and inappropriate use of resources. Some CSOs associate the projects with religion and they give more emphasis for their religion followers. This approach enforces the beneficiaries to leave their religion based on the enforcement of CSOs. In my observation, a lot of negative impacts arise as a result of these organizations. But relatively their positive contribution was greater than the negative ones (Key informant, personal communication, March 10, 2020).*

Furthermore, as it was revealed by the respondents of this study, more or less the development projects of CSOs play important role in temporally assisting health, and economic sectors. Their intervention was promising in the sector of empowering educational institutions. Additionally, key informant with indicator of male, 48 years old, team leader, who had MA degree and 24 years work experience from ACSOs explained as follows:

*In general, when we see the objectives of CSOs, they established with the primary intention of providing various assistances for the community. Accordingly, the majority of these organizations contribution was good in the sector of health, education, women and children's support, provision of food, cloth, and assisting school fees. Thus, in the long run the support in the sector of education will be very important to brought development. Conversely, it was clearly indicated in the proclamation that, CSOs must have to implement their projects based on their establishment objectives. But, some CSOs implement their projects contrary to this proclamation. There is an experience of negatively interfering in political and religious issues. Therefore, these interferences have negative side effect on the political and religion context of the country. Furthermore it is violation of the legal framework (Key informant, personal communication, March 10, 2020).*

On the other hand, as shown on Table 4.2, 71.4% of respondents revealed yes and 28.6% no towards the question that has been asked towards the intervention of development projects of CSOs are based on the priority of the civil society originations. While, 26.2% responded yes and 73.8 % responded no towards the situation of the projects in prioritizing the interest of the target community. Furthermore, prioritizing the interest of donors accounts 90.5 % yes and 9.5% no. Also their intervention based on the interest of government covers 38.1% yes and 61.9% no. Thus, the result implies that for the majority of the respondents the intervention of the development projects of CSOs were based on the priority of donors and civil society organizations than the target community and the government.

Furthermore, as the interview result of 37 years old female senior officer from project signatory government bodies who had master's degree with 15 years work experience revealed that:

*I observed that, in most of the sub cities of Addis Ababa, development projects of CSOs were implemented based on the priority of donors and other parties rather than the communities. This was true in Nifas Silk Lafto Sub City. In my view the main reason behind was the funders need to attain their hidden interests through their aid. They are using poverty as an entry point to achieve their need in the name of aid. On the other hand, since our focus was more of addressing the issue of poverty, also government bodies compromise the interest of the communities. Therefore, it created favorable condition for donors to prioritize their interest rather than the communities (Key informant Personnel communication, March 10, 2020).*

Also the second key informant with marker of female, 33 years old, team leader, who had degree and 14 years work experience from project signatory government bodies elucidated the intervention of the development projects interims of prioritizing the interest of donors and CSOs as follows;

*In the development projects of CSOs, Prioritizing the interest of donors and CSOs is obvious. As far as my understanding there is no legal ground which enforces them to work based on the priority of the target communities. Is there any legal ground? I don't know if it is available. During signing project agreement, our major concern was its compliance with CSOs proclamation, regulation and related directives. Accordingly the legal framework has no article related to prioritizing the interest of the community rather than generally articulating the intervention areas of CSOs. As a result the intervention of development projects of these organizations were based on the priority of donors or the implementing NGOs rather than the target communities. Thus, it was considered as one problem of the development projects of CSOs in our sub city (Key informant Personnel communication, March 10, 2020).*

Moreover, for a number of years, developing nations have been main recipient of donor-funded projects. Most African countries were highly depended on technical and financial assistance of Western nations to implement their development plans. Accordingly, various projects were implemented in Ethiopia with the support of international development agencies (IDAs), non-governmental organizations (NGOs) and donors. Regardless of the importance attached to the development projects funded by donors, various concerns have been raised. Common of them were associated with poor sustainability of projects, lack of capacitating national government and lack of prioritizing the interest of target citizens. Therefore, yet the issue of overlooking the interest of target community was a problem of development projects of CSOs in the study area.

In addition to the attitude/perception of employees of ACSOs towards the contribution of development projects of CSOs, the attitude/perception of the beneficiaries was assessed and presented as follows.

#### 4.3.2 Attitude/Perception of the Beneficiaries

According to Alioune, et al (2015), the attitude/perception of the beneficiaries and the public as well can be shaped by the context of the projects and the organizations. Further, it has vital role in the overall aspects of the projects. Thus, the researcher assessed the attitude/perception of the beneficiaries towards the development projects of CSOs. To do so, the researcher used fifteen variables with five-point Likert scales ranging from very poor to excellent. Accordingly, this section deals with the attitude/perception of the project beneficiaries as follows.

**Table 4.3: Result of the Attitude/Perception of the Beneficiaries towards the Development Projects of CSOs**

S/N	Variables	Very Poor %	Poor %	Good %	Very Good %	Excellent %	Mean
1	Level of intervention of CSOs projects in developing social institutions						
1.1	Advocacy	72.2	14.3	12.7	.8	0.0	1.42
1.2	Empowering educational institutions	23.8	19.8	39.7	10.3	6.3	2.56

S/N	Variables	Very Poor %	Poor %	Good %	Very Good %	Excellent %	Mean
1.3	Assisting economic institutions	65.9	13.5	17.5	3.2	0.0	1.58
1.4	Family support /Marriage, birth and death	69.0	9.5	16.7	4.8	0.0	1.57
1.5	Assisting religious institutions	57.9	9.5	23.8	4.0	4.8	1.88
4	Level of transparency of the projects	34.9	24.6	28.6	8.7	3.2	2.21
5	Level of your participation at the project stages of						
5.1	Problem identification	65.1	17.5	15.1	0.0	2.4	1.57
5.2	Decision making	78.6	13.5	5.6	0.0	2.4	1.34
5.3	Project implementation	26.2	16.7	42.1	6.3	8.7	2.55
5.4	Project evaluation	52.4	23.8	16.7	4.8	2.4	1.81
6	Trust towards development projects of CSOs	11.1	17.5	34.3	33.1	4.0	3.51
7	Awareness towards beneficiary selection criteria's of CSOs	11.2	44.0	32.0	8.8	4.0	2.50
8	Appropriateness of beneficiary selection.	27.0	37.3	11.1	12.7	11.9	2.45
9	Level of delivering assistance/support	16.7	25.4	30.2	17.5	10.3	2.43
10	Relevance of the supports /assistance	31.7	36.5	22.2	6.3	3.2	2.13

Source: Own survey (April, 2020)

**Note:** Numerical values were assigned to the responses and the mean and percentage were calculated accordingly. 1=Very Poor; 2= Poor; 3= Good; 4 =Very Good; and 5=Excellent

As represented on Table 4.3, the level of intervention of CSOs in advocating the rights of disadvantageous groups was 72.2% very poor, 14.3% poor, 12.7% good and 0.8% very good. Moreover, related to their level of intervention in developing educational institutions, they indicated as 23.8% very poor, 19.8% poor, 39.7% good, 10.3% very good and 6.3% excellent. Whereas intervention in the sector of capacitating saving and credit economic institutions accounts 65.9% very poor, 13.5% poor, 17.5% good and 3.2% very good. Additionally, their response towards the level of intervention of development projects of

these organizations in the sector of family and religious institutions development indicates 69% and 57.9% very poor respectively. Hence, for the majority of the respondents the level of intervention of CSOs in the sector of social institutions related to advocacy, developing economic institutions, family and religious institutions support was perceived as very poor. Conversely, it was perceived as good in supporting the sector of education.

Additionally, the mean result revealed that, the projects intervention in developing social institutions through supporting/empowering / advocacy was mean score of 1.42, educational institutions 2.56, economic institutions 1.58, family support 1.57 and religious institutions was 1.88. Accordingly, the level of intervention of development projects in developing social institutions related to advocacy was very low, and education rated as an average or medium. Concerning to supporting economic (saving and credit), family (marriage, death and birth), and religious institutions the result was low. Therefore the respondents were dissatisfied and negatively perceived their contribution in the areas of social institutions development except educational sector. As a key informant who was male, 34 years old, senior officer, who had degree and 9 years work experience from ACSOs, described that;

*The projects of CSOs plays important role in assisting educational institutions. Furthermore, they are important in generating temporary income for the beneficiaries of the projects. Conversely, they creating dependency syndrome towards the beneficiaries. This was because of weak project implementation, feeble phase out strategy, poor implementation of sustainability strategies and overlooking the interest of the target beneficiaries. The contexts of funding, focus of the organization on temporary relief activities than sustainable livelihood interventions have a grate role in creating dependency syndrome. Specially, since the majority of development projects of CSOs give more emphasis for temporary assistance, their role was high in creating such contexts (Key informant, personal communication, March 10, 2020).*

On the other hand, concerning the level of transparency of the development projects of CSOs, the response was 34.9% very poor, 24.6% poor, 28.6% good, 8.7% very good, and 3.2% excellent. Accordingly, for the first majority of the respondents, its level of transparency was very poor. This implies that, the level of transparency of the projects associated to information disclosure and dissemination was perceived as very weak.

Furthermore, Table 4.3 revealed that, the level of transparency of development projects of CSOs was recorded with the mean of 2.21. As a result, for the beneficiaries of the target projects, the level of transparency of the projects was low. Thus the respondents had negative

perception towards them. As World Bank (2011) indicated that, lack of transparency decreases the integrity among institutions and community. Furthermore, it erodes public and donor assurance towards the projects. Accordingly, the respondent's confidence towards the development projects of CSOs may tend to be poor. Next to the level of transparency of the projects, the context of beneficiary participation was assessed. Accordingly, the result was presented as follows.

As it was depicted on Table 4.3, the level of participation of the beneficiary's was assessed based on the stages of projects. Accordingly, at the stage of problem identification, their response was categorized as 65.1% very poor, 17.5% poor, 15.1% good and 2.4% excellent. Whereas at the stage of decision making 78.6% very poor, 13.5% poor, 5.6% good, and 2.4% excellent. Also they responded 26.2% very poor, 16.7% poor, 42.1% good, 6.3% very good and 8.7% excellent at the stage of project implementation. Additionally for 52.4%, 23.8%, 16.7%, 4.8%, and 2.4% of respondents, their level of participation at the stage of evaluation of the development projects of CSOs was very poor, poor, good, very good and excellent respectively. Conversely, the level of participation of the beneficiaries at problem identification stage was rated mean of 1.57, decision making 1.34, project implementation 2.55 and project evaluation stage was 1.81. This implies that, their participation at the stage of problem identification and project evaluation was low. Whereas, decision making rated very low and project implementation stage covered average or medium. Therefore, the level of the respondent's participation was not satisfactory and they had negative perception/attitude in all stages of the projects except project implementation stage.

On the other hand, as it was presented on Table 4.3, the percentage share of respondents trust towards practicability of development projects of CSOs compared to the projects of government indicates 11.1% very poor, 17.5% poor, 34.3% good, 33.1% very good, and 4% excellent. Thus, the majority of the respondents feel trust towards the practicability of the development projects of civil society organizations than government project. Additionally, the mean score presented on Table 4.3 shows that, the trust of respondents towards practicability of development projects of CSOs compared to the projects of government was 3.51. This indicates that, the level of the respondents trust was high. Therefore, the respondents had positive attitude/perception towards the practicability of CSOs projects compared to the government ones.

Concerning the awareness of respondents towards beneficiary selection criteria's, about 11.2% replied very poor, 44% poor, 32% good, 8.8% very good and the rest 4% responded as excellent. Accordingly, the majority (44%) of respondents indicated that the awareness of beneficiaries towards selection criteria was poor. Moreover, the mean score regarding the awareness of respondents towards beneficiary selection criteria's of CSOs was 2.5. As a result, the awareness of the beneficiaries towards the selection criteria was found at average or medium rate. As a result, since the majority of the subject responded as poor, the perception of the beneficiaries towards their awareness on the selection criteria's was poor. Additionally, it implies that, there was a problem of engaging the communities during beneficiary selection and setting criteria's.

Furthermore, regarding the appropriateness of beneficiary selection of the projects of civil society organizations, 27% responded as very poor, 37.3% poor, 11.1% good, 12.7% very good and 11.9% excellent. Thus for the majority of the respondents (37.3%), the appropriateness of the beneficiary selection was perceived as poor. Also its appropriateness was rated mean of 2.45. This result was found under the range of low rate. Thus, the project beneficiary selection was not appropriate and they were not satisfied on its precision. Also as it was indicated by the interview result, the development projects of CSOs have a problem of beneficiary selection. One key informant who was male, 42 years old, team leader, who had degree and 21 years work experience from government bodies revealed the appropriateness of the beneficiary selection as follows;

*Commonly in some organizations, the development projects of CSOs have a problem of appropriate beneficiary selection. Sometimes the beneficiary selection applies on non-criteria issues like religion of the individuals. This is common in some CSOs that established by the initiation of religious institutions. The development projects of such organizations give more emphasis for the issue of religious affiliation of the individuals than the existing problems. As a result they compromise the appropriateness of beneficiary selection. Therefore due to this and other many gaps, yet the appropriateness of beneficiary selection of development projects of many CSOs is very weak (Key informant Personnel communication, March 8, 2020).*

On the other hand, as illustrated on Table 4.3, the level of delivering the benefits in line with the project document accounts 16.7% very poor, 25.4% poor, 30.2 % good, 17.5% very good and 10.3% excellent. Hence, the majority (30.2%) of the respondents perceived that the status of the projects was good in delivering the assistances in line with the project documents.

Additionally, the mean rate of respondent's perception concerning the level of delivering the benefits in line with the project document scored mean of 2.51. This implies that, the target development projects of CSOs were delivering supports in line with the project documents. As a result, the respondents perceived it as a good.

Conversely, related to the relevance of the assistances to sustain the livelihood of the beneficiaries, the subjects responded as 31.7% very poor, 36.5 % poor, 22.2% good, 6.3% very good and 3.2% excellent. Thus, for the first (36.5 %) and second (31.7%) leading majority of the respondents, the relevance of the development projects of CSOs to sustain their livelihood was hierarchically poor and very poor. The mean score result of respondent's perception concerning relevance of the benefit which the beneficiaries received to sustain their livelihood was 2.13. Hence, this implies that the respondent's perception was rated as low and negative. Further it indicates that the support packages of the target development projects of CSOs were not relevant to sustain the livelihood of the beneficiaries.

#### **4.4 Correlation of Socio-Demographic Factors and Perception of the Beneficiaries**

This section presents the association between socio-demographic variables and the attitude/perception of the beneficiaries towards development projects of CSOs. Various methods are available to evaluate association among two variables. Chi-square cross-tabulation correlation test is one method out of them to assess bivariate associations. Accordingly, to determine the correlation between the socio demographic factors and the perception of respondents towards the development projects of CSOs, chi-square cross-tabulation correlation test has been used. Sex, age, level of education, income, and religion were used as independent variable. Whereas the attitude/perception of the respondents towards the development projects of CSOs was used as dependent variable. Accordingly, the result was presented to indicate the association between the socio demographic factors and attitude/perception of the beneficiaries' towards the development projects of CSOs in Table and narration form as follows.

**Table 4.4: Chi Square Result of Education and Perception**

Education	Perception variables	Response					Total	X <sup>2</sup>	P-value
		Very Poor	Poor	Good	Very Good	Excellent			
High school	Intervention in environment management	80.3%	10.6%	9.1%	0.0%	0.0%	100.0%	15.162	0.233
Diploma		70.6%	17.6%	11.8%	0.0%	0.0%	100.0%		
Degree		0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Primary school		78.6%	14.3%	7.1%	0.0%	0.0%	100.0%		
High school	Intervention in developing social institutions	65.2%	19.7%	13.6%	1.5%	0.0%	100.0%	13.621	0.136
Diploma		70.6%	11.8%	17.6%	0.0%	0.0%	100.0%		
Degree		0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Primary school		85.7%	7.1%	7.1%	0.0%	0.0%	100.0%		
High school	Level of transparency of projects	34.8%	24.2%	30.3%	9.1%	1.5%	100.0%	5.125	0.954
Diploma		35.3%	29.4%	23.5%	5.9%	5.9%	100.0%		
Degree		0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
Primary school		35.7%	21.4%	28.6%	9.5%	4.8%	100.0%		
High school	Level of beneficiary participation	75.8%	12.1%	9.1%	0.0%	3.0%	100.0%	7.507	0.584
Diploma		88.2%	5.9%	0.0%	0.0%	5.9%	100.0%		
Degree		100.0%	0.0%	0.0%	0.0%	0.0%	100.0%		
Primary school		78.6%	19.0%	2.4%	0.0%	0.0%	100.0%		

Education	Perception variables	Response					Total	X <sup>2</sup>	P-value
		Very Poor	Poor	Good	Very Good	Excellent			
High school	Trust on practicability of the projects	37.9%	9.1%	33.3%	15.2%	4.5%	100.0%	14.901	0.247
Diploma		17.6%	23.5%	52.9%	5.9%	0.0%	100.0%		
Degree		0.0%	0.0%	100.0%	0.0%	0.0%	100.0%		
Primary school		33.3%	28.6%	26.2%	7.1%	4.8%	100.0%		
High school	Contribution towards temporary relief	45.5%	16.7%	24.2%	4.5%	9.1%	100.0%	13.504	0.333
Diploma		35.3%	23.5%	17.6%	17.6%	5.9%	100.0%		
Degree		0.0%	100.0%	0.0%	0.0%	0.0%	100.0%		
Primary school		52.4%	9.5%	28.6%	7.1%	2.4%	100.0%		

Source: Own survey (April-May 2020)

As depicted on Table 4.4, there is no significant association between education and attitude/perception of the beneficiaries ( $P > .005$ ). This result shows that being in different level of education category has no significant impact on the attitude/perception of the beneficiary's towards development projects of CSOs. Accordingly, more significant proportion of beneficiary respondents perceived the level of intervention of development projects of CSOs in environment management and social institutions assistance as a poor with no or slight significant difference among beneficiary respondents with different educational background.

Furthermore, the large significant percentage of beneficiary respondents supposed the level of transparency and beneficiary participation in projects of CSOs as very poor with no or slight difference among beneficiaries with educational level of primary school, high school, Diploma and Degree. With contrary findings, the study of Marmelda (2016) reported that level of education have significant association with the attitude/perception of the target community in donor funded projects. Moreover, the following table reviews the correlation result among income and attitude/perception of the beneficiaries of development projects of CSOs related to the interventions of the projects.

**Table 4.5: Chi Square Results of Income and Perception**

Income	Perception variables	Response					Total	X <sup>2</sup>	P-value
		Very Poor	Poor	Good	Very Good	Excellent			
2,000-4,000	Intervention in environment management	73.2%	7.3%	19.5%	0.0%	0.0%	100.0%	18.626	0.001
4,001-6,000		82.9%	17.1%	0.0%	0.0%	0.0%	100.0%		
6,001-8,000		66.7%	26.7%	6.7%	0.0%	0.0%	100.0%		
2,000-4,000	Intervention in developing social institutions	53.7%	2.4%	22.0%	7.3%	14.6%	100.0%	22.895	0.004
4,001-6,000		62.9%	14.3%	20.0%	2.9%	0.0%	100.0%		
6,001-8,000		46.7%	6.7%	46.7%	0.0%	0.0%	100.0%		
2,000-4,000	Level of transparency of projects	33.3%	26.7%	40.0%	0.0%	0.0%	100.0%	5.352	0.719
4,001-6,000		40.0%	24.3%	24.3%	8.6%	2.9%	100.0%		
6,001-8,000		26.8%	24.4%	31.7%	12.2%	4.9%	100.0%		
2,000-4,000	Level of beneficiary participation	43.9%	24.4%	24.4%	7.3%	0.0%	100.0%	18.105	0.006
4,001-6,000		72.9%	17.1%	10.0%	0.0%	0.0%	100.0%		
6,001-8,000		86.7%	0.0%	13.3%	0.0%	0.0%	100.0%		
2,000-4,000	Trust on practicability of the projects	20.0%	6.7%	46.7%	20.0%	6.7%	100.0%	14.475	0.070
4,001-6,000		31.4%	24.3%	35.7%	4.3%	4.3%	100.0%		
6,001-8,000		41.5%	9.8%	26.8%	19.5%	2.4%	100.0%		
2,000-4,000	Contribution towards temporary relief	61.0%	4.9%	22.0%	0.0%	12.2%	100.0%	28.373	0.000
4,001-6,000		40.0%	15.7%	31.4%	10.0%	2.9%	100.0%		
6,001-8,000		33.3%	46.7%	0.0%	13.3%	6.7%	100.0%		

Source: Own survey (April-May 2020)

According to Table 4.5, there is a significant association between income and attitude/perception of the beneficiaries of the projects ( $P < .005$ ). Thus, different level of income has a significant impact on the attitude/perception of the beneficiary's towards development projects of CSOs. The cross-tabulation result of income category and attitude/perception of beneficiaries discloses that, those on high income level respondents were more negatively perceived the intervention of development projects of CSOs in areas of environment management, social institutions development and temporary relief assistance. In contrast, low level income beneficiary groups positively perceived the contribution of the projects of CSOs more than the high ranked income category respondents. Similarly (Nigatu, 2016) found that, as a socio demographic factor level of income has significant association with the perception of managers of the projects ( $P = 0.002$ ).

On the other hand, the following table presents the correlation data between religion and attitude/perception of beneficiaries related to the different circumstances of the projects like intervention in environment management, developing social institutions, level of transparency of the projects, level of beneficiary participation, trust on practicability of the projects, and contribution towards temporary relief.

**Table 4.6: Chi Square Result of Religion and the Perception of Beneficiaries**

Religion	Perception variables	Response					Total	X <sup>2</sup>	P-value
		Very Poor	Poor	Good	Very Good	Excellent			
Orthodox Christians	Intervention in environment management	71.7%	3.3%	21.7%	0.0%	3.3%	100.0%	20.603	0.057
Muslim		60.9%	8.7%	17.4%	0.0%	13.0%	100.0%		
Protestant		60.0%	30.0%	10.0%	0.0%	0.0%	100.0%		
Catholic		51.5%	15.2%	30.3%	3.0%	0.0%	100.0%		
Orthodox Christians	Intervention in developing social institutions	53.3%	3.3%	30.0%	8.3%	5.0%	100.0%	23.687	0.022
Muslim		39.1%	21.7%	26.1%	0.0%	13.0%	100.0%		
Protestant		80.0%	10.0%	10.0%	0.0%	0.0%	100.0%		
Catholic		72.7%	12.1%	15.2%	0.0%	0.0%	100.0%		
Orthodox Christians	Level of transparency of projects	43.3%	21.7%	23.3%	10.0%	1.7%	100.0%	11.821	0.460
Muslim		13.0%	39.1%	39.1%	4.3%	4.3%	100.0%		
Protestant		33.3%	24.2%	27.3%	9.1%	6.1%	100.0%		
Catholic		40.0%	10.0%	40.0%	10.0%	0.0%	100.0%		
Orthodox Christians	Level of beneficiary participation	26.7%	21.7%	35.0%	3.3%	13.3%	100.0%	14.780	0.254
Muslim		30.4%	13.0%	52.2%	4.3%	0.0%	100.0%		
Protestant		21.2%	15.2%	42.4%	15.2%	6.1%	100.0%		
Catholic		30.0%	0.0%	60.0%	0.0%	10.0%	100.0%		

Religion	Perception variables	Response					Total	X <sup>2</sup>	P-value
		Very Poor	Poor	Good	Very Good	Excellent			
Orthodox Christians	Trust on practicability of projects	48.3%	10.0%	26.7%	13.3%	1.7%	100.0%	21.788	0.040
Muslim		30.4%	26.1%	30.4%	13.0%	0.0%	100.0%		
Protestant		15.2%	24.2%	45.5%	6.1%	9.1%	100.0%		
Catholic		10.0%	20.0%	50.0%	10.0%	10.0%	100.0%		
Orthodox Christians	Contribution towards temporary relief	41.7%	31.7%	13.3%	8.3%	5.0%	100.0%	20.690	0.055
Muslim		43.5%	21.7%	26.1%	4.3%	4.3%	100.0%		
Protestant		63.6%	18.2%	9.1%	0.0%	9.1%	100.0%		
Catholic		50.0%	0.0%	50.0%	0.0%	0.0%	100.0%		

Source: Own survey (April-May 2020)

Table 4.6, Crosstab result reflects that, the attitude/perception of beneficiaries related to temporary relief assistance, environment management, social institutions development, level of transparency, level of beneficiary participation, and trust on practicability of development projects of CSOs has no significant association with different religious follower category of beneficiary respondents ( $P > .005$ ). It shows that, the contexts of development projects of CSOs based on the mentioned variables was perceived in similar way among Orthodox Christian, Muslim, Protestant, and Catholic religious follower beneficiaries. Accordingly, having different religious affiliation has no significant impact on the attitude/perception of the beneficiary's towards development projects of CSOs. Similar to this result Senait, (2012) found that, socio demographic characteristics like religion has no significance association with the perception of target communities towards emergency contraceptive assisting projects ( $P = 0.006$ ).

**Table 4. 7: Chi Square Results of Sex and Age towards the Perception of Beneficiaries**

Perception variables	Sex and Age		Response					Total	X <sup>2</sup>	P-value
			Very Poor	Poor	Good	Very Good	Excellent			
Intervention in environment management	Sex	Male	74.3%	14.3%	0.0%	5.7%	5.7%	100.0%	7.584	0.108
		Female	65.9%	16.5%	13.2%	3.3%	1.1%	100.0%		
	Age	18-25	72.7%	27.3%	0.0%	0.0%	0.0%	100.0%	9.993	0.617
		26-35	65.9%	19.5%	9.8%	4.9%	0.0%	100.0%		
		36-45	77.3%	9.1%	13.6%	0.0%	0.0%	100.0%		
46-60	65.4%	13.5%	9.6%	5.8%	5.8%	100.0%				
Intervention in developing social institutions	Sex	Male	62.9%	5.7%	14.3%	2.9%	14.3%	100.0%	12.169	0.016
		Female	56.0%	11.0%	27.5%	4.4%	1.1%	100.0%		
	Age	18-25	81.8%	9.1%	9.1%	0.0%	0.0%	100.0%	5.902	0.750
		26-35	65.9%	4.9%	22.0%	7.3%	0.0%	100.0%		
		36-45	65.4%	13.5%	15.4%	5.8%	0.0%	100.0%		
46-60	77.3%	9.1%	13.6%	0.0%	0.0%	100.0%				
Level of transparency of projects	Sex	Male	34.3%	22.9%	28.6%	8.6%	5.7%	100.0%	8.639	0.005
		Female	39.2%	25.3%	28.6%	4.8%	2.2%	100.0%		
	Age	18-25	18.2%	27.3%	45.5%	9.1%	0.0%	100.0%	6.517	0.888
		26-35	34.1%	24.4%	29.3%	9.8%	2.4%	100.0%		
36-45	38.5%	26.9%	21.2%	7.7%	5.8%	100.0%				

Perception variables	Sex and Age		Response					Total	X <sup>2</sup>	P-value
			Very Poor	Poor	Good	Very Good	Excellent			
		46-60	36.4%	18.2%	36.4%	9.1%	0.0%	100.0%		
Level of beneficiary participation	Sex	Male	68.6%	2.9%	20.0%	0.0%	8.6%	100.0%	14.588	0.002
		Female	63.7%	23.1%	13.2%	0.0%	0.0%	100.0%		
	Age	18-25	27.3%	9.1%	54.5%	9.1%	0.0%	100.0%	15.166	0.232
		26-35	17.1%	12.2%	51.2%	4.9%	14.6%	100.0%		
		36-45	25.0%	21.2%	34.6%	9.6%	9.6%	100.0%		
46-60		45.5%	18.2%	36.4%	0.0%	0.0%	100.0%			
Trust on practicability of projects	Sex	Male	20.0%	22.9%	37.1%	17.1%	2.9%	100.0%	5.260	0.262
		Female	38.5%	15.4%	33.0%	8.8%	4.4%	100.0%		
	Age	18-25	9.1%	9.1%	63.6%	9.1%	9.1%	100.0%	17.108	0.146
		26-35	31.7%	12.2%	46.3%	7.3%	2.4%	100.0%		
		36-45	27.3%	27.3%	31.8%	13.6%	0.0%	100.0%		
46-60		42.3%	19.2%	19.2%	13.5%	5.8%	100.0%			
Contribution towards temporary relief	Sex	Male	51.4%	17.1%	28.6%	0.0%	2.9%	100.0%	7.365	0.118
		Female	47.3%	26.4%	13.2%	6.6%	6.6%	100.0%		
	Age	18-25	9.1%	9.1%	36.4%	27.3%	18.2%	100.0%	12.449	0.410
		26-35	7.3%	19.5%	29.3%	17.1%	26.8%	100.0%		
		36-45	19.2%	30.8%	30.8%	9.6%	9.6%	100.0%		
46-60		9.1%	27.3%	36.4%	9.1%	18.2%	100.0%			

As presented on Table 4.7, the level of transparency and beneficiary attitude/participation in development projects of CSOs have a significant association with the sex of beneficiary respondents ( $P=0.005$ ) and ( $P=0.002$ ) respectively. The result indicates that the level of transparency and beneficiary attitude/participation in development projects of CSOs was differently perceived among male and female beneficiary respondents. Accordingly the cross-tabulation result of sex and attitude/perception of beneficiaries indicates that female beneficiaries perceived the level of transparency more negatively than male beneficiaries.

On the other hand, as it was indicated on Table 4.7, there was no significant association between age and attitude/perception of the beneficiaries ( $P>.005$ ). It shows that being in different level of age category has no significant impact on the attitude/perception of the beneficiary's towards the projects of CSOs. Therefore the majority of beneficiary respondents under different age category perceived the level of intervention of development projects of CSOs in environment management and social institutions development as very poor. Additionally the level of transparency of the projects and participation of beneficiaries was negatively perceived by the majority of beneficiary respondents with no or slight difference as a result of age.

#### 4.5 Level of participation of stakeholders towards the projects of CSOs

This section ascertains the level of participation of stakeholders towards the development projects of CSOs. It was assessed by asking the project signatory government bodies with the provided statements on a five-point Likert scale ranging from very poor to excellent. The researcher used thirteen different variables to address the objective under this section. Accordingly, the result was presented as follows.

**Table 4.8: Result of level of participation of stakeholders towards the projects of civil society organizations**

S/N	Variables	Very Poor %	Poor %	Good %	Very Good %	Excellent %	Mean
1	Level of stake holders participation at the project stages of						
1.1	Problem identification	68.7	18.8	12.5	0.0	0.0	1.41
1.2	Decision making	74.9	12.5	6.3	0.0	6.3	1.34

S/N	Variables	Very Poor %	Poor %	Good %	Very Good %	Excellent %	Mean
1.3	Project implementation	25	12.5	49.9	6.3	6.3	2.54
1.4	Project evaluation	56.2	25	12.5	6.3	0.0	1.81
2	Feasibility of sustainability strategy	12.5	43.8	37.5	6.3	0.0	2.44
3	Statuses of timely reporting	6.3	43.8	18.8	18.8	12.5	2.88
4	Status of the activity report interims of						
4.1	Percentage	6.3	12.5	31.3	43.8	6.3	3.31
4.2	Category	0.0	6.3	50.0	37.5	6.3	3.44
4.3	Completeness of physical report	0.0	12.5	75.0	6.3	6.3	2.94
4.4	Completeness of financial report	0.0	6.3	50.0	37.5	6.3	3.44
5	How do you find the level of						
5.1	Accountability of the projects of CSOs	12.5	37.5	31.3	12.5	6.3	2.50
5.2	Effectiveness of the projects of CSOs	6.3	25.0	31.3	25.0	12.5	3.13
5.3	Efficiency of the projects of CSOs	18.8	12.5	43.8	18.8	6.3	2.81

Source: Own survey (April, 2020)

**Note:** Numerical values were assigned to the responses and the mean and percentage were calculated accordingly. 1=*Very Poor*; 2=*Poor*; 3=*Good*; 4=*Very Good*; and 5=*Excellent*

As it was depicted on Table 4.8, the level of participation of stakeholders at the stage of problem identification was revealed as 68.7% very poor, 18.8% poor and 12.5% good. Whereas at the stage of decision making 74.9% very poor, 12.5% poor, 6.3% good, and 6.3% excellent. Also they responded 25% very poor, 12.5% poor, 49.9% good, 6.3% very good and 6.3% excellent at the stage of project implementation. Furthermore, for 56.2%, 25%, 12.5%, and 6.3%, of respondents the level of participation of stakeholders at the stage of evaluation of the development projects of CSOs was very poor, poor, good, and very good respectively.

On the other hand, the level of participation of the stakeholders at problem identification stage was rated mean of 1.41, decision making 1.33, project implementation 2.53 and project evaluation stage was 1.71. This implies that, the level of participation of stakeholders at the stage of problem identification, and decision making was very poor. Whereas project evaluation rated very low and project implementation stage covered average or medium. Therefore, except at the stage of project implementation, the level of participation of the stakeholders in the projects of CSOs was poor.

Conversely, as has illustrated on Table 4:8, feasibility of sustainability strategies of the projects was used as a variable to assess the status of development projects of CSOs. Accordingly, the response was 12.5% very poor, 37.5% poor, 43.8% good, and 6.3% very good. Therefore, the first majority (43.8%) of project signatory government body's respondents indicated that the status of feasibility of sustainability strategies of development projects of CSOs was poor. Additionally, the mean score result indicates that, the feasibility of sustainability strategy of the projects was 2.44. It implies that the status of sustainability strategies of the projects of civil society organizations was low and perceived as poor.

Moreover, as designated on Table 4.8, the context of timely reporting the performance of development activities to the government bodies was 6.3% very poor, 43.8% poor, 18.8% good, 18.8% very good and 12.5% excellent. Accordingly, for the majority (43.8%) of respondents, the status of timely reporting the performance of development activities to government bodies was poor. Furthermore, the mean score for the context of timely reporting to government bodies was 2.88. This implies that, the status of timely reporting based on the legal framework found at the level of an average or medium. Thus, the target projects lack reporting activities based on the time frame of related legal frameworks.

Likewise, the standard of the activity report interims of percentage of administration and program cost was 6.3% very poor, 12.5% poor, 31.3% good, 43.8% very good and 6.3% excellent. Whereas the category of administration and program cost was 6.3% poor, 50% good, 37.5% very good and 6.3% excellent. Additionally, the completeness of physical report was 12.5% poor, 75% good, equally 6.3% very good and excellent. Also the status of financial report interims of its completeness was 6.3% poor, 50% good, 37.5% very good and 6.3% excellent. Furthermore, the context report related to percentage of administration and program cost was scored mean 3.31, category of administration and program cost 3.44,

completeness of physical report 2.94, and completeness of financial report was 3.44. Thus, the majority of the respondents noted that the standard of activity report related to the percentage of administration and program cost were very good. Whereas the category of administration and program cost, completeness of physical and financial report was good. This implies that, CSOs exert effort and give good emphasis for reporting. But comparatively CSOs give more weight for the percentage of administration and program cost than the other aspects of activity report.

In addition, as illustrated on Table 4.8 the level of accountability of development projects of CSOs were scored a response as 12.5% very poor, 37.5% poor, 31.31% good, 12.5% very good and 6.3% excellent. Also out of the total subjects 6.3 % responded very poor, 25% poor, 31.3% good, 25% very good and 12.5 % excellent towards the level of effectiveness of the projects. Also the level of efficiency of the development projects of these organizations rated as 18.8% very poor, 12.5% poor, 43.8% good, 18.8% very good and 6.3% excellent. Additionally, the mean score of accountability of development projects of CSOs was rated as 2.50(low), effectiveness 3.13(average/medium) and efficiency of the projects was 2.81(average/medium). Accordingly, the mean score of respondents indicates that, they have average/medium level of satisfaction towards the transparency, accountability, effectiveness, and efficiency of the development projects of CSOs. Thus, for the majority of the respondents the level of efficiency and effectiveness of the projects of these organizations were good. But the level of accountability was poor.

# CHAPTER FIVE

## DISCUSSIONS

### **Introduction**

Under this chapter, the result of the study was presented and the key findings of the paper were associated with the reviewed literatures. The central intent of this research was to assess the factors that affects the performance of civil society organizations, to analyze the attitude/perception of employees of civil society organizations agency and beneficiaries on the contribution of development projects of civil society organizations, and to assess the level of participation of stakeholders towards the projects of civil society organizations in Nifas Silk Lafto Sub City Addis Ababa. Accordingly, the chapter presents the major findings based on the specific research questions which were prepared rooted in the objectives of this study.

### **5.1 Factors that affects the performance of civil society organizations**

This section presents the result related to the factors that affects the performance of civil society organizations. To assess the factors, the researcher used twenty-two variables with dichotomy options. Consequently, the result was presented as follows.

Concerns related to cooperation were the first variable that has been used to assess the factors that affects the performance of CSOs. Accordingly, as the result indicates that, the government bodies were not cooperating with CSOs interims of problem identification and decision making. But, they were cooperating in the stages of project implementation, monitoring and evaluation. Therefore, weak cooperation of government bodies at the stages of problem identification and decision making was one factor that affects the performance of CSOs in the study area. Accordingly, in spite of the contribution of these organizations, the cooperation among government bodies and CSOs was weak. This further implies that, the projects in the study area were planned and decided without the engagement of government bodies. Similar to this finding, Edwards (2017) found that poor cooperation between government bodies and CSOs in Asian country was one factor that affects the performance of these organizations.

On the other hand, as 60 %, 75 %, 70%, 55%, and 65% of the respondents revealed that, the performance of CSOs face challenges due to miss usage of support packages by the

beneficiaries, lack of participation of beneficiaries at the stage of problem identification, decision making, project implementation, and project monitoring and evaluation respectively. This implies that, the beneficiaries of the projects were also one source of factor that affects the performance of CSOs due to their weak participation and lack of proper usage of assistances provided by CSOs. The result also revealed that, the lion share of CSOs performance was affected due to lack of funds, politicization of CSOs by government bodies, poor service delivery, lack of transparency, weak accountability, lack of skilled man power within concerning government offices, poor cooperation with other CSOs and media, lack of common understanding between CSOs and concerning government bodies towards the proclamation, regulation and directives of civil society organizations, and weak awareness towards the development projects of CSOs in the concerning government bodies.

Accordingly, different authors found similar result with these findings. Masooda (2016) found that the performance of the sector of CSOs was highly determined by poor participation of citizens. Additionally, Roger et al. (2013) found that poor cooperation between the CSOs and concerning stake holders as a core challenge for CSOs. Also Tesfaye (2015) revealed that, in this sector there is a problem of cooperation and common understanding towards the legal framework. Furthermore, Ali Akbar (2016) found that, the financial need of CSOs stay behind Western funding sources and it is one source of challenge that affects the performance of these organizations. Another study conducted by RIWI (2016) found that, the projects of these organizations were considered as political opponents as a part of the supporter of opposition despite of particularly nonpartisan orientation by the vast majority.

## **5.2 Attitude/Perception of Employees of Agency for Civil Society organizations and Beneficiaries towards the Contribution of Development Projects of CSOs**

### **5.2.1 Attitude/Perception of Employees of ACSOs**

To assess the attitude/perception of employees, diverse attitude/perception related variables were analyzed under different categories. Under this study, the first used variable to assess the attitude/perception of employees of civil society organizations agency was related to the contribution of the projects towards generating sustainable income for the beneficiaries. Accordingly, the finding was presented as follows.

The finding demonstrates that, with mean result 2.43, the attitude/perception of employees of agency for CSOs was negative towards the contribution of development projects of CSOs in generating sustainable income for the beneficiaries. Conversely, they had positive attitude towards the contribution in generating temporary income for the beneficiaries with mean of 3.88. This finding has analogous result with the previous study who found out that the attitude towards the contribution of CSOs in the sector of temporary economic empowerment has a positive status (Rachel, 2018). But it was contrary to the finding of Alioune, et al (2015), who found that a number of community members in various countries perceive that the development projects of CSOs have a great role in sustaining economic need. According to this result, the assistances of development projects of CSOs give more emphasis for interventions related to generating temporary income. Thus, they overlook the issue of sustaining the livelihood of the projects beneficiaries.

Additionally, the attitude/perception of employees on the contribution of development projects of CSOs towards environment management related to protection of water pollution, protection of land degradation, liquid waste management, solid waste management and greenery development was low with mean of 2.33, 1.76, 2.21, 2.50, and 2.19 respectively. In view of that, the respondents had negative attitude/perception towards the contribution of development projects of CSOs in the sector of environment management in general and protection of water pollution, protection of land degradation, liquid waste management, solid waste management and greenery development specifically. This implies that, the development projects of CSOs overlook the issue of environment management in the study area. Accordingly, this finding discloses contrary result with the study conducted by Hayman (2012) who found that, the attitude of various stockholders indicates positive towards the contribution of the CSOs in the sector of environment management. But it has similar finding with the study conducted by Tesfaye (2015) who found that the NGOs play a vital role in various sectors. But there was less or no intervention in the sector of environment management in Kirkos Sub-City.

As it was indicted in literatures and this study also found that, funding is one problem of CSOs to implement development project. Even though, with a number of challenges there are a lot of funding sources. But there is lack attention to raise funds and implement projects related to environment management. Furthermore yet the extent of problems related to environment were not well understood by CSOs including concerning government bodies in

the study area. Accordingly the issue of environment management was overlooked by the development projects of CSOs.

On other hand, the employees had negative attitude/perception towards the contribution of the projects in the sector of infrastructure development interims of road, bridge, and energy development with mean score of 1.95 and 2.24 respectively. Whereas, related to water schemes and health institutions development, they had positive attitude with mean result of 3.60, and 3.69. This implies that, the intervention of the projects in the sectors of more resource demanding like roads, bridges, and energy development was indicated as almost nil. But the contribution was good in the sectors of water scheme and health sector development. With similar finding, the study conducted by Nicola and David (2012) reported that the attitudes related to the contribution of CSOs in the sector of infrastructure development, and empowerment was categorized under negative. Accordingly, the result revealed similar finding interims of roads, bridges, and energy development. But contrary in the sector of water scheme and health center development.

The other assessment variable was related to their contribution in the sector of temporary relief interims of provision of food items, cloth, medicine, and temporary shelter. Accordingly, the majority 57.6% and 69.1% revealed that the development projects of CSOs were mostly focusing on provision of food items and cloth than medicine and temporary shelter. This implies that the employees had positive attitude towards the projects contribution in assisting food items and cloth. However, their attitude/perception was negative towards provision of medicine and temporary shelter.

Analogous to this finding, these organizations have a good track record in accomplishing temporary relief activities. Accordingly, the intervention of these organizations related to temporary relief interims of provision of food, cloth, medicine and temporary shelter was promising (Mihir et al., 2011). This implies that, since the history of CSOs in Ethiopia was laid its foundation on relief activities, they have a lot of experiences in the sector and due more attention for such intervention. Temporary relief activities of CSOs in the study area give more emphasis for provision of food and cloth rather than sustaining the livelihood of the beneficiaries. Thus, yet the issue of developing the wellbeing of the beneficiaries through development projects of CSOs was under question mark.

Theoretically, this result aligns with the assumption of basic need approach. This theory was formulated by International Labor Organization (ILO) and World Bank (WB) with the central emphasis of satisfying people's basic need. It gives high prominence towards the needy part of the society. In line to its central focus area, the finding revealed that CSOs play important role related to temporary relief assistance especially on basic needs like food and cloth. This implies that, with a lot of limitations the development projects of CSOs have their own positive contribution to assist the basic needs of the beneficiaries. Therefore, the result of this study revealed positive upshot with the assumption of the basic-need theory.

On the other hand, out of the total respondents the greater part 71.4% and 90.5% respectively indicated that the intervention of the development projects of CSOs was based on the priority of donors and civil society organizations than the target community and the government. This implies that, the development projects in the study area overlook the priority of the community and government. This finding corresponds with that finding of Nicola and David (2012) who found that the interventions of the projects were mostly based on the priority of the funders than the target citizens. Hence there was lion share dominance by the donors and CSOs respectively in determining the intervention area of the projects. Accordingly, there was a possibility of overlapping the real problem and intervention of the projects. Furthermore, it implies that the projects in the study area were implemented with out conducting base line survey and problem prioritization. Also they overlook the interest of the grass root level communities and give more emphasis for the source of fund.

Next to the attitude/perception of employees of civil society organizations agency, the study addressed the attitude/perception of the beneficiaries of the projects. Accordingly, the result was presented as follows.

### **5.2.2 Attitude/Perception of the Beneficiaries of the Projects**

This part presents the findings on the attitude/perception of the beneficiaries towards the projects. To assess the perception of the beneficiaries, the researcher used five-point Likert scales ranging from very poor to excellent. Consequently, the findings were presented as follows.

As the finding revealed that, the attitude/perception of the project beneficiaries towards the level of intervention of development projects of CSOs in the sector of social institutions

associated to capacitating advocacy, economic institutions, family and religious institutions was very poor with the percentage share of 72.2%, 65.9%, 69% and 57.9% respectively. Whereas their role in educational institutions support interims of assisting educational materials, renovation of schools and capacity building was perceived as good. Thus, CSOs gives very poor emphases for awareness creation towards election and promotion of rights of disadvantageous groups, empowering trading, saving and credit system, supporting marriage, birth and death related issue as a family empowerment.

With similar findings, the study of Rachel (2018) reported that, the public attitude towards the contribution of CSOs in the sector of education has a positive status. Additionally, Hayman (2012) reported as the attitude of various stockholders indicates that the involvement of development projects of CSOs have positive contributions in the sector of education, and advocacy or stimulating the participation of the poor. Opposite to this finding, CSOs play vital role in promotion of rights of disadvantageous groups as advocacy and empowering religious institutions as an activity of faith based organizations. Accordingly, their contribution was good in these sectors (Alioune, et al 2015).

Regarding to theory, the assumption of empowerment theory goes inline with the result of this study. Empowerment theory focuses on capacitating the needy part of the community and it gives positive emphasis for the contribution CSOs. The core focus area of CSOs is addressing the needy part of the society through assisting basic needs and empowering the beneficiaries. Accordingly, the perception of beneficiaries towards the contribution of development projects of civil society organizations related to educational institution support was positive. This indicates that the projects of these organization have a good role in empowering the need group of the target community. Therefore, the result of this study accepts the assumption of both empowerment and basic need theories.

Also the finding indicates that, the level of transparency of the projects of CSOs was very poor with the majority response of 34.9%. Accordingly, the beneficiaries perceived it as very poor. This implies that, there is no effective legal framework that enforces the organization to make their projects transparent to the target beneficiaries. Also the effort of the organizations to make the projects transparent was very weak. Furthermore, concerning to the awareness of respondents towards beneficiary selection criteria's, the majority (44%) perceived as poor. This also indicates that there was a problem of participation and transparency related to the

projects. That is why even those who were selected as a beneficiary have no clue about how they were selected.

Concerning the level of participation of the project beneficiaries, the study revealed that their participation at stages of problem identification, decision making, project implementation, and evaluation was 65.1% very poor, 78.6% very poor, 42.1% good, and 52.4% very poor respectively. Therefore, the level of participation of beneficiaries in the study projects of CSOs was perceived as very poor at stages of problem identification, decision making, and evaluation. But, the level participation at the stage of project implementation was perceived as a good. This implies that, the development projects of CSOs in the study area engage the beneficiaries only during implementation of the projects. Therefore, the beneficiaries have no idea about the projects before execution. This further indicates that the projects were proposed to implement based on the priority of others rather than the target beneficiaries. Similar to this result Masooda (2016) found that, the sector of CSOs is well known by poor participation of citizens.

Conversely, in comparison to the government projects, the trust of the beneficiaries towards practicability of development projects of CSOs was perceived as good with the majority response of 34.3%. Also the mean score result was 3.51. This indicates that, the development projects of government lacks building trust in the mind of the community. This may arise due to lack of proper implementation of the projects, lack of transparency and poor engagement of the community in the projects. Inversely it implies that even if the projects of CSOs have a lot of gaps, the communities had some level of trust on the projects of CSOs than the government projects,

Another variable used to assess the attitude/perception of the beneficiaries was delivering assistances in line with project documents. The result reveals that, the majority (30.2%) of the respondent's perception was good towards it with mean of 2.51. However, the relevance of assistances to sustain the livelihood of the beneficiaries was perceived as poor with mean of 2.13. The result implies that, there was slight or no problem in delivering assistances to the target beneficiaries. However, it was not relevant to sustain the livelihood of the beneficiaries. The main reason behind this was the focus area of the projects. Since majority of the project were centered on routine assistances than sustaining the livelihood of the beneficiaries, they were not capable to sustain the livelihood of the beneficiaries. Similarly

RIWI (2016) found that, the projects of CSOs were negatively perceived by various community members due to the assumption that these organizations have a problem associated with beneficiary selection, sustainability, transparency, and focus on less relevant issues.

### **5.3 Correlation of socio-demographic variables and Attitude/Perception of the Beneficiaries**

This section presents the association between socio-demographic variables and the attitude/perception of the beneficiaries towards development projects of CSOs. Since Chi-square cross-tabulation correlation test is an appropriate method to examine statistical significance of bivariate associations, it was used to determine the correlation between the socio-demographic factors and the perception of respondents.

Out of socio-demographic factors sex, age, level of education, level of income, and religion were used as independent variable. Accordingly, the result of Chi-square cross-tabulation correlation test indicated that, level of income and sex of beneficiary respondents has significant association with the perception of the beneficiaries of the development projects of CSOs ( $P < .005$ ). But religion, level of education, and age has no significant association with the perception of the beneficiaries ( $P > .005$ ). This result shows that being in different category of religion, level of education, and age has no significant impact on the perception of the beneficiary's towards development projects of CSOs.

Accordingly, more significant proportion of beneficiary respondents with different religion, level of education, and age category perceived the contexts of development projects of CSOs with no or slight difference among beneficiary respondents. For instance, the lion share of beneficiary respondents perceived the level of intervention of development projects of CSOs in environment management as very poor with no or slight difference among beneficiary respondents with different educational background, religious affiliation, and age. Furthermore the large significant percentage of beneficiary respondents indicated the level of transparency and beneficiary participation in projects of CSOs as very poor with no or slight significant difference among beneficiaries with educational level of primary school, high school, Diploma and Degree.

On the other hand, there is significant association between income and perception as well as sex and perception of the beneficiaries of the projects ( $P < .005$ ). Accordingly, different level of income and type of sex has a significant impact on the perception of the beneficiary's towards development projects of CSOs. For instance the level of transparency and beneficiary participation in development projects of CSOs was differently perceived among male and female beneficiary respondents. Hence, female beneficiaries perceived the level of transparency and beneficiary participation more negatively than male beneficiaries. Similar to this result Senait, (2012) found that, socio demographic characteristics like religion has no significance association with the perception of target communities towards emergency contraceptive assisting projects ( $P > 0.005$ ). Contrarily, the study conducted by Marmelda (2016) reported that level of education have significant association with the perception of the target community in donor funded projects. Subsequent to the correlation of attitude/perception of the beneficiaries of the projects and socio-demographic factors, findings towards the level of participation of stakeholders towards the projects of CSOs were presented as follows.

#### **5.4 Level of Participation of Stakeholders towards the Projects of CSOs**

This section ascertains the findings related to the level of participation of stakeholders towards development projects of CSOs. It was assessed by asking the project signatory government bodies' through Five-point Likert scale ranging from very poor to excellent options. Different variables were used to address the core issues under this subject matter. Consequently, the result was presented as follows.

The first used variable to assess the level of participation of stakeholders was the engagement of actors at different stages of project cycle. Accordingly, the level of participation of stakeholders at the stage of problem identification, decision making and project evaluation was responded as very poor with percentage share of 68.7%, 74.9% and 56.2% respectively. Inversely, their participation was good at the stage of project implementation with the majority response of 49.9%. This implies that, except at the stage of project implementation, the level of participation of the stakeholders in the projects of CSOs was very poor. Similar to this result, Roger et al. (2013) found that the level of participation and cooperation among CSOs and concerning stake holders was weak.

On the other hand, the feasibility of sustainability strategies of the projects of CSOs in the study area was poor with mean score 2.44. This implies that, the level of implementation of sustainability strategies of the projects was weak. Accordingly, the target CSOs involves sustainability strategies in their proposals just for appraisal purpose. This finding discloses corresponding result with the study conducted by RIWI (2016) who found that, the projects of CSOs were negatively perceived by various community members due to the assumption that these organizations projects have a problem of sustainability.

The next point that was used as variable for the assessment was the status of performance report related to development activities of CSOs. Concerning to timely reporting to regulatory government bodies, the respondents uncovered as 43.8% poor, 18.8% very good, 18.8% good, 12.5% excellent and 6.3% very poor. Therefore, for the first and the second greater part of the respondents, the status of timely reporting was poor and very poor respectively. Further more, the mean score for the context of timely reporting was 2.88. This implies that, the status of timely reporting based on the legal framework was weak. Thus, the target projects lacks reporting activities based on the time frame of related legal frameworks.

Moreover, the standard of activity report interims of percentage of administration and program cost was responded as 43.8% very good and 31.3% good by the first and the second majority of the respondents. Whereas the category of administration and program cost was ranked as 50% good , 37.5% very good , 6.3% poor , and 6.3% excellent. Additionally, the completeness of physical report was 75% good, 12.5% poor, equally 6.3% very good and excellent. Also the status of financial report interims of its completeness was 6.3% poor, 50% good, 37.5% very good and 6.3% excellent. Furthermore, the context of report related to percentage of administration and program cost was scored mean 3.31, category of administration and program cost 3.44, completeness of physical report 2.94, and completeness of financial report was 3.44. Thus, the majority of the respondents indicated that, the standard of activity report related to the percentage of administration and program cost was very good. Whereas the category of administration and program cost, completeness of physical and financial report was good. This implies that, CSOs exert effort and give good emphasis for reporting. But, comparatively CSOs give more weight for the percentage of administration and program cost than the other aspects of activity report.

As it was stated on CSOs proclamation number 1113/2019 that, the program and administrative cost of the development projects of those organizations established for the interest of general public or that of third social gathering may not go beyond eighty two percent of its total budget respectively. From this point of view, the majority of the projects status was positive. Additionally, article 73(1) stated that CSOs shall set up and put forward to the agency for CSOs every fiscal year main activity reports regarding the organization within three months up on the end of the budget year. Accordingly, as the result of this study implies that the status of timely reporting was poor with the majority (43.8%) view of the respondents. Thus, there was a problem of reporting based on the time frame of this proclamation. Moreover, we can understand that the performance report of CSOs gives more attention for the percentage of administration and program cost than other aspects. Additionally, their awareness and meeting related legal standards was good except summing reports on sated time fame.

Regarding the circumstance of efficiency and effectiveness of the projects of these organizations, the majority 43.8 %, and 31.3 % indicated as good. Inversely, the level of accountability was indicated as poor (37.5%). Accordingly, the status of efficiency and effectiveness of the projects of these organizations was good. But, the level of accountability of the projects was poor. This finding discloses similar result with Roger et al. (2013) who found that lack of transparency and weak accountability were core problems and challenging issues in the sector of CSOs.

# **CHAPTER SIX**

## **CONCLUSION AND RECOMMENDATION**

### **6.1 CONCLUSION**

More or less the development projects of CSOs play important role in assisting the needy part of the community. It is anticipated that the performance and contribution of these projects were influenced by various factors. Accordingly, this study assessed the factors that affect the performance of civil society organizations, the attitude/perception of employees of civil society organizations agency and beneficiaries towards the contribution of development projects of CSOs, and the level of participation of stakeholders towards the projects of CSOs in Nifas Silk Lafto Sub City Addis Ababa. Accordingly, the conclusion towards the result was presented as follows.

Regulatory government bodies were one source of factor that affects the performance of CSOs. The core challenging factors related to the regulatory government offices were poor service delivery, poor participation, weak accountability, lack of skilled man power, lack of transparency, politicization of CSOs, weak awareness towards the development projects of CSOs and corruption. Similarly, lack of fund, poor cooperation with other CSOs and Medias, misuse of aids by beneficiaries, poor participation of beneficiaries, absence of strategic plan within CSOs, lack of common understanding between CSOs and concerning government bodies towards the legal framework were also the core factors that affects the performance of CSOs.

On the other hand, the contribution of development projects of CSOs was good in areas of generating temporary income for the beneficiaries, water scheme and health sector development, provision of food items and cloth, assisting educational institutions through supporting scholastic materials, renovation of schools and capacity building. Therefore, the beneficiaries and employees of civil society organizations agency had positive attitude/perception towards the contribution of the projects of civil society organizations in these sectors. Contrary, the contribution of these projects was weak in environment management, generating sustainable income for the beneficiaries, infrastructure development (road, bridge, and energy development), empowering economic institutions (trade, saving and credit institutions), advocacy, assisting medicine and temporary shelter. Accordingly, the

attitude/perception of employees and the beneficiaries was negative. Comparatively, environment management was the most overlooked intervention area by the development projects of CSOs in the study area. The main reasons behind was, weak attention to raise funds, lack of awareness of CSOs, donors and government bodies towards the extent of the existing problem of environmental. But, cumulatively the attitude/perception of employees of ACSOs towards the contribution of the projects was positive than the beneficiaries. On the other hand, factor like income and sex has significant association with the attitude/perception of the beneficiaries of the development projects of CSOs. But religion, level of education, and age has no significant association with the perception of the beneficiaries

Conversely, prioritizing the intervention area of development projects of CSOs was mostly dominated by the donors and CSOs respectively. They overlook to prioritize the interest of the community. Almost all projects were implemented with out base line survey and problem prioritization. Moreover, there was a problem of effective legal framework that enforces the organization to make their projects transparent. Also the attempt of the organizations to make the projects transparent was very weak.

Regarding the level of participation of stakeholders, government bodies' engagement was more limited to project implementation, monitoring and evaluation phases. Thus, there was slight or no government body's participation during problem identification and decision making. Furthermore, the level of participation of beneficiaries and other stakeholders was mainly limited at the stage of project implementation. Accordingly, the level of participation of stakeholder's towards development projects of CSOs was at infant stage.

On the other hand, it is well know that feasibility of a given project has its own impact on the target community, implementers, donors, government and other actors. In comparison, the feasibility of development projects of government lacks trust by the beneficiaries than the projects of CSOs. Accordingly, the level of feasibility of CSOs projects was perceived as good by the target beneficiaries. Moreover, regarding to the reporting context of the projects, except problem of meeting time frame, CSOs had strong reporting mechanism that congregate the standard of related legal frameworks. The context of their report related to the percentage of administration and program cost, completeness of physical and financial report was good.

## **6.2 RECOMMENDATIONS**

Since the performance of CSOs was not as such fruitful due to various factors, all concerning actors including the government bodies, policy makers, academicians, non-governmental organizations, donors and local communities should push CSOs to start the projects with identification of basic needs of the target communities. Furthermore, the implementation of the development projects of CSOs should due consideration for the priority of the target communities and the government

Conversely, to overcome the factors that affect the performance of CSOs, awareness should be created to the employees of regulatory government bodies towards the; projects of civil society organizations and the nature of the sector, legal framework (proclamation, regulation and directives) of CSOs, approach of service delivery and customer handling. Furthermore, proper awareness creation should be done for the beneficiaries towards the overall aspects of the projects before execution. Additionally, life skill training should be given to assure proper usage of assistances and to sustain their livelihood. Also regular monitoring and support should be undertaken to assure proper usage of the support packages.

Moreover, since proclamation of CSOs allows these organizations to intervene in various income generating activities, the CSOs should diversify their source of funds through establishing income generating activities to overcome their fund problem. Additionally, the government should strength civil societies fund to support the sector based on the PCSOs 1113/2019 article 86.

Furthermore, concerning stakeholders should push CSOs to due consideration for intervention areas like protection of water pollution, protection of land degradation, solid waste management, liquid waste management, greenery development, empowering social institutions , provision of full package temporary relief assistances like shelter, food items, cloth, and medicine.

On the other hand, since the level of participation of stakeholders in the development projects of CSOs was poor, it needs further attention by both the government and CSOs to participate concerning bodies at the stages of problem identification, decision making, project implementation, monitoring and evaluation. To do so, practical cooperation/participation plat

form like consortium should be formulated between CSOs, government bodies, and the Medias. Furthermore, the legal framework should consider the role of Medias related to their social responsibility to work on creating awareness towards CSOs development projects. Besides, to assure the feasibility of sustainability strategies of the development projects of CSOs, regular support, monitoring and evaluation need to be undertaken by CSOs, government bodies, community members and other concerning stakeholders.

Finally, due to shortage of time and financial constraints, this study could not address over all aspects of development projects of CSOs in the target study area. Accordingly, more researches should be done on;

- How can the development projects of CSOs sustain the livelihood of the target communities and
- Attitude/perception of civil society organizations towards environment management

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## APPENDIXES

**Addis Ababa University**  
**College of Development Studies**  
**Center for Environment and Sustainable Development**

### Questionnaires for Employees of Civil Society Organizations

#### **Dear respondents:**

My name is Natnael Kasaye I am a post graduate student of Addis Ababa University, College of Development Studies and Center for Environment and Sustainable Development. This questionnaire is designed to collect data for master's thesis on the topic entitled "Factors Affecting the Performance of Civil Society Organizations in Nifas Silk Lafto Sub-City, Addis Ababa". It is carried out for academic purposes in the partial fulfillment of the requirement for Master's in Environment and Sustainable Development. Filling the survey questionnaire is voluntary. Your response will be useful to comprehend the research under study. Therefore, you are kindly requested to give your honest and frank opinion to this questionnaire. I assure you that all your responses will be kept confidential and your identity shall not be exposed. Your response will only be used for this academic study. The researcher extends his gratitude's in advance.

Thank you!

#### **General Direction:**

- Please circle the number that most explain your answer for part one
- Put "√" or "X" mark in the box that most explain your answer for part two
- Write short and brief answers for part three.

#### **Remark:**

- ❖ No need of writing your name.

#### **Contact Person:**

Natnael Kasaye

A Postgraduate student, College of Development Studies and Center for Environment and Sustainable Development, Addis Ababa University

Tel. Mobile: - 0913776733

Email: - [natnaelkasaye84@gmail.com](mailto:natnaelkasaye84@gmail.com)

**Part I: Respondent's Personal Information**

➤ Please circle the number that most explain your answer.

No	Questions	Response
1	Sex	1. Male 2. Female
2	Age	1. 18-25 2. 26-35 3. 36-45 4. 46- 60 5. 5. Above 60
3	Level of education	1. High school 2. Diploma 3. BA/BSC Degree 4. 4. Masters and above
4	Work experience	1. 1-5 2. 6-10 3. 11-15 4. 16- 20 5. 5. Above 20
5	Marital status	1. Single/Never Married 2. Married 3. Divorced 4. Widowed
6	Religion	1. Orthodox Christian 2. Muslim 3. Protestant 4. Catholic 5. If other, specify -----
7	Current position in the organization	1. Country Director 2. Program/project Coordinator 3. Administration and Finance coordinator 4. Project Officer 5. Administration officer 6. If other, specify -----

No	Questions	Response
8	Level of income per month in Birr	1. 2,000-4,000 2. 4,001-6,000 3. 6,001-8,000 4. 8,001-10,000 5. 10,000-15,000 6. Above 15,000

**PART II: -Questionnaire on the factors that affects the performance of civil society organizations in Nifas Silk Lafto Sub City, Addis Ababa.**

Listed below are statements concerning the factors that affect the performance of civil society organizations in Nifas Silk Lafto Sub City, Addis Ababa. Thus, please read the following sentences and put “√” or “X” mark in the box that representing your response.

No	Item	Yes	No
1.	Do you think that concerning government bodies are cooperating with your organization through participating in		
	1.1 Problem identification		
	1.2 Decision making		
	1.3 Project implementation		
	1.4 Project monitoring and evaluation		
2.	Do you think that your organization performance affected due to challenges /factors arise from the beneficiaries related to		
	2.1 Properly using the supports they received from the project		
	2.2 Participation in problem identification		
	2.3 Participation in decision making		
	2.4 Participation in project implementation		
	2.5 Participation in project monitoring and evaluation		
3.	Did your organization performance face challenge related to		
	3.1 Lack of funds		
	3.2 Politicization of CSOs by government bodies		
	3.3 Absence of strategic plan within the organization		
	3.4 Poor service delivery within concerning government offices /like project signatory, licensing, monitoring and evaluating offices / compared to sated standards		

No	Item	Yes	No
	3.5 Corruption within concerning government offices		
	3.6 Lack of transparency within concerning government offices		
	3.7 Weak accountability within concerning government offices		
	3.8 Lack of skilled man power within concerning government offices		
4.	Does your organization performance faced challenge associated to		
	4.1 Poor cooperation with other CSOs		
	4.2 Poor cooperation with media		
	4.3 Culture of the target community		
5.	Lack of common understanding between your organizations and concerning government bodies towards the proclamation, regulation and directives of civil society organizations?		
6.	Do you think that the employees of CSOs agency are aware on the development projects of CSOs?		
7.	Do you think that the employees of projects signatory government bodies are aware on the development projects of CSOs?		

**Part III: Interview guide for employees of civil society organizations**

➤ Write short and brief answers for the following questions.

1. Is their any other challenge that your organization face to implement development projects of CSOs? If your response is yes, pleas mention them-----

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**Addis Ababa University**  
**College of Development Studies**  
**Center for Environment and Sustainable Development**

**Questionnaires for Employees of Agency for Civil Societies Organizations**

**Dear respondents:**

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Thank you!

**General Direction:**

- Please circle the number that most explain your answer for part one
- Put "√" or "X" mark in the box that most explain your answer for part two
- Write short and brief answers for part three.

**Remark:**

- ❖ No need of writing your name.

**Contact Person:**

Natnael Kasaye

A Postgraduate student, College of Development Studies and Center for Environment and Sustainable Development, Addis Ababa University

Tel. Mobile: - 0913776733

Email: - [natnaelkasaye84@gmail.com](mailto:natnaelkasaye84@gmail.com)

**Part I: Respondent's Personal Information**

➤ Please circle the number that most explain your answer.

No	Questions	Response
1	Sex	1. Male 2. Female
2	Age	1. 18-25 2. 26-35 3. 36-45 4. 46- 60 5. Above 60
3	Level of education	1. High school 2. Diploma 3. BA/BSC Degree 4. Masters and above
4	Work experience	1. 1-5 2. 6-10 3. 11-15 4. 16- 20 5. Above 20
5	Marital status	1. Single/Never Married 2. Married 3. Divorced 4. Widowed
6	Religion	1. Orthodox Christian 2. Muslim 3. Protestant 4. Catholic 5. If other, specify -----
7	Current position in the Agency	1. Directorate Director 2. Team leader 3. Senior Officer 4. Officer

No	Questions	Response
8	Level of income per month in Birr	1. 2,000-4,000 2. 4,001-6,000 3. 6,001-8,000 4. 8,001-10,000 5. 10,001-15,000 6. Above 15,000

**PART II: -Questionnaire on employee’s attitude towards the contribution of development projects of civil society organizations in Nifas Silk Lafto Sub City, Addis Ababa**

Listed below are statements concerning your attitude towards the contribution of development project of civil society organizations in Addis Ababa, thus, please read the following sentences and put “√” or “X” mark in the box that representing your response.

**1=Strongly Disagree (SDA) 2=Disagree (DA) 3=Neutral (N) 4=Agree (A) 5=Strongly Agree (SA)**

No	Item	Response				
		SDA	DA	N	A	SA
1.	I feel that civil society organizations contribution in development plays important role in					
	1.1 Generating sustainable income for beneficiaries.					
	1.2 Generating temporary income for beneficiaries.					
2.	I believe that civil society organizations participation in development projects plays important role in environmental management like					
	2.1 Protection of water pollution					
	2.2 Protection of land degradation					
	2.3 Solid waste management					
	2.4 Liquid waste management					
	2.5 Greenery development					
3.	I sense that civil society organizations participation in development plays important role in developing social institutions through supporting/empowering					
	3.1 Advocacy/ Awareness creation towards election and promotion of rights of disadvantageous groups/					
	3.2 Educational institutions					
	3.3 Economic institutions /Trading, saving and credit/					

No	Item	Response				
		SDA	DA	N	A	SA
	3.4 Family/Marriage, birth and death					
	3.5 Religious institutions					
4.	I feel that civil society organizations participation in development plays important role in developing infrastructures like					
	4.1 Roads and bridges					
	4.2 Energy					
	4.3 Water schemes					
	4.4 Health centers					

No	Item	Response	
		Yes	No
5.	Do you think that the contribution of development projects of CSOs is mostly focusing on temporary relief like provision of		
	5.1 Food items		
	5.2 Cloth		
	5.3 Medicine		
	5.4 Temporary shelter		
6.	The intervention of development projects of civil society organizations are based on the priority of the		
	6.1 Civil society organizations		
	6.2 Target community		
	6.3 Donors		
	6.4 Government.		

**Part III: Interview Guide for employees of civil society organizations agency**

➤ Write short and brief answers for the following questions.

1. What are the positive and negative contributions of development projects of civil society organizations in the project area?-----  
-----

2. According to your observation what are the core focus areas of development projects of CSOs in Addis Ababa? -----  
-----

**Addis Ababa University**  
**College of Development Studies**  
**Center for Environment and Sustainable Development**

**Questionnaires for the Projects Beneficiaries**

**Dear respondents:**

My name is Natnael Kasaye I am a post graduate student of Addis Ababa University, College of Development Studies and Center for Environment and Sustainable Development. This questionnaire is designed to collect data for master's thesis on the topic entitled "Factors Affecting the Performance of Civil Society Organizations in Nifas Silk Lafto Sub-City, Addis Ababa". It is carried out for academic purposes in the partial fulfillment of the requirement for Master's in Environment and Sustainable Development. Filling the survey questionnaire is voluntary. Your response will be useful to comprehend the research under study. Therefore, you are kindly requested to give your honest and frank opinion to this questionnaire. I assure you that all your responses will be kept confidential and your identity shall not be exposed. Your response will only be used for this academic study. The researcher extends his gratitude's in advance.

Thank you!

**General Direction:**

- Please circle the number that most explain your answer for part one
- Put "√" or "X" mark in the box that most explain your answer for part two
- Write short and brief answers for part three.

**Remark:**

- ❖ No need of writing your name.

**Contact Person:**

Natnael Kasaye

A Postgraduate student, College of Development Studies and Center for Environment and Sustainable Development, Addis Ababa University

Tel. Mobile: - 0913776733

Email: - [natnaelkasaye84@gmail.com](mailto:natnaelkasaye84@gmail.com)

➤ Please circle the number that most explain your answer.

No	Questions	Response
1	Sex	1. Male 2. Female
2	Age	1. 18-25 2. 26-35 3. 36-45 4. 46- 60 5. Above 60
3	Level of education	1. High school 2. Diploma 3. BA/BSC Degree 4. Masters and above
4	Marital status	1. Single/Never Married 2. Married 3. Divorced 4. Widowed
5	Number of family	1. 1-3 2. 4-6 3. 7-9 4. Greater than 10
6	Religion	1. Orthodox Christian 2. Muslim 3. Protestant 4. Catholic 5. If other, specify-----
7	Level of income from all sources per month in Birr	1. 2,000-4,000 2. 4,001-6,000 3. 6,001-8,000 4. 8,001-10,000 5. 10,000-15,000 6. Above 15,000

**PART II: Questionnaire on the perception of the beneficiaries of the projects towards the development projects of civil society organizations.**

Listed below are statements concerning the perception of the beneficiaries of the projects towards the development projects of civil society organizations Addis Ababa, thus, please read the following sentences and put “√” or “X” mark in the box that representing your response.

1. Very Poor 2. Poor 3. Good 4. Very Good 5. Excellent

No	Item	Response				
		VP	P	G	VG	E
1.	How do you see the level of intervention of the development projects of CSOs in generating sustainable income for you?					
2.	How do you rate the level of intervention of development projects of CSOs in environmental management like					
	2.1 Protection of water pollution					
	2.2 Protection of land degradation					
	2.3 Solid waste management					
	2.4 Liquid waste management					
	2.5 Greenery development					
3.	How do you feel on the level of intervention of development projects of CSOs in developing social institutions through supporting/empowering					
	3.1 Advocacy/ Awareness creation towards election and promotion of rights of disadvantageous groups/					
	3.2 Educational institutions					
	3.3 Economic institutions /Trading, saving and credit/					
	3.4 Family/Marriage, birth and death					
	3.5 Religious institutions					
4.	How do you see the level of transparency of the development projects of civil society organizations?					
5.	How do you find the level of your participation in CSOs development project activities at each stages					
	5.1 Problem identification					
	5.2 Decision making					
	5.3 Project implementation					
	5.4 Project evaluation					

No	Item	Response				
		VP	P	G	VG	E
6.	How do you see your trust towards practicability of development projects of CSOs compared to the projects of government?					
7.	How do you find your awareness towards beneficiary selection criteria's of CSOs?					
8.	How do you feel towards the appropriateness of beneficiary selection of the development projects of civil society organizations according to sated criteria's?					
9.	How do you find the level of delivering the benefits in line with the project document?					
10.	How do you see the relevance of the benefit you received to sustain your livelihood?					
11.	How do you find the contributions of development projects of CSOs towards temporary relief like provision of					
	11.1 Food items					
	11.2 Cloth					
	11.3 Medicine					
	11.4 Temporary shelter					

**Addis Ababa University**  
**College of Development Studies**  
**Center for Environment and Sustainable Development**

**Questionnaires for Regulatory Government Bodies**

**Dear respondents:**

My name is Natnael Kasaye I am a post graduate student of Addis Ababa University, College of Development Studies and Center for Environment and Sustainable Development. This questionnaire is designed to collect data for master's thesis on the topic entitled "Factors Affecting the Performance of Civil Society Organizations in Nifas Silk Lafto Sub-City, Addis Ababa". It is carried out for academic purposes in the partial fulfillment of the requirement for Master's in Environment and Sustainable Development. Filling the survey questionnaire is voluntary. Your response will be useful to comprehend the research under study. Therefore, you are kindly requested to give your honest and frank opinion to this questionnaire. I assure you that all your responses will be kept confidential and your identity shall not be exposed. Your response will only be used for this academic study. The researcher extends his gratitude's in advance.

Thank you!

**General Direction:**

- Please circle the number that most explain your answer for part one
- Put "√" or "X" mark in the box that most explain your answer for part two
- Write short and brief answers for part three.

**Remark:**

- ❖ No need of writing your name.

**Contact Person:**

Natnael Kasaye

A Postgraduate student, College of Development Studies and Center for Environment and Sustainable Development, Addis Ababa University

Tel. Mobile: - 0913776733

Email: - [natnaelkasaye84@gmail.com](mailto:natnaelkasaye84@gmail.com)

➤ Please circle the number that most explain your answer.

No	Questions	Response
1	Sex	<ol style="list-style-type: none"> <li>1. Male</li> <li>2. Female</li> </ol>
2	Age	<ol style="list-style-type: none"> <li>1. 18-25</li> <li>2. 26-35</li> <li>3. 36-45</li> <li>4. 46- 60</li> <li>5. Above 60</li> </ol>
3	Level of education	<ol style="list-style-type: none"> <li>1. High school</li> <li>2. Diploma</li> <li>3. BA/BSC Degree</li> <li>4. Masters and above</li> </ol>
4	Work experience	<ol style="list-style-type: none"> <li>1. 1-5</li> <li>2. 6-10</li> <li>3. 11-15</li> <li>4. 16- 20</li> <li>5. Above 20</li> </ol>
5	Marital status	<ol style="list-style-type: none"> <li>1. Single/Never Married</li> <li>2. Married</li> <li>3. Divorced</li> <li>4. Widowed</li> </ol>
6	Religion	<ol style="list-style-type: none"> <li>1. Orthodox Christian</li> <li>2. Muslim</li> <li>3. Protestant</li> <li>4. Catholic</li> <li>5. Other -----</li> </ol>
7	Current position in the organization	<ol style="list-style-type: none"> <li>1. Department head</li> <li>2. Team leader</li> <li>3. Senior Officer</li> <li>4. Officer</li> </ol>

No	Questions	Response
8	Level of income per month in Birr	1. 2,000-4,000 2. 4,001-6,000 3. 6,001-8,000 4. 8,001-10,000 5. 10,000-15,000 6. Above 15,000

**PART II: -Questionnaire on the level of participation of stakeholders towards the projects of civil society organizations in Nifas Silk Lafto Sub City, Addis Ababa**

Listed below are statements concerning the level of participation of stakeholder in the projects of CSOs. Thus, please read the following sentences and put “√” or “X” mark in the box that representing your response.

1. Very Poor 2. Poor 3. Good 4. Very Good 5. Excellent

No	Item	VP	P	G	VG	E
1.	Level of stake holders participation at the stage of problem identification					
2.	Level of stake holders participation at the stage of problem identification decision making					
3.	Level of stake holders participation at the stage of problem identification project implementation					
4.	Level of stake holders participation at the stage of problem identification project evaluation					
5.	How do you find the feasibility of sustainability strategy of development activities of civil society organizations?					
6.	How do you see the level of CSOs working development activities based on the priority of the community?					
7.	How do you perceive the level of CSOs working development activities based on the priority of the donors?					
8.	How do you find the level of CSOs working development activities based on their priority?					
9.	How do you see the level of CSOs working development activities based on the priority of the government?					
10.	How do you find the statues of timely reporting the performance of development activities to government bodes?					

No	Item	VP	P	G	VG	E
11.	How do see the standard of activity report interims of					
	11.1 Percentage of administration and program cost					
	11.2 Category of administration and program cost.					
	11.3 Completeness of physical report					
	11.4 Completeness of financial report					
12.	Focus of the activities of CSOs on temporary relief like provision of					
	12.1 Food items					
	12.2 Cloth					
	12.3 Medicine					
	12.4 Temporary shelter					
13.	Focus of the activities of CSOs on sustainable development like					
	13.1 Education and skill training					
	13.2 Economic empowerment					
	13.3 Environment management					
	13.4 Infrastructure development					
	13.5 Social institutions development					
14.	How do you find the level of					
	14.1 Transparency of the development projects of CSOs					
	14.2 Accountability of the development projects of CSOs					
	14.3 Effectiveness of the development projects of CSOs					
	14.4 Efficiency of the development projects of CSOs					

**Part III: Interview Guide for signatory government bodies**

➤ Write short and brief answers for the following questions.

1. What should be the priority activities of the development projects of civil society organizations in the sub city?
2. What are the observed problems of CSOs development activities?



**የአዲስ አበባ ዩኒቨርሲቲ**

**የሀገር ልማት ጥናት ኮሌጅ የአካባቢና ዘላቂ ልማት ጥናት ማኅከል**

**ለፕሮጀክት ተጠቃሚዎች የተዘጋጀ ማጠቃለያ**

**ወድ መላሹ:-**

ናትናኤል ካሳዬ እባላለሁ ፣ በአዲስ አበባ ዩኒቨርሲቲ የሀገር ልማት ጥናት ኮሌጅ የአካባቢና ዘላቂ ልማት ጥናት ማኅከል ድህረ ምረቃ ተማሪ ነኝ። ይህ ማጠቃለያ የተዘጋጀው የሲቪል ማህበረሰብ ድርጅቶች ኤጀንሲ እና ተዋናዮች ተሳትፎ በሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች በሚል ርዕስ ለሚደረገው ጥናታዊ ፀሁፍ መረጃ ለመስጠት ነው። ይህ ጥናት የሚከፈለው ለድህረ ምረቃ ጥናታዊ ፀሁፍ ማግኘት ሲሆን ማጠቃለያው የሚሞላው ፈጠራዊ ከሆኑ ቢቻ ነው። እርስዎ የሚሰጡት ምላሽ ለጥናቱ ስኬት ጠቃሚ ነው። ስለሆነ ምላሹን ማጠቃለያ ምላሽ በመስጠት እንዲተባበሩኝ በትህትና እጠይቃለሁ። የሚሰጡት ምላሽ እና የእርስዎ ማንነት በሚጠየቅ እንደሚሆን ላረጋግጥልዎ አፈልጋለሁ። ምላሽዎ ለዚህ ጥናታዊ ፀሁፍ ብቻ የሚያስፈልገውን እየገለጽኩ ለሚደረገው ትብብር ከወዲሁ አመሰግናለሁ።

**ጠቅላላ መመሪያ**

- ለክፍል አንድ የእርስዎን ምላሽ ይበልጥ የሚያብራራውን ቁጥር እንዲያከቡ እጠይቃለሁ።
- ለክፍል ሁለት የእርስዎን ምላሽ ይበልጥ የሚያብራራውን “√” or “X” ምልክት በሳጥኑ ወስጥ ያስቀምጡ።
- ለክፍል ሶስት አጭር እና ግልፅ የሆነ ምላሽ ይጻፉ።

**ማስታወሻ:**

❖ ስምዎን ማፍ አያስፈልግም።

**የአጥኚው አድራሻ:**

ናትናኤል ካሳዬ  
አዲስ አበባ ዩኒቨርሲቲ የሀገር ልማት ጥናት ኮሌጅ የአካባቢና ዘላቂ ልማት ጥናት ማኅከል የድህረ ምረቃ ተማሪ  
ስልክ. ሞባይል: - 0913776733  
ኢሜይል: - [natnaelkasaye84@gmail.com](mailto:natnaelkasaye84@gmail.com)

ክፍል I: የመላሾች የግል መረጃ

➤ ለክፍል አንድ የእርስዎን ምላሽ ይበልጥ የሚያብራራውን ቁጥር እንዲያከቡ እጠይቃለሁ፡፡

ተ.ቁ	ጥያቄ	ምላሽ
1	ጾታ	1. ወንድ 2. ሴት
2	ዕድሜ	1. 18-25 2. 26-35 3. 36-45 4. 46- 60 5. ከ 60 በላይ
3	የትምህርት ደረጃ	1. ሁለተኛ ደረጃ 2. ዲፕሎማ 3. ዲግሪ 4. ሁለተኛ ዲግሪና ከዚያ በላይ
4	የጋብቻ ሁኔታ	1. ያላገቡ 2. ያገቡ 3. የተፋቱ 4. በሞት የተለያዩ
5	የቤተሰብ ብዛት	1. 1-3 2. 4-6 3. 7-9 4. ከ 10 በላይ
6	ሀይማኖት	1. ኦርቶዶክስ ክርስቲያን 2. ሙስሊም 3. ፕሮቴስታንት 4. ካቶሊክ 5. ሌላ ከሆነ ይጥቀሱ-----
7	ወርሃዊ የገቢ መጠን በብር ከሁሉም የገቢ ምንጭ	1. 2,000-4,000 2. 4,001-6,000 3. 6,001-8,000 4. 8,001-10,000 5. 10,001-15,000 6. ከ 15,000 በላይ

**ክፍል II: የፕሮጀክቱ ተጠቃሚዎች የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶችን በተመለከተ ካላቸው አተያይ ጋር የተያያዙ ጥያቄዎች**

ከዚህ በታች የተዘረዘሩ ሀሳቦች የፕሮጀክቱ ተጠቃሚዎች የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶችን በተመለከተ ካላቸው አተያይ ጋር የተያያዙ ናቸው፡፡ በመሆኑም እባክዎ የሚከተሉ ዓረፍተ ነገሮችን ያንብቧቸውና የእርስዎን ምላሽ በሚጠቀሙበት ወስኑ “√” or “X” ምልክት ያስቀምጡ፡፡

1. በጣም አናሳ      2. አናሳ    3. ጥሩ    4. በጣም ጥሩ    5. እጅግ በጣም ጥሩ

ተ.ቁ	ጥያቄ	ምላሽ				
		በ.አ	አ	ጥ	በ.ጥ	እበጥ
8	የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች እርስዎ ዘላቂነት ያለው የገቢ ምንጭ እንዲያገኙ የሚያደርጉትን የእንቅስቃሴ ደረጃ እንዴት ያዩታል?					
9	የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች በአካባቢ ጥበቃ ዙሪያ የሚያደርጉትን ተግባር እንዴት ይለኩታል?					
	9.1 የወኃ ብክለትን መከላከል					
	9.2 የመረት መረቆትን መከላከል					
	9.3 ደረቅ ቆሻሻ አያያዝ					
	9.4 ፍሳሽ ቆሻሻ አያያዝ					
	9.5 አረንጓዴ ቦታዎች ልማት					
10	የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች ማህበራዊ ተቋማትን ለማልማት የሚያደርጉትን ተግባር እንዴት ያዩታል? እንደማሳያ					
	10.1 በምርጫ እና እኩል ዕድል ላልተሰጣቸው የሀብረተሰብ ክፍሎች ስለ መብቶቻቸው ግንዛቤ ማፍጠር					
	10.2 የትምህርት ተቋማትን ማልማት					
	10.3 የሚገኙ ሀብት/ንግድ፣ ቁጠባና ብድር/ተቋትን ማልማት					
	10.4 ቤተሰብ/ጋብቻ፣ ወሊድ እና ሞት/ ጋር የተያያዙ ጉዳዮችን መደገፍ					
	10.5 የሀይማኖት ተቋማትን መደገፍ					

ተ.ቁ	ጥያቄ	ምላሽ				
		በ.አ	አ	ጥ	በ.ጥ	እበጥ
11	የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች ግልፅኝነት እንዴት ያያሉ?					
12	በሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች ተግባራት ወስጥ በየአንዳንድ ደረጃ የእርስዎን ተሳትፎ እንዴት አገኙት?					
	12.1 በችግር ልዩ ታ					
	12.2 በወላኔ ሰጭት					
	12.3 በፕሮጀክት ትግበራ					
	12.4 በፕሮጀክት ግምገማ					
13	ከመንግስት የልማት ፕሮጀክቶች ጋር ሲነፃፀር በሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች ተፈጻሚነት ላይ ያሉትን እምነት እንዴት ያያሉ?					
14	በሲቪል ማህበረሰብ ድርጅቶች የተጠቃሚዎች መረጃ መስፈርቶች ላይ ያሉትን ግንዛቤ እንዴት አገኙት?					
15	የሲቪል ልማት ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች የተጠቃሚዎች መረጃ ተገቢነትን ከተቀመጠው መስፈርቶች አንፃር እንዴት ያይዳሉ?					
16	ፕሮጀክቱ ላይ በተቀመጠው መሰረት ድጋፎችን የማድረስ ደረጃ እንዴት አገኙት?					
17	ከፕሮጀክቱ ያገኙት ድጋፍ መተዳደሪያዎችን ዘላቂ ለማድረግ ያለውን ፋይዳ እንዴት ያይዳሉ?					
18	የሲቪል ማህበረሰብ ድርጅቶች የልማት ፕሮጀክቶች በግዚያዊ ዕርዳታ ዙሪያ ያላቸውን ተሳትፎ እንዴት አገኙት? እንደማይያ					
	18.1 ምግብ ነገሮችን መስጠት					
	18.2 አልባሳት መስጠት					
	18.3 መድኃኒቶችን መስጠት					
	18.4 ጊዜያዊ መጠለያ ድጋፍ					

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