

The Role of Government Information provision and Standardization Project in Ensuring Good Governance:

The Case of six Addis Ababa City Administration Sector Organizations

A Thesis Submitted to the School of Graduate Studies of Addis Ababa University in Partial
Fulfillment of the Requirement for the Degree of Masters of Art in Public Administration

By- Eskedar Gizat, Id No: - GSR/1373/05

Advisor - Costantinos BT Costantinos (PhD)

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

June, 2014

Addis Ababa, Ethiopia

Acknowledgement

My first gratitude goes to my thesis adviser Dr. Costantinos BT Costantinos for his guidance and valuable instructions throughout my study. I greatly appreciate his efforts to comment and follow up my thesis from the initial stage up to the final level.

My especial thanks goes to Ato Solomon Daniel the director of information selection, organization and development directorate, Ato Eshetu Wondemu the research and study team leader of the Addis Ababa government information provision and standardization project office. And also I extend my thanks to experts of the project office and sector organizations who take part for this study.

Furthermore, I would like to thank my husband Ato Solomon Alemayehu and my mother w/ro Bekelech Tsegaye for their support and encouragement throughout the thesis work. Finally yet importantly, I profusely acknowledge my medical doctor Dr. Yidnekachew Teshome.

TABLE OF CONTENT

Content	Page
Acknowledgement	i
Table of content	ii
List of table.....	v
List of figure.....	vi
Acronyms	vii
Abstract	viii
CHAPTER ONE: INTRODUCTION	
1.1 Introduction.....	1
1.2 Background of the study.....	3
1.3 Statement of the Problem.....	4
1.4 Research Objectives	6
1.4.1 General Objective	6
1.4.2 Specific Objectives	6
1.5 Scope of the Study.....	6
1.6 Limitation of the study.....	7
1.7 Significance of the Study	7
1.8 Research Methodology	8
1.8.1 Study Design	8
1.8.2 Case Selection.....	8
1.8.3 Data Type and Source	8
1.8.4 Method of Data Collection.....	9
1.8.5 Methods of Data Analysis	11
1.9 Organization of the Thesis	12
1.10 Meaning and Definitions of Terms.....	12
CHAPTER TWO: LITERATURE REVIEW	
2.1 Concepts of Good Governance	14
2.1.1 What is Good Governance?.....	14
2.1.2 The Aim of Good Governance	16
2.1.3 Principles of Good Governance.....	16

2.2 The Concept of Right to Information	18
2.2.1 Right to Information	18
2.2.2 Merits of Right to Access Information	19
2.2.3 International Legal Status on RTI.....	20
2.2.4 National Legal Status on RTI.....	25
2.3 The Relationship between Good Governance and Right to Information.....	28
2.4 Government Information Provision and Standardization	31
2.4.1 Standards and Standardization	33
2.4.2 Information standardization	34
2.4.3 Merit of Information Standardization	35
2.4.4 International Standards on Government Information Provision	36
2.4.5 National Standards on Government Information Provision.....	40
2.5 Addis Ababa City Administration Government Information Provision and Standardization Project Office	43
2.5.1 Objectives of the Project Office	43
2.5.2 Power and Function of the Project Office.....	43
2.5.3 Establishment and Organization of the Project Office.....	43
2.5.4 Duration of the Project.....	44
2.6 Summary.....	44
2.7 Conclutions.....	45

CHAPTER THREE: DATA PRESENTATION AND ANALYSIS

3.1 The Project Office Responses.....	48
3.1.1 The Government Information Provision and Standardization Project Office in Promoting the Main Attributes of Good Governanc	48
3.1.2 The project Office in Promoting Information Standardization.....	49
3.1.3 Mechanisms Used by Project Office to Ensure Right to Information.....	51
3.1.4 The Earlier and Present Performance of Sector Organizations in Information Provision and Standardization.....	52
3.1. 5 Challenge and Achievement of the Project office in Promoting Good Governance.....	54
3.2 Sector Organizations Response.....	56

3.2.1 Addis Ababa City Administration Trade and Industry Bureau Responses.....	56
3.2.2 Addis Ababa City Administration Transport Bureau Responses	58
3.2.3 Addis Ababa City Administration Justice Bureau Responses.....	59
3.2.4 Addis Ababa City Administration Health Bureau Responses.....	61
3.2.5 Addis Ababa City Administration Mayor Office Responses.....	62
3.2.6 Addis Ababa City Administration Communication Affair Bureau Responses.....	63
3.3 Critical Analysis.....	65
3.3.1 The Project Office in Promoting Good Governance.....	65
3.3.2 The Project Office in Standardizing Government Information Provision.....	67
3.3.3 Mechanisms That Used by Project Office to Ensure Right to Information.....	71
3.3.4 The Earlier and Present Performance of Sector Organizations on Information Provision and Standardization.....	72
3.3.5 The Achievements of the Project Office in Ensuring Good Governance.....	73
CHAPTER FOUR: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS	
4.1 Summery of Majore Findings.....	75
4.2 Conclusions.....	77
4.3 Recommendations.....	79
Referance.....	ix
Apendex	xiii

List of Tables	page
Table 1: Sector Organizations Respondent Category	10
Table 2: Project Office Respondent Category	11
Table 3: Response Rate.....	47
Table 4: Early and present performance of sector organizations in information provision and standardization.....	52
Table 5: Internal and external challenges of the project office.....	53
Table 6: Sector organizations standardization with respect International standards.....	68

List of Figures	page
Figure 1: Sector organization in ensuring good governance.....	66
Figure 2: Sector organizations standardization with respect to national standards.....	67
Figure 3: RTI understanding of sector organizations.....	70

ACRONYMS

AACA	Addis Ababa City Administration
AAGIPSCO	Addis Ababa Government Information Provision and Standardization Project Office
ACHPR	African Charter on Human Right and Peoples Rights
ACHR	American Convention on Human Right
ASA	American Standard Association
AU	African Union
COE	Council of Europe
DRS	Data Registration Software
ECHR	European Convention for the Protection of Human Rights
FDRE	Federal Democratic Republic of Ethiopia
FOI	Freedom of Information
ICCPR	International Covenant on Civil and Political Right
ICT	Information Communication Technology
ISO	International Standard Organization
ITU	International Telecommunication Union
NGOs	Non- Government Organizations
OECD	Organization for Economic Cooperation and Development
OSI	Open Society Institute
RTI	Right to Information
TC	Technical Committee
TI	Transparency International
UN	United Nations
UNDHR	Universal Declaration of Human Rights
UNDP	United Nations Development Program

Abstract

This study explores the role of Government Information Provision and Standardization Project in ensuring good governance. This is because according to the project office need assessment conducted on 2011 most of the sector organizations have problem on understanding right to information , information handling, organization and utilization therefore this study have investigated how the project office promote good governance and information provision on the city administration sector organizations. The study is descriptive type and has employed case study method for in depth investigation. The study was conducted on Addis Ababa city administration government information provision standardization project office and on six selected Addis Ababa city administration sector organizations. The cases are selected through purposive sampling and the respondents from the project office was selected by employing cluster and quota sampling whereas, the respondent from the sector organizations was selected through purposive sampling. The study has adopted qualitative approach using in-depth interviews, observation and document review techniques. In addition, descriptive and comparative case analysis method was used to attain the objectives of the study.

The study findings indicate that the government information provision and standardization project office has contributed a lot in creating awareness about Right To Information by providing training for 4500 communication, ICT and PR officers of the sector organizations, and also it facilitated the use of alternative information provision alternatives by assisting information center establishment and website development on 34 and 47 sector organizations respectively. Besides, it has developed standards and manual for better improvement of government information provision. On other hand the sector organizations responses for the contribution of the project office varies sector to sector up on their understanding of the issue and acceptance of the project office..

CHAPTER ONE: INTRODUCTION

1.1 Introduction

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

Right to information is one of human right. This was recognised by the United Nations at its very inception in 1946, which is stipulated in Article 19 of the International Covenant on Civil and Political Rights as: "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers" (UN, 1946).

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

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

In order to tackle problems that emanate from absence of government information provision there should be maximum disclosure of information regarding government rules, regulations and

reports including decision making processes in delivery of services. Hence, every public authority is required to maintain all its records duly catalogued, indexed and organized in a manner which is easy to disseminate it and avail it regularly for the public. So it is relevant to make the issue focal point of administration and expos it for more researches to solve problems and improve government organizations information management system by digging out the reality and giving insight how to do activities in a better way.

This study investigated how Addis Ababa City Administration Government Information Provision and Standardization Project Office do ensure good governance in the city administration sector organizations. The role of the project office in information standardization, in ensuring the right to information, the change that have been achieved after the contribution of the project office are the main issues that are addressed in this study.

For the purpose of detailed investigation, a case study method is used and six sector organizations are selected as a case based on government information provision and standardization project office's performance ranking of the Addis Ababa city administration sector organizations. According to the project office, the sector organizations are ranked in to three levels which are high, medium and low performances. Therefore, the researcher has selected two sector organizations from each category purposely because the function of the organizations varies based on their nature and it is preferred to select sector organization, which are demanded to disclose their information at maximum level, and based on their relevance for the study. The sector organizations are

- High performance: Transportation bureau and Trade and Industry Development Bureau
- Medium performance: Justice Bureau and Health Bureau
- Low performance: Communication Affair Bureau and Mayor Office

Regarding the structure of the study, four chapters are created in correlation with one another. The first chapter deals with introduction of the study, the second chapter is about related literature on government information provision, standardization and good governance, the forth chapter deals with descriptive and comparative case analysis and lastly conclusions and recommendations are forwarded in the fourth chapter.

1.2 Background of the Study

Information means any material recorded in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force (Indian government, 2009). From this study perspective Government information also means any records that are created and to be created in a day to day operation of public bodies to achieve its establishment goals (FDRE, 2008).

Right to information (RTI) is harnessed as a tool for promoting participatory development, strengthening democratic governance and facilitating effective delivery of socio-economic services (Ansari, 2008).

The right to access information is one of the basic human right which is stipulated on FDRE constitution art 29, UN human right declaration art 19 and federal *Negarit Gazetta* proclamation no 590/2008 part three. This indicates that access to information is the basic requirement for any democratic government to be accountable, transparent, responsive, effective and efficient in its governance, on the other hand it is also demanding for the public to run, improve and sustain their day to day lives. Generally Government information provision and good governance are two inseparable issues because all the attributes of good governance cannot be achieved without free flow of information and modern information provision system is the basic tool to ensure good governance.

Regarding Ethiopian government information provision system many studies shows that the culture of maximum information disclosure and the awareness of right to access information is on its early age and accreditation for this issue is given since 1994 on FDRE constitution but the issue did not get the desired attention until 2008 right to information proclamation promulgation.

According to Government Information Provision and Standardization Project Office assessment on 2012, Lack of free information flows emanates from lack organized and identified information, and absence of better understanding about the issue. therefore this indicates that

In order to maintain this issue many actor take the responsibility in the front place, among them Ombudsman, Ethiopian National Archival and Library Agency and Addis Ababa City Administration Government Information Provision and Standardization Project Office are the main concerned bodies even if the issue is not addressed since the establishment of these organizations.

1.3 Statement of the Problem

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

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

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

Hence, this study has assessed the effort made by the Addis Ababa City Administration Government Information Provision and Standardization Office to insure good governance. In addition, the way how the project office enhances good governance, the changes that have been achieved in the sector organization and the relevance and the sustainability of the project office are addressed by this detailed investigation.

Furthermore, the purpose of the study is to bridge the gap that exists in understanding the concept of government information provision and standardization by the sector organizations and the project office itself. Therefore, the study has investigated the perception of the sector organizations in provision and standardization of government information and, the expectation of the government information provision and standardization project office in improving government information provision and standardization.

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

There by at the end of this study the following questions are answered

1. How does the project promote the main attributes of good governance
2. How does the project office work to standardize government information provision?
3. What mechanisms are used by project office to promote right to access information?
4. What are the achievements and challenges of the project office?
5. What differences are there in earlier and present performance of sector organizations in information provision and standardization?

1.4 Research Objectives

1.4.1 General Objective

To assess the role of government information and standardization project in ensuring good governance

1.4.2 Specific Objectives

1. To assess how the government information and standardization project promote the main attributes of good governance.
2. To assess how the project office work to promote information standardization.
3. To investigate what mechanisms are used by project office to ensure right to information?
4. To compare the earlier and present performance of sector organizations in information provision and standardization.
5. To investigate the achievements of the project office in ensuring good governance.

1.5 Scope of the Study

This study has focused on the role of Addis Ababa city administration government information provision and standardization project office in ensuring good governance. Furthermore, the study recognized good governance from government information provision and standardization perspectives, other factors (social, economical and cultural factors) that affect good governance remains constant or are not addressed in this study.

On the other hand the study has Limited on government information provision and standardization system of six selected sector organizations during the period of 2008- 2013 because the accreditation for right to access information is promulgated on 2008 and the Addis Ababa city administration government information provision and standardization project office is established since 2010. Therefore the period is enough to compare the sector organization information provision and standardization performance before and after the establishment of the project office.

1.6 Limitation of the study

The first limitation of this study was shortage of time to investigate in depth the changes that have been achieved after the contribution of the project office; secondly the sector organization structural difference and unorganized bureaus existence make the data collection difficult. Lastly the bureaucratic procedures to contact the bureaus heads and the project office board members are the main limitations that confront this study.

1.7 Significance of the Study

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

Therefore, the first rational of this study is signifying the role of Addis Ababa city administration government information provision and standardization project office in ensuring good governance. Besides it shows how much attention is given for government information provision and standardization and what is expected to do to ensure right to information. So this helps Addis Ababa city administration to improve government information provision and standardization in the future.

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

Finally this study brings different insights for further researches and investigations in the future and also it can be used as a secondary data for everyone who is working in this area.

1.8 Research Methodology

1.8.1 Study Design

The study has investigated the role of Addis Ababa city administration government information provision and standardization project office in ensuring good governance. In this study descriptive case study method is used to investigate the contribution of the project office on day to day operations and performance of government information custody of Addis Ababa city administration sector organizations. Non-probable sampling methods are used to seek answers for research question and to have in depth investigation.

1.8.2 Case Selection

The study was conducted in six Addis Ababa sector organizations. The selection is takes placed by considering the Addis Ababa City Administration Government Information Provision and Standardization Project Office gape assessment on sector organizations and based on the project office supervision in these sector organizations. According to the project office assessment, 38 sector organizations are examined and ranked based on their performances as high, medium and low performer.

In this junction, two sector organizations are selected purposely from each category in order to investigate the success and failure of each sector organizations in maintaining good governance through government information provision and standardization. Furthermore these sector organizations are selected based on their relevance for the study and based on their operational nature in disclosing information to the public. Through this process six sector organizations are selected from each ranking category; Transportation bureau, and Trade and Industry Development Bureau from high performance rank, Justice Bureau and Health Bureau from the medium performance, Communication Affair Bureau and Mayor Office from low performance rank are selected.

1.8.3 Data Type and Source

This study is descriptive research type and employed case study method to investigate the results that have been achieved by the sector organizations before and after the contribution of the project office. In addition, this method is important to assess how the project is ensuring good

governance in different sector organizations. On the other hand qualitative data are used and both primary and secondary data sources are served for empirical data collection.

Primary source

Interviews and observation are used to collect primary data because by using interview it is possible to investigate in depth the information provision and standardization system of the organizations. Direct Observation is critically important because the situation that has been reported and the reality in the organization may not be the same so this tool has helped to figure out the reality.

Secondary source

The project office 2012 and 2013 annual and quarter Reports, AACGIPSPPO information provision, organization and identification manuals, internal publications, journals are used as a secondary data for assessing the theoretical and practical frame works of both the project office and sector organizations information provision and standardization system.

1.8.4 Method of Data Collection

Interview Design: the interview was conducted to gather detailed information about how the project office promote the main attributes of good governance, how it work to standardize information provision and how it enhance to implementation of RTI act of the country.

In this junction, the interview was both structured and unstructured. Therefore, two kinds of interview where designed to collect empirical data from selected sector organizations and government information provision and standardization project office. The selection of respondents from sector organizations was conducted by using purposive sampling because respondents who have better understanding and closer position to the information provision are assumed they are help full to have in depth investigate on the issue and to achieve the study objectives The respondent categories under selected sector organizations are; head of the office, public relation office, communication affair, information center and record office.

Table 1. Sector organizations respondent category

Respondents Category	Sector organizations						
	Transport	Trade and Industry	Health Bureau	Justice Bureau	Communication Affair Bureau	Mayor Office	Total
Executive bodies	1	1	1	1	1	1	6
Information center officer	1	1	1	1	1	1	6
ICT expert	1	1	1	1	1	1	6
Record office officer	1	1	1	1	1	1	6
Communication/ PR officer	1	1	1	1	1	1	6
Total	5	5	5	5	5	5	30

The selection of respondents from the project office was done by employing quota method on purposely selected departments this is because every employs in selected department have homogeneous tasks therefore in order to reduce redundancy and time wastage quota method is preferred in addition, more relevant departments are selected purposely in order to get sufficient answers for the research questions. The selected departments are; board members, project management, information and communications, research and study, ICT, publication, documentation and library.

Table.2. Project office Respondents categories

Categories	Board Member	Project Manager	Document and Library	ICT Expert	Info and Communication	Research and Study	Publication	Total
Number of employees	11	1	3	4	7	2	3	31
Quota sampling	5	1	1	2	3	1	1	14

Observation Design: the observation was conducted to check how it promotes the main attributes of good governance, how the project office is working on information standardization and the mechanisms used to promote RTI, which are the 1st, 2nd, and 3rd research question of the study respectively. Therefore, check list and scaled rating was used to observe the performance of six selected sector organization on government information provision. The observation was conducted by using the project office standards, RTI promotion mechanisms (establishment of information center, advanced publication and website administration), and also national standards and international standards on information provision are used as observation parameters.

On the other hand, the observation was conducted on normal circumstance or working day of the sector organizations. Besides, the communication and information center experts are participated on the observation process by answering needed questions and by guiding the observation.

1.8.5 Methods of Data Analysis

Descriptive and comparative case analysis was used to analyze the role of the project office and to compare the earlier and present performance of sector organizations respectively. Tabulated, graphical and charted explanations are used to present the data that are obtained from interviews

and observation in summarized, précised and comprehend manner. Besides, classifying, summarizing and grouping of data from each data source were used as analysis techniques.

1.9 Organization of the Thesis

This study consists of four chapters. The first chapter includes background of the study, statement of the problem, research questions, and objectives of the study, methodology, significance of the study, scope and limitation of the study. The second chapter deals with the theoretical and empirical literature. The third chapter deals with the data presentation, interpretation and analysis. Finally the last chapter has included the summary of major findings, conclusions and recommendations.

1.10 Meaning and Definitions of Terms

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

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

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

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

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

Good Governance: Refers to effectiveness of government and implies managing public affairs in a transparent, accountable, participatory and equitable manner (Santiso, 2001).

According to the UNDP governance can be seen as the exercise of economic, political and administrative authority to manage a country's affairs at all levels. It comprises the mechanisms, processes and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences.

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

Chapter Two Literature Review

2.1 Concepts of Good Governance

2.1.1 What is Good Governance?

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

The term „good governance“ is a relatively recent fashion. As it is mentioned earlier, it has emerged from virtual obscurity in the last decade of the twentieth century, and takes a central place in the development discourse. Good governance is "The exercise of economic, political and administrative authority to manage a country's affairs at all levels. It comprises of the mechanisms, processes and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences." UNDP

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

Recently the terms "governance" and "good governance" are being increasingly used in development literature. Bad governance is being increasingly regarded as one of the root causes of all evil within our societies. Major donors and international financial institutions are increasingly basing their aid and loans on the condition that reforms that ensure "good governance" are undertaken(Smith, 2007).

Good governance implies government that is democratically organized with in a democratic political culture and with efficient administrative organizations, plus the right policy, particularly in the economic sphere. These have generally included trade liberalization, the deregulation of economic activities. The privatization of state enterprises and pro- poor polices such as reduction in military expenditure in favor of public spending on education and health care .Ibid

Good governance requires policy reform as well as the reform of government organization and institution. For example UN defined good governance as polices for sustainable human

development (including enabling the private sector to create employment is democratic, decentralized, empowering, and accountable (with properly functioning legislatures, legal and judicial system to protect the rule of law and human rights and electoral process).Ibid

Both World Bank and United Nations Development Program (UNDP) see government as the manner in which a country's economic and social resource encompasses every institution and organization in society from the family to the state (UNDP, 1997: World Bank, 1997 as cited by Smith, - 2007).

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

At the level of political action and organization, three attributes of good governance are common to the governance agenda of most aid agencies: political pluralism, opportunities for extensive participation in politics and probity and incorruptibility in the use of public power and offices by servants of the state. Administratively, good governances require accountable and transparent public administration; and effective public management, including a capacity to design good policy as well as implement them (Smith, 2007).

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

Many multilateral organizations agree on the main characteristics of good governance which are rule of law, participation, transparency, accountability, responsiveness, consciences orientation, equity, effectiveness and efficiency and strategic vision. The main purpose behind good governance is to avoid malpractice in bad governance and to bring sustainable development through effective public sector performance. Good governance is interrelated issue with development and democracy. (Ibid)

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

Developing countries are also promoting good governance since 1980s by adopting market driven model of governance and adjusting public sector reforms to bring administrative effectiveness which is the key element for development, such activities are also performed by the help of donors (Smith, 2007).

2.1.2 The Aim of Good Governance

The concept of good governance emerged mainly because practices of bad governance, characterized by corruption, unaccountable governments and lack of respect for human rights, had become increasingly dangerous, and the need to intervene in such cases had become urgent. Good governance has become an important element of the political and economic agendas, and has meanwhile been better specified along with the proliferation of good practices that take the concept into consideration. Beyond entailing just multiparty elections, a judiciary and a parliament, which have been identified as primary components of Western-style democracies, good governance goes on to address several other central issues: Universal protection of human rights; non-discriminatory laws; efficient, impartial and rapid judicial processes; transparent public agencies; accountability for decisions by public officials, devolution of resources and decision making to local levels from the capital; and meaningful participation by citizens in debating public policies and choices (Smith, 2007).

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

2.1.3 Principles of Good Governance

Good governance has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making. It is also responsive to the present and future needs of society (Sheng, 2013).

Participation

Participation by both men and women is a key cornerstone of good governance. Participation could be either direct or through legitimate intermediate institutions or representatives. It is important to point out that representative democracy does not necessarily mean that the concerns of the most vulnerable in society would be taken into consideration in decision making. Participation needs to be informed and organized. This means freedom of association and expression on the one hand and an organized civil society on the other hand (Sheng, 2013).

Rule of law

Good governance requires fair legal frameworks that are enforced impartially. It also requires full protection of human rights, particularly those of minorities. Impartial enforcement of laws requires an independent judiciary and an impartial and incorruptible police force (Ibid).

Transparency

Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means that enough information is provided and that it is provided in easily understandable forms and media (Ibid).

Responsiveness

Good governance requires that institutions and processes try to serve all stakeholders within a reasonable timeframe (Ibid)

Consensus Oriented

There are several actors and as many viewpoints in a given society. Good governance requires mediation of the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved. It also requires a broad and long-term perspective on what is needed for sustainable human development and how to achieve the goals of such development. This can only result from an understanding of the historical, cultural and social contexts of a given society or community (Sheng, 2013)..

Equity and Inclusiveness

A society's well-being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, but particularly the most vulnerable, have opportunities to improve or maintain their well-being (Sheng, 2013).

Effectiveness and Efficiency

Good governance means that processes and institutions produce results that meet the needs of society while making the best use of resources at their disposal. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment (Ibid).

Accountability

Accountability is a key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. Who is accountable to who varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law (Sheng, 2013).

2.2 The Concept of Right to Information

2.2.1 Right to Information

The RTI is "a requisite for the very exercise of democracy". Democracy is based on the consent of the citizens, and that consent turns on the government informing citizens about its activities and recognizing their right to participate. The collection of information by governments is done on behalf of its citizens, and the public is only truly able to participate in the democratic process when it has information about the activities and policies of the government. The RTI is also an important tool for countering abuses, mismanagement, and corruption and for enforcing essential economic and social rights (Banisar, 2011).

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

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

2.2.2 Merits of Right to Access Information

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

- ✓ If development is to be realized, people need the freedom to participate in public life with full information as “informed” citizens, exercise their “right to say”, put forth their views, and demand, without fear of discrimination, that their Governments uphold their obligations and deliver.
- ✓ Knowledge is power and freedom of information is vital to the advancement of knowledge society. Enlightened judgment is possible only if one is provided with opportunity to consider all facts and ideas, from whatever source, and to test one’s conclusion against opposing views.

- ✓ Sustained human development requires that the people, especially the poor have the “right to know” and are provided with access to relevant information, including that relating to the conservation of the environment so that they can take their own “informed” decisions and realize their right to development.
- ✓ Free flow of information promotes accountability and transparency, prevents corruption, and strengthens the capacity of community groups and civil society organizations to participate in decision-making. The right to freedom of information is crucial not only in determining policy but also in checking the Government in its implementation of policy.
- ✓ Freedom of information is vital to the process of peaceful social change. It allows ideas to be tested in advance before action is taken, it legitimizes the decision reached, and it permits adaptation to new conditions without the use of force or violence.

2.2.3 International Legal Status on RTI

A number of international bodies with responsibility for promoting and protecting human rights have authoritatively recognized the fundamental and legal nature of the right to freedom of information, as well as the need for effective legislation to secure respect for that right in practice. These include the UN, Commonwealth, COE and AU. This is supplemented by growing consensus at the national level of the importance of freedom of information as a human right and as a fundamental underpinning of democracy, as reflected in the inclusion of a right to freedom of information in many modern constitutions, as well as a dramatic increase in the number of countries which have adopted legislation giving effect to this right in recent years. Collectively, this amounts to clear international recognition of freedom of information as a human right (Toby, 2003).

The impetus for governments and legislatures to adopt access to information or freedom of information (FOI) laws ranges from civil society campaigns to pressure from intergovernmental organizations and multilateral donors, which place a premium on transparency in anticorruption initiatives. Governments attempting to win the trust of their citizens however, reluctantly it took steps to respond to demands for information. These factors provide significant opportunities for those working to promote open and accountable government (Open Society Institute, 2006).

It was only after 1945 that freedom of expression and information made a debut in the international governance and democracy arena. Indeed the formation of the UN was coupled with a general concern for individual human rights. According to (Osterdahl as cited by - Catmen, 2008), this concern spilled over to the field of information and communication giving support to the demands for a human right to freedom of information. At the time, the predominance of the Western liberal attitudes within the newly established UN as well as the emergence of the American news agencies played an instrumental role in shedding light on the need for freedom of information. Within the UN, freedom of information was recognized as a fundamental right of the people (Carmen, 2008).

Within the UN, freedom of information was recognized early on as a fundamental right. In 1946, during its first session, the UN General Assembly adopted Resolution 59(1), which stated:

Freedom of information is a fundamental human right and ... the touchstone of all the freedoms to which the UN is consecrated. In ensuing international human rights instruments, freedom of information was not set out separately but as part of the fundamental right of freedom of expression, which includes the right to seek, receive and impart information (Toby, 2003).

The *Universal Declaration of Human Rights* (UDHR), adopted by the UN General Assembly in 1948, is generally considered to be the flagship statement of international human rights. Article 19, binding on all States as a matter of customary international law, guarantee the right to freedom of expression and information in the following terms:

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

The *International Covenant on Civil and Political Rights* (ICCPR), a legally binding treaty, was adopted by the UN General Assembly in 1966 and, as of December 2002, had been ratified by some 149 States. The corresponding provision in this treaty, also Article 19, guarantees the right to freedom of opinion and expression in very similar terms to the UDHR (Toby, 2003)

The *Commonwealth* has taken important concrete steps during the last decade to recognize human rights and democracy as fundamental component to the system of shared values which

underpin the organization. In 1991, it adopted the *Harare Commonwealth Declaration* which enshrined its fundamental political values, including respect for human rights and the individual's inalienable democratic right to participate in framing his or her society. The importance of freedom of information, including the right to access information held by the State, has been recognized by the Commonwealth for more than two decades.

The following principles and guidelines were adopted by the Commonwealth Law Ministers at their May 1999 Meeting in Port of Spain, Trinidad and Tobago. The Ministers formulated the following principles on freedom of information:

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

All three main regional systems of human rights - within the Americas, Europe and Africa - have formally recognized the importance of freedom of information as a human right. The following section describes the development of these standards.

Article 13 of the *American Convention on Human Rights* (ACHR), a legally binding treaty, guarantees freedom of expression in terms similar to, and even stronger than, the UN instruments. In a 1985 Advisory Opinion, the Inter-American Court of Human Rights, interpreting Article 13, recognized freedom of information as a fundamental human right, that is important to a free society as freedom of expression.

The *Council of Europe* (COE) is an intergovernmental organization, composed of 43 Member States. It is devoted to promoting human rights, education and culture. One of its foundational

documents is the *European Convention for the Protection of Human Rights and Fundamental Freedoms* (ECHR), which guarantees freedom of expression and information as a fundamental human right at Article 10(ECHR, 1950). Article 10 differs slightly from guarantees found in Articles 19 of the UDHR and ICCPR, and Article 13 of the ACHR, in that it protects the right to "receive and impart", but not the right to "seek", information. The political bodies of the Council of Europe have made important moves towards recognizing the right to freedom of information as a fundamental human right. In 1981, the Committee of Ministers, the political decision-making body of the Council of Europe (composed of Member States' Ministers of Foreign Affairs) adopted Recommendation No. R (81)19 on Access to Information Held by Public Authorities, which stated:

Everyone within the jurisdiction of a member state shall have the right to obtain, on request, information held by the public authorities other than legislative bodies and judicial authorities.

The African charter on human right and people rights guarantees the right to freedom of expression in article 9 as follow:

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

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

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

(1) Freedom of expression and information, including the right to seek, receive and impart information and ideas, either orally, in writing or in print, in the form of art, or through any other form of communication, including across frontiers, is a fundamental and inalienable human right and an indispensable component of democracy.

(2) Everyone shall have an equal opportunity to exercise the right to freedom of expression and to access information without discrimination (ACHPR, 2002).

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

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

Freedom of expression is also protected by other human right instruments article 10 of the European convention on human right (ECHR), article 13 of the American convention on human right and article 11 of the charter of fundamental rights of the European Union. All guarantee the right to expression in terms they are generally similar to the ICCP (Daniel, 2014)

Access to government records and information is an essential requirement for responsive government. Access facilitates public knowledge and discussion. It provides an important guard against abuses, mismanagement and corruption. Openness and transparency in the decision making process can assist in developing citizen trust in government actions and maintaining a civil and democratic society. While the vast majority of countries that have adopted laws are „Western Democracies,“ much of the rest of the world is also moving in the same direction. (OECD, 2003)

Central and Eastern Europe leads the way in „enshrining“ FOI laws followed by a number of Latin American countries. In Asia, nearly a dozen countries have either adopted laws or are on the brink of doing so. In South and Central America and the Caribbean, half a dozen countries have adopted laws and nearly a dozen more are currently considering them. Openness is starting to emerge in Africa. South Africa enacted a wide reaching law in 2001 and many countries in southern and central Africa, mostly members of the Commonwealth, are following its lead. (OECD, 2003)

The United Nations Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters stipulates that “Each Party shall endeavor to ensure that officials and authorities assist and provide guidance to the public in seeking access to information.” However, there is an absence of enforcement mechanisms as well as a set international standard on drafting and implementing FOI laws. The most authoritative international legal text is the Council of Europe’s Recommendation 2002(2) on the Right of Access to Official Documents. (Carmen, 2008)

2.2.4 National Legal Status on RTI

The rights to receive information and to express and disseminate opinions are ensured in the FDRE Constitution article 29. The Constitution provides that: *everyone has the right to hold opinions without interference and has the right to freedom of expression without any interference. This right shall include freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any media of his choice.*(FDRE, 2008)

Federal Democratic Republic of Ethiopia, hence, enacted a proclamation to provide for freedom of the Mass media and Access to Information No 590/2008 to ensure transparency and accountability in the conduct of public affairs as guaranteed by the constitution. The proclamation, particularly part three is devoted to Access to information. The objectives of access to information part of the proclamation are:

- To give effect to the right of citizens to access, receive and impart information held by public bodies, subject to justifiable limits based on overriding public and private interests;

- To established mechanisms and procedures to give effect to that right in a manner which enables persons to obtain information as quickly, inexpensively and effortlessly as is reasonably possible; and
- To encourage and promote public efficiency in the functions of public bodies and to encourage participation public empowerment, to foster a culture of transparency, accountability and promote good governance.

The proclamation also guarantees the right to access information as follow:

Article 12(1) all persons have the right to seek, obtain and communicate any information held by public bodies.

Article 14(2) in presenting a request for information, no one shall be requested to provide reason for the request.

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

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

FDRE ombudsman is mandated under FDRE, *Negarit Gazetta*, proclamation No 211/ 2000, article 6 that the Institution shall have the powers and duties to

- Supervise that administrative directives issued, and decisions given, by executive organs and the practices there of do not contravene the constitutional rights of citizens and the law as well;
- Receive and investigate complaints in respect of maladministration;
- Conduct supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and to preventing maladministration;
- seek remedies in case where it believes that maladministration has occurred;
- Undertake studies and research on ways and means of curbing maladministration;

- Make recommendations for the revision of existing laws, practices or directives and for the enactment of new laws and formulation of policies, with a view to bringing about better governance;

All the above power and duties of the ombudsman are the critical elements to insure right to information and good governance in general.

The National Archives and Library of Ethiopia is mandated by *FDRE Negarit Gazetta*, proclamation No179/1999, article 8(6) to work in cooperation with archives, libraries, documentation centers and other information entities, to establish, organize and create a database of a national information system which enables an integrated, proper and efficient utilization of the information resources of the country;

Addis Ababa City Administration Government Information and Standardization Project Office is also authorized to ensure the right to access information, which is stipulated under *Addis Negarit Gazetta* proclamation No 34/2010 as follow:

- ✓ To enable the practice of the different executive organs of the city administration is full of accountable and transparent.
- ✓ To enable implemented in all government organs of the city government information gathering and utilization system which is transparent, expedient and easily accessible to the customers in case of need.
- ✓ To enable ensure the practicality of freedom of mass media and access to information proclamation No. 590/2008, which ensures the right of citizens access to information.

Addis Ababa City Administration Bureau of Information is also the one mandated to coordinate and facilitate free information flow between the municipality, other sector organization, the mass media and the residents of the city administration, which is specified under *Addis Negarit Gazetta* proclamation No 4/2008.

2.3 The Relationship Between Good Governance and Right to Information

Right to access information is fundamental human right for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority. Furthermore, Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to combat corruption and to hold Governments and their instrumentalities accountable to the governed (Ansari, 2008)

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

- I. Greater Transparency in functioning of public authorities;
- II. Informed citizenry for promotion of partnership between citizens and the Government in decision making process;
- III. Improvement in accountability and performance of the Government; and
- IV. Reduction in corruption in the Government departments.

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

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

Greater Transparency

With a view to ensuring maximum disclosure of information regarding government rules, regulations and reports including decision making processes, every public authority is required to maintain all its records duly catalogued and indexed in a manner and the form which facilitates

the right to information. The public authorities are therefore expected to make pro-active disclosures through publication of relevant documents, including web-based dissemination of information. Besides, the public authorities are also required to „provide as much information to the public at regular intervals through various means of communication, including internet, so that the public have certain resort to the use of RTI to obtain information“.

Promotion of Citizen-Government Partnerships

RTI provides a framework for promotion of citizen-government partnership in designing and implementation of development programs for improving quality of life, which calls for increasing people’s options for higher earnings, better education and health care, a cleaner environment and a richer cultural life. The principle of partnership is derived from the fact that people are not only the ultimate beneficiaries of development, but also the agents of change. The stakeholders’ participation leads to better projects and more dynamic development.

Under the RTI regime, citizens’ participation has been promoted through (a) access to information and involvement of affected groups/communities in design and implementation of projects; and (b) empowerment of local government bodies at village level through the involvement and cooperation with NGOs/self-help groups. The pro-active disclosure of information has enabled the beneficiaries, mainly through NGOs, to assume a central role in design and execution of projects. RTI has instilled a wider sense of ownership in the development activities. Besides, access to information has enabled the people to participate in economic and political processes through a dialogue between people and the government officials or public campaign on public policies (Ansari, 2008).

Greater Accountability

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

As an experience of Indian, until the implementation of the RTI Act, it was not possible for an ordinary persons to seek the details of a decision making process, which was found most often, as ineffective in terms of its outcome. It was, therefore, not possible to hold a free and frank discussion on issues of common concern of people or to fix the responsibility for any action. Such an era of darkness in policy planning, including monitoring and evaluation of schemes by affected persons, is over.

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

RTI route has generally been followed by a large number of people for resolving disputes between the parties on the issues pertaining to the decisions on administrative, business and commercial matters. Disclosure of information regarding the process of decision making or the grounds for action taken has helped resolve disputes on such issues as claim of refund of taxes paid by the individuals/companies, settlement of insurance claims, payment of dues of contractors, process of sanction and recovery of loans, etc.. (Ansari,2008).

Reduction in Corruption

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

Under the RTI regime in India, there is unprecedented transparency in the working of public departments. There is thus better understanding of the decision making process and greater

accountability of government. This has led to reduction in corruption in the country as evident from the following:

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

2.4 Government Information Provision and Standardization

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

Every government information provision should be supported by different information provision systems. Therefore Public information systems are information systems available for public use. The purpose of a public information system is to provide some kind of service or support to a public process. A public information system supports tasks (e.g. management of .cases.) and processes (e.g. decision processes), in which different types of actors are involved in different roles (citizens/clients/customers, businesses, governmental agencies). In fulfilling its supporting role, the public information system and its users will require access to data. Furthermore, the information system processes will themselves generate data. If it is properly designed and organized, the generated data may be reused by other processes, thus improving the efficiency and quality of those processes would be easy (Sundgren, 2014).

The flow of information is essential for effective governance and managing the day-to-day business of government services. Government work is very information intensive. The production of most government services consists of creating and communicating information. Every aspect of a person's public life generates information. Each tax payment, license renewal, birth, death, marriage, land purchase, and so on generates data that is collected, processed, stored, communicated, and analyzed by most governments. All of this information is the basic ingredient for governments to govern, manage its resources, provide services, and account for its performance (Heeks 1999). Information "is a valuable national resource. It provides the public with knowledge of the government, society, and economy – past, present, and future. It is a means to ensure the accountability of government, to manage the government's operations, to maintain the healthy performance of the economy... The free flow of information between the government and the public is essential to a democratic society" (OMB 2000- as cited by ITU, 2008).

Because of this, many such administrative reforms as transparency, accountability, and openness focus on improving information management practices. Government activities require information to support internal management, public administration and regulation, and public services, as well as to make information publicly available (Heeks 1999). Citizens mandate that governments govern using quality information. Information quality means putting management systems and controls in place to ensure that information is accurate, relevant, complete, economical, verifiable, accessible, simple, and secure. To comply, governments seek to minimize the cost of managing information and maximize the usefulness of government information (OMB 2000- as cited by ITU, 2008). ICTs are the most cost effective means for capturing data from the internal operation of government organizations and for serving citizens. As part of the e-Government approach, ICTs create opportunities to reduce the costs of providing information and services to the public (ITU, 2008).

E- Government is the use of information and communication technologies in government to provide public services to improve managerial effectiveness and to promote democratic values and mechanisms; as well as a regulatory framework that facilitates information intensive initiatives and fosters the knowledge society. E-Government is broadly defined because governments themselves serve multiple roles. By using ICTs in this way, governments expect to

improve the quality of services and reduce the costs of delivering services. Other e-Government goals are to improve the utilization of scarce resources, enhance accountability and transparency, expand the role of markets, and restore citizen trust and faith in government (ITU, 2008).

2.4.1 Standards and Standardization

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

The old definition of standardization is to eliminate useless and disadvantageous diversity and variety. The more positive one is to bring production to a higher level, to guide and plan judiciously the necessary diversity in order to promote harmony in variety, and to assure that human labor will be used in a worthy way (Duyvis, 2013).

Modern standardization appears as a management tool in support of the corporate operation in order keeping companies from underperforming, low performance.... Diversity and regularity are among the important propositions that have long been addressed in the philosophical community. Standardization appears as the embodiment of these two prepositions in the history of human society (Ping, 2011).

Levels of Standardization

Standardization can be achieved at various levels, i.e., (1) within one's own enterprise, (2) nationally, and (3) internationally. Of course the last-if it is realized-is the most effective, but it is the most difficult to attain (Duyvis, 2013)

Experience shows that standardization starting from the top and proceeding downward is seldom successful. As much as it should be based on actual practice, it should begin in the individual enterprise or institution, extend gradually to the national level, and finally to the international

field. It should take into account the widest diversity of interests and should be the result of collective study and consideration.

Meanwhile standardization is not a monopoly of national and international agencies. Older standards have been established more or less through tradition and have been accepted to a large extent, an example being those for printing types in the graphic industry. Gradually the preparation of standards has developed a technique, and it now is considered desirable to leave the organization of this work to competent bodies.

Although in principle the standardization agencies in the various nations work along similar lines, the procedure varies from country to country. In the United States the setting up of a norm ordinarily is undertaken if one or more competent and authoritative specialized bodies take responsibility for the preparatory work. In the field of librarianship the American Library Association acts as sponsor for the drafting of standards.

In some countries standardization is considered a government affair and standards assume the character of government orders. There is danger in such compulsory standards, however, in that they do not meet the requirements of practical life and that their character is insufficiently dynamic to enable them to follow the evolving of the equipment, methods, and processes for which they are meant. Moreover, there may be special circumstances in which it is desirable, if not necessary, to deviate; and official compulsion prevents the standard from serving executive needs at such a point, and hence may become a handicap. To forestall such a result, a standard specification should have the character of a recommendation (Duyvis, 2013)

2.4.2 Information standardization

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

2.4.3 Merit of Information Standardization

1. Interchangeability.

In the material field there may be interchangeability in elements of building, or apparatus, or tools-e-g., in a library the interchangeability of bookshelves or their supports, or of catalog cards, or of bibliographic cards. This may concern objects of about the same size but of different qualities, such as catalog cards having dimensions of 75 x 125 mm. but of unlike color or material. It also may be directed to quick replacement of some part of an apparatus in the event of a breakdown; for instance, it may involve the fitting, voltage, wattage, intensity, or size of an incandescent lamp serving as the light source for a micro copying outfit. The direct economic consequence of free interchangeability of materials, entailing lower inventory because fewer sizes are required, is to decrease reserve stocks. Also, quantity buying of fewer sizes may follow, with lower prices. The waste of time caused by widely different systems of subject headings, of methods of alphabetical arrangement (especially in non-English languages), and of classification and coding, result in the practical inaccessibility of vast amounts of information, which is lost so far as the general public is concerned. Librarian develops his own system of cataloging or of classification; and while such initiative may be appreciated, readers are handicapped when they have to make searches and to trace information in a way to which they are not accustomed. Since it is so difficult for users to adjust to varying conditions, efficient use of bibliographic data, abstracts, and other information can be achieved only if the material arriving from several sources can be filed together more or less automatically (Duyvis, 2013).

2. Facilitated Inspection and Control

Insofar as some departments of a library or of an information service may be considered as small industrial workshops, standardization is an important means for inspecting the output so that gradually the best methods and processes may be chosen. Unless units of performance or elements of processes are standardized to some extent, it is impossible to make comparisons within one's own institution or with others. Again, if in a photocopying department nonstandard methods of producing copies and non-standardized materials are employed, it is not feasible to make reliable pre calculations and to fix rates in such a way as to serve the public well and at the same time avoid dangerous losses for the institution. (Ibid)

3. Facilitated Training

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

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

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

2.4.4 International Standards on Government Information provision

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

sources to identify a set of 10 principles (see sidebar: Justice Initiative Principles on the Right to Know), to guide civil society groups and legislators in their efforts to increase access to information (Open Society Institute, 2006).

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

- **Access to Information is a Right of Everyone.**

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

- **Access is the Rule —Secrecy is the Exception.**

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

- **The Right Applies to All Public Bodies.**

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

Public bodies should respond to requests for information in a consistent manner. They can achieve this by training officials, civil servants, and other relevant personnel and by establishing transparent, internal systems and procedures for processing requests for information. Such systems and procedures might include assigning responsible officials to manage responses to information requests and introducing a tracking system for such requests.

- **Making Requests Should Be Simple, Speedy, and Free.**

Making a request should be simple. The only requirements should be to supply a name, address and description of the information sought. Requesters should be able to file requests in writing or

orally. Information should be provided immediately or within a short time frame. The cost should not be greater than the reproduction of documents.

Access to information laws and implementation regulations should establish clear time frames for public bodies to reply to information requests. If extensions of time are permitted, such extensions should be for a fixed period of a reasonable duration and granted for specific reasons.

In responding to requests for information, public bodies should charge only reasonable fees directly related to the cost of reproducing and delivering information.

- **Officials Have a Duty to Assist Requesters.**

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

Access to information laws and implementation regulations should make specific provisions for transferring or referring requests for information when such requests have been filed with an incorrect public body. At a minimum, public bodies must make a good faith effort to direct persons requesting information to the correct agency or body.

- **Refusals Must Be Justified.**

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

Access to information laws and implementation regulations should require that all refusals to provide information be made in writing to the persons who requested the information; Access to information training for public bodies should include instruction in the partial release, or “severing” of documents, to ensure that non-harmful information contained in the same documents as classified information can enter into the public domain.

- **The Public Interest Can Take Precedence Over Secrecy.**

Information must be released when the public interest outweighs any harm in releasing it. There is a strong presumption that information about threats to the environment, health, or human rights, and information revealing corruption, should be released, given the high public interest in such information. Access to information laws and implementation regulations should state that public bodies can exempt certain information from disclosure only in instances where releasing the information would harm an interest deemed legitimate under international and regional law, and where the harm that could be caused to that interest is not outweighed by the public's interest in the information. Access to information training for public bodies should make clear to all relevant officers that, in questions of the right to information, there is a presumption of openness.

- **Everyone Has the Right to Appeal an Adverse Decision.**

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

Access to information laws and implementation regulations should elaborate procedures, including expedited appeals procedures, for handling failures by public bodies to respond to requests for information within prescribed time frames

- **Public Bodies Should Proactively Publish Core Information.**

Proactive transparency, such as the publication of information and the posting of materials on government websites, facilitates access to information but does not relieve public bodies of their duty to provide information to persons who request it. Besides, every public body should make readily available information about its functions and responsibilities and an index of the information it holds, without need for a request. This information should be current, clear, and in plain language.

Access to information laws and implementation regulations should require public bodies to compile, maintain, and make public indexes and catalogues of the information that they hold. Such indexes and catalogues should list the titles of classified documents, that is, documents

exempted from disclosure to the public, in order to facilitate public review of criteria used to classify documents.

- **The Right to Information should be guaranteed by an Independent Body.**

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

2.4.5 National Standards on Government Information provision

Ethiopia is one of the nine countries who have right to information law in Africa (open society, 2012). RTI get protection under FDRE Constitution article 29 as compulsory right of freedom of expression. In addition, to have successful respect for this right Proclamation 590/2008 is promulgated with detailed description of right of access to information(article12),duty and responsibility of public bodies(article13), requests to obtain information(article14) and exempted information on article 15 of the proclamation.

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

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

Addis Ababa city administration government information provision and standardization project office has developed different standards which help all public bodies to organize and provide government healed documents promptly to the public. Among the standards the following are the prior in Ethiopian government information provision.

Web Site Content Preparation Standard, this standard aims to acquire uniform website development and reference for all sector organizations in the city administration. Therefore, the standard states that the text, picture and audio visual materials format that would be used in the website. The scope of application of the standard is up on all government offices and institutions with in the city government of Addis Ababa, since 2012.

Information center facility standards, is promulgated in 2012 provide criteria's for major facilities that are needed for the function of information provision through information centers.

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

Information identification and counting standard, this standard states that the identification and evaluation of records based on their physical status, nature, density, relevance, age of existence and security (AAGIPSPO,2012).

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

Information security and protection directive is developed in order to protect public information from damage and wastage. This is because unless public information are protected the damage and lose of them will result hindrance on the country development. Therefore, this standard provides direction on protection and safe utilization of information (AAGIPSPO, 2011).

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

The directive also stipulates information organizing principles as follow:

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

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

In addition, confidential information handling and protection directive, Information retention and disposal directive, Addis Ababa city information provision and management regulation,

Addis Ababa city administration sector organizations information organizing and general status manual, Information organizing committee working manual are developed by the project office to ensure RTI in every sector organizations of city administration of Addis Ababa

2.5 Addis Ababa City Administration Government Information Provision and Standardization Project Office

2.5.1 Objectives of the Project Office

The office shall have the following objectives:

- “To enable the practice of the different executive organs of the city administration is full of accountable and transparent”.
- “To enable implemented in all government organs of the city government information gathering and utilization system which is transparent, expedient and easily accessible to the customers in case of need”.
- “To enable ensure the practicality of freedom of mass media and access to information proclamation No. 590/2008, which ensures the right of citizens access to information” (AACA,2010).

2.5.2 Power and Function of the Project Office

The power and function of the project office relies on Facilitate conditions to organize information available in all public organs of the city government in a coordinated manner, Identify information gathering system, selecting various types of technology and design communication capacity building strategy, Playing a decisive role in the organization of information data base system, Designing mechanisms to ensure information security and utilization system , Follow up that the information services of the public organs at sub- city and wereda level are standardized, effective, provide necessary support and availed required information (AACA, 2010).

2.5.3 Establishment and Organization of the Project Office

The Addis Ababa city government, information provision and standardization project office is - established as an executive organ, for two years with a distinct legal personality. The office shall be accountable to the mayor of the city.

1. The project office shall have the following organizational structure:-
 - a) Management board
 - b) General manager

- c) Deputy manager
 - d) Other essential bodies and supportive staff
 - e) Technical support and advisory council as may be necessary
2. The office may establish offices at sub-city and if necessary, at wereda level with the view to run its activities properly in a coordinated manner.
 3. The sub-city and wereda office shall be accountable to the office center.

2.5.4 Duration and of the Project

The duration of the office was for two years. However, considering its practical implementation and achievement of objectives, the mayor of the city government is mandated to decide either to shorten or extend the period of the project office (AACA, 2010).

The project office has spent three years on ward and currently it is on the way to extend its function by standing under the Addis Ababa City Administration Communication Affaire Bureau one Directorate.

2.6 Summary

- The concept of good governance is emerged mainly because of the practice of bad governance which is characterized by corruption, unaccountability and lack of respect for human right Therefore in order to avoid this problems good governance is characterized by insuring people participation, rule of law, consensus oriented, effectiveness and efficiency, equity and inclusiveness, transparency, accountability, responsiveness.
- Government information is created and to be created in a day to day operation of government bodies and accessing this information is one of the fundamental human rights of citizens for their social, political, economical and personal wellbeing. Therefore to access information freely information needs to be properly designed and organized information which is done by standardizing the information provision process. The aim of standardization is to have uniform and appropriate order of information.
- Good governance and information provision are strongly related. Without free flow of government information provision democratic government cannot sustain good governance because it is one of fundamental human right as well as tool to promote the pillars of good governance

- Different international institutions such as UN, AU, COE and commonwealth accreditation for right to information as human right and as essential part of democratic government makes information flow the center of public administration and makes it a responsibility for the governor and right for governed.
- Information standardization is an important activity to have right order and to harmonize information provision of the government. In addition it helps to have speedy and effective information provision therefore it is demanded at local, national and international level to fill the aspiration of the people.
- The international standards on government information provision which is developed by the open society justice initiative are critically important to assess whether one organization is insuring right of citizens to access information in comprehended manner or not.
- The national standards on information provision which are developed by the federal ombudsman and the Government Information Provision and Standardization Project Office are the main tools to guide and to facilitate the information provision of every government organs.

2.7 Conclusions

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

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

Good governance is the main function of democratic government because it emerges in order to get human rights respected. Therefore RTI is one of the fundamental human rights which need to be

respected to determine the wellbeing of the citizens. This indicates that good governance is the reason to respect human right and RTI is also the mechanism to promote the main attribute of good governance that is why the role of government information provision and standardization and good governance are tied together.

CHAPTER THREE

3. Data Presentation and Analysis

The analysis focused on the data collected from government information provision and standardization project office and selected six sector organizations which are Mayor Office, Health, Justice, Communication, Trade and industry, and Transport bureaus of Addis Ababa city administration on the role of government information provision and standardization project office in insuring good governance.

The empirical data that are collected through observation and interviews are analyzed by employing descriptive and comparative case analysis methods. In addition, tables, graphs and chart are used to clarify the data presentation.

Response Rate

Table 3 Response Rate

Respondents category	Response planned	Response collected
Project office	14	10
Sector organizations	30	24
Total	44	34(77.2%)

22.7% of the response are not collected as planned this is because two sector organizations have no information center experts, other two bureaus has covered the information center expert position by communication expert and one bureau has no ICT expert therefore this has decreased the response rate by 11.36%. In addition, most of the board members and three sector organizations head are not available and as the same time some bureau heads are the board members this results reduction of response rate by 11.36%.

3.1. The Project Office Response

According to the interview conducted with the project office communication, ICT, publication, documentation, research and study experts and top managements and board members: the following issues are discussion as follow.

3.1.1 The Government Information provision and Standardization Project office in promoting the Main Attributes of Good Governance

Transparency

The project office promote transparency by providing training for sector organizations staffs and higher officials about RTI, By creating awareness and better understanding about proclamation 590/2008 and enhancing the establishment of information center to have centralized and organized information provision system. Besides, it promote transparency by creating awareness about government information provision for the public through, radio program, disseminating publication on the issue, enhancing sector organizations publication about their function and general organizational information, enhancing availability of appeal formats on the information center and enhance the sector organization to have Sector organization information center banner which contains the list of the documents that are available in the organization.

Accountability

The project office promote accountability by assist the sector organization to be accountable based on the proclamation 590/2008 by facilitating PR officer position inclusion the organizational structure of the sectors this is because the structure of on sector varies with the others therefore, the project office Facilitate to have PR officer especially school and hospital, in addition, Assist the sector organization to have appeal formats and make the information provision system accountable by proposing responsibility signature by the information provider and receiver. Training and awareness creation programs are the other mechanisms that help the sector organization to be accountable in information provision.

People participation

The project office enhances people participation by making information easily accessible for the public. This activity is done by supervising and supporting sector organizations to publish and

disseminate there organization rules, regulations, plans, proclamations, budget etc...moreover, the project office checks whether this information reaches to the public or not.

Responsiveness

To increase the responsiveness of the sector organization the office assist service Prerequisites and procedures publication and dissemination through web site. To provide prompt service the project office developed Data Registration Software to organize information. In addition it provide training for PR and communication experts about modern and scientific information provision, organization, RTI and alternative information provision mechanisms.

Reduction of corruption

To Promote reduction of corruption the project office prepares the service directory which contains the name, function, address, PR officers name and phone numbers of the sector organizations. Besides, it enhance the sector organization to publish their organization function, structure, PR and communication expert name and phone number, the services type, the procedures and prerequisites that should be followed and budget implementation.

The project office also promote reduction of corruption by assisting the sector organization to organize their organization documents by preparing different manuals that help to organize information, provide training , supervises and control information flow from departments to the information center therefore all this activities will help to reduce corruption by providing organized and prompt information flow.

3.1.2 The Project Office in Promoting Information Standardization

The standardization system is doing to establish uniform information provision alternatives on government organizations. The government information provision standardization focuses on three main areas those are:-

1. Alternative Information provision standardization
2. Information content standardization
3. Information center facilities standardization

The standardization system on this area takes place by conducting gap assessment on sector organization, by using the experience of other country and by reviewing literatures. In addition the project office is working in collaboration with different agencies like ICT agency on web-site development and formats, Ethiopian standard agency on the standardization system.

The project office departments developed different manuals that are helpful to classify and organize information, to improve publication and web- site administration.

All the standardization process is done by assessing the sector organization performances and by using different mechanisms like training on coding, cataloging information and DRS software and web-site administration.

Furthermore, the project office follows up the implementation of the standards on the sector organizations, evaluate the effectiveness of the standards by observation and through questioners, assess the standards gap.

The Main Actors on Standardization Process

The main actors in standardization process are the project office, all sector organizations, sub cities and standard agency. The most common venue for stakeholder participation is by providing and receiving training from sector organization and standard agency respectively after that output (comments, suggestions) of the trainings will be inculcated on the standards.

Procedures on Standardization Process

The project office use its own mechanism to develop standards this is because the project office is the first at city administration and country level it lacks experience in addition, to follow the standard agency procedures it is time taking according to the project office life time. However, the standardization is done based on the training that is provided by the standard agency.

Standards are developed by the project office key departments such as (information and communication, documentation and library, publication and ICT) each department establishes teams to develop and present standards. Each department shares the following procedures to develop different standards.

1. Gap assessment on the sector organization information provision alternatives (information center, web-site and publication)
2. List and discuss activities to be done to improve the sector organizations information provision.
3. Review literatures about other country experience on information provision
4. Preparation of draft standards
5. Present the draft for the department
6. Present for the management for approval
7. Disclose the standard for comment

Standard enactment

The organization follows both top to bottom and bottom to top standardization because first the project office studied the sector organization performance and prepares standards to fill the gap through this process the sector organization comment and opinions are included in the standards.

3.1.3 Mechanisms used by Project Office to Ensure Right to Information

Among The mechanisms used to ensure right to information training on RTI and proclamation 590/2008, Creating different information provision alternatives such as establishment of information center, Develop of web-sites, enhancement publication are the main activities of the project office. Besides, the project office focuses on centralizing the decentralized information provision and Modernizing the information provision by applying different data base software and ICT.

The Project Office Creates Common Understanding about RTI

The project office creates common understanding about RTI in two ways i.e. for the sector organization and for the public.

For the sector organizations: - the project office provides intensive training about RTI and proclamation 590/2008, information protection, how to organize and provide information. In

addition to boost their understanding it provides Experience sharing and conducting study on the performance and gaps of government information provision and standardization.

For the public: - The project office promotes the concept of right to access information for the public by posting RTI concepts on the project office web-site. In addition it uses different awareness creation mechanisms such as News release, publishing magazine, manuals, service directory, annual books, Press conference (about the project office activity and RTI), Press release, Talk show through media, Radio program.

The Sector Organization RTI Understanding

The understanding of the sector organizations about RTI differentiate from one organization to other organization. The communication experts and PR officers of each sector organization have better understanding than other staffs this is because of intensive training provided to them to on the other hand most of the sector organization top management lacks understanding on RTI and lack of commitment in implementing proclamation 590/2008.

3.1.4 The Earlier and Present Performance of Sector Organizations in Information Provision and Standardization

The earlier and present performance of the sector organization defers one another and most of the sector organizations provide information haphazardly in there earlier performance. However, they improved to a better way of information provision today. The common futures of the sector organizations which have accepted and implemented the project office guidance are mentioned under hear.

Table.4. Early and present performance of sector organizations

Earlier performance	Present performance
Have no organized information	Organized documents(coded, audited, selected)
No information center	Information center establishment
Reluctant way of information provision	One window service to get information
Lack of awareness about information center	Better understanding
Destruction of documents	Use the project office standards and Better publications
Lack of skilled man power	Employing experts
Have no understanding about modern information provision	DRS software and Web- site development and usage
Lack of participation for standardization	Good initiation to use standards and modern technology
Lack of initiation	Doing standardization and information provision by their own

Source: own interviews, 2014

Sector Organizations Understanding and Acceptance of the Project Office

The acceptance and the understanding of the project office functions vary among sector organizations, according to the project office research and study department head the understanding level of the sector organization varies in respective to their implementation, some have better understanding less implementation ,better understanding better implementation , less understanding less implementation. Commonly the sector organizations lacks understanding and trust on the project office before its contribution but there is massive change after awareness creation activities and contribution of the project office. Currently the sector organizations have good acceptance for the project office and their acceptance is manifest by their willingness to solve problems together and need of more support from the project office.

3.1.5 Challenge and achievement of the project office in promoting good governance

Challenges

There are different challenges that confront the project office from achieving its objective successfully. These challenges are emanated internally from the project office and externally from the sector organizations. The main challenges are stipulated as follow:-

Table.5. Internal and External Challenges of the Project office

Internal Challenge	External Challenge
Have no project map	Lack of understanding about RTI and information provision
Have no job description	Lack of skilled man power
High turn over	Expectation of financial support from the project office
Lack of transportation	Lake of information center facility
Short duration of the project	Inconsistence information provision
Lack of enforcement power to execute the project led standards	Believing information provision and standardization tasks as additional job
Weak internet connection	

Source: own interviews, 2014.

Achievements

According to the interview conducted with the project office the vivid achievements of the project office the following are critically helpful to insure good governance:-

✓ **The Establishment of the Information Centers:**

Establishing information center make information easily available which is helpful to disclose the organization history, function, current performance for the public; as a result this will increase the transparency and responsiveness of the organization. The project office assisted the establishment of information center on 34 sector organization.

✓ **Reduction of Corruption:**

Assisting duly organized, cataloged and modernized information handling mechanism reduced distraction and displacement of documents. Therefore, it reduce the time and effort to access information which reduce the expansion of corruption

✓ **Establishing Alternative Information Provision Mechanisms:**

The assistance and supervision of the project office in development of alternative information mechanism like information center, web-site and comprehensive publication contribute a lot to increase the accessibility of information for the public. The project office developed web-site for 47 sector organizations in collaboration with ICT agency.

✓ **Research Based Problem Solving:**

To solve the problems of sector organization on information provision and standardization the project office conducted gap assessment and developed different standards and manuals as a solution to direct the operation of information provision. In addition the project tries to harmonize the sector organizations information provision mechanisms through this standards and manuals. Generally the project office conducted 10 different studies on sector organization information provision and has developed 6 standards, 7 directives, and 19 manuals for use.

✓ **Awareness Creation:**

Better understanding on RTI makes easy to implement proclamation N0590/2008 for the sector organization and to get respected this fundamental human right as a democratic country. To increase the awareness of the sector organizations and the public on RTI the project office conducted a lot of awareness creation programs such as radio program, press conference, press release, talks how and news for the public and provide extensive training for communication experts, PR officers and top management of sector organizations. Generally the project office trained 4500 trainees with in 2012 and 2013.

3.2 Sector Organizations Response

3.2.1 Addis Ababa City Administration Trade and Industry Bureau Responses

The Bureau in Information Provision and Standardization

Earlier and present performances of the bureau in information provision and standardization have different manifestations. The early performance of the bureau mainly characterized by lack of organized information, lack of information provision and standardization knowledge, absence of information center and haphazard information provision. However, the current performance of the bureau shows that high improvement in information provision after the contribution of the project office and this change characterized by establishment of information center, better understanding about information provision and existence of guidelines to organize information.

Concerning the understanding and acceptance of the bureau on the contribution of project office, at earlier time there was less understanding but after the awareness creation training the top management gets the initiation and commitment to uphold the project office objectives. Besides, the standards and manuals that are provided by the project office help the organization to have different alternative information provision mechanisms. In addition it systematized the haphazard information provision of the organization.

The Bureau in Insuring Good Governance

The existence of the project office has played great role in creating awareness about information provision and standardization. In addition, it promotes proclamation 590/2000 and brought change on understanding RTI. According to the interview conducted with the bureau the project office contribution has brought some changes on the attributes of good governance which are stipulated as follow.

- **Transparency** (freely available and directly accessible information)

The Support and supervision of the project office on establishment of information center, website development and administration, on publication and awareness creation on RTI brought a change on availing and providing information for the public and this contribute a lot to ensure transparency.

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

The project office promotion on the right to access information proclamation creates awareness about RTI and responsibility on information provision. In addition the assistance to use different formats (appeal procedures format, information request format, information transfer format, information provision format) contribute a lot for insuring accountability in information provision as the same time for the organization as a whole.

- **People participation** (enhancing freedom of expression and information)

Availing adequate information will equips the public with full information about the government operation. Therefore this will invite the public to ask and involve in the government operation. To do so the project office assisted the web- site development and administration to be attractive and to have space for public comment.

- **Responsiveness** (serve all stake holders promptly)

The project office enhance responsiveness of the sector organization by assisting the publications and information center to provide full information about the service provision of the organization i.e. by notifying the prerequisite and procedures to renew trading license and to get investment license.

- **Reduction of corruption** (disclosure of government system)

The project office assistance on organizing information contributes to reduce corruption that exists as a result of document displacement and vague service provision procedures.

This implies that the contribution of the project office such as training on information provision and handling mechanisms, the standards which are help full to organize information and there supervision on each activity broaden the information provision alternatives and make easily available information as inputs for publication and website administration. Therefore, such contribution provides certain improvements in ensuring good governance.

The Bureau in Ensuring Right to Information

The organization RTI understanding was low but after the project office awareness creation training the understanding about RTI is improved especially the top management and Communication experts understanding. As a result the mechanism (training and supervision) of the project office increase the understanding level of the organization. In this junction, the bureau has established information center and implements different standards to improve the information provision. Besides, the organization communication affaire office treys to endorse the concept of RTI to bridge the understanding gap of the organization staffs.

3.2.2 Addis Ababa City Administration Transport Bureau Responses

The Bureau in Information Provision and Standardization

Previously Information was provided for the requester based on the kindness of the employees, the employees lack awareness about providing information as responsibility for the requested and the right for the requester. Besides, knowledge gap on organizing and handling the bureau information, lack of prompt information provision and work load on record office as a result of information accumulation was the early feature of the bureau. Nevertheless, the bureau has shown changes after the contribution of the project office on information handling, organizing and identification especially the project office assistance helped to establishing information center and to organizing information on hard and soft copies. In addition the bureau identifies confidential and non-confidential information to provide as prompt as possible. However there is still a gape on organizing the construction management directorate information as it is required.

Regarding the understanding and acceptance of the bureau on the contribution of the project office, the bureau have good acceptance and has given the required attention to inculcate the project office support on the information provision of the organization. In addition the bureau is trying to fulfill the needed requirements to have scientific and modern information provision.

On the other hand the understanding and acceptance of the project office manifested by applications of standards and manuals that are provided by the project office and this helped the bureau to improve the information provision by organizing, identifying, classifying information

and broadening the information provision alternatives according to the standards. Hence, the standards are on action to transform the information provision to the better level.

The Bureau in Insuring Good Governance

The existence of the project office helped the bureau to understand the right of the peoples to know every operation of organization and the responsibility of the bureau to make information easily and freely available for the public. Furthermore, the project office contributes a lot to organize information properly and to make the bureau system transparent for the public by assisting the bureau to identify the prerequisites and procedure to get required services from each department of the bureau. In addition it has increased accountability by providing information request and provision forms.

After all such contributions help to ensure good governance and its attributes such as transparency, accountability, responsiveness and reduction of corruption.

The Bureau in Ensuring Right to Information

The bureau RTI understanding was low but after the project office awareness creation training the understanding about RTI is improved especially the top management and Communication experts understanding. As a result the mechanism (training and supervision) of the project office increase the understanding level of the organization. The bureau is trying to insure RTI by implementing different standards and manuals that help to improve the information provision, by following the project office supervision on classifying, cataloging and organizing information and by providing up to date information through website, information center and publication.

3.2.3 Addis Ababa City Administration Justice Bureau Responses

The Bureau in Information Provision and Standardization

Information provision of the bureau was not systematized and modern, and it was characterized by having weak information handling and organizing mechanisms, difficulty to get information and non-consistence information provision. But know a day thanks to the establishment and supervision of government information provision and standardization project office the bureau has improved its information provision by having better understanding about information

provision, strong initiation to improve the information provision and establishment of information center.

Besides, there is good acceptance of the project office and the bureau as understood that it is also the responsibility of the justice bureau to participate as a main actor in insuring RTI and good governance. Moreover it found the manuals and standards that developed by the project office are important to improve the information provision and the bureau tries to organize non confidential information according to the manuals. However, the standards and manuals didn't get full attention and they are not implemented well.

The Bureau in Insuring Good Governance

To maintain rule of law there should be freely and easily availability information for the public. To do so the project office existence has helped the bureau to have organized and directly accessible information by assisting the establishment of information center. As a result, this helped to provide prompt service in a transparent and accountable manner for the public. However, it is difficult to notify the change that achieved on the attributes of good governance because the bureau didn't finish organizing the information.

The Bureau in Ensuring Right to Information

The bureau promotes RTI by providing different manuals, draft laws, proclamations and directives for the public if it is requested. In addition non confidential information are identified and organized for public uses.

Regarding the project office assistance mechanism such as training and awareness creation programs it has helped the bureau to increase the understanding on information provision and standardization. While, there is a gape on exerting effort to respect the public right to access information and to get information easily; this is indicated by the expert's reluctance and demand for permeation from their bosses.

3.2.4 Addis Ababa City Administration Health Bureau Responses

The Bureau in Information Provision and Standardization

The earlier performance of the bureau in information provision and standardization is characterized by the absence of completeness and organized information. But after the contribution of the project office the bureau has improved its performance on Organizing, Updating information, better understanding on RTI, Improvement on promptness and quality of information. However, the bureau lacks practical changes.

There is good understanding and acceptance of the project office and the bureau believes that the existence of the office is critically important and the bureau is organizing and providing information based on the standards that are developed by the project office. Furthermore, the bureau is upgrading its information provision by taking extensive training from the project office. Generally the project office manuals and standards helped the bureau to create awareness on the relevance and administration of information.

The Bureau in Insuring Good Governance

The existence of the project office is too much important and helpful to provide quality information and to make information easily available for the public. In addition the appeal procedures and format increase the accountability of the bureau. Therefore, directly or indirectly the contribution of the project office has enhanced good governance.

The Bureau in Ensuring Right to Information

The bureau has better understanding on its responsibility to give information and the requester right to get information. Therefore, the bureau tries to implement RTI proclamation no590/2008 by increasing the understanding level through training. Currently the bureau is willing to provide all information for requesters unless it is confidential.

Regarding RTI promotion mechanisms of the project office the bureau found help full to ensure RTI especially to organize and provide information to do so the bureau is trying to implement the standards and manuals to make information easily available for the public. But it doesn't exert remarkable effort to ensure RTI tremendously.

3.2.5 Addis Ababa City Administration Mayor Office Responses

The Bureau in Information Provision and Standardization

The early and present performance of the bureau is all most similar and the earlier custody in information provision is articulated by lack of understanding about the use of information and RTI, absence of organized information, lack modern information recording method, Displaced information , lack of skilled man power , absence of information center and lack of attention for information provision system. There by the project office tries to facilitate the establishment of the information center and standardized information provision but it doesn't go longer. The only thing that has been changed through the contribution of the project office is awareness about information provision and RTI.

In respect to information provision standardization the office is applying the web-site administration standards but there is no standardization in any of the following; organizing, cataloging, classifying, identifying and providing information. These is because there is no skilled man power and there is no top management commitment to exert the required effort

The Bureau in Insuring Good Governance

The existence of the project office is important to improve the information provision system and it is the one of the way to ensure good governance and to bring improvement in each of the attributes of good governance. Although the bureau doesn't apply almost all of the standards and manuals and have limited acceptance of the project office and the bureau is doing by its own way to insure good governance. Therefore, it is difficult to notify the change that has been achieved after the contribution of the project office.

The Bureau in Ensuring Right to Information

The office provides information for the requester haphazardly. However, it disseminates critical information for the public through annual publication, news, magazine, press releases and public discussions. On the other hand there is improvement on understanding the concept of RTI but there is still knowledge gap on the issue thus, it needs more support and supervision of the project office.

Regarding the mechanism that used by the project office specially the awareness creation on RTI and information handling brought change even if it is weak in implementation. Maximum information disclosure demands great effort which needs fulfillment from skilled man power up to adequate budgeting. In this junction the mayor office is not doing well.

3.2.6 Addis Ababa City Administration Communication Affair Bureau Responses

The Bureau in Government Information Provision and Standardization

The bureau information provision was characterized by lack of understanding on organizing information, absence of information center and absence of prompt information provision. The only thing that has been changed after the contribution of the project office is awareness about RTI and information handling mechanism and initiation to organizing information. But the still bureau lacks practical applications.

Regarding standardizing information the bureau is doing as similar as the previous provision system. Furthermore, there is weak standards and manuals implementation even if it is important to modernize and harmonize the information provision of the city administration.

The Bureau in Insuring Good Governance

The existence of the project is critically important because it established to address information provision and standardization issue which was difficult for communication bureau to work on it. Therefore, the existence of the project office helped the bureau to reduce work load and to create favorable condition to conduct the rest communication bureau tasks.

Regarding ensuring good governance the office opens the way to know the operation of the sector organizations which is one step to increase transparency. Besides, its assistance in establishing information center and development of different information provision formats contributes to improve the accountability, responsiveness of many sector organization and this makes the communication bureau activity more easier than before.

Nevertheless, it is difficult to notify the changes that achieved after the contribution of the project office because the bureau doesn't apply most of the standards and also the functionality

of the information center is on process (it is late because of lack of manpower). However, there is some change on understanding about RTI, information handling and provision mechanisms.

The Bureau in Ensuring Right to Information

The bureau has increased its understanding about RTI by using the project office training and awareness creation programs. In addition, the bureau is disseminating the sector organizations and its own information by using different way such as publications, news release, website, public conference and press release. Hence, there are still gaps in organizing and providing information through different alternative to address for the general public.

3.3 Critical Analysis

The analysis is organized based on the data obtained from interview, observation and literature review on national and international standards on information provision and RTI.

3.3.1 The Project Office in Promoting Good Governance

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

In this junction, the project office established to insure RTI and to facilitate sector organization good governance.

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

Hence, among the sex sector organizations the project office brought change on main attributes of good governance (transparency, accountability, people participation, responsiveness and reduction of corruption) on two sector organizations (Trade and Industry and Transport bureau) at high level by creating tremendous awareness about RTI and information handling mechanisms, by assisting the establishment of alternative information provision mechanisms such as information center, publication and website. Besides, the project office facilitates the use of different formats (appeal procedures format, information request format, and information transfer format, information provision format) to increase the accountability in information provision.

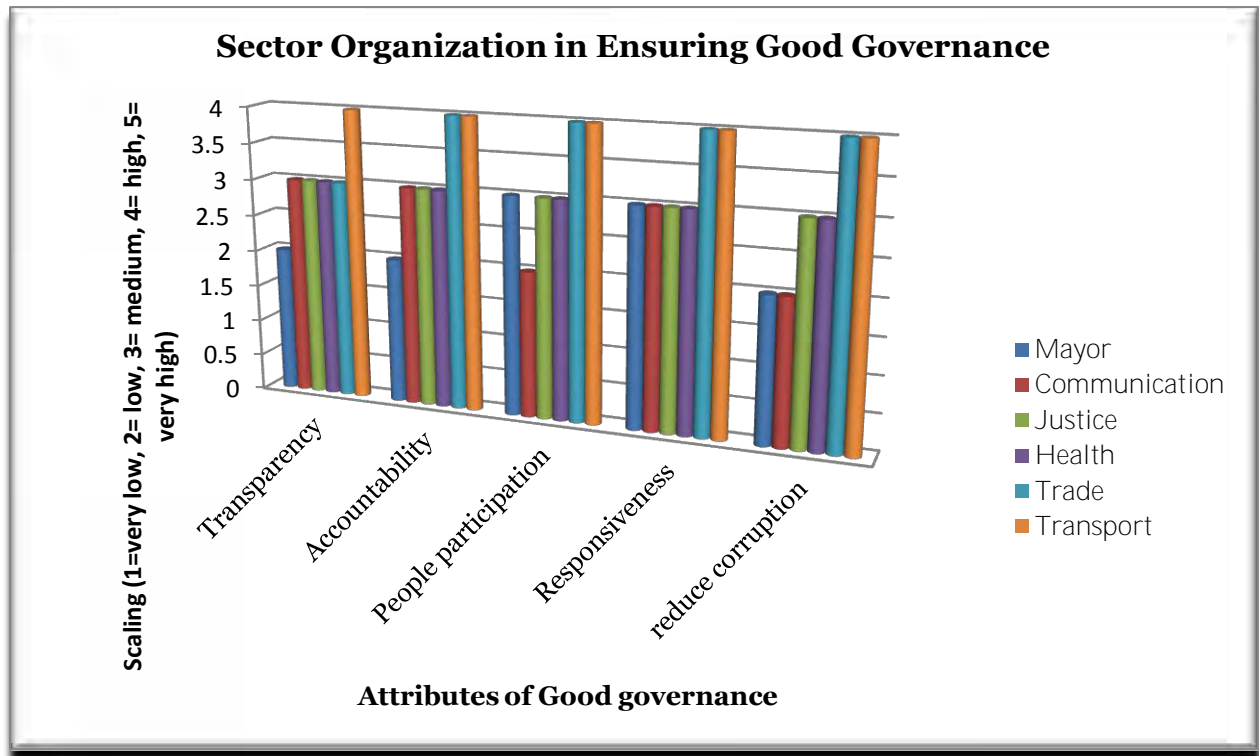
Justice bureau and Health bureau attempt to increase the understanding of RTI and information provision concepts but in respect to the attribute of good governance limited change have been achieved because both sectors didn't organize their information properly and doesn't hire

employee for the information center and have no functional web-site but both bureaus has established information center and treys to organize some of their information. Therefore, the project office achievement in promoting good governance in these sector organizations is medium and the bureaus shows good preparation and initiation to ensure good governance through the project office way.

Regarding the rest sector organizations (Mayor Office and Communication) there is great change on understanding RTI and information provision but both lack practical transformation according to the project office plan in ensuring good governance. In addition, both are doing their improved understanding on RTI and information provision on there earlier system. The two bureaus has some difference in promoting the attribute of the good governance , Communication bureau has better changes than the Mayor office because the contributions of the project office on the other sector make easier the activities of the bureau to ensure good governance. In this junction, Communication bureau has better improvement on three attribute of good governance (transparency, accountability and responsiveness) than the Mayor office. Generally, this implies that the achievement of the project office in promoting the attribute of good governance on these tow bureaus is relatively low than the others.

According to the observation conducted, the sector organizations performance in ensuring good governance is described graphically as follow.

Figure1. Sector organization in ensuring good governance



Source: own observation, 2014

3.3.2 The Project Office in Standardizing Government Information Provision

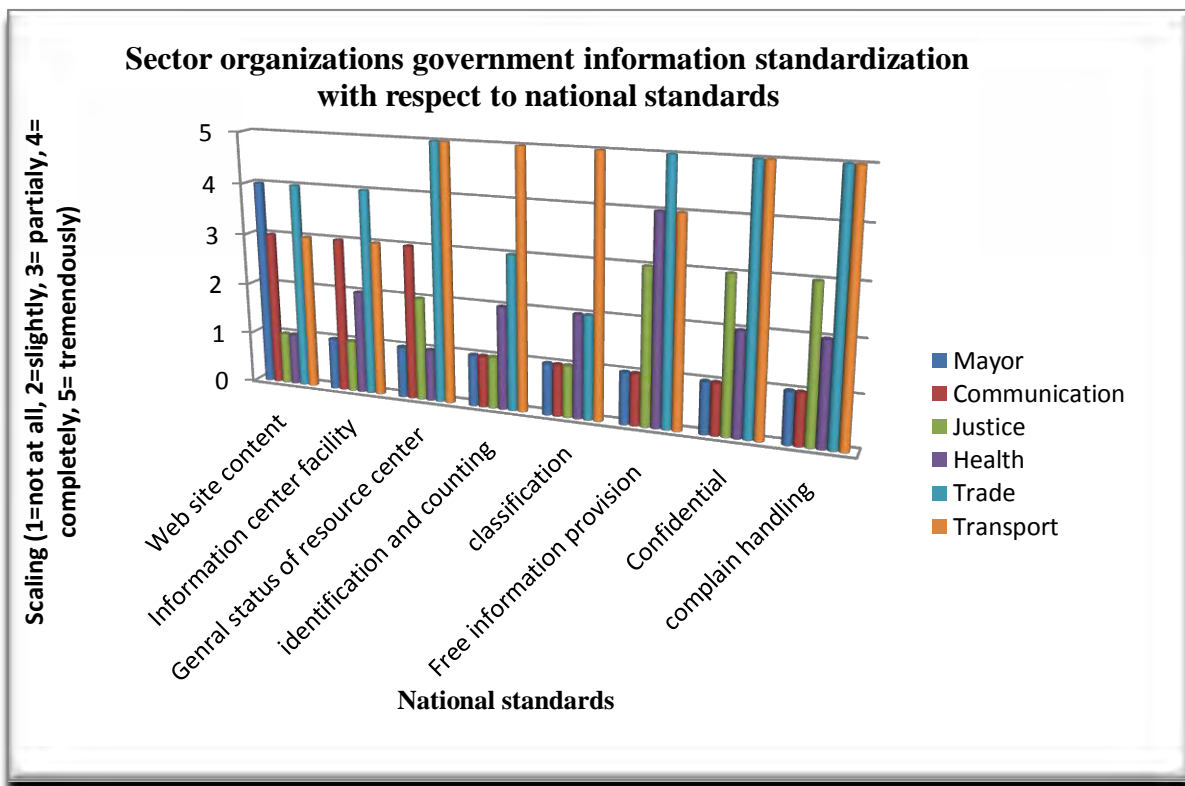
The standardization of data element is defined as the process of developing and implementing uniform standards, which includes the data elements, general rules, definitions, description, classification, expression and regulation (congetal.,2013) and standardization aimed at the achievement of the optimum degree of order in a given context (ping, 2011). To do so the project office has developed different standards and manuals to guide the information provision of the sector organizations. Therefore Trade and Industry, and Transport bureaus have gotten the standards helpful to systematize the haphazard info provision and to increase information provision alternatives. As shown on figure 2 both bureaus have implemented the most popular standards of the project office completely and tremendously. In addition the observation result indicated on table 6 Trade and Industry, and Transport bureau have fulfilled the common international standards in information provision 88.8 % and100% respectively. This implies that

the project office standards get remarkable acceptance and transform the bureaus to the better organization in insuring good governance.

On the other hand Justice Bureau applied the national standards partially and fulfills the international standards 33.3% whereas Health Bureau shows low application of national standards and fulfilled the international 44%. This implies that bureaus didn't give full attention to implement the standard and manuals to bring comprehensive change in information provision. As a result this may hinder the promotion of RTI and existence of good governance.

Regarding Communication bureau and Mayor Office, both have very low application of both national and international standards. However, communication bureau applies few national standards partially and shown better initiation than the mayor office. This replies that the value and effort giver for information handling and provision mechanism is very low and shows that there is still knowledge gap and lack of commitment by the higher officials.

Figure 2. Sector organizations government information standardization with respect to national standards



Source: own observation, 2014

Table 6. Sector organizations standardization with respect international standards

No	Questions on standards	Mayor	Justice	Health	Communication	Transport	Trade
1	Is everyone can Access information of the organization?	√	√	√	√	√	√
2	Is secrecy information are separated and granted by law for exception?	×	×	×	√	√	√
3	Did the organization respond to requests for information in a consistent manner?	×	×	×	×	√	√
4	Did the organization have assigned responsible body for information provision?	×	×	×	×	√	√
5	Is making information requests simple?	×	×	×	×	√	√
6	Is making information requests speedy?	×	×	√	×	√	√
7	Is making information requests at fair price?	×	√	√	×	√	√
8	Did the Officials assist information requestors?	√	√	√	√	√	√
9	Did the organization justify Refusals in written term?	×	×	×	×	√	×
Percentage		22.2	33.3	44.4	33.3	100	88.8

Source; own observation, 2014

The above table shows that the sector organizations access to information for everyone is guaranteed by all organizations by using their own information provision systems and/or by applying the project office mechanisms. Regarding the simplicity of information provision the sector organizations application of information request format and one window information

provision system is use to measure it. On the other hand, to measure the speed of information provision information organization, classification and cataloging are taken into account.

3.3.3 Mechanisms That Used by Project Office to Ensure Right to Information

The project office has used different mechanisms to promote the concept of RTI and to get proclamation No590/2008 implemented. The main mechanisms that are applied on sector organizations are creating different information provision alternatives (establishment of information center, Develop of web-sites, enhancement of publication) and awareness creation trainings.

Regarding the sector organization response on the mechanisms Trade and Industry and, and Transport bureau have high application of all mechanisms (establishment of info center, website development and improved publication). In addition both bureaus have high level of improvement in understanding RTI.

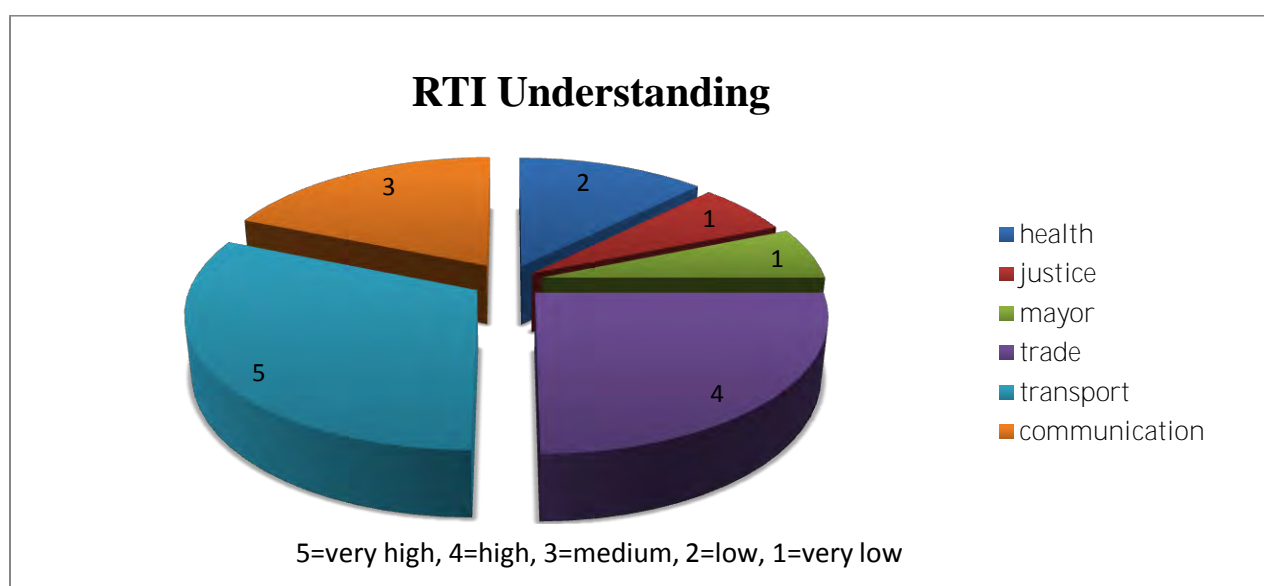
Nevertheless, Mayor Office and Communication bureau applies website administration and publication mechanisms whereas Health bureau and Justice Bureau applies information center establishment and publication mechanisms in broadening the alternatives to provide information. Regarding understanding improvement communication bureau has medium improvement but mayor office, health bureau and justice bureau have high gap on understanding RTI. Besides Justice Bureau and Mayor office are not developing their understanding as expected that means Justice bureau is responsible bureau for ensuring RTI and Mayor Office also is the one mandated to control the function of the project office but both have high gap on RTI understanding.

This implies that the project office mechanisms especially the training has improved the sectors understanding on RTI but there is still gap on understanding. This means the understanding level of the bureaus have impact the application of other mechanisms which are help full to ensure RTI. In addition, the observation and interview result indicate that there is need of more effort and work done to improve the understanding level of the sector organizations. On the other hand the observation result as it is described on figure 3 implies that the organizations that have better RTI understanding and implementation (Transport, Trade and Industry) have gotten the merits which stipulated as follow: (Herald, 2014)

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

Moreover, the rest sector organizations will get the above virtues up on their understanding and effort to get respect RTI.

Figure.3 Sector organizations RTI understanding



Source: own observation

3.3.4 The Earlier and Present Performance of Sector Organizations on Information Provision and Standardization

The early performance of the sector organizations is almost similar; all bureaus share the following features: lack of understanding about RTI and information provision, disorganized information, no information center, reluctance and haphazard information provision. Besides, all bureaus started from initial point to improve their information provision.

The current performance of the bureaus can be classified in to three category based on their similarity of improvement observed after the contribution of the project office.

Trade and Industry, and Transport bureau have established information centers and fulfill essential materials and hired employees for the centers. Therefore, the bureaus have organized, classified and identified confidential and non-confidential information, and duly cataloged the information. In addition, the bureaus has shown better RTI understanding by broadening alternative information provision mechanisms (web site and publication in addition to information center) and by applying basic standards and manuals to improve the information provision.

Health and Justice Bureau both bureaus have improved their understanding on RTI and established information for successful information provisions. Besides, the bureaus organization, classification and identification of information and implementation of the basic standards are low. Whereas, both bureau have no functional Website to disseminate information as it is required.

Mayor office and Communication Bureau is the bureaus which have no practical improvement on their information provision that means they have no information center and didn't implement standards and manuals well. However both bureaus have shown some awareness change on RTI but both lacks implementation effort. On the other hand Communication bureau is trying to establish and organize information on process; in addition the bureau has better performance than Mayor Office because the project office existence has helped the bureau to communicate the other sector organizations function easily.

This implies that the bureaus have different understanding and different effort to ensure RTI and good governance in information provision. Furthermore it indicates all sector organizations didn't understand and own the contribution of the project office at required level. Besides, there is still gap on understanding and commitment to change the early performance of the organizations in information provision and standardization.

3.3.5 The Achievements of the Project Office in Ensuring Good Governance

The main achievements of the project office relays on The Establishment of the Information Centers, Reduction of Corruption, Establishing Alternative Information Provision Mechanisms, Research Based Problem Solving and Awareness Creation, Therefore, when I trace back with

selected sector organization the project office achievement lies on the current performance of the organizations on the above attributes.

Thus, Health bureau, Transport bureau, Trade and Industry, Justice bureau have established information center while, Mayor Office and Communication office doesn't have information center. This implies that most of the bureaus have established information centers and the project office has good achievement on it.

Regarding reduction of corruption, the observation result shows that Trade and Industry bureau and Transport bureaus have duly organized and cataloged information but Health and Justice bureau have organized slightly and Mayor and Communication bureau do not cataloged and organized information. This implies some of the bureau have good tendency to reduce corruption but the other do not therefore the project office achievement on reduction of corruption is low. This is because misplaced, unidentified and unorganized information are exposed to be corrupted and opens the way for corruption.

Regarding awareness creation on RTI the project office addressed all bureaus but the understanding improvements should be measured regarding the application of RTI promotion mechanisms of the project office. In this junction, Trade and Industry has high application followed by rest bureaus but Mayor Office and Communication bureau understanding improvement is below the expectation. This implies that there is improvement in RTI understanding but lacks practical application.

Concerning research based problem solving the project office try to solve the sector organization problems by preparing standards and manual as an output of research and gap assessments. Besides, the bureaus have shown good acceptance and initiation to implement the standard and manuals. Therefore, it is possible to say the office has very good achievement on research based problem solving.

CHAPTERFOUR

4. Summary, Conclusions and Recommendations

4.1 Summary of Main Findings

- Addis Ababa city Administration Government Information Provision and Standardization Project Office promotes the main attributes of good governance by creating tremendous awareness about RTI and information handling mechanisms, by assisting the establishment of alternative information provision mechanisms such as information center, publication and website, facilitates the use of different formats (appeal procedures format, information request format, and information transfer format, information provision format) to increase the accountability of the sector organizations.
- The project office brought positive change on the attributes of good governance in two sector organizations (Trade and Industry, and Transport bureau) at high level, Health and Justice Bureau medium level and Mayor Office and Communication bureau low level.
- In standardizing the government information provision the project office has conducted 10 different studies on sector organizations information provision and has developed 6 standards, 7 directives, and 19 manuals for use.
- Trade and Industry, and Transport bureaus have implemented the standards that are developed by the project office completely and tremendously. In addition the observation result indicates that Trade and Industry, and Transport bureau have fulfilled the common international standards in information provision 88.8 % and 100% respectively
- Justice Bureau applied the National standards partially and fulfills the international standards 33.3% whereas Health Bureau shows low application of national standards and fulfilled the international 44%
- Communication bureau and Mayor Office have very low application of both national and international standards on information provision.
- To promote RTI the project office has used two mechanisms, the first one is increasing alternative information provision systems (establishment of info center, website development and improved publication), and secondly, awareness creation.
- The project office has trained 4500 communication, PR, ICT and higher officials of sector organization on RTI and information provision.

- Regarding RTI Trade and Industry and, Transport bureau have high application of RTI promotion mechanisms (establishment of info center, website development and improved publication). In addition, both bureaus have high level of improvement in understanding RTI and information provision.
- Communication bureau has medium improvement but Mayor office, Health bureau and Justice bureau have high gap on understanding RTI.
- The early performance of the sector organizations in information provision is almost similar; all bureaus shares the following features: lack of understanding about RTI and information provision, disorganized information, no information center, reluctance and haphazard information provision. Besides, all bureaus started from initial point to improve their information provision.
- The current performance of the bureaus can be classified in to three category based on their similarity of improvement observed after the contribution of the project office. The First category: Trade and Industry, Transport bureaus have high performance, Justice and Health bureaus have medium, Mayor and Communication bureaus have low. Communication better performance that mayor office
- Among the challenges that confront the project office, absence of project map, high turnover, lack of transportation, short duration of the project are internal challenges and lack of understanding about RTI, lack of skilled man power ,expectation of financial support from the project office, lake of information center facility and inconsistence information provision are external challenges.
- The main achievement of the project office relies on The Establishment of the Information Centers, Reduction of Corruption, Establishing Alternative Information Provision Mechanisms, Research Based Problem Solving and Awareness Creation.
- The project office has good achievement on information center establishment, low achievement on corruption reduction, medium achievement on alternative information provision mechanism and very high achievement on research based problem solving and RTI and information provision awareness creation.

4.2 Conclusions

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

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

In this junction, The project office is establish to promote RTI and to ensure good governance in the sector organizations through assisting their information provision. According to the study made on the role of the project office and responses of the six sector organizations the following conclusions are forward;

Regarding the project office role in promoting the main attributes of good governance, different mechanisms such as awareness creation on RTI and information provision for the public and the sector organizations, enhancement of information center establishment, enhancement of sector organizations publication about their function and general organizational information, enhancement of availability of appeal formats, facilitation of PR officer position inclusion on organizational structure, service Prerequisites and procedures publication and dissemination through web site, facilitation of DRS software application and development of different manuals are used to enhance transparency, accountability, responsiveness, people participation and reduction of corruption. The effort made to improve the information provision of the city administration is remarkable and have good insight for future improvement of information provision of the country. Therefore the existence of the project office is critically important to transform the haphazard information provision to scientific and modernized information

provision. However, the sector organizations improvement on the attributes of good governance varies based on their acceptance of the project office and understanding of the issue.

Concerning the project office work to promote information standardization a lot of effort are made to study the sector organizations information provision performance and to fill the gap that are observed through standards, manuals and directive development. In addition, all of the sector organizations accept the importance of the standards for the improvement of old information provision. Therefore, the role of the project office has brought positive understanding change about information standardization and gives guideline on how to improve the information provisions. Besides, the standards and the manuals are an asset for the city administration and experience for the regions.

The Mechanisms that used by project office to ensure right to information are intensive training about RTI and proclamation 590/2008, information protection, how to organize and provide information, and facilitation of alternative information provision is given for sector organization and News release, publishing magazine, manuals, service directory, annual books, Press conference (about the project office activity and RTI), Press release, Talk show through media, Radio program are used for the public to create popular understanding about RTI. However, the sector organizations effort to ensure RTI is low and there is still high gap on understanding and ensuring RTI. This weak achievement on ensuring RTI is the result of lack of understanding and commitment of higher officials.

The earlier performance of sector organizations in information provision and standardization is almost similar and characterized by haphazard and unorganized information provision. But the current performance of the organization varies because of their understanding and commitment deference to improve and modernize information provision.

The achievement of the project office is determined based on the response of the sector organizations to the contribution of the project office. Therefore, the achievements of the project office in ensuring good governance are basically on five elements (Establishment of the Information Centers, Reduction of Corruption, Establishing Alternative Information Provision Mechanisms, Research Based Problem Solving and Awareness Creation). The sector organizations response for these elements are good for establishment of information center, low

for reduction of corruption, medium for establishing of alternative information provision , high for research based problem solving and awareness. Therefore, it is possible to conclude that the project office has good achievement on sector organization, but as a result of the project life time the expected results or coverage in sector organizations, sub cities and weredas is not achieved.

4.3 Recommendations

- To promote the main attributes of good governance in consistence manner the project office should overcame the internal challenges such as high turnover, short duration of the project, transportation and facility problems. In addition, huger effort should be exerted to eradicate the external or sector organizations problems such as awareness problem about information provision and commitment problems. Therefore, most of the problems can be solved by establishing the project office separately and permanently, and by empowering it to have enforcement power of its objectives.
- In respect to the project office work to standardize government information provision it has worked remarkable job and it should continue in studying the performance of sector organizations and assessing the gap on government information provision. In addition the project office should promote information standardization by creating awareness about the standards and by participating stack holders directly on standard development process.
- The Mechanisms that have been used by the project office to promote RTI have brought some changes on the sector organizations but understanding gaps are still observed. Thus, the project office should do extensive awareness creation program for sector organizations and the public simultaneously.
- Regarding the current performance of sector organizations on Information provision the project office should assess the existing gap and should empower the low achiever organizations through additional effort and high emphasis. Because this organizations still faces understanding problem of the issue.
- The project office has good achievement on sector organizations information provision but according to its mandate on proclamation No34/2010 to promote RTI and to enhance good governance it didn't address the sub cities and woredas. Therefore the project

office function should be stretched up to wereda level and the office should have its own structure to address the sub cities and weredas.

- Improvement in information provision and standardization differs from sector to sector organizations. Firstly, the sector organizations which have good improvement such as Trade and Industry, and Transport bureau should continue with these performance and should strengthen their information provision alternatives by fulfilling essential facility for the information center and ICT centers, and also should apply advanced data registration and provision soft wares.
- Secondly, Sector organization which have medium information provision improvement such as Justice and Health bureau should give high attention to have better information provision and standardization. In addition, the bureaus should establish information center and ICT department separately, should have functional website and skilled man power for the information provision and standardization.
- Finally, the sector organizations which have low improvement in information provision are the Mayor office and Communication bureau. Therefore, these bureaus should wake up and be role model for the rest government organizations regarding their establishment goals. So both bureau are demanded to be aware of the project office contribution and should be committed to modernize the information provision, and also they are expected to support the project office to get acceptance by the other sector organization

REFERENCE

- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2012. *Website Content Preparation Standard*, Addis Ababa, Ethiopia.
- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2012. *Information center facility standards*, Addis Ababa, Ethiopia.
- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2012. *General Status of Resource Center Standard*, Addis Ababa, Ethiopia
- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2012. *Information Identification and Counting Standards*, Addis Ababa, Ethiopia.
- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2012. *Record classification standards*, Addis Ababa, Ethiopia.
- Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2011. *Information security and protection directive*, Addis Ababa, Ethiopia.
- Addis Ababa City Government, 2008. Proclamation No 4/2008, Addis Ababa City government executive and municipal services organs re-establishment
- Addis Ababa city government, 2010. Proclamation No 34/2010, Addis Ababa City Administration Government Information and Standardization regulation. Addis Negarit Gazetta 3rd year No. 34, Addis Ababa , Ethiopia.
- Africa Development Bank, 2009, Federal Democratic Republic of Ethiopia country governance profile.
- African Commission on Human and Peoples' Rights (ACHPR), 2002. Declaration of Principles on Freedom of Expression in Africa, 32nd Session, 17-23 October 2002: Banjul, the Gambia.
- B.C.Smith. 2007, Good Governance and Development, Palgrave Macmillan, New York.
- Bo Sundgren, 2014, what is a Public Information System, Dept. of Information Technology and Media, Mid Sweden University, Sweden.
- Carlo Santiso, 2001 Good Governance and Aid Effectiveness: The World Bank and Conditionality. The Georgetown Public Policy Review, Volume 7 Number 1. Retrieved

from http://www.sti.ch/fileadmin/user_upload/Pdfs/swap/swap108.pdf. Accessed on 3/5/14.

Carmen Said Geha, 2008), Freedom of Information: Bridging the Gap between the Citizen and State, American University of Beirut, Department of Political Science and Public. Beirut, Lebanon.

Cong et al., 2013. Definition and standardization of data elements attributes in land and resource management, college of information and electrical engineering, Beijing, china.

Daniel Bekele, 2014. the Legal Frame Work for Freedom of Expression in Ethiopia, Report for Article 19, Global Campaign for Free Expression. Retrieved from <http://www.article19.org/pdfs/publications/ethiopia-legal-framework-for-foe.pdf>.

David Banisar, 2011. The Right to Information and Privacy: Balancing Rights and Managing Conflicts, the International Bank for Reconstruction and Development, the World Bank, Washington, USA.

DonkerDuyvis, 2013. Standardization as a Tool of Scientific Management. Retrieved from https://www.ideals.illinois.edu/bitstream/handle/2142/5530/librarytrendsv2i3G_opt.pdf%3Fsequence.

EshetuWendemu, 2011. Addis Ababa City Administration Government Information Provision and Standardization Office, Study and Research Center. Selected Organization Information Custody, Organization and Provision System Gap Assessment. Addis Ababa, Ethiopia

European Convention on Human Right (ECHR), 1950. Convention for the Protection of Human Rights and Fundamental Freedoms, as amended by Protocols Nos. 11 and 14, Rome.

Federal Democratic Republic of Ethiopia (FDRE) (1994), Constitution. Addis Ababa, Ethiopia

Federal Democratic Republic of Ethiopia (FDRE) (1994), Constitution, Addis Ababa, Ethiopia

Federal Democratic Republic of Ethiopia (FDRE) (1999). Proclamation No 179/1999, Ethiopian National Archives and Library Proclamation. Federal Negarit Gazetta 5th Year No. 63, Addis Ababa, Ethiopia.

Federal Democratic Republic of Ethiopia (FDRE) (2000). Proclamation No 211/2000, Federal ombudsman. Federal Negarit Gazetta 6th year No 41, Addis Ababa, Ethiopia.

- Federal Democratic Republic of Ethiopia (FDRE) (2008). Proclamation No. 590/2008, Freedom of the Mass Media and Access to Information. Federal Negarit Gazette 14th year N0.64, Addis Ababa, Ethiopia.
- Government of India, 2009. Guide on Right to Information Act, 2005. Ministry of Personnel, Department of Public Grievances & Pensions. New Delhi, India.
- Heeks, R., Ed. (1999). Reinventing government in the information age: International practice in IT-enabled public sector reform. London, Routledge.
- International Telecommunication Union (ITU), 2008. Electronic Government for Developing Countries, ICT Applications and Cyber security Division Policies and Strategies Department of ITU Telecommunication Development Sector. Geneva, Switzerland.
- M. M. Ansari, 2008. Central Information Commission, Right to Information and its Relationship to Good Governance and Development, New Delhi.
- Open Society Justice Initiative, 2006. Transparency & Silence: A Survey of Access to Information Laws and Practices in Fourteen Countries (New York: Open Society Institute).
- Open society justice initiatives, 2012. Access to Information Laws: Overview and Statutory Goals, accessed date, February 5, 2014.
- Organization for Economic Cooperation and Development (OECD), 2003, Open Government: Fostering Dialogue with Civil Society, France.
- The Herald, 2014. Article on Ensuring Access to Information Bolsters Democracy and Development, Ethiopian Institution of the Ombudsman. Retrieved from http://www.ethombudsman.gov.et/index.php?option=com_docman%26task%3Ddoc_detail%26Itemid%3D6.
- Toby Mendel, 2003. Freedom of Information: A Comparative Legal Survey (India: UNESCO)
- United Nations (UN) (1949), United Nations Universal Declaration of Human Rights. Google (<http://lexmercatoria.org/>) accessed, on 11/19/2013.
- Wang ping, 2011. A brief history of standards and standardizations: a chains perspective. East-west center working paper, No 117. Honolulu, Hawaii.
- Yap Kioe Sheng, 2013. Economic and Social Commission for Asia and the Pacific. Retrieved from <http://ias.jak.ppke.hu/hir/ias/20132sz/06.pdf>

Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2011.*Information provision, organization and utilization directive*, Addis Ababa, Ethiopia.

Addis Ababa City Administration Government Information Provision and Standardization Project Office, 2011.*Municipality information selection evaluation and placement directive*, Addis Ababa, Ethiopia.

Federal Democratic Republic of Ethiopia (FDRE) ombudsman, 2012.*Free Information Provision Circular/ None Priced Information Provision Circular*.

Federal Democratic Republic of Ethiopia (FDRE) ombudsman, 2012.*Confidential Information Handling Circular*.

Federal Democratic Republic of Ethiopia (FDRE) ombudsman, 2013.*RTI Implementation Report Preparation and Presentation Directive*, Addis Ababa, Ethiopia.

Federal Democratic Republic of Ethiopia (FDRE) ombudsman, 2013...*Right To Information Complain Handling Directive*, Addis Ababa, Ethiopia.

Appendix

Standards in librarianship and in the broader field of documentation concern the following general subjects:

a. Material of Documents

1. Sizes of paper and like objects (such as forms, drawings, books, pamphlets, periodicals, bibliographic cards and slips, photo- graphic material)
2. Quality and tests of material for documents (applying to paper, ink, binding materials, and photographic material, etc.)

b. Layout of Documents

1. Forms for writing paper
2. Accountancy forms
3. Drawings
4. Books and pamphlets
5. Periodicals
6. Bibliographic cards and slips
7. Various forms (e.g., library lending forms, etc.)

c. Elements of the Contents of Documents

1. Graphic characters (handwriting characters for drawing, printing, and typing)
2. Transliteration and transcription
3. Symbols and abbreviations (for pure and applied sciences, for technical drawing, for titles of periodicals, etc.)
4. Terminology

d. Editing the Contents of Documents

1. Title references and bibliographical notices
2. Abstracts, summaries, book reviews, and the like
3. Periodical articles

e. Arrangement of Documents

1. Alphabetic arrangement
2. Systematic arrangement

f. Filing and Storage of Documents

1. Filing materials, Filing cabinets, indexing and other equipment

g. Various Apparatus (Mechanical Devices)

Power and Function of the Project Office

The office shall have the following power and functions:

- *Facilitate conditions to organize information available in all public organs of the city government in a coordinated manner*
- *Prepare and execute a plan of action and time table to maintain efficient working procurers thereby ensuring a swift flow of information in the city.*
- *Identify information gathering system, select various types of technology and design communication capacity building strategy; submit same to the board for approval and cause same implemented up on approval.*
- *Play a decisive role in the organization of information data base system in all public organs of the city administration.*
- *Undertake where necessary activities to network information delivery system at appropriate levels.*
- *Design mechanisms to ensure information security and utilization system*
- *Perform necessary activities to build the capacity of information providing public organs in terms of input, skill and attitude.*
- *Prepare and submit to the board plan performance report regarding the project.*

- *Facilitate ways by which it established relationship with local as well as international institutions that shall contribute to the fulfillment of its objectives through financial or other forms of support.*
- *Undertake research and studies to formulate information policy for the project as well as to implement policies issued previously.*
- *Collect valuable information for research and studies as well as utilize information gathered by other similar organs for the purpose of realizing objectives of the office*
- *Follow up that the information services of the public organs at sub- city and wereda level are standardized, effective, and dependent; and provide necessary support.*
- *Ensure the capability as well as uniformity of information services at city wide level.*
- *Ensure the information available at city wide, sub- city and wereda levels are organized based on type and quantity as well as content (AACAA, 2010).*



Addis Ababa University
School of Graduate Studies
College of Business and Economics

Department of Public Administration and Development Management
Interview to the Project Office

This interview is prepared by Eskedar Gizat to accompany a thesis, titled *The Role of Government Information Provision and Standardization Project Office in Ensuring Good Governance* in Addis Ababa city administration selected sector organizations. The purpose of this thesis is to fulfill the partial requirement for **Masters of Art in Public Administration**. Besides, it aims to assess the contribution of Addis Ababa city administration government information provision and standardization project office in ensuring good governance in the city administration sector organization, and to provide insight for government information provision and standardization system improvement. Your response will be the main attribute for successful accomplishment of the thesis. The information that you provide will be treated confidentially. Thanks in advance for your cooperation.

Full Name: Eskedar Gizat

Date

Signature: _____

I. The Project Office in Insuring Good Governance

1. How the government information and standardization project promote the main attributes of good governance, which are

- I. Transparency (freely available and directly accessible information)
- II. Accountability (being answerable for those who will be affected by its dissection)

III. People participation (enhancing freedom of expression and information)

- IV. Responsiveness (serve all stake holders promptly)
- V. Reduction of corruption (disclosure of government system)

II. The Project Office in Standardizing Government Information Provision

- 2. How is the project office doing in standardizing government information provision?
- 3. Who are the main actors in standardization process?
 - a. Sub cities
 - b. NGO
 - c. standard organizations
 - d. sector organizations
- 4. What are the procedures in standard development process?
- 5. Is the standardization enactment top to bottom? Yes No other
- 6. If your answer for Q No5 is yes how do you see The response of sector organization on the standards
- 7. Is the standardization system based on sciences and experience? How?

III. The Project Office in Ensuring Right to Information

- 8. What mechanisms are used by project office to ensure right to information?
- 9. How the project office creates common understanding about right to information between the sector organizations?
- 10. How does the project office promote the concept of right to information to the public?
- 11. How do you see the understanding of sector organization about right to access information?

IV. Sector Organizations Responses in Government Information Provision and Standardization

- 12. How do you describe the earlier performance of the sector organizations in information provision and standardization?
- 13. What are the changes that confront the contribution of the information provision and standardization project office?
- 14. How do you describe the understanding and acceptance of the sector organization on the contribution of government information provision and standardization project office?

V. Challenges and Achievements of the Project Office

- 15. What are the major achievements of the project office in ensuring good governance?
- 16. What are the challenges of the project office in ensuring good governance?



Addis Ababa University

School of Graduate Studies

College of Business and Economics

Department of Public Administration and Development Management

Interview to the Sector Organizations

This interview is prepared by Eskedar Gizat to accompany a thesis, titled *The Role of Government Information Provision and Standardization Project Office in Ensuring Good Governance* in Addis Ababa city administration selected sector organizations. The purpose of this thesis is to fulfill the partial requirement for **Masters of Art in Public Administration**. Besides, it aims to assess the contribution of Addis Ababa city administration government information provision and standardization project office in ensuring good governance in the city administration sector organization, and to provide insight for government information provision and standardization system improvement. Your response will be the main attribute for successful accomplishment of the thesis. The information that you provide will be treated confidentially. Thanks in advance for your cooperation.

Full Name: Eskedar Gizat

Date

Signature: _____

Sector Organizations Responses in Government Information Provision and Standardization

1. How do you describe the earlier performance of the sector organizations in information provision and standardization?
2. What improvements are achieved after the contribution of the information provision and standardization project office?

3. How do you describe the understanding and acceptance of the sector organization on the contribution of government information provision and standardization project office?
4. How is the organization doing in standardizing government information provision?
5. Are the standards and manuals developed by the project office helpful for your organization information provision and standardization?

Sector Organizations in Insuring Good Governance

6. Do you think the existence of government information provision and standardization project is helpful for your organization in insuring good governance?
7. What changes are achieved after the contribution of the project office in promoting the main attributes of good governance, which are
 - Transparency (freely available and directly accessible information)
 - Accountability (being answerable for those who will be affected by its dissection)
 - People participation (enhancing freedom of expression and information)
 - Responsiveness (serve all stake holders promptly)
 - Reduction of corruption (disclosure of government system)
8. How do you describe the contribution of government information provision and standardization project office in enhancing good governance?

The Sector Organization in Ensuring Right to Information

9. How is your organization doing in ensuring right to access information?
10. Are the mechanism used by the project office is helpful to insure right to information? If yes? How?
11. What effort are made to implement right to information regulations and directives



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

OBSERVATIONAL CAKE LIST

Name of sector organization _____

Observer _____ *Date* _____

Sector Organizations Pre-Government Information Provision

1. Did the organization have information center? Yes No
2. Is the information center organized separately? Yes No
3. Is the information center functional? Yes No
4. Is the information center fulfilled essential materials for information provisions?
Tremendously completely Partially Slightly Not at all
5. Is the data duly cataloged?
Tremendously Completely Partially Slightly Not at all
6. Is the data in the information center secured? From
 - Fire yes No
 - Pests yes No
 - Dust yes No
 - Direct sunlight Yes No
7. Did the organization have web site? Yes No
8. Is the organization web site functional? Yes No
9. Did the communication and ICT experts take training on website content preparation?

10. is there Update information provision through organizational web-site yes No

Sector Organizations Government Information Standardization

With Respect to International Standards

11. Is everyone can Access information of the organization? Yes No

12. Is secrecy information are separated and granted by law for exception? Yes No

13. Did the organization respond to requests for information in a consistent manner?

Yes No

14. Did the organization have assigned responsible body for information provision?

Yes No

15. Is making information requests simple? Yes No

16. Is making information requests speedy? Yes No

17. Is making information requests at fair price? Yes No

18. Did the Officials assist information requestors? Yes No

19. Did the organization justify Refusals in written term? Yes No

20. Did the organization provide appeal procedures for failure to disclose information?

Yes No

21. Did the organization proactively publish core information?

Yes No

With respect to National Standards

22. Did the organization apply Web Site Content Preparation Standard?

Tremendously Completely Partially Slightly Not at all

23. Did the organization use Information center facility standards to fulfill the center facilities?

Tremendously Completely Partially Slightly Not at all

24. Did the organization systematize the information center based on General Status of Resource Center Standard

Tremendously Completely Partially Slightly Not at all

25. Application of Information identification and counting standard

Tremendously Completely Partially Slightly Not at all

26. Application of Record classification standard

Tremendously Completely Partially Slightly Not at all

27. Did the organization apply FDRE ombudsman Free information provision circular/ none priced information provision circular

Tremendously Completely Partially Slightly Not at all

28. Did the organization apply FDRE ombudsman Confidential information handling circular

Tremendously Completely Partially Slightly Not at all

29. Application of Right to information complain handling directives

Tremendously Completely Partially Slightly Not at all

Sector Organizations in Ensuring Right to Access Information

30. The organization level of understanding to ensure RTI

Very high High Medium Low Very low

31. Did the organization report RTI implementation to concerned bodies

Yes No

Sector Organizations in Ensuring Good Governance

32. Transparency (Freely available and directly assessable information)

Very high High Medium Low Very low

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

Very high High Medium Low Very low

34. People participation (enhancing freedom of expression and information)

Very high High Medium Low Very low

35. Responsiveness (serve all stake holders promptly)

Very high High Medium Low Very low

36. Reduction of corruption (disclosure of government operation)

Very high High Medium Low Very low