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DEPARTMENT OF GEOGRAPHY AND ENVIRONMENTAL STUDIES

URBAN INFRASTRUCTURE AND SERVICE PROVISION AND ISSUES OF GOOD GOVERRNANCE: THE CASE OF ROBE CITY, BALE ZONE, OROMIA REGIONAL STATE

BY:

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ATHESIS SUBMITTED TO SCHOOL OF GRADUATE STUDIES AT MADDA WALABU UNIVERSITY IN PARTIAL FULFILMENT OR THE REQUERMENTS OF THE DEGREE OF MASTER OF ART IN GEOGRAPHY AND ENVIRONMENTAL STUDIES

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DECLARATION

I, the undersigned, declare that this research entitled '' Urban Infrastructure and service provision and issues of good governance: the case of Robe city, Bale zone, Oromia regional state'' is my original work and has not been submitted earlier for any degree either at this University or any other University.

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Thesis Approval Sheet

This is to certify that the thesis set by Mesfin Demissie, entitled: Urban Infrastructure and service provision and issues of good governance: the case of Robe city, Bale zone, Oromia regional state and submitted in partial fulfillment of the requirements of the Degree of Master of Art in Geography and Environmental Studies and complies with the regulations of the university and meets to accepted standards with respect to originality and quality.

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Acronyms and Abbreviation

ADB African Development Bank

CSA Central Statistical Agency

EDRI Ethiopian Development Research Institute

GGGI Global Green Growth Institute

MDGs Millennium Development Goals

MWUD Ministry of Works and Urban Development

NGOs Non-Governmental Organizations

ORUPI Oromia Region Urban Planning Institute

OUPI Oromia Urban Physical Infrastructure

PADCO Planning and Development Collaborative International

PPPs Public–Private Partnerships

SPSS Statistical Package for the Social Sciences

SWM Solid Waste Management

UDHR Universal Declaration of Human Rights

UNCHS United Nations Center for Human Settlement

UNDP United Nations Development Program

UNHRP United Nations Housing Rights Program

UPI Urban Physical Infrastructure

WB World Bank

Abstract

Urban infrastructure is one of the major assets of a city in terms of capital investment, critical services provisioning, and sustainable and resilient urban development. Major infrastructure services provision types provide water, electric power, sanitation, road, energy, transportation and communication services and the level of good governance in any system is a function of good leadership while good management depends on good governance. This research was planned to assess the urban infrastructure and service provision issues of good governance in Robe city. To this end, the study employed descriptive survey design, which involves both quantitative and qualitative research approaches. The sample size of this study was 394 randomly selected survey households using simple random sampling techniques. The information were collected by questionnaire, interview, observation, focus group discussion and supporting secondary sources from the institutions. For the purpose of data analysis the study employed tools like, excel and SPSS version 20. Finally, this study may have greater significance in considering the degree of the problem of urban infrastructural service provision in the city, the result of the study may improve knowledge for Robe city authorities and officers who help their plan in successful governance and urban infrastructure service provision structures, the projections analysis shows that the Electric power supply was below extension then existed create same slow trendy the development, the water supply would endure designate further stimulating trendy the adjacent upcoming. The solid waste and road infrastructure must be there established in need of outward economic causes besides requirement towards organized structure investment concluded civic contribution, enhanced transparency and responsibility. Mostly the point of conclusion through other infrastructure suppliers was practically nobody viewing that there was no organized strength trendy administration the resident infrastructure provision demand, Clarity and accountability would reasonably exist major components in frequently infrastructure provision service to the city. This symbol of the provision of infrastructure takes to advancement in specific assurance.

Key words: good governance, service provision, urban infrastructure

CHAPTER ONE

1. INTRODUCTION

1.1 Background of the Study

The world is becoming increasingly urban, and the number of populations living in cities is also growing rapidly. United Nations, Department of Economic and Social Affairs (UNESA) forecasted that in 2030 more than 60% of the world's population would be living in cities (UNESA, 2014). In other words, the rapidly urbanizing countries of Africa differ substantially from developed nations in social, economic, cultural and political aspects. As a result, recommendations for cities in developed countries may not necessarily be valid for such rapidly urbanizing cities (Kabisch and Haase, 2013). Africa shall be a prosperous continent, with the means and resources to drive its own development, and where: African people have a high standard of living, and quality of life, sound health and well-being; Well educated citizens and skills revolution underpinned by science, technology and innovation for a knowledge society; Cities and other settlements are hubs of cultural and economic activities, with modernized infrastructure, and people have access to all the basic necessities of life including shelter, water, sanitation, energy, public transport and ICT,Economies are structurally transformed to create shared growth, decent jobs and economic opportunities for all (AU, 2014). Ethiopia's current urbanization level of 19% is projected to steadily increase to at least 30% by 2030 (EDRI and GGGI, 2015). Even if urbanization is low in Ethiopia, it is growing rapidly by African standards (Tegenu, 2010).

Recently, large and medium urban centers in Ethiopia have exhibited a remarkable growth in the construction, manufacturing and tourism sectors. Naturally urbanization occurs as a result of industrial development with subsequent demand for labor and growth in demand for varied services and goods. It is also caused by push Ethiopia's urban population growth is among the highest in the world.

Nevertheless the country is still one of the factors from rural areas mostly scarcity of agricultural land and job opportunities. Hence rural labour migrates to nearby urban areas in search of jobs (Tiwari, 2014).

Public investment in infrastructure is aimed at increasing the productivity and purchasing power of urban centers. Significant improvement is seen in investment along all lines of infrastructure in a country Ethiopia in general and urban centers in particular. The stock of road networks is growing at an encouraging pace (Ibrahim, 2011).

The government of Ethiopia has been working to improve the quality of life for urban dwellers and increase the productivity of urban economies so as to ensure contribution from urban centers for growth of the national economy. An integrated infrastructure development plan plays important role to effectively guide and promote urban development. But urban infrastructure is often subject to haphazard planning; disjoint implementation and poor installation management. Moreover, the provision of infrastructure is inadequate and poor in most of the urban centers and its development is lagging behind the population growth rate. Poor provision of infrastructures can lead to exposition of urban populations to health risks, limiting productivity through service cuts, increase in household and investor costs through property damage and increasing production costs through congestion, accidents and traffic jams (Werner and Then, 2007 cited in Admasu, 2012). Sustainability of urban infrastructure and integration in planning and implementation of the infrastructure is a challenge in most of the urban centers.

In general, major challenges in urban infrastructure and Services provision are categorized under physical and technical constraints; economic and financial constraints; institutional and structural constraints (Tiwari, 2014). Good governance has been identified; governments accountability to its citizens, lack of political violence and terrorism, government effectiveness, lack of regulatory burden, property rights and rule of law and control of corruption (Kaufman et al., 2005).

According to Leautier, (2006) recent efforts to systematically analyses data available for large number of cities have found that the quality of governance and extent of globalization at the city level correlate quite strongly with the quality of service provision at the city and economic success. Good governance has major characteristics: it's participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and follows the rule of law. It assumes that corruption is minimized, the views of the minority are taken into account and that the voices of the most vulnerable in society are heard in decision making. It is responsive to the present and future needs of the society (UNESCAP, 2005) cited in Enserink and Koppenjan (2007). There is therefore an urgent need for good urban governance and management for efficient infrastructure provision. Urban infrastructural services provision, good governance and management are somehow interrelated.

Similarly, urban infrastructure and service provision and issues of good governance and political economy of urban service provision is a major concern to date. But what are the major challenges in the context of medium level urban centers such as Robe city and what prospects do they have to ensure improved welfare for its residences and increase productivity in urban economic system? Questions of this sort need critical analysis through case studies. Hence, this paper travail to evaluate major

challenges in urban infrastructures and service provision such as electricity, water, road and solid waste management practices in Robe town.

1.2 Statements of the Problem

The government of Ethiopia has properly designed a policy framework for urban infrastructure development and due emphasis has been given to urban development packages to create better urban centers that can contribute to the growth of the national economy as well as improve the welfare of their dwellers (EDRI&GGGI, 2015). There are improvements in the coverage of infrastructure in urban centers. The urban centers have been giving different statuses in the governance system and are supposed to be self-reliant in most aspects. Thus, there is competition among urban centers to perform better than ever (Fenta et al., 2012). According to Pathak et al. (2008) asserted that key drivers of corruption in Ethiopia, infrastructure, electricity, water and sanitation sector are poor governance, lack of accountability and transparency, low levels of democratic culture and traditions, lack of citizen participation, lack of clear regulations and authorization, low level of institutional control extreme poverty and inequity and centralization of authorities and resources.

Despite progress over the last two decades in infrastructure and services across all urban sectors, there is still much to do, even at today's level of urbanization. Most of the urban centers in the country still lack adequate public utility services especially electric, water supply, solid waste and road infrastructure. The demand and supply gap is large and provision is continuously covering behind the urban population growth rate. This is mainly due to the fact that the increase in the number of urban population is high and capacity to provide the services proactively is limited due to many factors constraining the supply. Governance and political economy issues have important role in delaying and effective provision of urban public services (MoWUD, 2006).

Urban centers are failing to meet the demands of growing numbers of urban residents mainly in three areas: access to jobs, infrastructure and services, and housing. The infrastructure challenge is more pronounced in the power sector (ULGDP II, 2014). Kitila (2015) studied sectoral integration of urban services of Dire Dawa, along the lines of planning approach, challenges in implementation and effects of poor coordination in four urban sub sectors namely water supply, telecommunication, transport and electricity. Urban infrastructure services are the basis for urban development. Without having good and adequate urban integrated infrastructure services there can't be sustainable development.

In similar manner, urban services have a direct and immediate effect on the quality of the lives of the people (OECD, 2016).

To be globally competitive and provide a good quality of life, cities need to provision a wide range of services and infrastructure: transportation, water, sewage control, garbage collection and disposal, police and fire protection, parks and recreation, cultural facilities, affordable housing, and social assistance (Slack and Côté, 2014). There is a need for significant improvement of the accountability approach in developing countries that would help to enhance the efficiency and effectiveness of their public services. Citizens need to have capacity to voice, set their own priorities, and to demand their rights (Paul, 2012; Joshi, 2014; Ghatak, 2015; Besley and OECD, 2019).

A autonomous urban infrastructure study shown in 2013 designated the important gaps in services provision and infrastructure now critical essential urban services provision and infrastructure's electric utility, water supply, solid waste and road infrastructure, sanitation in Addis Ababa and other cities, which include Ethiopia's largest urban areas. (ULGDP II, 2014).

The difficulties of service provision, stay now repair of ancient lines, long official improvements exist approximately of the difficulties experimental in the power supply that justify correct consideration in GTPII (National Planning Commission, 2016). Explanations show that the public at large criticizes by low level of services provision and organization between the service earners. Also these, the value of the service is frequently complained in the community by enormous. Main tasks in provision of such services by sub national levels are not at all obviously examined. This study value analysis in Robe city due to many reasons: There is large number of rural urban migrants in the city, outstanding to the fact that on behalf of searching job and increasing the need of better urban life, for education, structural and unstructured expansion of cities. Therefore the request adjacent exists critically growing. On the other hand the supply of road and power infrastructure is found stagnant and poor which is complained frequently by dweller. The water subsector is responsive to some extent but due to constrained supply sources, its prospects would remain was a challenge in the study area. consequently, this study intends to examine major challenges in Robe city infrastructure service provision namely electricity, water, sanitation, solid waste and road service provision and identify opportunities for improving the access and quality of the services provision and collaboration between the private and public actors. However, there are thirty water points in Robe city. Sixteen of the water points are functional while the remaining fourteen are non-functional.

The rising urban population and increase the demands of the urban infrastructure services provision, poor accesses, insufficient services on one hand and, the raising of basic needs, high cost of construction

materials, the skyrocketing life cost, the needs of services provision like: electric power, water supply, road, solid waste and the like, on the other hand, has created an oversized gap between urban infrastructural service provision demand and supply in urban centers. The magnitude of this gap is reflected in many infrastructure, services provision, good governance over-crowded relating to and unworkable units requiring substitutes. Urban infrastructure studies indicated that the significant gaps in services and infrastructure in essential core urban services and infrastructure, electric power, water supply, road and solid waste and good governance issues in Robe and other towns or cities. Thus, this research work is aims to investigate urban infrastructure services provision problems and identify the major factors like institutional factors, demand and supply, expansion of towns structural and unstructured plan, financing factors, good governance, topography, and demographic that constraint infrastructural service provision practices on Robe city. This research thesis is gives some hint for Robe city administration, expertise and concerned body of the study area.

1.3. Objective of the Study

1.3.1. General Objective

The general objective of this study is to assess urban infrastructure and service provision and issues of good governance in Robe city.

1.3.2 Specific Objectives

The specific objectives of this study include:-

- ✓ To assess the existing condition of urban infrastructure provision in the city.
- ✓ To investigate the perception of the community on the provision of urban infrastructure and good governance in the study area.
- ✓ To identify challenges in electric power, water supply, solid waste and road infrastructure provision in Robe city.
- ✓ To appraise the future opportunities of the city in terms of infrastructure and service provision

1.4. Research Questions

Based on the stated specific objectives the research aimed to find answers for the following questions:

1. What opportunities are there for infrastructure and service provision?
2. What is the existing condition of urban infrastructure in the city?

3. How do residents of Robe city perceive the provision of urban infrastructure and good governance?

4. What are the challenges in electric, water supply, solid waste and road infrastructure provision in the case of Robe city?

1.5. Scope of the Study

The study of urban infrastructure problem is a broad subject matter. However, thematically the study focuses mainly on urban infrastructural services provision and issues of good governance, major infrastructure services provision like electric utility, water supply solid waste and road infrastructure in the town. Only the urban infrastructural and services provision and issues of good governance problem is beyond of this study. The research was conducted in one selected Robe city with six kebeles households. The study focused on the major problems with access to infrastructural services provision challenges in the city.

Geographically, the study is delimited to Bale Zone, Robe city. A study was bounded by time and space, likely this study is bounded by the time of 2024.

1.6. Significance of the Study

The study was held to assess the extent or the magnitude of the problem, so as to formulate the possible solution to change it before it is transformed into further developmental impact and complication. Considering the current situations of urban infrastructural services provision in Robe city, the value of under taking the research on this area was important and unquestionable. Accordingly, in this research the urban infrastructural and services provision and issues of good governance problem viewed from a wider stretch. Therefore, this study may have greater importance in assessing the degree of the problem of urban infrastructural service provision in the city.

The study may be expected to benefit the Robe city, Oromia regional state by identifying the urban infrastructural services provision problems currently in the city. It may have a high value to the city to make proper decisions regarding the urban infrastructural provision and issues of good governance. Moreover, the result of the study may add knowledge for Robe city experts and officials who help their future plan in improving governance and urban infrastructure service provision systems. In addition, the study may forward possible solutions to improve the problem of urban infrastructural services provision and issues of good governance in the city and it contribute to fill the knowledge gap essential for academic purpose as well. Finally, the study was used as a base for those who want to conduct further

investigation regarding the urban infrastructure and service provision and issues of good governance the case of Robe city.

1.7. Limitation of the Study

The delays of response from respondents were the major problems encountered during the data collection period. There was also disinclination of some respondents to give valid data concerning the actual practice on the ground, anxiety of some respondents to provide honest and accurate information. So, having these limitations in mind, what the researcher gone to overawe these holdups were:

- ✓ To solve delay of response from respondents the researcher was created awareness again as the response of them was needed for the study only and it had value to achieve the proposed objectives.
- ✓ To avoid their fear told them as the response is for the purpose of study and kept in hidden.
- ✓ To overcome constraints regarding limited literature sources with respect to the problem under investigation and forced to trust more on primary data gathered using questionnaires and interviews.

1.8. Definition of Key Terms

Infrastructure: infrastructure is a term generally refers to service such as electric power, transport, telecommunication ,water supply, sanitation and road that are reckoned to be elemental for economic, social and physical development of a country (Simone,2014).

Physical infrastructure: is the economic infrastructure that incorporates the physical structures from which goods and associated services are produced that enter as common inputs to many industries, and which play a large part in determining efficiency, industry costs and levels of production. Transport and communications networks as well as power, water supply and sewerage facilities commonly fall into this category (DfID, 2015).

Capacity: the underlying governance and staffing structures of a public sector entity necessary to remain fit for purpose-being able to provision the planned services. Governance comprises the arrangements put in place to ensure that the intended outcomes for stakeholders are defined and achieved. The aim of good governance in the public sector is to encourage better service provision and improved accountability by establishing a benchmark for good governance in the public sector (www.collinsdictionary.com).

Decentralization: decentralization can be defined as the transfer of responsibility for planning management and resource raising and allocation from the central government and its agencies to field units of central government, subordinate units, semi-autonomous public authorities or corporations, area (World Bank, 2016).

Urban growth: - Growth in the physical area expansion and/or increase in the population of cities (NUPI, 2013).

Urban Structure: - Cities are not simply random collections of buildings and people. They exhibit functional structure: they are spatially organized to perform their functions as places of commerce, production, education, and much more (MoUDHC, 2014).

1.9. Organization of the Study

The study consists of five chapters. The first chapter deals with introduction, background of the study, statement of the problem, objectives of the study, research questions, significance of the study, scope of the study, organization of the study and conceptual definitions. The second chapter deals with the literature review part which is useful to interpret the result obtained. The third chapter includes methodology of the study including, description of the study area, research design, research approach, source of data, data collection, sampling techniques and explains methods of data analysis. The fourth chapter is data analysis and presentation. The fifth chapter is about conclusion and recommendation of the study.

CHAPTER TWO

2. REVIEW OF RELATED LITERATURE

This part of the study examined some of the definitions and theoretical basis for urban infrastructure and service provision and good governance and major related empirical articles studied by different authors in the field of study. Hence part one consists of the theoretical literatures and the second part deals with an overview of what has been done so far on the specific area of the study interest at hand.

2.1. Conceptual Literature

Definition of some terms as given in Urban Physical Infrastructure (UPI) which can be defined as a set of artificial structures, interconnected physically or functionally in urban setting (Bobylev, 2013).Urban infrastructure includes physical objects like roads, power supply, water, bridges, sewerage, flood protection schemes, networks. Urban physical infrastructure is one of the major assets of a city in terms of capital investment, critical services provisioning, and sustainable and resilient urban development. Major Urban infrastructure types provide water, sanitation, energy, transportation and communication services. Globally urban physical infrastructure is facing increasing challenges in sustaining its services under pressures of urbanization and climate change factors; yet urban infrastructure and service provision itself can be used as an effective policy tool to govern inevitable urban expansion. Infrastructure has an indispensable, positive role in development, especially urban infrastructure (World Bank, 2015).

Definition of some terms as given in Integrated Urban Infrastructure and Service Planning Manual (NPC, 2016) are as follows: Road means any public thoroughfare whose primary purpose is the conveyance of vehicular and non-vehicular traffic. Water supply includes the source of water, treatment plant, reservoir and tankers, the main trunk lines, distribution lines and individual connection lines that are laid for the provision of potable water. Electric network includes a system of lines of wires/cables (low, medium and high tension lines), transformers, and station, sub- stations, electric generation stations (hydro power, thermal power, etc.) for the supply of electric power to different urban functions. Infrastructure: is defined to denote the hard component that comprises all systems of urban infrastructure that are mainly laid under the ground (e.g. urban physical infrastructure) and on the ground (e.g. roads) or above the ground (e.g. telephone and electric lines) to provide public services.

Infrastructure in the context of this manual includes roads and drainage, utility lines (water supply, electricity, telephone) and facilities such as public transport terminals, garages etc. Services are facilities such as surface of air transport terminals, parking lots, interchanges, connections, etc. that are directly related to infrastructure.

2.1.1 Governance and Principles of Good Governance

The good governance in the public sector defines effective governance in the public sector and application of the principle that encourages better decision-making and efficient use of resources and strengthens accountability for the stewardship of those resources (United Nation, 2007). The effectiveness of community organizations concerning the existence of pillars of good governance. The inadequate community participation, poor responsiveness, poor participation, accountability, transparency, and the rule of law has a significant impact on poor service provision (Dayanand, 2013).

Governance refers to the formal and informal arrangements that determine how public decisions making are form and how public actions are carried out from the perspective of maintaining a country's constitutional values. According to OECD, good governance as the exercise of authority through political and institutional processes that are transparent and accountable and encourage public participation. Good governance can be explained as participation, transparency, and accountability, effectiveness, equity promoting rule of law. Public Institutions and Public Services Public institutions are institutions that are backed by public funds and controlled by the state to provide services to the community (OECD, 2019a) Policy Toolkit on the Governance of Critical Infrastructure Resilience.

2.1.2. Participation and Accountabilities

Citizens can also actively be involved in the quality development process. This can be done for instance by creating panels next to the council. It can also be done by actively measuring how citizens look at the service quality of their local government. A system to improve the quality of physical infrastructure service provision in an ongoing manner is to regularly request feedback and update. Transparency is the act of sharing information openly; a characteristic of accountability (Enserink, 2007).

2.1.3. Transparency and Accountability

Transparency and accountability are intrinsically linked in such a way that the former is a prerequisite for the latter. Citizens can hold service providers accountable for their decisions and the use of resources only when they have access to information. Service providers have to constantly provide

information to clients about various dimensions of the services they provide. This in turn necessitates service providers being responsive and thereby accountable to the clients they serve. Sector budget analysis and publication, community-based management, citizen report card, involvement of private sector operators; reporting and disclosure of targets and achievements are important mechanisms that can increase transparency and accountability (Joshi, 2010).

2.1.4. Sound of the Citizens

Citizens need to have voice and government should provide avenues so that they can express it effectively. Nonetheless, only few governments, particularly in developing countries, recognize the real value of providing open and responsive avenues for consumers to exercise their voice (e.g. complaint mechanisms). Even if some governments have established higher level systems of voice and recourse through regulatory bodies such as human rights commissions, ombudspersons and the judiciary, these are inaccessible to the vast majority of the target population (AfDB, 2013). Civil servants on behalf of their agencies are expected to provide effective mechanisms whereby citizens, including the business community, can lodge complaints about the Public sectors performance, (or failure to perform) and receive appropriate remedies. Complaints processes should be internally monitored by each agency so as to ensure that systems are reviewed and performance is improved. In particular, Service Charters usually require specific standards to be set covering government service-provision, but they may also be used to set and enforce standards of ethical conduct (by prohibiting bribe-seeking), departmental accountability (by providing redress for complaints), and procedural fairness (by requiring due process‘ and rule of law in decision making).

In other words, improving citizen’s ‘access to quality of service ‘by government agencies is likely to have the effect of making government and the civil service more transparent and accountable. In the same way, such Charters will also make Corruption and other forms of misconduct by officials easier to detect and correct, by making it easier to identify specific cases of poor performance, administrative obstruction, maladministration, and improper use of discretion in administrative decision making (AfDB n, d).

2.1.5. Alternative Infrastructure Service Provision

Public–private partnerships (*PPPs)* are institutional arrangements for physical infrastructure service Provision that create joint responsibilities for financing and providing services and infrastructure. It refers to the combination of a public need with private capability and resources to create a market opportunity through which a public need is met and a profit made. Urban water supply and roads

are two of the services, which can be implemented using this approach. of course, public private partnerships are not necessarily suitable for targeting the poor, but they can free up public resources through which government can focus on the poor and underserved (UNECA, 2014; Birner, 2015). Privatization is well suited for services that are not confronted with market failure. If market failures are unavoidable due to natural monopolies and other reasons, as with water and electricity supplies, privatization needs to be combined with regulation to ensure that the poor have access to such services (Birner, 2015).

2.1.6. Benefits of Improved Infrastructural Provision

Improved urban infrastructure widely believed essential in encouraging and facilitating economic growth. Since the late 1970s countries in different regions of the world have pursue their own path towards decentralization. This path was shaped as much by historical legacy and cultural traditional was by their contemporary administration structure political system and economic opportunities Decentralization providing flexibility to respond to the different local and regional problems and opportunities in improving local governance through increased autonomy and better accountability by mobilizing private resource to local developing (UN-HABITAT, 2015).

2.1.7. Challenges of Infrastructural Provision in Developing Countries

Infrastructure provisions have many challenges in developing countries. The challenge facing developing countries goes beyond lack of infrastructure assets. In many instances, the benefits of past investments in infrastructure have not been fully realized due to policy deficiencies and poor institutional arrangements in the recipient countries. This reinforced the shift in project design that was, already underway in most developing regions, from a focus on the physical and economic merits of proposed investments to much greater involvement with the political authorities to promote efficiency, establish sound and consistent sector policies, and supportive institutional arrangements for their execution. This has been a central feature of the support provided by IDA and is important to bear in mind when assessing IDA‟s role and potential to assist low-income countries (Stephen, 2014).

Demographic challenges: - Among the most serious development challenges at present in developing countries especially in sub- Saharan Africa are the unprecedented growth of cities. It is estimated that the world's urban population is growing at the rate of about 70 million people per year, most whom end up living in overcrowded slums, which are characterized by extreme poverty, inadequate housing and infrastructure, lack of secure tenure and lack of basic services, especially drinking water and sanitation(UN -HABITAT, 2015). Important long-term trends in demographics, e.g.

aging populations in some countries, urbanization, and migration will affect demand for infrastructure services, along with informing policy responses, requiring an understanding of such trends when planning and conceiving infrastructure. In Western Europe, 1 in 5 people are older than 65 and this is expected to rise to 1 in 4 in the next decade (UN, 2019). In 2018, an estimated 55.3 per cent of the world's population lived in urban settlements. By 2030, urban areas are projected to house 60 per cent of people globally (UN, 2018). **Economic challenges** :- As the result of the lower per capita GDP of most African countries and their limited governance capacity at all levels, infrastructure and service provision have been unable to keep pace with rapid urban growth.

Infrastructure installation has been inadequate and inequitable, and service provision is unreliable due to poor maintenance, low charges in comparison with operating cost, and often, limited technical and administration expertise. As a result, investment is deterred, and residents are subject to increased health hazards and adverse environmental impacts as density increase, including polluted ground water, untreated sewage and leaching from poorly managed solid waste disposal (Macro, 2016).One of sub-Saharan Africa stop developmental challenges continues to be the shortage of physical infrastructure. Greater economic activity, enhanced efficiency and increased competitiveness are hampered by inadequate road network, water and sewerage management system. Public infrastructures in Least Developed Country cities are typically in a poor condition. Road system are neglected, water supply and sewerage management system are unreliable. But one should also recognize the fact that city population in developing countries grow extremely fast, resulting in large increases in the demand for public infrastructure. Demand for infrastructure services, with usage of communication infrastructure for both work and leisure expanding significantly. While trends related to demand for data storage, electric power usage, cloud services, connectivity, and quality (higher speed data such as 5G) were already increasing before the pandemic, an increased focus has resulted, with shifts in demand that could well become permanent (such as the rapid growth of e-commerce, videoconferencing). Demand for cloud computing and services, in particular, accelerated significantly during the pandemic (Bivens, 2020).

The pandemic sparked public sector innovation in the form of small pilots and large-scale transformations – though they were the result of an emergency, many of these ideas have the potential to effect lasting change in public sector services far beyond the crisis (WEF, 2020). Recent IMF research reveals an average country loses up to 30 per cent of the value of its public investment through inefficiencies in its public investment processes, and that almost half of these losses can be made up for

through stronger infrastructure governance (IMF, 2020) — that is the institutions and frameworks to plan, allocate, and implement public infrastructure (OECD, 2020).

2.1.8. Capacity of Physical Infrastructure Services provision Institutions

There are different meanings and interpretations of capacity depending on the users and context in which the term is used. Some authors describe capacity as the ability of organizational or organizational units to perform functions effective, efficiently and sustainably Naude and Krugell (2013).

- **Institutional Framework**

The concept of resilience is strongly linked to risk management frameworks as it is implied that something that is not resilient is somehow exposed to disruption, failure, or inadequacy. Resilience refers to the capacity of systems to absorb a disturbance, recover from disruptions and adapt to changing conditions while retaining essentially the same function as prior to the disruptive shock at an acceptable service level (OECD, 2020). Time horizon also matters for infrastructure resilience, as the probability of a hazard occurring increases with the length of time considered. A key consideration is that resilience planning and risk management is a process throughout the life-cycle of infrastructure. Perhaps the most important finding was that any support to infrastructure in poorly governed countries require strong commitment to bring about the necessary institutional changes.

- **Skilled Manpower and Financing Capacity**

Capacity relates to the abilities, skills, attitudes, values, relationships, behaviors, motivations, resources and conditions that enable individuals, organizations sectors and broader social system to carry out functions and achieve their development objective over time.

Planning Problems

Andulem (2008) states that the pedestrian environment in many of the urban area in developing countries is known to be relatively unsafe, and uncomfortable. Several factors contribute to this situation; some are related to the unsatisfactory design and layout of roads, sidewalks and road furniture. Development activities are successful if and only if the beneficiary participates from planning through design and implementation. Development can be achieved when community participates and sees the project equally. People can improve their infrastructure services and facilities by participating in planning, implementing and evaluating activities that affect their wellbeing. Because they had better know the root causes of the problem than anybody else. The community can participate in different ways. Like financial support, labor idea and so on. Ensuring that subnational governments have what

they need to meet this (e.g. improved procurement or planning capabilities, needed fiscal transfers), and other responsibilities, can minimize generating or further entrenching disparities in regional resilience to shocks and crises (OECD, 2020).

2.1.9. Financing and Infrastructural Management

Financial management– refers to two broad issues: sector financing methods and financial governance (budgeting and accounting mechanisms). In terms of financing mechanisms a particular physical infrastructure service provision could be financed through different methods. Urban management has been defined as –the activity of attempting to mobilize diverse resources to work in a co-operative manner in the fields of planning, programming and budgeting development and operation and maintenance of a settlement in order to achieve the development objectives of (town) government .In most cities of developing countries potential resources exist but not exploited adequately and appropriately. This also relate to issue of municipal management in revenue administration (aiming at better accountability) tariff setting, tax mapping and tax collection.

The way that infrastructure is funded can also affect financial resilience. Besides an observed drop in revenues generated by users of infrastructure (in public transportation, for instance, where usage dropped dramatically during confinement periods), tax revenues, such as through local sales tax that fund infrastructure, may also have declined significantly, augmenting financial distress. Behind this is the fiscal health of subnational authorities (Oliver Wyman, 2018). Most will see their situation worsen in 2021 and even 2022, regardless of the degree of national recovery. Without sufficient compensation for the extra spending and the revenue losses caused by COVID-19, many subnational governments could be forced to sharply cut operational and capital spending (OECD, 2020). Attention will need to be paid not only to ensuring that subnational fiscal health recovers but that subnational fiscal and financial frameworks are more resilient in the future.

2.1.10. Electricity Power

The Ethiopia Electric light and power Authority (EELPA) which was established in 1956, after having undergone restructuring was reorganized as the Ethiopian Electric power corporation (EEPCO). EEPCO Later splinted into two companies and one of these companies is the Ethiopian electric powered which was established in 2013 by the council of ministers Regulation no 302/2013 is responsible for generating, transmitting and whole sale of electricity to be utilized nationwide as well as neighboring countries.

The EEU has more than 2.7 million customers and aims to connect 100% of the countries to the grid by 2025. Rapid population growth in Ethiopia has strained government efforts to expand access to electricity. While the countries grid covers 80 percent of the population, only 44 percent of urban and 31 percent of rural Ethiopians have access to electricity. Presently the company maintains two different power supply systems; namely, the inter connected system ,which is mainly supplied from hydropower plants ,winds forms and the self-contained system, which consists of mini-hydropower plants and a number of isolated diesel generating units that are widely spread all over the country (EEP, 2021).

The level of access in Robe city is approximately 47%, although this does not take into account the fitful supply. The electricity infrastructure is not sufficient to meet the ever growing demand. For the country as whole electricity generation capacity in 2010 was almost 4,000 GW with energy consumption at a very low 51 KWh per capita. Distribution losses are mainly due to poor network design and maintenance, Robe city client services centers the part of this (Robe city CSC Administration, 2021).

2.2. Empirical Literature

2.2.1 Major urban infrastructure and Service provision

The studied sectoral integration of urban services of Dire Dawa, along the lines of planning approach, challenges in implementation and effects of poor coordination in four urban sub sectors namely water supply, telecommunication, transport and electricity (Kitila, 2015).

2.2.2. Sanitation and Water Supply

The water and sanitation policy, the Water Resources management policies is underpinned by two priority actions: first, implementing a full cost recovery policy by strengthening the capacity and financial autonomy of urban water enterprises; and, secondly, increasing the focus on water resource sustainability by encouraging demand management approaches and reduction in unaccounted water usage(WRMP,2011).

The problem of sanitation is much worse in urban areas than in rural due to increasing congestion and density in cities. Indeed, the environmental and health implication of the very poor sanitary conditions are a major cause for concern (World Bank, 2010). According to Robe city Water and Sewerage Authority, the physical water patterns system covers almost 100% of the town's area, but only about 87% of the water demand can be satisfied due to bulk water supply constraints. At a present the main source of water for the population of Robe city is spring water treated at *Mi'o* village. This Mi'o village

has three water sources or water springs which was known as: - *Odaa, Calo* and *Warabo*. All the three water sources have taken by pipe line to the water reservoirs in the city. The city has three reservoirs each with a capacity of 150,000m^3 located in the south western and south eastern parts of the city. The supply has not been able to keep pace with the rapid increase in demand caused by the increase in urban population and growing city economy. The pattern also suffers as there are frequent pipe breakages associated with the extensive construction work in the city. Partly for this reason and particularly through lack of capacity to manage and maintain the system effectively, non-revenue water and poor attention to the sector (Robe City Municipality, 2019).

2.2.3. Solid Waste Management

The Federal Democratic Republic of Ethiopia first recognized citizens'rights to live in a "clean and healthy environment" in 1994, with the provisions of Articles 44.1 and 44.4 of the Constitution. Ethiopia's government first approved environmental policy provisions in 1997. These recognized the need to promote conditions for domestic solid waste disposal, community education of sustainable waste management, standards for sanitation technologies across all socioeconomic groups, and partnerships among the government, communities, and NGOs for an integrated sanitation system (Alem, 2007). Solid Waste Management Proclamation (SWM No. 513/2007).

The rationale behind the formulation of the proclamation is: To promote community participation in order to prevent the adverse effect and to enhance the benefits resulting from solid waste; the solid waste management action plans designed by and implemented at the lowest administration unit of urban administration can ensure community participations (MUDH, 2014).

The extraordinarily large quantities of waste that either go unmanaged or are inadequately managed, and the increasingly higher quantities of waste generated globally gives a serious reason for concern. In a business-as-usual-scenario, the gap between the waste that is currently generated and the waste that is managed properly was widen further based on the projected growth in waste generation. Significant investment and development support was needed to simply maintain the status quo.

A cumulative improvement to public health and environmental conditions locally and globally were require significantly enhancing investment and support programs to scale up waste collection, disposal and treatment capacity to both cover rising waste generation and progressively narrow the existing service gap (WB,Oct 29,2021,BGSWM: Governance Requirements).

The Central authorities often regard solid waste management as a local function and beyond their mandate. Yet, the primary responsibility for setting the overall institutional, policy and legislative

framework for the municipal waste management sector belongs with central governments. The primary responsibility for providing on-the-ground services and for ensuring the controlled management of solid waste, on the other hand, lies with the local authorities. Creating the right institutional structure for effective waste management (The World Bank Group, 2022)

- Policy, planning & legal frameworks to achieve urban and national solid-waste goals
- Financing to ensure investment and sustained operational funds and to provide incentives for change
- Organizational models for service provision in a local context
- Including stakeholders and the informal sector in planning and service provision
- Policy instruments to advance along the waste hierarchy and towards circular economy (WBG, 2022).

2.3. Conceptual Frame Work

This Section discuss four Conceptual frameworks electric power, Water supply, Solid waste management practices and road infrastructural provision services .These was discussed separately at first but are essentially interconnected and create an overarching framework for planning provisioning services and basic infrastructure services.

It is important to keep in mind that urban infrastructure services provision is complex abundance of characteristics encompassing location, size, legal rights, cost, and access to infrastructure and so on. In figure 2.3 which presents the conceptual framework for urban infrastructure services provision, at the pyramid present electric power, water supply, Solid waste management and road infrastructure services provision.

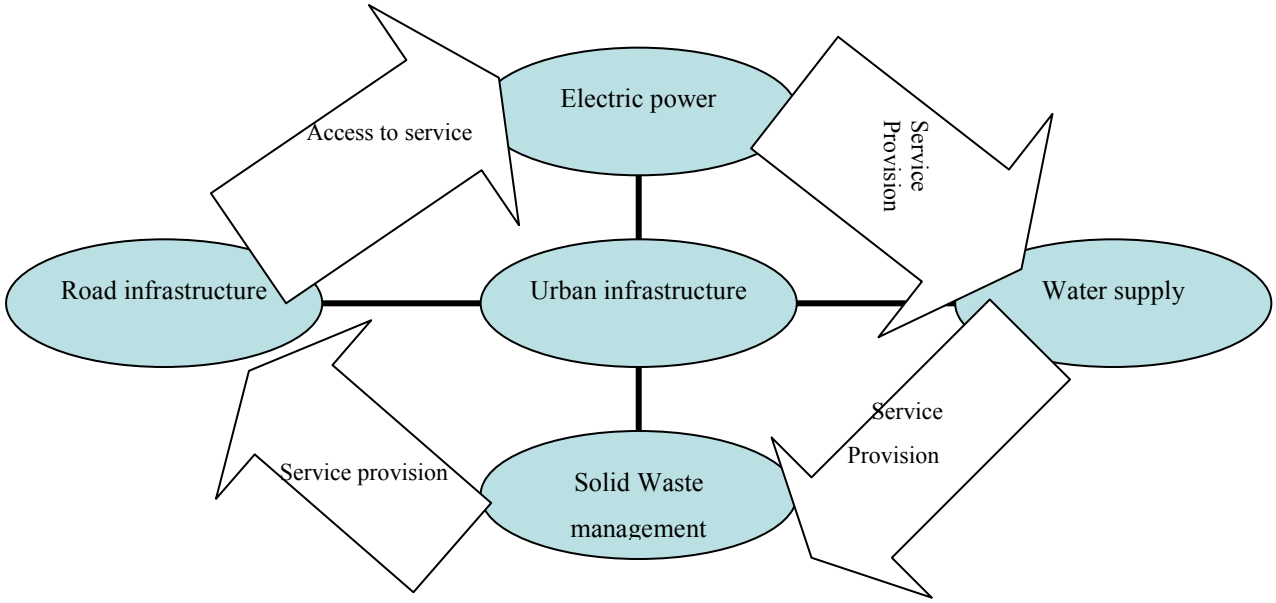

Figure2. 3. Urban infrastructure services provision respondent

Source: *Self-Constructed*, December .2024

2.3.1. Impact on Accessibility of the Road Infrastructure in Ethiopia

Literature in the study area specific to town level infrastructure challenges were found meager and the investigations made were not published in journals. Hence not dependable as such to include in the study Meanwhile, the following articles were identified in the search for related literature made along urban infrastructure provision lines through accessing internet sources. According to ERA (2014) report the road network expansion in the country from 2000-2014 is indicated. The total road network has expanded from about 22000,000 km.

Tiwari (2016) examined types of urban infrastructure which were popularly investigated together with the cities. The review attempted to synthesize the unique characteristics of Ethiopian cities in form of their infrastructure abundance. Urban infrastructure and services considered by the researcher include: physical infrastructure such as road, energy, drainage system, water supply and sanitation, green infrastructure, solid waste management infrastructure, ICT, social infrastructure by focusing on organizational and governance issues.

2.3.2. Impact on Quality of Road Infrastructure in Ethiopia

At present Ethiopia has around 121,200km of roads, compared with around 100,000km of roads in 2015. But by 2020, the Ethiopian Roads Authority (ERA) aims to expand the network to 200,000km. This expansion contrasts strongly with the country's previous road network, with only 19,000km in all in 1990.Ethiopian Roads Authority (ERA) disclosed a total of 1,412 kilometers of roads were constructed all over Ethiopia in the just concluded fiscal year. Nonetheless, the Authority's plan was to construct about 1,557 kilometers of road, meaning the performance was 93 percent of the target set (ERA, 2020).

2.3.3. Options for the Future Physical Infrastructure Service Provision

There are many options open to municipal councils and many initiatives being undertaken to try and find suitable solutions to the problems facing them in road infrastructure provision. Tournee and Van Esch.W(2015) identified the following critical issues From the UNDP Urban Agenda for the 1990s: These are promote enabling and participatory strategies for the provision of urban infrastructure, promote the protection and regeneration of the urban physical environment, especially in low-income settlements and improve urban management, including expansion of local governments' revenue-raising capacity and decentralize authority and responsibility for urban development from central government agencies and ministries to local government and NGOs.

2.3.4. Road Infrastructure Provision

The main distributor roads in the city and the circle road are in a good condition. The lower level roads in the city vary in condition, with the majority in need of maintenance or upgrading. A feature of city streets is the use of hand-cut cobbles, asphalt, and all weather road, as a road surface. There is a large scale employment program associated with the making of cobbles, papel and laying of cobbled streets and asphalt in the city (RTRA, 2021).

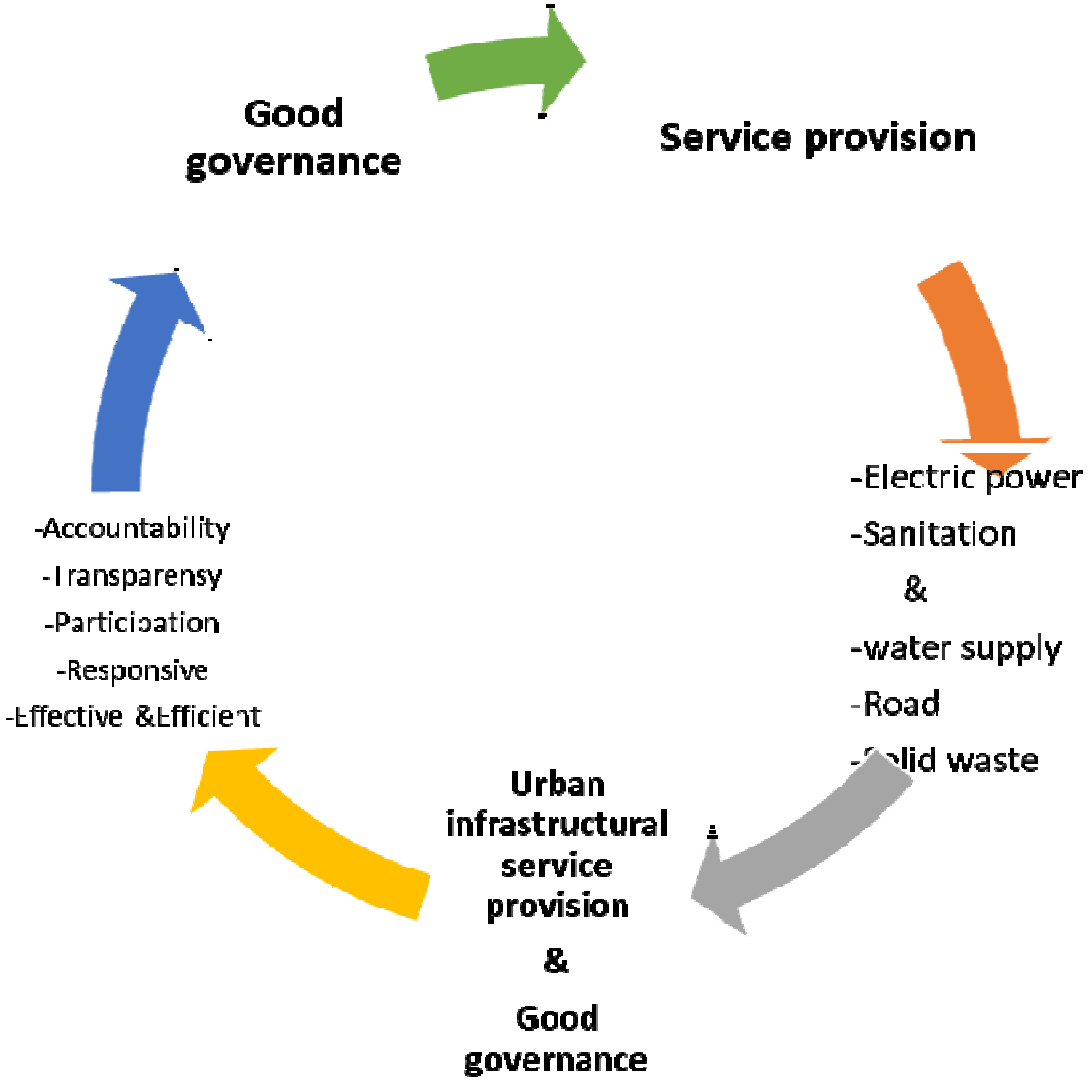

Figure2. 4. Characteristics of urban infrastructure services provision and issues of good governance

Source: *Self-Constructed*, September, 25, 2024.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1 Description of the Study Area

Geographically, the town is situated at 70 3'30"N to 70 10'45"N° latitude North and 390 57'38"E to

400 2'38" E longitude East (Ethio-GIS data, 2021). The total area of city covered by structural Plan is 9,411.4 hectare (OUPI, 2022). The topography of the town is plain with slight variation in altitude. The highest altitude of the city is about 2560 meter above Sea level which is found in the south western part of the city. The lowest altitude of Robe city is about 2370 meter which is found in the north eastern part of the city. Robe city is found in Oromia Regional State (Socio-economic profile of Robe city, 2022). There are six *kebeles* in the city. The city is located in the South-eastern part of the country 430 km away from the capital city of Ethiopia, Addis Ababa. The city geographically share boundary with Goba sub-city in the south, Dinsho in the west, Agarfa *Woreda* Northwest and Sinana *woreda* in the east. The 2022 Robe city Socio-economic profile census reported a total population for Robe city of 112,443, of whom 57,321 were men and 55,122 were women, the projected household size of the study area is 26267 the socio-economic profile of the city. Robe city fall within-*weynadega* agro climatic zone with an average monthly minimum and maximum temperature of 14.90 c and 210 c, respectively.

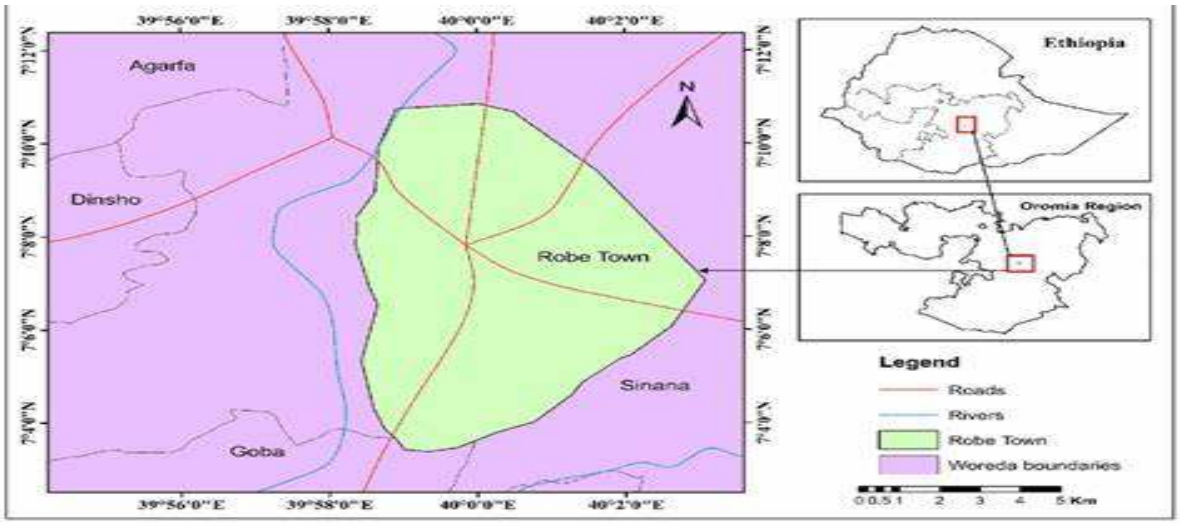

Figure 3. 2 Location map of Robe town

3.2. Research Approach

The mixed research approach was useful to capture the best of both qualitative and quantitative approaches. The emphasis of a qualitative method for conceptual development like, to answer and understand questions for what reason (why), in what manner, in what condition (how) and to what degree at the early stage and for interpretation, clarification and illustration of the findings as well as the collection and analysis of subjective opinions, attitudes and views of people during interview. The quantitative data was collected using structured and specific questionnaires and analyzes using simple descriptive statistics. A single approach did not by itself provide full evidence for the study. Because of this the study used both quantitative and qualitative approaches.

3.3 Research Design

The study was based on descriptive research design. Descriptive survey method helps in picturing out the existing situation. When the purpose of a study is accurate description of a situation or of an association between variables (or in what are called the descriptive studies), accuracy becomes a major consideration and a research design which minimizes bias and maximizes the reliability of the evidence collected is considered a good design.

3.4. Sources of Data

This research used both primary and secondary sources of data.

3.4.1. Primary Source of Data

The primary data was gathered from the household, residences of the city, administrative bodies and experts in municipality by using open and closed-ended questionnaires and interview.

3.4.2 Secondary Sources of Data

The secondary data were collected from reports on urban physical infrastructure service provision and issues of good governance from Robe city Administrative, reports, sectors; records office of sectors, maps, plans, strategic documents, magazine and internet sources, which are relevant to the study were gathered from these documents to complement the primary data sources .

3.5. Sample Size Determination

The target population were determinant source of this study as the researcher tried to collect crucial

information by them. The target populations for this research were the households of the city, municipality office, mayor office and sectoral administration offices. The selected area was Robe city Administration with total population of 26267 households. To achieve the objectives of the study two different sampling techniques were formed for collecting primary data. The first 394 sample households were selected from the total population of residence households, six *kebeles* list of the socio-economic profile of the municipality by the simple random sampling techniques to fill questionnaires. The samples were accessed at first selecting a simple random starting point and then picked every *kebeles* on element in population for the six *kebeles* household of independent *kebeles* for the sampling frame. The sample size determination of the study were drawn from Robe city; the selected *kebeles* in the city, the sample size for this study was determined by using the formula, as indicated in Bartlett and Higgins (2001). This study used the following formula to calculate sample size as follows:

$$n = \frac{N}{1+N\,(e)2}$$ **This means** $$n = \frac{26267}{1 + 26267(0.05)2} = 394$$

Where

- n: designates the sample size
- N: designates/assign total number
- e: designates maximum variability or margin of Error =0.05
- 1: designates the probability of the event occurring.

Table 3.1sample size for the study

No	Sub-city	Name of Kebeles	Number of Target Households	Selected Sample Size
1	Zeybala Walashe	Oda Roba kebele	4599 /26267 x 394	69
2	Hadoshe Walashe	Cheffe Donsa kebele	6382 /26267 x 394	96
3	Hadoshe Walashe	Beha Biftu kebele	4363 /26267 x 394	66
4	Zeybala Walashe	Bole Tokuma kebele	3763 / 26267 x 394	57
5	Hadoshe Walashe	Kibtate kebele	4579 / 26267 x 394	67
6	Zeybala Walashe	Waltai Cheffe kebele	2581 / 26267 x 394	39
		Total	-	394

Source: Self Computed, 2024

On the other hand six (6) respondents from Municipality Offices, (3) three respondents from Mayor Office and four (4) respondents from sectorial administration offices were selected for interview. The researcher selected households in the study because households are the front customers of the city in relation with infrastructural services provision issues. In addition the municipality offices, Mayor Offices and sectoral administration, service providers have day to day contacts with customers in Robe city. Generally 394 samples household for questionnaire and 13 respondents for interview totally 407 samples were engaged.

Table 3. 1.selected households sample size

No	Name of Kebeles	Number of kebeles Household	Selected sample size
1	Oda Roba kebeles	4,599	69
2	Cheffe Donsa kebeles	6382	96
3	Beha Biftu kebeles	4363	66
4	Bole Tokuma kebeles	3763	57
5	Kibtate kebeles	4579	67
6	Waltai Cheffe kebeles	2581	39
	Total households	26267	394
7	Municipality offices	Municipality offices worker(5)	5
	Mayor Offices	Mayor offices worker(4)	4
8	Sectoral administration	electric power offices (2) -water supply offices(1) -road administrative (1)	2 1 1
Total			13

Source: Socio-economic profile of Robe city Municipality (2024).

3.6. Sampling Technique and Procedure

In this case the investigator required towards used probability and non-probability sampling methods were applied in order to select respondents. For probability the researcher used simple random sampling techniques. The total household's, 26267, was selected from six *kebeles* in the town, the researcher selected 394 respondents through simple random sampling technique. In addition to non-probability sampling used (purposive) to take the Households, city administration, Sectoral administration and Municipality offices from organization staff members 13 were selected purposively those assigned on technical works. The purpose of applying these methods is that; it is a form of data collection techniques which supports to gather fresh and valued data since different sources.

3.7. Methods of Data Collection

Assembling data through different tools leads to the accurate research outcomes. Consuming this in attention, the investigator used the following data gathering instruments: questionnaire, semi- structured interview and observation.

3.7.1 Questionnaire

The researcher used questionnaires to address as many individuals as possible to help gathering relevant first-hand information. Two different sets of questions were prepared: close-ended and open-ended questions. Close ended questions were used to get simple and short answers, and open ended questions were used to get detailed information.

Questionnaires are related to current status of urban infrastructure and factors affecting access to services provision, issues of good governance, challenges of services provision, perceptions of community, the ways to help the problem of urban infrastructure and challenges of good governances, observation checklist was prepared.

For those respondents who did not understand English, the questionnaires were translated in to Afan Oromo language, so that it is believed the respondents could easily understand. The questionnaires were classified based on the objectives of the study. The questions were distributed for concerned bodies, houses holds, experts, dwellers, work places and at anywhere. Data collection was conducted by the researcher.

3.7.2 Interview

The study used semi-structured interview in order to gather data from administrative bodies and experts. The semi-structured interview questions were used for city Mayor, three interviewee, municipality offices, six interviewee and Sectorial administrative office, four interviewee and totally 13 for interview were selected. This is aimed at obtaining data about urban infrastructure and service provision and issues of good governance problem in the city. Study used the key informant interview as a tool, which offers the opportunity to acquire, information directly from knowledgeable person like, manager of Municipality, city construction manager, road and administration, experts and Mayor Office. Moreover, the tool was instrumental in generating recommendations.

3.7.3. Observation

This allows the investigator to develop confidence to speak and analyze what is being said and what is really going on the actual setting. The field observation was supported by photo camera, video camera and smart phone for better understanding of the problem from the customer perspective to have a clear picture about the study. The investigator observed the urban infrastructure and service provision and followed the condition of the activities, the current situation of the infrastructural service provision problem in Robe city and contacting the respondents in the study area.

3.8. Methods of Data Analysis

In the process of data analysis different kinds of methods were utilized based on the nature of data available and used mixed research approach, both qualitative and quantitative data analyses were used. The quantitative data were analyzed with descriptive statistics with help of table, graph, pie chart and percentages. The qualitative data presented by words, it helped to collect and analyze qualitative aspects of the study, such as to assess the existing situation of infrastructural services provision by direct observation of the researcher and through coveting people and officials' responses, opinions, and perceptions about the challenges of urban infrastructural provision.

All types of computation for the analysis of data done by using Statistical Package for Social Sciences (SPSS 20), Microsoft office excel, and some related tools, SPSS was used to analyze some of the qualitative and quantitative data types. Latter on basic data was presented with the help of graphs, charts, tables and descriptions.

3.9. Validity and Reliability of Data Collection Instruments

3.9.1. Validity of data collection instruments

Validity is the extent to which the data accurately measures and what was intended to measure. To assure the validity, data collected by a questionnaire developed carefully and amended based on feedbacks from pilot study. Thus, the validity of the instruments was assured with help of pilot testing in city urban infrastructure and service provision. The researcher distributed pilot test for a selected respondent, households 5% of the total sample (20). He believes that it provides relevant inputs in the improvement and revision of the data collection instrument.

3.9.2. Reliability of Data Collection Instruments

Reliability is the extent to which the data collection method was yield consistent findings if replicated by others. Reliability is a necessary precondition of validity. Thus, triangulation of the data that collected through various tools: - questionnaire and interview was help to ensure reliability, to check data accuracy, minimize the gap between respondent and to know the problems of data reliability instruments. The validity is concerned with whether the findings are actually about what they perform to be about (Saunders et al 2009). Similarly reliability denotes to the level to which the data collection techniques or analysis procedure were produce reliable results (Saunders et al., 2009).

The reliability were checked by Cronbach Alpha index using SPSS. Towards attain the coefficient values the software statistical package for social science (SPSS) version 20 were used. As of the average of the reliability result was (-1.65) and later, highly reliable. According to George and Mallery (Cited in, Joseph A and Rosemary R. 2003: 87) provide the following rules: "≥ 0.90 – Excellent, ≥ 0.80 – Good, ≥ 0.70 – AccePTSAble, ≥0.60 – Questionable, ≥ 0.50 – Poor, and < 0.50 – Unacceptable". So as one can see from the coefficients the situation exists excellent.

3.10. Ethical Consideration

Regarding the ethical issues in this research, the commonly known ethical principles were employed before, during and after entire research process. To this effect, the principles of openness and honesty, anonymity and confidentiality of participants were given due attention. The participants were openly informed regarding the aim of the study. In addition, they were told that their participation was based on voluntary and they can withdraw from the research at any time.

CHAPTER FOUR

4. DATA ANALYSIS AND PRESENTATION

This section of the study consists of nine sub-sections based on the data collected from questionnaire. The sub sections include socio demographic characteristics of the sample households the existing conditions of urban infrastructure and services provision in the city, issues of good governance practice, electric power, water, solid waste management, road and drainage service provision challenges and the overall infrastructure status, and infrastructure quality, trends of interior road and drainage service provision challenges.

4.1. The Socio – Demographic Characteristics of the Respondents

This section deals with the description of the characteristics of all the respondents involved in the study. The characteristics of respondents include sex, education level, age, occupation and income per month. Each of them are presented in separate section below.

4.1.1. Sex of the sampled Households

Sex is one of the important variables in the demographic and socio-economic studies as many social and economic conditions are a function of sex (Tamirat, 2008). Sex distribution of the household respondents in Robe city as illustrated in Figure 4.1 is largely dominated by males, which accounted for 221 (56.09%) of the sampled population. On the other hand, female respondents accounted for 173 (43.91%) only. This describe that most of the household respondents in Robe city are males. This may be associated with the high involvement of males to education in assessment with females and got access to education services. The above ratio indicates that here existed else men rather than female. This specifies that especially families in the city are controlled in male. These two age groups existed the generative stage group together in relations of economic and fertility viewpoints. Thus, they consume level high prospective for high population growth which takes through influence on urban infrastructure and services provision. For the reason that these age groups essential or services provision request aimed at several determinations. Later, this indicates that as the age group of the composed figures takes their particular consequence on services provision. Subsequently, her can be concluded since the result that the high percentage of the age group residents in the city expose that, here exists high fertility and high inhabitants growing percentage which directly donate to the current urban infrastructural and services provision challenge.

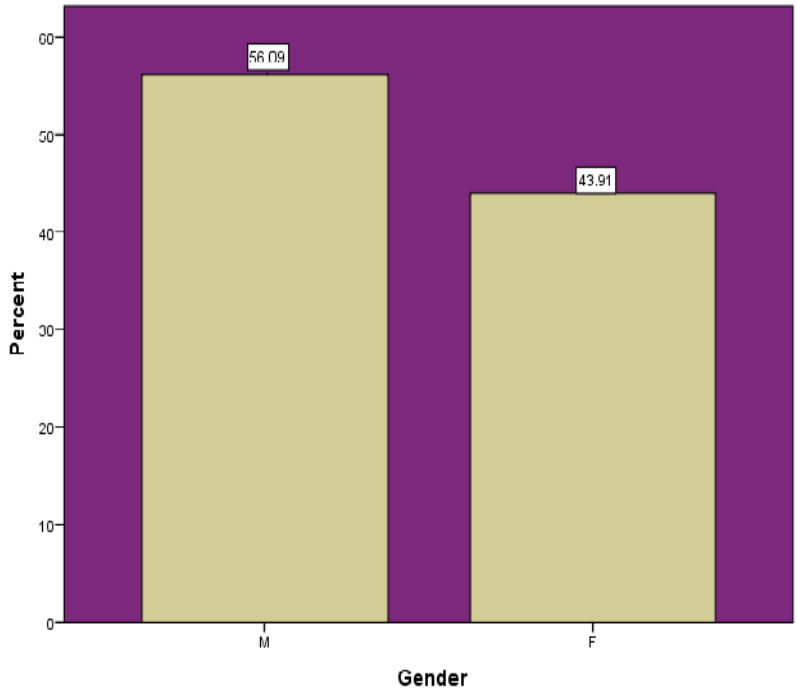

Figure 4. 1.the sex structure of the respondents

Source*:* Own survey data analysis, August 2024

4.1.2. Educational status of the respondents

Education is one of the important factors that can determine the household income, which in turn affects the urban infrastructure and services provision capacity of the household respondents (Habitamu, 2013). As Figure 4.2 shows that, out of the total sample population, 69 (17.5%) of the respondents acquired Master, whereas 212 (53.8 %) of the respondents were degree holders. Again, 41 (10.4) % of the respondents were diploma holders. On Figure 4.2 shows that 36(9.1%)) of the respondents are certificate holders; out of the total sample population, 25 (6.3%) of the respondents attended grade eight and above, the number of others which illiterates were 11(2.79%). The majorities' of the respondents 212(53.8%) were first degree holders. As the survey result clearly shows most of the respondents in the study were qualified enough with respect to the educational status they own. Then, these we can understand that majority of household respondent consumers were the first degree holders and above. These educational status of household respondent characteristics of sample families too caused trendy constructive effect to become brief then diverse observations regarding the problem under the study. According to the information collected from respondents more than half of educational status sampled household respondents were (degree, master, diploma and certificate).

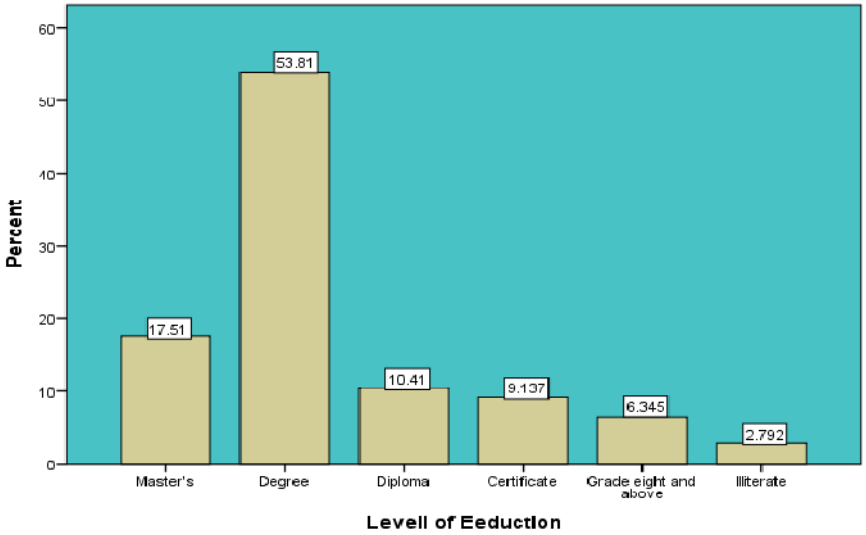

Figure 4. 2 educational statues of the household respondents

Source: *Own survey data analysis*, August 2024

4.1.3. Age of the sampled households

The age structure is one of the most important demographic indicators. Since, it helps to perceive the level of fertility, mortality and human resource possible of the city for any investment purpose in one hand and the socio-economic development level of the city on the other hand (WZFEMD, 2010)**.** As it is shown in Table 4.1 on show of 394 respondents 40(10.2%) were aged between 21 to 25 years, 115 (29.2%) were aged between 26 to 31 years, 110 (31.2%) were aged between 32to37 years, 80 (20.2 %) were aged 38 to 42 years and while only 33 (8.3 %) were aged 43 to 47 years. The highest proportion of the respondents were within the age range of 26-31 years followed by age range of 32-37 years, 33 (8.3%) were aged between 42 to 47 years, These two age groups were the reproductive age group together in terms of economic and fertility perceptions. As a result, they have even high potential for high population growth which has direct influence on urban infrastructure and services provision. As these age groups essential or services provision request for many determinations. Hence, this indicates that as the age group of the collected data has their own implication on services provision. Subsequently, it can be inferred from the finding that the high proportion of the young age population in the study reveal that there is high fertility and high population growth rate which directly contribute to the existing urban infrastructural and services provision problem.

Table 4.1.age of the sampled household respondent

No	Age of the Sample household's	Frequency	Percent	Cumulative Percent
1	21 -25	40	10.2	10.2
2	26-31	115	29.2	36.3
3	32-37	110	31.2	71.1
4	38-42	80	20.2	91.4
5	43-47	33	8.3	99.7
Total		**394**	**100.0**	

Source: Own survey data analysis, August 2024

4.1.4. Occupation of the Sampled Households

When the respondents profile is examined for their occupational status of household respondents that of 43(10.91%) were farmer respondent, 108(27.41%) were merchants, 93(23.6%) were government employee, 132(33.50%) were private employee and18 (4.6%) were unemployed respondents. For example the study consequence obviously indications most of the household respondents in the study were engaged different jobs with detail to the occupation of the sampled households rank they particular. Formerly, these we can know that majority of household respondent consumers were private employee and merchants. These occupation of the sampled household respondent characteristics of sample relations besides affected in helpful result to developed brief then various opinions about the problem under the revision. Giving to the data collected from household respondents more than half of occupation of the household respondents that of (33.50%) were private employee, 27.41% of the household respondent was merchants and other government employee and unemployed household respondents. This shows that features of occupation household's respondent correspondingly resulted in positive effect or negative impact to get efficient urban infrastructure services provision in the city.

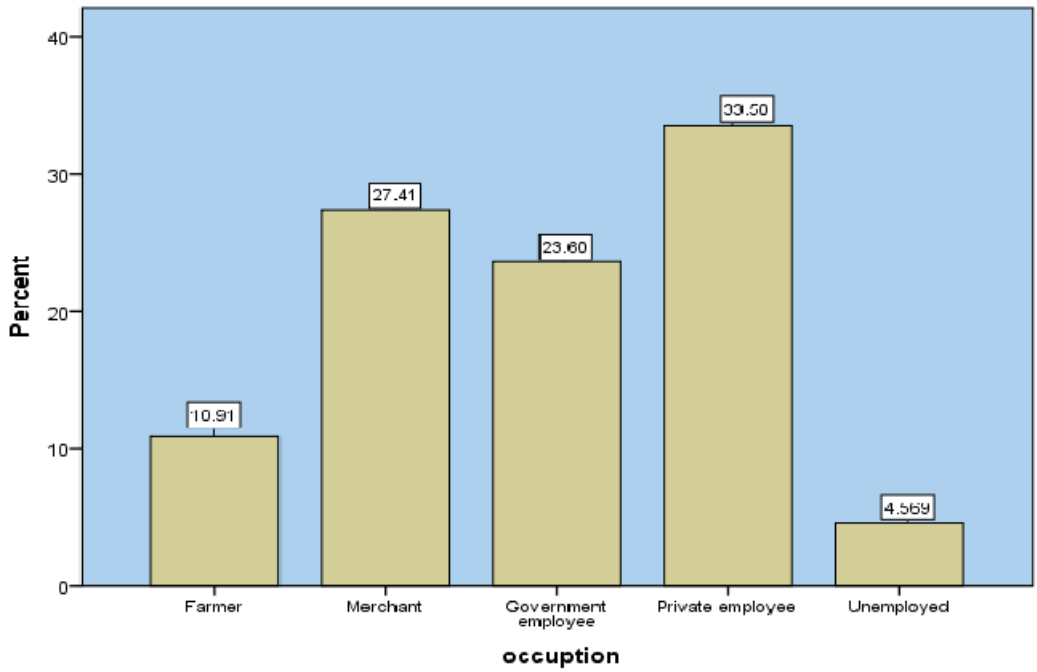

Figure 4. 3. Occupation of the household respondent

Source: Own survey data analysis, August 2024

4.1.5. Average Monthly income of the Households

According to Table 4.2, majority of the household respondents 34(10.4%) income level of the household that they earn from their current occupation. A little, 19(19.5%) were the income level of the household respondents, 37(24.6%) income level of the household respondent that they earn from their current job, most of the respondents 50(44.4%) were the monthly income level of the household respondent, 28(51.5.%) were the income level of the household respondents, responses from the respondent 35(60.4%) were the monthly income of the household, 32(68.5%) were the income level of the household respondents, as indicated on Table 4.2 the income level of the respondent was 48(83.2%) of income and 64(99.5.%) were the income level of the household respondents Thus, the total level of income distribution of the respondent's range from 10967 to 27000 birr. As shown on Table 4.2 result shows, from the limited amount of monthly income, expenditure on services provision and essential requirements like electric power supply, water supply, transportation, tele communication services provision and other facilities income more distribute. The results from the study (observation and household interview respondent) show that the monthly income of the respondents were not adequate to satisfy their essential service provisions including electric utility services ,water and transportations services. Thus, the quantity of income bound the performance of the differences of the city's inhabitants to fulfil basic requirement of services provision in the city.

Table 4.2.income level of the household respondent

	Income Level	Frequency	Percent
1	.00	7	1.8
2	1096.00-5300.00	34	10.4
3	6000.7000.00	19	19.5
4	7071.00-8017	37	24.6
5	8089.00-8896.00	16	31.7
6	9000.00-10000.00	50	44.4
7	11000.00-12000.00	28	51.5
8	12057.00-13057.00	35	60.4
9	13096.00-15000.00	32	68.5
10	16000.00-20000.00	48	83.2
11	21000.00-27000.00	64	99.5
	Total	**394**	**100.0**

Source: *Own survey data analysis*, August, 2024

4.2. The Situation of Urban Electric power, Water supply, Solid waste management and Service provision

The redundant interruption of electric power, once or twice a week of water supply, unfairly constructions of road and no place for disposing waste, due to increasing the needs of urban infrastructural service provision, population growth rate in the city and the expanding of city in ever where, urban improvement sometimes there is a problem of power cut, shortage of water supply, solid waste disposing area and lack of accessing road infrastructural services provision, lack of sectoral coordination, construct and project dealing, incidence of attention on the side of management and poor awareness of the society, poor coordination of sectoral administration, financial constraint, structural plan of the town and topography of the town, situation of urban infrastructural services provision and issues of good governance's. In Robe city the infrastructural services provision is not good because of shortage of attention on the side of government institution, workers, households and government employee. Generally, responses from the respondent's all the aforementioned services are poorly provided in Robe city. Source (Household response, 2023)

4.2.1. Responses of households on urban Infrastructure service provision

As responses in item one of Table 4.3 shows that household about 13(3.3%) and37 (9.4%) of the respondents strongly disagree and disagree, respectively to the point, poor electric power service provision in the city. This indicates that households have good view towards road infrastructure service provision in the city. As mentioned in item two of Table 4.3 household 14 (3.6%) and 257(65.5%) of the respondents agreed to the view of poor electric power service provision in the city. This

implies that, household respondent, client were dissatisfied with poor electric power supply and meter reading services provision of the organizations in the study area. As responses in item three of Table 4.3shows household view that is happening of the respondents 241(61.2%) and 43(10.9%) agree and strongly agree to the point that there is poor quality of drinking water services provision in the study area. As stated in item four of Table 4.3shows household respondent were that is 270 (68.5%) and 75(19.5%) of the respondents agree and strongly agree, respectively to the fact that poor water supply and sanitation service provision in the city. This implies that, household client were dissatisfied with poor water supply and sanitation services provision.

As responses in item five of Table 4.3.shows household client's responses that is to place 207 (52.5%) and 54(13.7%) of the respondents were agreed to the fact that poor road services provision in the city. The determination is that households were dissatisfied for the presence of poor road service provision in the city. As interpret in item six of Table 4.3shows household respond that is189 (48.0%) 162(41.1%) of them agree and strongly agree respectively to the fact that poor solid waste collection and disposal service provision in the city. This implies that, household were dissatisfied with poor solid waste and disposal services provision. As shown in item seven of Table 4.3shows household respondent client response that is 236 (59.5%) and 92 (23.4%) of the respondents agreed to the view of poor urban infrastructure services provision in Robe city. This implies that, household respondent client were dissatisfied with poor urban infrastructure services provision of the study area.

As mentioned in section eight of Table 4.3shows household client's responses that is current 150 (38.1%) and 125(31.7%) of the respondents were agreed to the point that absence of good governance in services provision in the city. The suggestion is that households' respondent clients were dissatisfied for the absence of good governance in service provision. As explain in item nine of Table 4.3shows that household respondent client response that is 61 (15.5%) and 26 (6.6%) of the respondents strongly disagree and disagree respectively to the fact, poor integration of different infrastructure service provision in the city. This indicates that, household respondent client has not good view toward poor integration of different infrastructure service provision in the city.

As responses in item ten of Table 4.3shows household respondent client response that is together of the respondents 300 (76.1%) and 65 (16.5%) agree and strongly agree to the point that there is poor upgrading and improving the filing and data management system in the city. As explained in item eleven of table 4.3. Shows that household respondent client response that is 284 (72.1%) and 71(18.0%) of the respondents agree and strongly agree respectively to the fact, poor compliant handling mechanisms

of service provision in the city. This implies that, household respondent client were dissatisfied with poor compliant handling mechanisms of services provision in city. As mentioned in item twelve of Table 4.3 shows household responses that is majority 234 (59.4%) and 59(15.0%) of the respondents were agreed to the fact that poor awareness of local people to participate in development affairs in the city. The determination is that household's respondent were dissatisfied for the poor awareness of local people to participate in development affairs of the city.

Items thirteen of Table 4.3 shows household respondent responses that is 215(54.6%) 99(25.1%) of the respondents agree and strongly agree respectively to the fact that civil society are not independent and fairly participate in decisions in the city. This implies that, household were dissatisfied with civil society are not independent and fairly participate in decisions and services provision of the city. As mentioned in item fourteen of Table 4.3 shows household respondent responses that is trendy 212 (53.8%) and 57 (14.5%) of the respondents were agreed to the fact that lack of freedom to express their opinion in public meeting in the city. The suggestion is that households were dissatisfied for the lack of freedom to express their opinion in public meeting in the city. However, one can conclude household respondent were dissatisfied with compliant handling mechanisms and lack of freedom to express their opinion in public meeting in the city. As indicated on Table 4.3 households accused answers that is mean (3.7030) and (83538) were standard deviation. Therefore household response that go to poor water supply service provision has recorded greater score and a serious problem in the study area. They were examined continuing the poor water supply service provision, progression plan for the future and responded that close is an exploration aimed at extra water bases and development of infrastructure service provision increases in the city. Show the detail on table 4.3 below.

Table 4. 3. Level of agreement on urban infrastructure service provision

SN	Item	Level of Agreement											
		S	%	DA	%	UD	%	A	%	SA	%	Mn/s	Fre
1	poor electric power service provision		3.3	37	9.4	14	3.6	257	65.2	73	18.5		394.
2.	poor electric supply and meter reading service	19	4.8	41	10.4	63	16.0	243	61.7	28	7.1		394.
3.	poor quality of drinking water service provision	3	.8	44	11.2	63	16.0	241	61.2	43	10.9		394.
4.	poor water supply and sanitation service provision	7	1.8	38	9.6	4	1.0	270	68.5	75	19.5	3.7030 83538	394. 0
5.	poor road service provision	8	2.0	55	14.0	70	17.8	207	52.5	54	13.7		394.
6.	poor solid waste collection and disposal service	13	3.3	20	5.1	10	2.5	189	48.0	162	41.1		394.
7.	poor urban infrastructure service provision	3	.8	32	8.1	31	7.9	236	59.9	92	23.4		394.
8.	absence of good governance in service provision	31	7.9	62	15.7	26	6.6	150	38.1	125	31.7		394.
9.	poor integration of urban infrastructure service provision	61	15.5	26	6.6	61	15.5	183	46.4	63	16.0		394.
10	poor upgrading and modernizing the filing and data management system	12	3.0	9	2.3	8	2.0	300	76.1	65	16.5		394.
11.	poor compliant handling mechanisms of the city	8	2.0	8	2.0	23	5.8	284	72.1	71	18.0		394.
12.	Poor awareness of local people to participate in development affaire	10	2.5	27	6.9	64	16.2	234	59.4	59	15.0		394. 0
13.	Civil society are note independent and fairly participate indecisions	7	1.8	13	3.3	60	15.2	215	54.6	99	25.1		394.
14.	lack of freedom to expirees their opinion in public meeting	8	2.0	32	8.1	85	21.6	212	53.8	57	14.5		394.
Total			100.		100.		100.		100.		100.		394

Key Terms

SD= strongly disagree UD= Undecided SA= strongly agree Mn= Mean

DA= Disagree A= Agree Std= Standard deviation

Source: *Own survey data analysis*, August 2024

4.2.2. The level of urban infrastructure provision problem in the town

The rating shows that electric power supply was series issues, water supply was more critical of the four urban infrastructural services provision problem. The other three infrastructural services provision standing was rated almost equally acute on a level fewer essential than the water subsector. A connected request upraised for the respondents on the subsectors through inadequate development possible or chance in the coming showed the following rating: of the 394 household respondents. As responses in

item one of Table 4.4 shows household respondents that is about 114 (28.9) were rating to the point that difficult electric power interruption in the city. As mentioned in item two of Table 4.4 shows household respondents that is 184(46.7%) of the respondents were assessment to the more serious problem of water supply in the study area, due mainly to imperfect source contact. As mentioned in item three of Table 4.4 shows household respondent that is 63(16.0%) of respondents were frequency for the difficult of solid waste management in the city. As reply in item four of Table 4.4 shows household respondent that is 33(8.4%) of the respondents were unsatisfied to the difficult of the road infrastructure provision in the city. The way to measuring urban infrastructure services provision through the use of interview, observation and household responses of the respondent's.

Table 4.4.urban infrastructure service provision problem level

Item		Frequency	Percent
Valid	Electric power	114	28.9
	Water supply	184	46.7
	Solid waste management	63	16.0
	Road infrastructure provision	33	8.4
	Total	394	100.0

Source: *Own survey data analysis*, August, 2024

4.2.3. Factors that affect customer satisfaction with the existing infrastructure provision

The factors that affect customers satisfied with the existing infrastructure services provision in the city are redundant interruption of electric power, high shortage of water supply and poor setting wastage mechanism, problems of controlling sewerages, lack of awareness related to waste disposal and absence of preparation in clearing waste, very poor quality of road construction, contractor agreement and lack of attention, monitoring project, absence of good governance, corruption, community participation, lack of freedom to give for society in the city. For instance stated in Table 4.4 household respondents onward their view on factors that affect customers satisfied with the existing infrastructure services provision in the city. Consequently 212 (53.8%) of the household respondents reply that there is redundant interruption of electric power in the city; 92 household respondents which is 23.4 % of the total replied shortage of water supply as the major factors that affecting urban infrastructure service provision in the city. Concerning the interval of the household respondents 62(15.7%) respondent problems of controlling sewerage and that of

28(7.1%) replied as poor quality of road infrastructure provision service were the main factors that affecting customer satisfaction with the existing infrastructure in the city. The questioned representatives too shared the awareness of household respondents, particularly regarding the consideration of resident management, lack of skilled man power, difficult of finance and equipment. Show the details on table 4.4 below.

Table 4.4 factor that affecting customers satisfaction with the existing infrastructure

Categories	Frequency	Percent
Redundant interruption of electric power	212	53.8
Shortage of water supply	92	23.4
Problems of controlling sewerage	62	15.7
Poor quality of road infrastructure provision	28	7.1
Total	394	100.0

Source: *Own survey data analysis*, November, 2024

4.2.4. Challenges and Issues of Good Governance practice

As responses in item one of Table 4.5 household respondents' shows that is 8(2.0%) and 32(8.1%) of respondents were strongly disagree and disagree individually to the point that the people in the city feels free to express their opinion in public meeting in the study area. The association is that, the people in the city feel free to express their opinion in public meeting of the city.

As explain in Item two of table 4.5 shows household respondent that is 31(7.9%) and 62(15.7) of respondents strongly disagree and disagree separately to the detail that the local government consultation with his citizens to contain their significances in time, urban infrastructure and service provision and the expansion of the City. This contains that now is a difficult in the local government consultation with its citizens to contain their significances in time, urban infrastructure and service provision and the change of the city.

As presented in item three of Table 4.5 explain household respondents assess whether the rule of law is implemented by workers throughout urban infrastructure. Thus, 61(15.5%) and 26(6.6) of respondents strongly disagree and disagree respectively to the point that the rule of law remained not employed in workers during urban infrastructure services provision of the city. This proposes that the rule of law remained not employed by workers during urban infrastructure facilities.

For example listed in item four of Table 4.5 shows household respondent's service providers stayed accessible in the office during work hours or not. By way of respectively this, 183(46.4%) and 63(16.0%) of the respondents agree and strongly agree individually to the household user that hence the requested whether service providers remained available in the office during work hours or not. This infers that service providers were available in the office during work hours.

Additional, item five of Table 4.5 expressions that the household respondents were requested whether in the city there is an equal access to urban services for all customers or not. So, the existing 10(2.5%) and 27(6.9%) of the respondents strongly disagree and disagree separately to the point that around exists an equal access to urban services provision for all customers in the study area.

As explain in item six of Table 4.5 shows that the common of (23 5.8%) and 161 (40.9%) of the household respondents strongly disagree and disagree respectively through the analysis that existed concerned bodies in city conduct the necessary follow up to established or certify that its concerned institutions service the public interest with integrity in the city or not. This denotes that there is a difficult in the concerned bodies in city conduct the necessary follow up to confirmed or ensure that its concerned institutions service the public concern with integrity of the city. As stated in item seven of Table 4.5 shows that 10(2.5%) and 27(6.9%) of the household respondents strongly disagree and disagree correspondingly to the detail that, around is a proper information dissemination to customers regarding urban infrastructure service provision in the city by concerned public institutions.

As stated in item eight of Table 4.5 shows the household respondents that 70(17.8%) and 84(21.3%) of respondents strongly disagree and disagree separately to the circumstance that there is transparent urban infrastructure service provision mechanism in public institutions of the city or not. The recommendation is that, there is not transparent urban infrastructure service provision mechanism in public institutions of the city.

As clarify in item nine of Table 4.5 the collective of, 44(11.2%) and 134(34.0%) of respondents strongly disagree and disagree individually to the point, here is accountability of the officials and civil servants who are giving service in the city. As mentioned in item ten of Table 4.5 shows that, 155(39.3%) and 42(10.7) of respondents agree and strongly agree correspondingly to the detail, there is staff courtesy in term of politeness, respect and consideration towards customers in the study area. As explain in item eleven of Table 4.5 expressions 145(36.8) and 24(6.1%) of the respondents agree and strongly agree individually to the element that Robe city handled customer compliant. This involves that there is a drawbacks in the handling customer compliant of the city.

By way of revealed in item twelve of Table 4.5 that of 219 (55.6%) and 56(14.2%) of the respondents agree and strongly agree separately to the point that around is corruption in your local government. For example clarify in item thirteen of Table 4.5 that of 64(16.2%) and 32(8.1%) of respondents strongly disagree and disagree separately to the circumstance that there is culture of assessing and revealing when there is suspect of corruption on the side of leaders and civil servant of the study area. This denotes that there is a manifestations of culture of assessing and revealing once around is suspect of corruption on the side of leaders and civil servant of the city. For instance specified on Table 4.5 shows that of mean (2.7640) and (1.15805) were standard deviations. This indicates that there is a challenging in the proper information dissemination exists given to customers regarding urban infrastructure services provision in the city (59.4%) besides (59.4%) an equal access of urban services is given for all customers in the city, the next is (55.6%) were Corruption in local government, that is (53.8%) was households respondent now the city feels free to express their opinion in public meeting and (46.4%) specifically service provider are available in the office during working hours these are the most serious problem in the study area.

Table 4.5 challenge of good governance practice

SN	Item	Level of Agreement											
		SD	%	DA	%	UD	%	A	%	SA	%	Mn/std	Frequ
1	Households in the city feels free to express their opinion in public meeting	8	2.0	32	8.1	85	21.6	212	53.8	57	14.5		394
2.	The Local government consultation include with its citizens to include their priorities in time, urban infrastructure and development in the city.	31	7.9	62	15.7	26	6.6	150	38.1	125	31.7		394
3.	Rule of low is implemented by workers during urban infrastructure service	61	15.5	26	6.6	61	15.5	145	36.8	42	10.7		394
4.	Service provider are available in the office during working hours	31	7.9	26	6.6	23	5.8	183	46.4	63	16.0		394
5.	An equal access of urban services is given for all customers in the city	10	2.5	27	6.9	64	16.2	234	59.4	59	15.0		394
6.	The concerned institution are serving the public interest with integrity	23	5.8	161	40.9	17	4.3	154	39.1	39	9.9		394
7.	Proper information dissemination is given to customers regarding urban infrastructure services provision in the city by concerned public institutions	10	2.5	27	6.9	64	16.2	234	59.4	59	15.0	2.7640 1.15805	394
8.	Transparent urban infrastructure services mechanism is implemented in city	70	17.8	84	21.3	55	14.0	159	40.4	26	6.6		394
9.	Accountable to official and civil servants give service in the town	44	11.2	134	34.0	13	3.3	130	33.0	73	18.5		394
10	Staff courtesy in terms of politeness, respect and consideration toward customers	13	3.3	45	11.4	139	35.3	155	39.3	42	10.7		394
11.	Robe city handled customer compliant	117	29.7	21	5.3	87	22.1	145	36.8	24	6.1		394
12.	Corruption in local government	90	22.8	20	5.1	9	2.5	219	55.6	56	14.2		394
13.	culture of assessing and revealing& suspecting corruption on side of leader and civil servant	64	16.2	32	8.1	54	13.7	174	44.2	70	17.8		394
Total			100.0		100.0		100.0		100.		100.0		

Key Terms

SD= strongly disagree UD= Undecided SA= strongly agree Mn= mean

DA= Disagree A= Agree Std=standard deviation

Source: *Own survey data analysis*, August, 2024

4.2.5. Lack of good governance practice in the institutions that supply urban infrastructure and service

Responses of households were providing with a request related to bad governance practice in the institutions in the city and their response rates were as follows. Excessive bureaucracy from the authority was rated on 52(13.2%), corruption and nepotism from authority as a major extreme bad governance practice in the institutions rate by 175(44.4%) limited community participation 57(14.5), system of governance and administration as a main bad governances exercise challenge 33(8.4%), mechanism set to ensure participation as a main extreme bad governance practice assignment in the organizations 77(19.5), show detail on Table 4.6 below.

Table 4.6. lack of good governance practices in the institutions

Item		Frequency	Percent
Valid	Excessive bureaucracy from the authority	52	13.2
	Corruption and nepotism from authority	175	44.4
	Limited community participation	57	14.5
	System of governance and Administration	33	8.4
	Mechanism set to ensure participation	77	19.5
	Total	394	100.0

Source: *Own survey data analysis*, August 2024

4.2.6. Challenges of urban infrastructure and service provision

The assessment displays that urban infrastructure and service provision institutions rate high in terms human resource qualification and performance in the city were further serious difficulty in the study area. As per answers in item one of table 4.7 illustrations household respondents that is various 123 (31.2%) and 62 (15.7%) of the household respondents were agree and strongly agree to the circumstance that urban infrastructure in the city rate high in terms of human resource, qualification and performance in the study area. The inference exists that household respondents were urban infrastructure and service provision institutions rate high in terms human resource qualification and performance in the town. As clarify in item two of table 4.7 expressions household respondents that of 187 (45.7%) and 40 (10.2%)of the household respondents were agree and strongly agree to the further serious problem of Urban infrastructure services provision and service provision institutions rate high in terms of financial capability in the study area. The implication is that household respondents

were urban infrastructure services provision and service provision institutions rate high in terms of financial capability in the cities.

As stated in item three of table 4.7 indications household respondent that of 276 (70.1%) and 62 (15.7%) of household respondents were agree and strongly agree respectively to the problem of urban infrastructure and was a serious issues in the city, the next issue were urban infrastructure services provision and service provision institutions rate high in terms of financial capability is a critical problem in the study area and other was the institution in the city perform their jobs in responsible ways and ensuring good governance is the most serious problem in the city. Shows the rates of response on table 4.7 the detail.

Table 4.7. urban infrastructure and services provision challenges

Item	**Scale of Response**	**Column Total N%**	**Count**
Urban infrastructure and service provision institutions rate high in terms human resource qualification and performance	Strongly disagree	6.9%	27
	Disagree	21.1%	83
	Undecided	25.1%	99
	Agree	31.2%	123
	Strongly agree	15.7%	62
Urban infrastructure services provision and service provision institutions rate high in terms of financial capability	Strongly disagree	7.6%	30
	Disagree	21.1%	83
	Undecided	13.7%	54
	Agree	47.5%	187
	Strongly agree	10.2%	40
The urban infrastructure and service provision and service provision institutions rate high in terms of administration	Strongly disagree	1.8%	7
	Disagree	7.6%	30
	Undecided	4.8%	19
	Agree	70.1%	276
	Strongly agree	15.7%	62
the institution in the city perform their jobs in responsible ways and ensuring good governance	Strongly disagree	6.1%	24
	Disagree	17.0%	67
	Undecided	30.5%	120
	Agree	44.2%	174
	Strongly agree	2.3%	9

Source: *Own survey data analysis*, August 2024

4.2.7. Institutional capacities and efficiencies in urban infrastructure service provision in the city

Responses of household regarding institutional capacities and efficiencies in urban infrastructure service provision of the city electric power, water supply, solid waste management and the road constructions in the town exist constructed gradually, therefore, this forms complaints between people. This indicates that low institutional capacities and efficiencies to report the infrastructural services provision in the town. In accumulation to this the institutional capacity is actually weak and ineffective, request and resource difference, lack of good governance system and bureaucracy, absence of responsiveness on the side of city administration and institutional capacities of the study area Source (Household respondent, 2023). The service provision and facility institutions rate high in terms of administration in the city. The suggestion is that household respondents were agree and strongly agree for the problem of urban infrastructure and service provision and service provision institutions rate high in terms of administration in the city. As reply in item four of table 4.7 illustrations household respondent that of 67 (17.0%) and 120 (30.5%) of the household respondents were disagree and undecided to the serious difficulties of the institution in the town perform their jobs in responsible ways and ensuring good governance of the study area. The implication is that household respondents were the institution in the city perform their jobs in responsible ways and ensuring good governance in the city. This represents that there exists a challenging in the urban infrastructure and service provision and service provision institutions rate high in terms of administration

4.2.8. The existing urban infrastructure service provision and good governance

A solution to help existing urban infrastructure service provision and good governance challenges and capacity delinquent of the city urban infrastructures like electric power supply, water supply, solid waste management and road infrastructure service provision would stay assembled by the exact persons, experts besides would be allowed since somewhat thoughtful of corruption, everyday observation of respectively project and reasons, reduce corruption, comprehensive deployment of urban people, always habitation then existence accurate. Source (Household respondent).

4.3. Challenges of basic infrastructure service electric power, water, solid waste and road facilities provision

Survey responses on item one of Table 4.8 shows that exists electric power 174 (42.2%) and 13(3.3%) of the households agreed and strongly agree towards the point that difficult in the access of electric power services provision of the city. The association is that household remained unhappy on the of access electric power services provision due to power disturbance now and then in the

city. As stated in item two of Table 4.8 household indicated that 132(35.5%) and 28(7.1%) of the respondents agree and strongly to the serious difficulty of incidence of water deterioration of interior sanitation in the city during heavy rains in the study area. For instance explained in item three of Table 4.8 shows household respondent that is 100(25.4%) of the household respondents were disagree for the activities of the community in their residence area in the road infrastructure and maintenance of local roads in the city. As mentioned in item four of Table 4.8 shows household respondent that is services provision 108(27.4%) of the household respondents were undecided towards the serious difficulty of the construction and challenges concerning of the sewerage canal of the city. The recommendation is that households respondent were undecided for the serious difficulty of the construction and challenges concerning of the sewerage canal of the city.

Table 4 1 existing electric power, water, solid waste and road service provision challenges

Item	Household scale of response	Count	Column Total N %
Access of electric power services provision in the city	Strongly disagree	50	12.7%
	Disagree	48	12.2%
	Undecided	109	27.7%
	Agree	174	44.2%
	Strongly agree	13	3.3%
Incidence of water deterioration of interior sanitation in the city during heavy rains	Strongly disagree	83	21.1
	Disagree	134	34.0
	Undecided	17	4.3
	Agree	132	33.5
	Strongly agree	28	7.1
Activities of the community in the road infrastructure and maintenance of local roads	Strongly disagree	69	17.5%
	Disagree	100	25.4%
	Undecided	58	14.7%
	Agree	126	32.0%
	Strongly agree	41	10.4%
Construction and challenges concerning the sewerage canal in the city	Strongly disagree	48	12.2%
	Disagree	42	10.7%
	Undecided	108	27.4%
	Agree	113	28.7%
	Strongly agree	83	21.1%

Source: *Own survey data analysis*, August 2024.

4.3.1. Electric Power Supply Service

Answer on behalf of a request more proceeding accessibility of electric power supply on their households consumes the resulting answers characterized such as yes through 201(51.02%) household accused and no by 193(48.96%) household respondents. This shows that the supply of electricity power existed accessed through common of the typical households. The magnitudes be specified on the Figure 4.5 below.

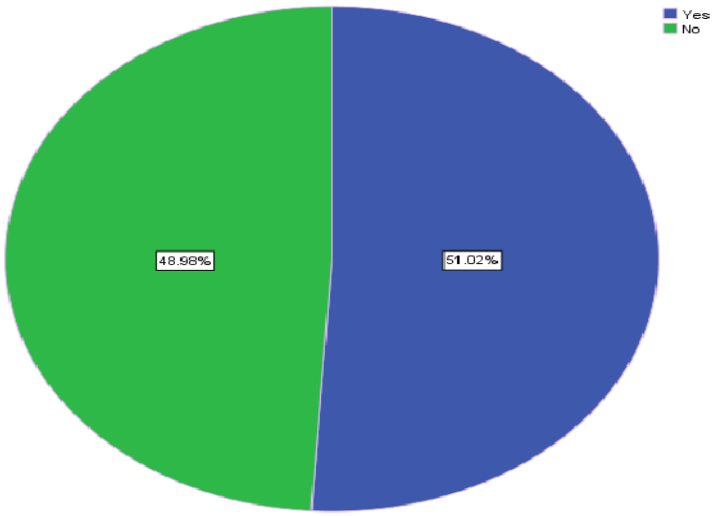

Figure 4. 3 access of electric power supply service provisions

Source: *Own survey data analysis*, August 2024

The investigation shows that households have witnessed the difficulty of redundant interruptions of electric power. Request connected to the electric power access while for the households exposes that of 207(52.5%) of the household accused gain access to a week, 78(19.8%) get into the situation subsequently for a month, 75(19.0%) answered as per consuming their access then less than a year's, 23(5.8%) electric power access in two to five years, 9(2.3%) replied by way of they get into above six to ten years. This specifies that widely detained of the household's defendants essential improvement access to power supply limited by the last ten years interval.

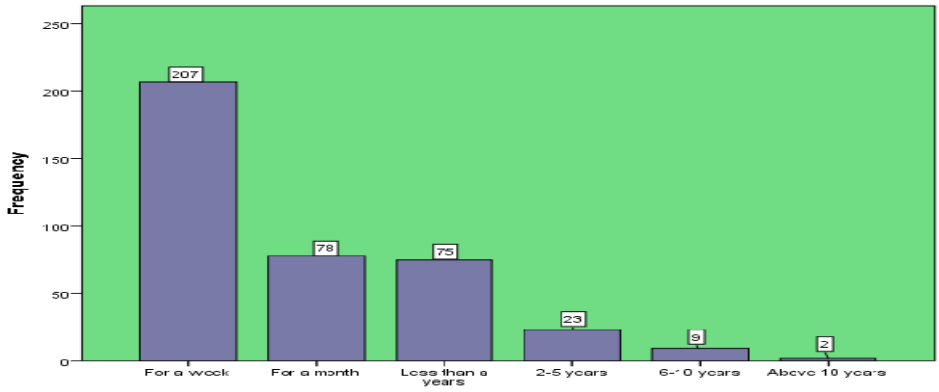

Figure 4. 4 electric power supply access by the households

Source: Own survey data analysis, August 2024

Alternative request rose up on mark main assaults suspending an access to house electric power supply in the town through individuals who are not nevertheless accessing the supply. The answers starting households respondent were considered as per: 56(14.2) of household answered the difficult of not affordability of the value of infrastructure, 50(12.7%) household responded their absence of private house, (171(43.4%) criticized excessive bureaucracy from the expert 43(10.9%) of household answered lack of community participation in the procedure, further 68(17.3%) of household answered the lack of finance for example a purpose on behalf of not accessing the electric power supply. Table 4.8 below has the provision of the accounts by households**.**

Table 4. 2 reason for not accessing electric power supply by household

Items		Frequency	Percent
	Not affordable	56	14.2
	No private house	50	12.7
	Excessive bureaucracy from the authority	171	43.4
	Lack of community participation	43	10.9
	Lack of finance	68	17.3
	Total	394	100.0

Source: Own survey data analysis, April 2023

4.3.2. Commonly prevailing challenges in accessing electricity supply

The responses of household's defendant existed on condition that with a request connected to the regularly prevailing challenges in the accessing electricity power supply in the town and their answer proportions existed for instance monitors. Excessive bureaucracy of the office be there assessed by 66(16.8%) lack of infrastructure input as per a most important challenge level as a result of 59(15.0%),

financial constraints 73(18.5%), technical constraints by means of a main challenges 42(10.7%), topographic constraint challenging by way of a tests 24(6.1%), limited community participation 10(2.5%) besides the inactivity, 90(22.8%) shown that corruption and nepotism of response of the household as well as 27(6.9%) of the household returned lack of power supply capacity.

Table 4.3 prevailing challenges in accessing electricity power supply

Items		Frequency	Percent
	Excessive bureaucracy of the office	66	16.8
	Lack of infrastructure input	59	15.0
	Financial constraint	73	18.5
	Technical constraint	42	10.7
	Topographic constraint	24	6.1
	Limited community participation	10	2.5
	Corruption and nepotism	90	22.8
	Lack of power supply capacity	27	6.9
	Total	394	100.0

Source: Own survey data analysis, August 2024

A related answer existed upraised on the electric service providing meet a daily needs at house and as a result their level of consummation on the present services consumes shown the resulting sets of response. Of the whole accused 165(41.9%) are somehow well satisfied on the current service level by the side of household, 11(2.8%) existed very well fulfilled, 17(4.3%) of answered that they remained extremely well fulfilled, 140(35.5%) criticized the service be present not well 61(15.5%) of the household accused remained not at all well. The reason for emphasis on electric service provision is due to redundant interruption of power and rises the demand of service from time to time. Table 4.9.1 shows the details for the responses.

Table 4. 4 The electric service providing meet a daily needs at household levels

Items		Frequency	Percent
Valid	Somehow well	165	41.9
	Very well	11	2.8
	Extremely well	17	4.3
	Not well	140	35.5
	Not at all well	61	15.5
	Total	394	100.0

Source: Own survey data analysis, August 2024

4.4. Drinking water and sanitation service provision challenges

The Responses of existing drinking water and sanitation service provision challenges of households and its measure of replies is presented as follow. By means of stated measure in item one of Table 4.10 shows household accused that of 13(3.3%) of the household respondents strongly disagreed towards there is a clean drinking of water in your houses or area. This show that common of the respondents strongly disagreed to the circumstance that here is no a clean drinking of water in the residences or in the study area.

As responses proportion in item two of Table 4.10 Shows household respondents that of 143(36.3%) of the household respondents agreed that around are alternatives drinking water source during interruption of the town. The inference is that the household respondents remained agreed for the alternatives drinking water basis during interruption respondents responded that near is challenge of water obtainability in the study area.

As explained measure in item three of Table 4.10 shows household respondents that of 70(17.8%) also 34(8.6%) of the household respondents strongly disagree and disagreed correspondingly to the point that here is any cost sharing during the infrastructure provision of the city.

As responses degree in item four of Table 4.10 shows the household respondents that is extreme of the while around exists tests in the provision of water infrastructure of the city. From this time some can regulate that here is a challenge of drinking water convenience in the study area.

Table 4 5 existing drinking water and sanitation service provision challenge respondent

Item	Household scale of response	Frequency	Percent
A clean drinking of water in your residences or area	Strongly disagree	13	3.3
	Disagree	62	15.7
	Undecided	19	4.8
	Agree	235	59.6
	Strongly agree	65	16.5
Alternatives drinking water source during interruption	Strongly disagree	78	19.8
	Disagree	91	23.1
	Undecided	76	19.3
	Agree	143	36.3
	Strongly agree	6	1.5
Any cost sharing during the infrastructure provision	Strongly disagree	70	17.8
	Disagree	34	8.6
	Undecided	68	17.3
	Agree	185	47.0
	Strongly agree	37	9.4
Challenges in the provision of water infrastructure in the city	Strongly disagree	5	1.3
	Disagree	20	5.1
	Undecided	8	2.0
	Agree	214	54.
	Strongly agree	147	37.3

Source: Own survey data analysis August 2024

4.4.1. Access of clean drinking water in residences responses of the respondents

The defendants existed asked whether they consume access for clean drinking water next to their dwellings and their responses show as per yes aimed at 232(58.9%) and no designed for 162(41.1%) of the household. This shows that around part of the respondent households take attained no access to clean drinking water in dwellers.

Table 4.11 access to clean drinking water by households

		Frequency	Percent
Valid	Yes	232	58.9
	No	162	41.1
	Total	394	100.0

Source: Own survey data analysis, August 2024

The accused who existed not taking access for had it water by the side of their household before who appearance scarce supply existed ask for to indicate their foundations of supply. Of the 394 respondents who offered answer for the actual request, 111(28.2%) answered that they rest on Community water spots, 127(32.2%) of the household be subject to proceeding private provider, 110(27.9%) of household be contingent off underground water and 32(8.1%) of the household be influenced by going on nearby water spring.

Table 4. 6 responses of access clean drinking water household respondent

Items		Frequency	Percent
	Community water spots	111	28.2
	private provider	127	32.2
	underground water	110	27.9
	Pod /hole water	32	8.1
	Total	383	97.2
Missing	System	11	2.8
Total		394	100.0

Source: Own survey data analysis, August 2024

4.4.3. Quality infrastructure and household respondent face

The feature infrastructure provide to date and household face respondents existed help examined towards assess the value of water infrastructure in the town and they answered now such a manner that 152(38.6%) of household returned good, 118(29.9%) of household answered fair, 109(27.7%) of household replied poor besides 15(3.8%) of household answered very poor. This indicate that for example household respondents belief that the infrastructure structure if remained further before fewer fair then existed more serious proceeding him.

Table 4. 7.quality infrastructure and household respondent responses

Items	Household scale of response	Count	Column N %
Quality infrastructure provided to date and house hold face	Excellent	0	0.0%
	Good	152	38.6%
	Fair	118	29.9%
	Poor	109	27.7%
	Very poor	15	3.8%

Source: *Own survey data analysis*, August 2024

The defendants existed as well examined towards evaluate the responsive of the service supplier's for requests beginning their clients going on demand otherwise concern about the service as well linked difficulties. The accused measure for instance monitors: 6(1.5%) of the household accused that the service providers existed extremely responsive, 209(53.0%) respected by way of somewhat responsive, 125(31.7%) of household such as not so much responsive, 54(13.7%) of the household by means of not at all responsive.

Table 4 8 service providers concerning about services household respondent

Categories	**Household responses**	**Count**	**Column N %**
Responses of service providers concerning about services	Extremely responsive	6	1.5%
	Very responsive	0	0.0%
	Somewhat responsive	209	53.0%
	Not so much responsive	125	31.7%
	Not at all responsive	54	13.7%

Source: Own survey data analysis, August 2024

4.5. Waste management services provision challenges

The urban organizes not take healthy established sewerage canal. Likewise, throughout ratification of construction, assignment of infected dishes is not known outstanding special treatment and far along individuals and organizations are placing liquid waste to canal before uniform in towards the road. Infrastructure elsewhere this, the city has no exact arrangement which be able to exist showed. The urban reformed towards accumulate solid waste, as a result of public participation and systematized small scale micro-enterprise for household meeting and carrying towards putting position wearing farm cart.

By means of illuminate measure in item one of Table 4.15 shows household respondents that exists, 207(52.5%) of the household defendants agreed with dish/cannel in waste disposal far from the dwellers or area.

As mentioned household measure of responses in item two of Table 4.15 shows household respondents existed requested whether around sum of dustbin accumulating horse and cart in their city. As a result, the widely held, 103(26.1%) of household disagreed that circumstance that here is not a dustbin accumulating carts in the city. The effect is that household respondents remained disappointed for the difficult of dustbin assembling carts of the city. For instance clarify measure in item three of Table 4.15 shows household respondents that of 99(25.1%) of the household accused remained disagree to the

statement that neatness/sanitary circumstance of the dumping site in the city. The dumping site is essentially be present not well controlled then succeeded. This implies that household respondents existed disagreed on behalf of the difficult of neatness/sanitary complaint of the dumping site of the study area. For instance point out regarded in item four of table 4.15 shows household respondents that be located 184(46.7%) of household accused remained agreed towards the point micro small enterprise workers skill thorough in waste assembly and clearance services. Most of the waste accumulator organize not take healthy better supervision performs and contribute little responsiveness to her in parts everyplace here exists reduced. Show household scale of responses on table 4.15 below.

Table 4. 15 solid waste management services provision challenges

SN	**Categories**	**Level of Agreement**										
		SD	**%**	**D**	**%**	**UD**	**%**	**A**	**%**	**S**	**%**	**Frequency**
1	A dish /cannel in the dwellers or area	40	10.	8	20.	23	5.8	207	52.	4	10.	394.0
2.	Number of dustbin collecting carts	26	6.6	1	26.	88	22.	161	40.	1	4.1	394.0
3.	Sanitary condition of the dumping	11	2.8	9	25.	133	33.	149	37.	2	.5	394.0
4.	Micro enterprise workers skill in waste collection and disposal	18	4.6	5	13.	109	27.	184	46.	3	7.6	394.0
Total			100		100		100		100		100	394

Key Terms

SD= strongly disagree UD= Undecided SA= strongly agree

DA= Disagree A= Agree

Source: Own survey data analysis, August 2024

4.5.1 The problem of waste removal in the residences area

The Proceeding that there is not suffietiont dust bins in the residencies area, associate of attention on the side of administration, economic difficult, shortage of machinery, lack of honesty of the service provision bodies mostly in dish and related service, city solid waste assembly and disposal service and clearness trendy facts transmission, shortage of public discussion. Shortage of reasonable and trained human resources in gathering wastes and deficiency of setting waste by the identifying area in the city otherwise adjacent dwelling.

4.5.2. Action taken to improve dustbin collection and disposal services provision

The urban mayor organized by way of former concerned organs should offer the same chance for all kebeles in the city and effort hard, generous awareness to the public that the Couse of placing waste everywhere, making dustbin area and administration of the city must be make available spaces, organize services provision sector and trained micro and small entrepreneur on this concern.

In Robe city here exists no public solid waste storage dishes and poor of road side dust bins, composed solid waste plastics, identifications, rations wastes in different parts of the city forever on an area that show concentrated waste management and service provision of the town similar the road, exposed areas canals etc.

The responses of household respondent existed waste assembly and throwing away service, public health and absence of sewer and straight absence of drainage services now together dweller and profitable parts. The respondent correspondingly give or take that in Robe city here is not at all exact dust bin area and polluted in different areas of the city everyplace mutual unlawful clearance of waste existed typically practiced.

4.6. Road infrastructure Services provision Challenges

The quality of construction for the town road provision challenges question be there upraised on the value of road infrastructure takes become answers in such a means that 171(43.4%) of the household responded him as more or less standard quality, 179(45.4%) of the household below standard quality, 42(10.7%) of household answered very low quality road. This condition indicates that take their assessment of the household responded value of the road such as below standard performance that the road infrastructure exists of identical little feature road typical.

Table 4. 9 the construction of quality road services provision in city household respondent

Satisfying the quality of construction for the town road provision		Frequency	Percent
	Very standard and satisfying	2	.5
	More or less standard quality	171	43.4
	Below standard quality	179	45.4
	Very low quality road	42	10.7
	Total	394	100.0

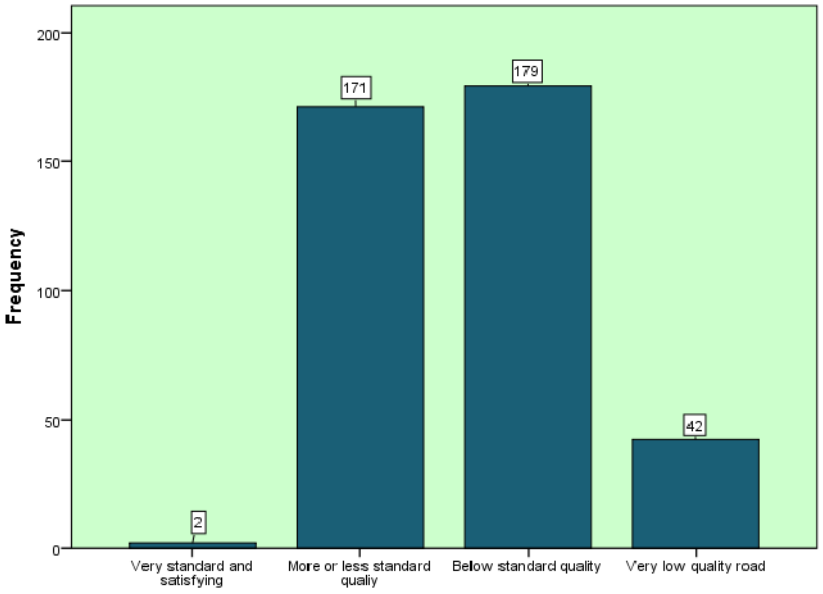

Figure 4. 5 level of construction quality of road services provision

Source: *Own survey data analysis,* August 2024

Discussion shown with the city administration and concerned body ; the city team leaders and officials exposed that by way of around stays absence of responsibility in the organization, morality, absence of consciousness, facilities delivery, client conduct difficulties, file management difficulty now the organization then as of such faults similar a wishes of city infrastructure and services provision aimed at residents determination existed assumed towards detailed residence before part and her mains to difference amid requirements besides source of services provision in the city. The discussion consequences of city administration and officials was urban infrastructure service provision of the parts too trust by means of effort completed in the organization existed not equally each specified on the facility typical besides their even checking structure of his operation required difficulty. Interview shown by concerned organization the generous of facility provision usual now urban infrastructure service provision exists very important for emerging good governance service provision by means of the situation exists in donates to good governance former service establishment. As per revealed consequences of the interview as of the concerned figure shown that concluded the good governance service usual stayed in the city activity the operation of her now concrete preparation required a difficulty. The real application of the good governance values such by means of effectiveness services, transparencies, responsibility, impartiality, security, existence of checked in head of the organization everyday follow up besides efficiency of the services provision of the study part. Mostly, the consideration assumed through the leaders and officials towards tool the provision standard and

achieves their effort giving to the considered provision standard existed actual unfortunate desirable essential great care from metropolis, city management and concerned figure.

Interview conducting with respondents on the capability of superiority then amount of electric power supply infrastructure provision the subsequent problems existed elevated: The electric power supply were poor in quality and quantity of infrastructure and service provision; the quality of service existed actual poor particularly trendy care and meter reading distribution services provision procedure. The contributors consider that without the part is efficient, there is restricted expectation for development. *The main container necks in the power supply after main to slight existed recognized by means of monitors:* absence of good governance, practical incompetency, inefficient meter reading and distribution service, structure of the city, source shortage then enlarged request.

Determination aimed at strategic provision besides conservation of the infrastructures in the organization existed deliberated then ideas specified contain: The infrastructure services provision and preservation effort of the subdivision existed created on strategy individual. This one would somewhat monitor public request then near existed no organization between the areas *close of equality then transparency analyses show that adjacently* were restricted transparency and responsibility in this division and the equality of value service provision of the electric power supply were uncertain. *Evaluation of the clients' fulfilment level on facility of the electric power supply infrastructure indicated that* around existed no suitable determination prepared to measure client fulfillment, the consummation level was not systematic considered then the contributor circumstances that it existed poor. The discontent was mostly on provision of electric power, conservation and power cut development in the city. Then there existed no modification concerning service provision between kebeles of the city.

Photography of field observation Source: October, 2024

Questions concerning on water supply respondent taking place the capability of value and extent of service provision takes shown that the water supply was comparatively no good in quality and quantity of service provision and there existed about influence for modification in the organization, then still the service is not originate satisfactory to public customers. *The main problem in the agency known in the interview contain:* Supply scarcity, mechanical inability, topography of the town, absence of good governance, raised the request owing to society extent growth, enlarged hotel amount, structure all of it etc. *Investigation on the level of equality then comprehensibility foremost to responsibility displays that* the earner concentrated on parts anywhere the advanced government administrators exist in besides there existed no liability organization. *Effectiveness examination in the service provision coordination*

presented that the service provision was not well-organized as it must take remained and around were a perception that the service payment existed somewhat exclusive then there were indications elevated representing that the degree was exceptional of the inferior in the area.

Investigation of the customer fulfillment on facility of the infrastructure shows that there was no systematized satisfaction equal through in the organization. The situation existed higher that the discontent stayed mostly on source of water not on infrastructure services provision.

Interview conducting with household respondent the waste removal in the town too responded that waste disposal, putting place, clearance waste, absence of wastebasket substantial then little responsiveness of waste removal as of the dwelling part and supervision facility in the city takes that one their particular constraint, little level of consideration in the representatives then city administration that is the major difficulty of the examinations part.

The Main difficulties concerning the waste removal of the city likewise indication that the habitation do not maintenance around the waste disposal of the town, existence of waste disposal seat in the dwelling, furthermost of the inhabitants ensure not stretch consideration besides little level of responsiveness planned for the difficulties, waster of waste removal anyplace proceeding the foremost road, way and absence of wastebasket material now the city, little level of treatment dumps, domestic instructions which existed nearby to the house existed a main delinquent in contradiction of ecological health reason, family dumps which exist altogether adjacent to the dwelling are showing to diverse flies then correspondingly offer background lands for insects and parasites, Main of the habitation exist situated her actual close to domestic particularly in the hostel, cafe stowage materials exist located classified the restaurant, guesthouse composite owing to the occurrence of place is a main difficult y of the Robe city, the dwellings of the city set waste anyplace the representatives prepare not effort to follow up the difficulties furthermost of the habitations of the urban do not take healthy recognized treatment does besides elasticity little consciousness aimed at the difficulty the waste disposal are shaped evil smell foul city image then weakening of the dwellings and community main difficulties.

Photograph of field observation Source: October, 2024

Interview conducting with respondents the existing tendencies of within road infrastructure service provision and urban infrastructure service provision complaint and level of client satisfaction exists too responded such as the existing development of road infrastructure is healthy then continuing progression. The most important tasks of current developments of interior road and canal, urban infrastructure service provision as well responded for example below standard quality of road infrastructure services provision, presence of consideration in the representatives, deficiency of good governance, nonexistence of practical ability besides ability of the contractor's, little level of canal absences of coordination among sector and incomplete dish, poor drainage line infrastructure and below standard quality, nepotisms and corruption, lack of project finishing challenges, temperature condition

of the urban, property associated right issues, geography of the city, uncoordinated roads infrastructure were built.

Photographs of below standard quality road infrastructure services

Source: *Own survey data analysis,* October, 2024

Mostly the road infrastructure service were originate outside source suspended, scarce in source organization then absence of transparency. Therefore, serious resource organization besides o f main strategy also considered plan established road infrastructure service provision takes designate in residences. This upcoming of the organization be able to recover if the governance structure is developed.

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATIONS

5.1. Conclusion

The Significant assumptions drawn from the analysis and result of the information collected in different procedures are able to classify by infrastructure services provision subdivision.

Urban infrastructure and services provision**:** The major challenges and opportunities of infrastructure service provision include infrastructural services provision which are formally essential to urban local government like: supply of electric power, water supply, solid waste management, and sewerage services and road infrastructure service provision of the city.

Issues of good governance: the difficulty of consultation with administrative body, low follow up on the side of the community, and weak rule of law attainment, low of level of community participation, and corruption on service provider.

Ineffective accountability technique, weak complaint supervision mechanism, follow up difficulty, lack of information distribution or lack of clearness appropriate data distribution to consumers in the city, lack of staff courtesy in term of politeness & respect and sectors remained not organized to be responsible for services to customers using simple procedures, household respondent are not satisfied on service provision no of the city.

Electric power supply: The significant challenge identified in the access of electric power supply service provision was lack of adequate power supply source, excessive bureaucracies from the authorities, limited technical capacity, financial constraints and topography of the city. However, the electric power supply sector was not responsive to customer demand.

Redundant interruption of power were the major problem identified by many household respondents of the city.

Water supply: The water supply sector infrastructure provision service in the city were establish to be absence of infrastructure, deficiencies of water supply, technical problem, lackey of coordination among sector, finance monitored by the technical performance, shortage of differentiated supply sources, topography and constrained acts in organizing the society. Application to ensure society participation in water infrastructure and service provision was not respectable on the other hand there was no

consistency and pure play to certify the participation by the side of maintenance way. The water infrastructure supply services practice and the implementation for responsiveness by the authorities existed areas that requirement enrichment.

Degree of predetermine with other infrastructure providers were near zero showing that there was no effort in managing the residents' infrastructure provision demand.

Solid waste management service provision: The major problems of waste collection & disposal site were poor solid waste management service provided in the city. The households were disagreed to the fact that neatness/sanitary condition of the dumping site particularly none in dweller areas largely due to lack of collection concert of the administration, solid waste management and shortage of resources, man power, finance and machinery responses of the household respondents were disagreed to the fact solid waste collector skill full in waste collection and disposal service in the city.

Road infrastructure service provision: Major challenges of road infrastructure provision service were lack quality, below standard quality, rising of construction material, project delaying, limitation of financial capacity by the authority followed by the office's bureaucracy and transparency and accountability care.

The Incidence of declined roads in raining time were the further difficulty showed in the study. The further were shortage of combined infrastructure services; Poor plan, Poor value trendy structure and connection performs and absence of appropriate conservation in the city.

In general, increased rural-urban migration, increased difficulty of the city economic and social infrastructure, increased geographic expansion alongside with limited increase in the performance of the providing institutions has created out of proportion between supply and demand of urban infrastructure service in the cities.

5.2 Recommendations

Emphasis on the holding and ending, the following recommendations are foresighted: in instruction to find a supportable explanation to the challenges interfere with resources foresighted.

- ✍ Robe city administration should upgrade supply, access, accessibility, amount as well as quality of the urban infrastructure services provision.

- ✍ The problem of an equal access to urban services for all customers in the town, proper information dissemination to customers regarding infrastructure services provision, People in the city feels free express their opinion in public meeting, corruption in local government, absence of service provider in the office during working hours, weak rule of low implementation by workers during urban infrastructure service and were poor complain handling mechanisms in the city.

- ✍ Reference for the electric power supply comes in the form of upgrade the power contact and functions to customers on quicker, reasonable and clear fundamentals.

- ✍ The functions of the region agency and associated infrastructure service provision together with the financial constraint, inadequate technical capability of the majors has to be upgrades. Furthermore the regular redundant interruption of power problem has to be held in to total, the city administration, Ethiopian electric utility customer center and concerned body to solve this critical problem.

- ✍ Existing drinking water and sanitation service provision challenge respondent were a shortage of clean drinking water in residences, critical problems in the provision of water infrastructure in the town and any cost sharing during the infrastructure provision is also a serious problem in the city.

- ✍ Recommendations for the solid wastes service provision are particular since those that are predetermined for last disposal.

- ✍ The researcher recommends the concerned sectors to upgrade canal in the city, give responsiveness to the dweller, and develop care values, develop dustbin area in the city, well organized and effective collection motivation.

- ✍ The road infrastructure services provision challenges comes leading on the resource call-up, road infrastructure services and distribution, partial waterway, public participation, dealing of the project, improved transparency and accountability, lack of coordination among sectors and improved quality of the road infrastructure together impartiality in infrastructure service distribution by relative shareholders.

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APPENDIX

APPENDIX I: Questionnaire to be filled by Households

MADDAWALABU UNIVERSITY

SCHOOL OF GRADUATE STUDIES DEPARTMENT OF GEOGRAPHY AND ENVIRONMENTAL STUDIES

Dear respondent, this questionnaire is designed for an academic purpose to collect data research for the purpose of the fulfilment of Master's degree in Geography and Environmental Studies. Specifically the objective of the study is to assess urban infrastructure and service provision and issues of good governance in Robe city. Therefore, you are kindly requested to give information concerning urban infrastructure and service provision and issues of good governance in your city by filling this questionnaire. Your identity was treated strictly confidential and the responses were used only for the research study.

Instructions:

i. Please do not write your name.
ii. If alternatives are given, please tick the letter of your choice.
iii. If you are required to provide specific data, please write it precisely on the spaces provided.

Part 1: Background Information, put a tick mark **(**√) in the bracket.

1. Sex;

A. Male [ ] B. Female [ ]

2. Education Level

A. Master's [ ] B. Degree [ ] C. Diploma [ ] D. Certificate [ ]

E. Grade eight and above [ ] F. Illiterate [ ]

If other, Specify……..…….....……..

3. Age: _____

4. Your occupation

A. Farmer [ ] B. Merchant [ ] C. Government employee [ ] D. Private employee [ ]

E. Unemployed [ ]

If other, Specify……

5. Average income per month _____birr

Part Two: Questions designed to assess the existing urban infrastructure and service Provision in the city, accordingly:

2. What is the existing condition of urban electric power, water supply, road infrastructure, solid waste management and service provision in the city?

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2.1. Question related to Perceptions of the Community on urban Infrastructure Service provision. Using the scale below, indicate the extent of your level of agreement by putting a tick mark (√) besides each statement where 1- Strongly disagree; 2 – Disagree 3. – Undecided; 4 – Agree r; and 5– Strongly agree

SN	**Item**	**Scale**				
		1	**2**	**3**	**4**	5
	I believe that:-					
1	Poor electric power service provision					
2.	Poor electric supply and meter reading service provision					
3.	Poor Quality of drinking water service provision					
4.	Poor water supply and sanitation service provision					
5.	Poor road service provision					
6.	Poor solid waste collection and disposal service provision					
7.	Poor urban infrastructure services provision					
8.	Absence of good governance in service provision					
9.	Poor integration of different infrastructure service					
10	Poor upgrading and modernizing the filing and data management system					
11.	Poor compliant handling mechanisms of the city					
12.	Poor awareness of local people to participate in development affaire					
13.	Civil society are not independent and fairly participate in decisions					
14.	Lack of freedom to express their opinion in public meeting					

2.1.2. Rate the urban infrastructure provision problem in the city according to their criticality in the level of short supply (**1**) for the most deficient service being provided?

- Electric power 〔 〕
- Water supply 〔 〕
- Solid waste management 〔 〕
- Road infrastructure provision 〔 〕

2.1.3 What do you think about the factors that affect customers are Satisfied with the existing infrastructure provision?

……..……
……
……
……..

Part Three. ***Question related to challenges and issues of good governance practice*** Using the scale below, indicate the extent of your level of agreement by putting a tick mark **(**√)besides each statement where 1- Strongly disagree; 2 – Disagree 3. Undecided; 4 – Agree r; and 5– strongly agree

SN	**Item**	**Scale**				
		1	**2**	**3**	**4**	5
	I believe that:-					
1	People in city feels free to express their opinion in public meeting					
2	The local government consultation with its citizens to include their priorities in time ,Urban infrastructure and service provision and the development of the Town					
3	The rule of law is implemented by workers during urban infrastructure service					
4	Service providers are available in the office during work hours					
5	In the city there is an equal access to urban services for all customers					
6	concerned bodies in city conduct the necessary follow up to confirmed or ensure that its concerned institutions service the public interest with integrity					
7	Proper information dissemination to customers regarding urban infrastructure service Provision in the city by concerned public institutions					
8	There is transparent urban infrastructure service provision mechanism in public institutions of the city					
9	There is accountability of the officials and civil servants who are giving service in city					
10	There is staff courtesy in term of politeness, respect and consideration toward customers					
11	Robe city handles customer compliant					
12	There is corruption in your local government					
13	There is culture of assessing and revealing when there is suspect of corruption on the side of leaders and civil servant					

3.1 .Prioritize the major extreme bad governance practices in your institutions?

- Excessive bureaucracy from the authority ( )
- Corruption and nepotism from authority ( )
- Limited community participation
- System of governance and Administration { }
- Mechanism set to ensure participation

If other, specify ----------

Part Four: Question related to Urban infrastructure and service provision in the city . Using the scale below, indicate the extent of your level of agreement by putting a tick **(**√)mark besides each statement where **1** strongly disagree; 2 – Disagree 3. – Undecided; 4 – Agree r; and 5– strongly agree

SN	Item	Scale				
		1	**2**	**3**	**4**	**5**
	I believe that :-					
1	Urban infrastructure in the city rate high in terms of human resource, qualification and performance					
2	Urban infrastructure services provision in the city rate high in terms of financial Capability					
3	Urban infrastructure and services provision in the city rate high in terms administrative and technical skills					
4	Institutions in the city perform their jobs in responsible and accountable ways and ensuring good governance					

4.1. How do you rate institutional capacities and efficiencies 'in public urban infrastructure service provision in the city?

……..……

……

……..

4.1.2. In your opinion, what do you think is the major hindrance for the presence of better quality urban infrastructure service provision in Public institutions of the city?……

……

Part Five: Question related to Possible Solution to improve the problem in the town. 5.What do you suggest as a solution to help existing urban infrastructure service provision and good governance challenges and capacity problem of the city?

……

……

Part Six: Question Related to infrastructural services provision challenges in the case of Robe city.

6. The Existing electric power, water, solid waste, Road and its facilities urban Infrastructure service provision challenges? Using the scale below, indicate the extent of your level of agreement by putting a tick mark (√) besides each statement where 1- Strongly disagree; 2 – Disagree 3. – Undecided; 4 – Agree and 5– strongly agree

SN	Item	Scale				
		1	**2**	**3**	**4**	**5**
	I believe that :-					
1	Access of electric power services provision in the city					
2	incidence of water deterioration of interior sanitation in the city during heavy rains					
3	Activities of the community in their residence area					
4	Construction and challenges concerning of the sewerage canal in the city					

6.1. Do you have access to electric power supply in your city or house? Yes [ ] No [ ]

6.1.1. If your answer is yes to question 6.1 above, when do you get the access?

- For a week [ ] Less than a year's [ ] 6-10 years [ ]
- For a month [ ] 2-5 years [ ] Above 10 years [ ]

6.1.2. If your answer for question 6.1 is no, why did not you get the access?

- Not affordable [ ] Lack of community participation [ ]
- No private house [ ] Lack of finance [ ]
- Excessive bureaucracy from the authority [ ]

Other reason, Specify? ……..

6.1.3. Do you have sufficient access of electricity supply?

Specify the reason?

……..

6.1.4 What are the commonly prevailing challenges in accessing electricity supplyin the city? Mark the following according to their level of importance to you as a challenge *(mark 1 as most important challenge).*

- Excessive bureaucracy of the office [ ] Topographic constraint [ ]
- Lack of infrastructure input [ ] Limited community participation [ ]
- Financial constraint [ ] Corruption and nepotism [ ]
- Technical Constraint [ ] Lack of power supply capacity [ ]

If Others, Specify …….

6.1.5 How well does the electric service provided meet your daily needs?

- Somehow well [ ] Not well [ ]
- Very well [ ] Not at all well [ ]
- Extremely well [ ]

Part Seven: Question related to Existing Drinking Water and Sanitation service provision Challenges. Using the scale below, indicate the extent of your level of agreement by putting a tick mark **(**√) besides each statement where – 1 strongly disagree; 2 – Disagree 3. – Undecided; 4 – Agree r; and 5– Strongly agree

SN	Item	Scale				
		1	**2**	**3**	**4**	**5**
	I believe that :-					
1	There is a clean drinking water in your residences or area					
2	There are alternatives drinking water source during interruption					
3	There is any cost sharing during the infrastructure provision					
4	There is challenges in the provision of water infrastructure in the city					

7.1. Do you have access to clean drinking water in your residences? Yes[ ] No [ ]

7.1.1. If your answer is yes to Question no 7.1, when do you get the access?

- Community water spots [ ] Underground water [ ]
- Private providers [ ] nearby water spring [ ]

If other, sources specify ……
……..

7.1.2. How quality is the infrastructure provided to date and household face?

- Excellent [ ] Fair [ ] Very poor [ ]
- Good [ ] Poor [ ]

If other, Specify

...……

……

7.1.3. How responsive have the service providers been to your question or concern about the service?

- Extremely responsive ( ) Not so much responsive ( )
- Very responsive ( ) Not at all responsive ( )
- Somewhat responsive ( )

Part Eight: **Question related to Waste Management Services provision Challenges.** Using the scale below, indicate the extent of your level of agreement by putting a tick mark **(**√) besides each statement where **1** - Strongly disagree; 2 – Disagree 3. – Undecided; 4 – Agree r; and 5– Strongly agree

SN	Item	Scale				
		1	**2**	**3**	**4**	**5**
	I believe that :-					
1	Dish/cannel in the dwellers or area					
2	Number of dustbin collecting carts					
3	Neatness / Sanitary condition of the dumping site					
4	Regularity of dumping					
5	Small and Micro Enterprise workers skill in waste collection and disposal service					

8.1. What has been the biggest problem regarding the waste removing activity in your residences area?

……

……

8.1.1. What do you thing on the actions needed to be taken to improve dustbin collection and disposal service?

……

……..

……

…

Part Nine Question related to road and drainage service provision challenges

9. How satisfying is the quality of construction for the city road provision?

- Very standard and satisfying [ ]

- More or less standard quality [ ]
- Below standard quality [ ]
- Very low quality road [ ]

9.1. What has been the biggest problem in related to the existing trends of interior road and drainage service provision challenges?

……

……

……

……

……..

Thank you so much For Your Co-operation!!

APPENDIX II: Interview Schedule for Focus Group

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Town mayor, Electric power client services Administration office and drinking water and sanitation Board and Municipality team leaders, kebele manager's Dear respondent, this interview is designed to be distributed for an academic purpose for the fulfilment of Master's degree in Geography and Environmental Studies. Specifically the objective of the study is to assess urban infrastructure service provision and issues of good governance the case of Robe town. Therefore, you are kindly requested to give information concerning urban infrastructure service provision and issues of good governance in your town. Your identity was treated strictly confidential and the responses were only used for the research study.

Interview questions for Municipality team leaders and town Mayor

I. To identify Customer Satisfaction

1. Do you monitor the application of service provision standard regularly within each activity? If No why? If yes what can you say about the implementation and customer satisfaction?
2. What can you say about urban infrastructure in your agency in developing good service provision attitudes which contributes to good governance? If it is good mention the evidence? If it is not good what is the reason?
3. How d o you rate institutional capacities and efficiencies 'in urban infrastructure service provision in the town?
4. What type of challenges do you experience with urban infrastructure services provision in your town?

Interview Questions for Sectoral Administration and Officials

I. To identify degree of accountability and responsiveness

1. Have you code of conduct for staff members? If No why? If you have how done you see the importance of it? Or what changes it brings regarding infrastructural services provision? What can you say about good governance?

2. Have you a trend of good governance practice and problem in Services provision?

3. Have you sufficient access of electricity power supply in your town or residences?

4. Have you challenges the existing drinking water supply in your town?

II. To identify level of customer satisfaction and challenges of customer service

1. What do you suggest as a solution to help existing urban infrastructure service provision challenges of the town?
2. What can you say about transparency of infrastructural services provision in your agency? If it is better what are the facts? If not what are the hindrance?
3. What do you think about the existing condition of electric power supply, access and meter reading service provision?

4. What has been the biggest problem regarding the waste removal in your residence or town?

5. What do you think about existing trends of interior road and drainage urban infrastructure service provision challenges?

APPENDIX III Observation check List

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Field Observation check List

Direction: Please, put (√) Mark in the column provided in correspondence to each statement.

No	Lists of Observation Statements	Excellent	Good	Poor
1	Conditions of urban infrastructural service provision in town		✓	
2	Trend of good governance practice and problem in services provision			✓
3	Help existing urban infrastructure service provision challenges in town		✓	
4	Existing condition of electric power supply, access and meter reading service provision			✓
5	Sufficient water supply service provision			✓
6	Appropriate waste removal mechanism in the town			✓
7	Roads construction integrated with drainage, sewer and street light urban infrastructural services provision			✓

Thank you so much For Your Co-operation!!