

# **The Roles and Challenges of Good Governance in Ensuring Local Development: The Case of Agarfa Woreda of Bale Zone in Oromia Regional State**



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**A Research Submitted to College of Social Science and Humanities, Civics and Ethical Studies Course Team in Partial Fulfillment of the Requirements for the Degree of Master in Civics and Ethical Studies**

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## Declaration

I, Muzezen Ibrahim: declare that the thesis entitled “**The Roles and Challenges of Good Governance in Ensuring Local Development: The Case of Agarfa Woreda of Bale Zone in Oromia Regional State**” is my original work. I have carried out the present study independently with the guidance and support of my thesis advisor, Dr. Endalkachew Birhan. Any other contributors or sources used for the study have been appropriately acknowledged. Moreover, this study has not been submitted for the award of any degree or diploma program in this or any other institutions.

Muzezen Ibrahim \_\_\_\_\_

Signature

Date

## Certification

This is to certify that the Thesis entitled “**The Roles and Challenges of Good Governance in Ensuring Local Development: The Case of Agarfa Woreda of Bale Zone in Oromia Regional State**” submitted to Madda Walabu University, College of Social Science and Humanities, Civics and Ethical Studies Course team in partial fulfillment of the requirements for award of Masters Degree in Civics and Ethical Studies which is carried out by **Muzeyen Ibrahim** under my supervision, has fulfilled the requirements to the best of my knowledge as an advisor. Hence, I attest that the student can submit the MA thesis to the department for further evaluation by board of examiners.

Name of Advisor:     Dr. Endalkachew Birhan \_\_\_\_\_

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## Approval Sheet

As members of the Board of Examiners of the MA Thesis Open Defense Examination, we Certify that we have read and evaluated the thesis prepared by Muzeyen Ibrahim and examined the candidate. We recommended that the thesis accepted as fulfilling the thesis requirement for the degree of MA in Civics and Ethical Studies.

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Final approval and acceptance of the thesis is contingent upon the submission of its final copy to Council of Graduate studies (CGS) through the candidate`s department or School graduate committee (SGC).

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## **Acronyms and Abbreviations**

AG	Agree
CGS	Council of Graduate studies
DA	Disagree
IMF	International Monetary Fund
MA	Moderate Agree
MDG	Millennium Development Goals (MDGs)
SA	Strongly Agree
SD	Strongly Disagree
SGC	School Graduate Committee
SPSS	Statistical Package for Social Science
UNDP	United Nation Development Program

## **Abstract**

*The purpose of the study is to investigate the Roles and Challenges of Good Governance in Ensuring Local Development: The Case of Agarfa Woreda of Bale Zone in Oromia Regional State. The research employed explanatory and descriptive research design. The researcher used both primary and secondary sources. The data collected from 349 households, 4 leaders of sample kebeles and 14 leaders of pillar sector for development. Closed-ended questionnaires along with in-depth interviews were used for the purpose of data collection. Agarfa woreda is chosen by purposive sampling technique. Further, to make an inference that can be generalized for the study the simple random technique was used to select the households. Furthermore, census sampling technique was used to select leaders. Then, the quantitative data was analyzed through frequency, percentage and mean. Further, the study analyzed using multiple regressions, because the dependent variable is continuous. Besides, the interview questions also analyzed using descriptive narrations through concurrent triangulation strategy. Based on this, the study found that the households have satisfied with the existing local development in the study area. Regarding the existence of good governance practice, the study concluded that employee failed to provide the services with good spirits. The study also concluded that offices failed to provide service at the designed and promised time. As it is indicated in the study, the administrations failed to provide regular and clear information to the public about its decisions, achievements, services and budgets. Employees are unable to communicate effectively with service. As it indicated in the study employees failed to provide punctual service, lack to treat customers in a friendly manner, failed to treat customer with great respect and poorly handled customer's complaints effectively. The study also concluded that bureaucracy, political interference, misuse of funds and nepotism affect full practices of good governance. Hence, the overall result established that responsiveness had large significant effect on the level of satisfaction of households in local development. The study also indicated the participation had medium significant effect on the level of satisfaction of households in local development followed by accountability followed by transparency. The study recommended all dwellers' of the woreda should participate from planning, execution, and evaluation. The woreda expected to establish a mechanism that enables the officials to be accountable for their decision and action. Finally, NGO in woreda should focused on future studies that can be benefit the communities and are not included in this stud.*

**Key Terms:** local development, Accountability, Participation, Transparency, Responsiveness

## **CHAPTER ONE**

### **1. INTRODUCTION**

#### **1.1. Background of the Study**

Good governance is an emerging field in development discourse that is gaining significance since the 1980s. According to Gisselquist (2012), good governance is articulated as the main target of the Millennium Development Goals (MDGs) an agenda for tackling poverty and sustainable development that world leader agreed on at the Millennium summit in September 2000. Not surprisingly, good governance described by its principles like transparency and responsiveness has being increasingly cited as one of the most dominant factors contributing to economic performance in most developing countries (Earle et al. 2010). In line with this, Earle et al. (2010) and Bloom et al. (2007) argued that good governance in the developing countries reduces the possibility of corruption and rent seeking and this in turn enables to bring sound development.

Good governance is an essential precondition for development particularly for the Third world countries (DeVries, 2013). Various countries, those quite similar in terms of their natural resources and social structures have shown remarkably different performance in improving the welfare of their people and much of this is attributable to quality of governance (Uddin, 2010). In many developing countries, low practice of transparency and accountability, responsiveness, participation and lack of capacity to implement policies are the bottle necks for the success to provide good service and the success of development policies (Woldeab et al., 2012). Therefore, rule of law, effectiveness and efficiency, consensus orientation, fairness and equity, transparency, accountability, responsiveness and participation of are at the heart of governance and development processes as citizens have the right to know what decisions have been taken on their behalf, and they should have the means to possible actions when government fails to discharge its responsibilities (Kenedy,2005).

According to Tom (2007), ensuring good governance at local institutions, where many development activities are undertaken is not optional, but compulsory. However, research reveals low capacity and commitment of public servants, corruption and rent seeking, low transparency and accountability have challenged the performance of good governance in local governments (Mardiasmo, 2007). The practice of good governance at grass root level as many researchers argue is determined not by the theoretical existence of institutions and good governance principles, but by the existence and practical applicability of these principles and strong capacity and commitment of leadership (Mardiasmo,2008).

There are different views and arguments on good governance agenda between proponents and opponents of the idea. Proponents of good governance see it as a worthy goal not only in and of itself, but also as a means through which to impact a variety of other outcomes, particularly economic growth and development (Gisselquist, 2012). Besides, aid offering countries and agencies are also using good governance as criteria for allocation and release of development aid. Whereas, the opponents on the other side criticized and argued that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and imposes Western liberal models of democracy (Gisselquist, 2012).

Beyond the argument, there is a widespread consensus that good governance is a necessary condition to sustain economic development and ensure the prosperity of the country. Henceforth, developing countries are striving for promoting good governance at all government levels. In Africa too, good governance has got a wide spread attention, indeed African governments have established various strategies to promote good governance. Ethiopia is not an exception from this consensus and therefore GOE recognized the importance of good governance for bringing sustainable development (MOFED, 2009).

The existing emphasis on good governance in Ethiopia is because of the wide spread belief that good governance is the key to improving development outcomes. Today among politicians and academic researchers of the world, there is a growing tendency of associating good governance with lower levels of corruption, higher levels of bureaucratic professionalism, higher life expectancy, better water quality, lower poverty, and stronger economic growth (Holmberg et al. 2009, cited in Rodden & Wibbels, 2012).

Ethiopia being a member of NEPAD has been striving for alleviating bad governance at all levels of government since 1990s. The installation of the decentralization governance in Ethiopia since 1990s indicates one of the initial step in the history of the nation, as it has shifted a highly centralized authority to regional and local units, which is expected in turn to promote good governance (Helvetas Ethiopia, 2008). Besides, the promulgation of the 1995 FDRE constitution is one of the benign starts where the government of Ethiopia has incorporated some tenets of good governance.

Notwithstanding, the achievements made so far, the performance in good governance remained unsatisfactory yet (MOFED, 2007). Therefore, in order to achieve the sound development and local development in countries like Ethiopia, good governance is not a matter of choice but a *sine qua non*. Therefore this study examines the Roles and Challenges of Local Good Governance in ensuring local development.

## **1.2. Statement of the Problem**

Low practice of transparency, responsiveness and participation to implement policies are the bottlenecks for the success to provide good service and the success of development policies (Woldeab et al., 2012). Therefore, transparency, responsiveness and participation are at the hub of governance and development processes as citizens have the right to know what decisions have been taken on their behalf, and they should have the means to possible actions when government fails to discharge its responsibilities (Kenedy, 2005). As indicated by Mhrtay (2014), Ethiopia incorporated the agenda of good governance boldly as its core pillar in the growth and transformation plan. Good governance became a major area of focus for the government of Ethiopia.

However, the problem of good governance is never-ending unless the appropriate remedy is taken by concerned bodies. Today, a citizen are becoming increasingly demanding on good governance as indicated by HABITAT-UN (2012), and less tolerant when service delivery are not satisfactory and very critical when not having their expectations met.

In Agarfa Woreda, like other parts of Ethiopia, there are huge problems in relation to local development. Residents of the woreda seemed to be unsatisfied on the efforts of the Woreda Administration, woreda court, and police station and the like are poor as they are indicators of human security improvement. Most of service users are complaining the government organization on lack of responsiveness and bureaucratic characters.

In this regard, Alemazung (2012) and deVaries (2013) clearly stated that although the role of good governance in bringing local development is undisputable little attention has been given until yet. Thus, the panacea to tackle bad governance is, therefore, is through promoting systems and process that promote rule of law, effectiveness and efficiency, consensus orientation, fairness and equity, transparency, accountability, responsiveness and participation in the local public sectors.

From researcher perspective, so far no research has been done in the study area, due to this gap the first justification that attracted the researcher to do this study. The second reason that inspired the researcher to conduct this study is concerned with the little attention given to good governance at local level by researchers though it has great contribution for sustainable development. Therefore, this study is design to identify the application of good governance whether the practice complied with the principles of good governance or not. This is why the researcher is motivated to assess the challenges of good governance only by emphasizing the four pillars of good governance principles: accountability, responsiveness, participation and

transparency. Therefore, those are some of the research problems that initiated the researcher to investigate further on the issue.

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

#### **1.3.1. General Objective of the Study**

To examine the Roles and Challenges of Local Good Governance in ensuring local development taking the Case of Agarfa Woreda of Bale zone in Oromia Regional State

#### **1.3.1. Specific Objectives of the Study**

The specific objectives were:

1. To address the existing practice of good governance in the area under study
2. To identify the level of satisfaction of households in local development
3. To investigate the development condition of the woreda
4. To identify the role of local good governance in addressing local development
5. To find out the challenges of local good governance in addressing local development

### **1.4. Research Questions**

The research answers the following specific questions

1. To what extent good governance practice in your kebele?
2. To what extent customer satisfied with the service provided in your kebele?
3. To what extent development condition prevalent in the woreda?
4. What is the role of good governance in addressing development?
5. What are the challenges of good governance in addressing development?

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

The study have great importance to the woreda under study since it make the management aware of their position in terms of good governance and help them know how best to govern the institution. The study also helps woreda officials to look back at their gaps in the application of good governance and thereby they may devote to handle their difficulties within possible actions. Second, leaders take the outcome of this research as input to update and design effective procedures and service standard limits. Particularly it creates an opportunity and direction to intervene and take the necessary action to readdress these problems. Further, for the community, the study helps them to recognize and assure their rights to get efficient and effective services from their respective administrators, so as to articulate their interests. The study also used as a

base for those who are interested in doing a research on the issues related to good governance. Finally the study encouraging other interested individuals to carry out further research in the area.

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

This study delimited to identify the Roles and Challenges of Local Good Governance in ensuring local development taking the Case of Agarfa Woreda of Bale zone in Oromia Regional State. The researcher only focused on assessing the application challenges of good governance related to governmental public sector by taking some good governance principles; transparency, accountability, responsiveness and participation. Principles of good governance are plenty in number and four principles are highly underscored under the GTP1 period. Hence, the study would not assess any other principles of good governance apart from the principles listed above. The study is delimited methodologically to descriptive and multiple regression methods, due to the dependent variable are continuous. This research is cross-sectional study i.e done in 2023/24.

### **1.7. Limitation of the Study**

Even though different efforts have been made, the researcher faces some challenges, to begin with, the fact that the some of the respondents were negligence in filling the questionnaire. Some did not give values to the questionnaire and some others did not return it totally. Furthermore, since respondents have been in a tight work, some not as such willing to fill the questionnaires. Lastly, since the respondents are scattered, some difficulties faced in giving orientations, following up respondents and collecting responses. However, the researcher overcomes the challenges through continuous and strong follow up.

### **1.8. Operational Definition of Key word**

**Responsiveness-** implies the receptiveness of institutions to the demands of their stakeholders. Institutions should be approachable to their clients and serve them within a reasonable time frame (Weldu.F, 2016).

**Accountability** - is the state of being accountable, liable or answerable (Scott and Wilde.2006).

**Participation** means all citizens are pivotal to the existence of good governance. Such wide participation is built on freedom of association and speech, as well as capabilities to participate constructively (Weldu.F, 2016).

**Transparency** - means the quality or state of being transparent (John Graham et al., 2009).

**Customer satisfaction** - is the degree of satisfaction in the provided service of an organization as measured by the number of no repeats to get service on a single issue in the customer delivery.

## **1.9. Organization of the Study**

The thesis has five chapters: the first chapter is an introduction part dealing with the background of the study, statement of the problem, objectives, research questions, conceptual definition significant, scope of the study, description of the study area, and operational definition of terms as well as organization of the thesis. The second chapter is about reviewing related literature. The third chapter present research methodology in detail, dealing with research design, data collection, data source and sample design. The fourth chapter includes data analysis and interpretation and discussions. The fifth chapter presents conclusions and recommendations.

## **CHAPTER TWO**

### **2. REVIEW OF RELATED LITERATURE**

#### **2.1. Introduction**

This chapter presents the definitions of key terms, a theoretical literature review, an empirical literature review, the literature gaps and the conceptual framework. The reviews of literature led to draw significant conclusion and served as a guide for the study.

#### **2.2. Concept of Governance**

There are different views on good governance agenda among proponents and opponents of the idea. Proponents of good governance see it as a worthy goal not only in and of itself, but also as a means through which to impact a variety of other outcomes, particularly economic growth and development (Gisselquist, 2012). Whereas, the opponents on the other side argue that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and imposes Western liberal models of democracy (Gisselquist, 2012). Opposed to the argument there is a widespread consensus that good governance is a necessary ingredient of sustainable development. Owing to this, nations in the world including Ethiopia, regardless of their political ideology, economic development and other factors are striving to ensure good governance.

Despite the good governance debate the definition of governance it remains uncertain and doubtful. There is no one single definition about governance; instead there exist a number of different definitions given by different organizations and scholars. According to Gisselquist (2012), not only do definitions vary across organizations; they also vary within organizations.

For example Gisselquist (2012) has referred to various definitions used by the WB at different times. Some of those definitions used by WB include the exercise of political power to manage a nations affairs, the manner in which public officials and institutions acquire and exercise the authority to shape public policy and provide public goods and services and the rule of the rulers, typically within a given set of rules are some.

However, there is a definition which has been used widely. UNDP (2007) has defined governance as the system of values, policies and institutions by which a society manages its economic, political and social affairs through interactions within and among the state, civil society and private sector. It is the way a society organizes itself to make and implement decisions achieving mutual understanding, agreement and action. It comprises the mechanisms and processes for citizens and groups to articulate their interests mediate their differences and exercise their legal rights and obligations. It is the rules, institutions and practices that set limits and provide incentives for individuals, organizations and firms. Governance including its social,

political and economic dimensions operates at every level of human enterprise, be it the household, village, municipality, nation, region or globe (UNDP, 2007).

According to Gisselquist (2012), regardless of differences in language, most definitions of governance share three common defining elements such as governance is a process, power exercised by actors and the management of collective affairs. Therefore minimally governance can be understood as the process or the manner through which power or authority is exercised by actors to manage the collective affairs of a community, society and/ or nations at large. Furthermore the process of governance involves various stakeholders or actors, government agencies, elected officials, hereditary rulers, religious leaders, judiciary authority, and the public.

### **2.3. Concepts about Good Governance**

The mechanisms, processes and institutions, through which citizens and groups communicate their interests, carry out their legal rights, meet their duties and mediate their difference (UNDP, 1997). UNDP (2007) defines governance as the exercise of economic, political and administrative authority to manage a country's affairs at all levels, which comprises mechanisms, processes and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences(UNDP, 2007). For the IMF, it is the way by which public institutions conduct public issues and manage public resources (UNDP 2007).

The notion of good governance is relatively new. It surfaced in 1989 in the World Banks report on Sub-Saharan Africa, which characterized the crisis in the region as a “crisis of governance” (World Bank 1989). Good governance as a fundamental development agenda has got significant thrust in the world especially in the last decade and has become the issue that attracts the concern of different economists, political scientists, lawyers, politicians, international, regional and national organizations and various donor agencies. However, there is no single and complete definition of “good governance,” nor is there a delimitation of its scope, that commands universal acceptance. The term is used with great flexibility; this is an advantage, but also a source of some difficulty at the operational level. Good governance mainly refers to the proficient management of a country’s resources and affaires in a manner that is open, accountable, equitable and responsive to people`s needs (King Baudouin Foundation, 2007). It generally implies the ability to perform efficiently, effectively, and responsibly guided by principles that are feasible and desirable at all levels of the society, not just at the political one (King Baudouin Foundation, 2007).

The concept, good governance emerged mainly because of practices of bad governance characterized by corruption, unaccountable governments and lack of respect for human rights. And this had become increasingly dangerous, the need to intervene in such cases had become urgent, and thus, the issue has become essential ingredient in any socio-political agenda and development discourse throughout the world (ibid). According to UNDP (1997) good governance is defined as the exercise of economic, political and administrative authority to manage a countrys affairs through participatory, transparent, accountable, effective and equitable manner which promotes the rule of law, ensures that social, political and economic priorities are based on broad consensus in society and that voices of the poor and the most vulnerable are heard in decision making over the allocation of development resources.

It implies managing public affairs in a transparent, accountable, participatory and equitable manner showing due regard for democratic principles and the rule of law. It focuses on the political norms defining political action, the institutional framework in which the policymaking process takes place and the mechanisms and processes by which power is exercised (Santiso, 2002). Good governance is at the heart of sustainable development and the alleviation of poverty. It is clearly good for economic growth. It augments production inputs, such as labor and capital and enhances the productivity of those inputs (ECA, 2005).

#### **2.4. Preconditions for Good Governance**

According to Ethno Cultural Diversity Resource Center and the King Baudouin Foundation, (2007) for the concept of good governance to be practically established especially in a multiethnic country like Ethiopia the following necessary conditions are to be first put in to practical, these are as follow. Security as it is understood in terms of chances of survival, chances of self-affirmation, and chances of participation, talking about practices of good governance without security is unnecessary, as the fundamental right to life is not ensured. Recognition of diversity as recognition of diversity is the first step in ensuring access to resources, participation in decision-making processes, and policies addressing the needs of the minorities, good governance in multiethnic communities requires as well as recognition of the ethno-cultural diversity.

Capacity to improve local governance, Local government is one of the subsidiaries of the national government that plays crucial role in implementing the legal instruments and mechanisms to solve the relevant issues at the local level. Decentralization and Centralization is another barrier to ensuring good governance. Lack of decision-making power, insufficient human and financial resources, overruling power of the central level over local decisions, are all aspects that impede good governance at the local level, and Thus, delegation of decision-making

responsibilities from the central to the regional and the local levels is another precondition of good governance.

## **2.5. Characteristics of Good Governance**

Governance indicators compiled by monitors of good governance, such as the World Bank, suggest that political and financial accountability, including accountability of Public official require greater attention among institution (United Nations Economic and Social Affairs (2007)). Good governance has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. Measuring these basic principles (elements) of good governances is important and yet difficult.

Those basic elements of good governance as obtained from the World Bank and in consulting other reference materials are stated below as follows. Participation is one of the key elements of good governance. It is the extent to which actors are involved in decision making process. Participation could be direct or through legitimate representation. In countries where a decentralized governance system has been adopted, participation is becoming a component of political decentralization and democratic governance. It became a way of mobilizing support for policies, promoting national unity and bringing equity through resource allocation (Kibre, 1994).

Rule of Law Good governance requires fair legal frameworks that are enforced impartially. It also requires full protection of human rights, particularly those of minorities. Impartial enforcement of laws requires an independent judiciary and an impartial and incorruptible police force. Good governance, democracy and protection of human rights could only be reached if and only if independent and effective judiciary system along with skilled manpower; law makers, judges and police forces are put in place. So it is understandable that prevalence of rule of law at local level plays significant role in promoting good governance (Kibre, 1994). .

Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who affected by such decisions and their enforcement. By making full and accurate information about its mission, activities, finance, and making them publicly available the government encourage transparency and accountability. Good governance requires that institutions and processes try to serve all stakeholders within a reasonable time frame. It is the ability of management of public organization to give due concern to the needs and interests of its constituents. There are several actors and as many viewpoints in a given society. Good governance requires mediation of the different interests in society to reach a broad consensus in

society on what is in the best interest of the whole community and how this can be achieved (Shah, 2008).

Equity and Inclusiveness is a society's well-being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, but particularly the most vulnerable, have opportunities to improve or maintain their well-being. Efficiency can be measured in a narrow, as well as in a broad sense. A narrow approach to efficiency can translate into specific measures, such as cost per case, as for example, cost per patient, or cost per service type for example unit cost per refuse collection. A broader approach to the concept of efficiency, however, looks at the extent to which government is fostering an economically efficient system of production and distribution, and reduces uncertainty (World Development Report, 1999/2000).

Accountability is a key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. Who is accountable to who varies depending on whether decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who affected by its decisions. According to Shah (2008) the functioning system of accountability depends on, among others electoral incentive- elections are important channels of accountability.

## **2.6. Concept of Local Development**

Local economic development as a development initiative is a newly emerged approach. Many international organizations and scholars define local economic development in relation to unleashing local potentials, which include both physical and social resources, and entertaining locally produced benefits. For instance, for the World Bank (2004), local economic development is about local people working together to achieve sustainable growth and bring economic benefits and quality of life improvement for all in a community. A community here refers to a city, sub-city, town or any geographically defined area and its habitants. Local economic development is also defined as a process in which partnerships among local governments, community-based groups, and the private sectors are established to manage existing resources to create jobs, and stimulate the economy of a well-defined territory (Helmsing, 2001).

It emphasizes local control using the potentials of human, institutional and physical resources. Local economic development is an approach through which initiators mobilize and organized the actors, institutions and resources develop new institutions and local systems through discussion and strategic actions. From the above definitions it is possible to conclude that local economic

development is about collective effort of the public, private and community sector; it is about conducting a local economy assessment i.e. the collection of demographic (population, employment, education ...etc), economic, investment climate, hard infrastructure, regional and national ...etc information; developing a long—term and short—term strategies; implementing strategies; and monitoring and evaluating strategies (Helmsing, 2001). Generally, it is about participation and involvement of all actors in their local affairs starting from planning to monitoring and evaluation.

Local economic development is initially started being practiced in 1970s realized the challenges and opportunities of globalization, urbanization and decentralization of powers and responsibilities to the local levels (World Bank, 2001). These and other major pushing and pulling factors initiated governments to build their competitive bases which would help them to successfully compete at all levels-international, national, regional, and local/municipal. The evolution stage run from 1960s to early 1980s, it was believed that because government or public sector alone can design an economic development of a nation.

## **2.7. Theatrical formwork on Good Governance**

Good governance theory, therefore, is a governance theory that sets some basic principles according to which a good government, whatever its form, must be run. Such principles include accountability, control, responsiveness, transparency, public participation, economy, efficiency etc. In sum, the theory of good governance is created to reflect all the principles enunciated above and many more (Khan, 2008). In view of the foregoing and in line with the World Bank principles and policy interventions in third world countries, good governance involves an efficient public service, an independent judicial system and legal framework to enforce contracts and responsible administration of public funds.

Other requirements for good governance include an independent public auditor responsible to a representative legislature, respect for the law and human rights at all levels of government and a pluralistic institutional structure. Apart from the above, good governance is predicated on three segments of the society which have direct effect on governance as highlighted. The type of political regime, the process by which authority is exercised in the management of the economic and social resources with a view to development, and the capacity of governments to formulate policies and have them effectively implemented (Sheng, 2008).

Governance theories have to do with the various perspectives of governance and how they evolve. Good governance theory develops from a set of principles or policies first introduced by the World Bank in relating with and in assisting developing or third world countries. The World

Bank usually requires good governance practice, among others, as a condition from the developing countries. Good governance is about how the public sector in third world countries can be developed. It has been realized that a modern form of government is not just only about efficiency, that governing is also about accountability between the state and its citizens (Bjork and Johansson, 2001). Good governance is about how people are treated not merely as customers or consumers (as in the new public management approach) but as citizens, who have the right to hold their governments to account for the actions they take or fail to take. The demand for efficiency in the public sector should not be allowed to lead to bad service. When there is bad service, citizens have the right to protest and hold politicians accountable.

In addition, IMF (2012) declares that good governance, in all its aspects, is by ensuring the rule of law, improving efficiency and accountability of the public sector, and tackling corruption as essential elements of a framework within which economies can prosper. Adding to the essential elements of the good governance perspective, UNDP (2007) also espouses eight attributes: political participation, rule of law, transparency, responsiveness, consensus, equity and inclusiveness, efficiency and effectiveness, and accountability. From the various principles, ideas and conditions enunciated by the above-mentioned international organizations, the theory of good governance originated. Today, the theory is very relevant in that the normative question of how to create or ensure good governance remains a central concern in considering governance. This is based on the assumption that the quality of governance can be enhanced by adopting the principles of good governance as enunciated above and by reducing the role of the state in governing. It is also important to note here that several of the strands of thinking in governance have been deliberately introduced in order to achieve enhanced good governance (Khan, 2008; Peter, 2010).

As a result of the World Bank policy, all ideas enunciated by the IMF, UNDP and scholars, some of which have been referred to earlier, constitute the principles of good governance theory in addition to independent judiciary, accountability, transparency, rule of law, human rights, among others. Therefore, good governance theory is aimed at achieving efficiency in public service delivery, encouraging competition, privatization, civil service reforms, decentralization, outsourcing of services to key private suppliers among others (Sheng, 2008).

It will therefore be emphasized here that good governance theory like the democratic governance theory espouses such ideas and principles as civil society, decentralization, peaceful conflict management and accountability. Both theories of governance enunciate virtually the same or similar principles, where they are not totally the same. Hence, they are often inter-changeably used when the two types of governance are analyzed. No wonder why they are interchangeably

used as they reinforce each other. While the theory of good governance seeks to promote effectiveness and efficiency as well as stable and predictable economic growth through public service institutions, the theory of democracy or democratic governance deals with political freedom, equal right and justice as main focus. Nevertheless, democracy is the philosophical foundation of good governance and they are therefore synonymous (Idada and Uhunwuangho, 2012).

Therefore, in view of the similarities in their principles, democratic governance theory is synonymous with good governance theory because most countries with good governance practice in the contemporary world are liberal democratic states concentrated in the West, particularly, in Europe and America. In summary, democratic governance is synonymous and interchangeably used with good governance, both in theory and practice, as most successful countries in the contemporary world in Europe and America practice good governance and run democratic governments. It is therefore not surprising that those countries set the standards for other countries to follow based on the principles of good governance theory.

## **2.8. Relationships between Good Governance and Local Economic Development**

The activity of development includes all-round efforts. To start with, there are many actors in development activities. These are governments at different levels, private or business sectors, non-governmental organizations, associations and individuals in the local community. An organized and integrated efforts of all these actors, as many scholars and institutions agreed up on, can bring about rapid, sustainable and inclusive development. As indicated earlier, the concern of governance is organizing of these efforts in such a way that it could bring about holistic development by promoting good governance (Ministry of Works and Urban Development, 2006).

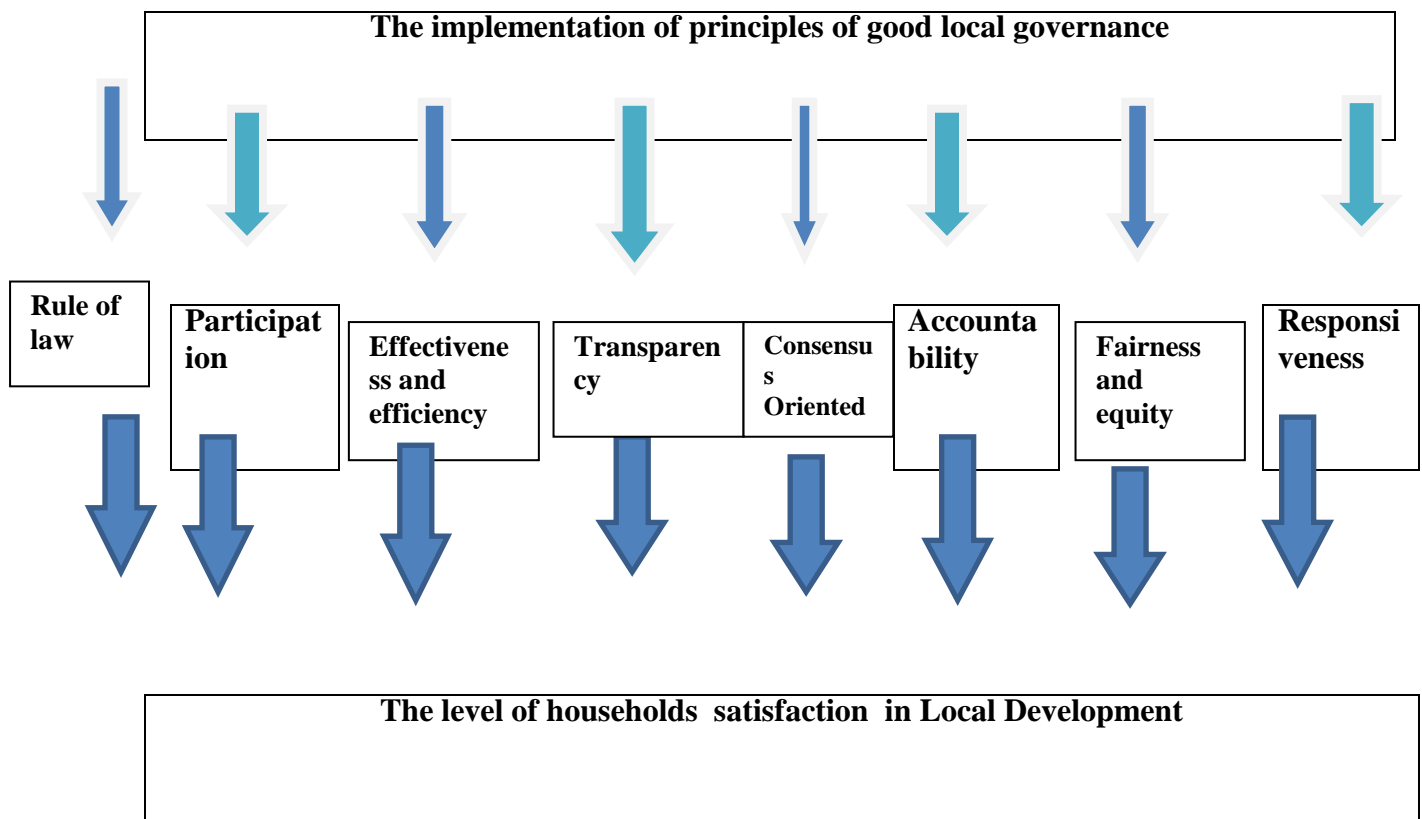
Governance as envisioned by international development agencies including the World Bank is the power, influence and relationship between governments and citizens that is utilized to implement social and economic programs. These agencies argue that without good governance sustainable economic development is not possible (Bhatta, Joaquin & Gonzelez, 1998). Almost all scholars agree that the spectacular economic performance of countries such as Japan, Hong Kong, South Korea, Taiwan, and Singapore since 1960s has been nothing short of miracle especially when one consider from where some of these countries were started. The empirical studies indicated that the high performing of these countries is their application of the concept of good governance, according to their context, in their policy formulation and implementation

(ibid.). Theoretically speaking, local economic development without the application of good governance principles is impossible (Tomlio, 2007).

## 2.9. Conceptual Framework

The conceptual frameworks for the study have taken local development as dependent variable, accountability, participation, transparency and responsiveness as an independent variable.

**Figure 2.1: Analytical Framework**



Source: FAO (2007)

The model above is developed by the study based on the literature reviewed. The model above shows that the level of satisfaction of households in local development depends on the existence of good governance within a given institution in the woreda. Independent variables would be measured on the basis of the pillars of good governance namely; transparency in operating institutional activities, responsiveness, accountability and participation.

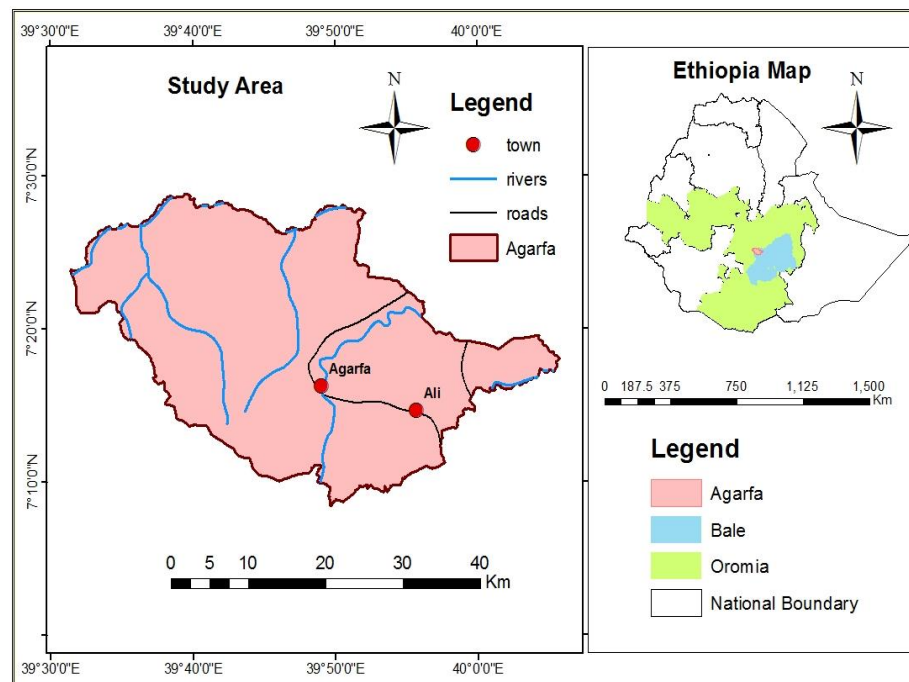
## CHAPTER THREE

### 3. RESEARCH METHODOLOGY

#### 3.1. Description of the Study Area

Among 11 woreda in Bale zone, Agarfa Woreda is one of the woreda found in Bale zone, containing twenty (20) Kebeles and 3 towns { Agarfa, Ali and Ambentu } with a total land area of 1343 km<sup>2</sup>(134,300 hectare(Agarfa woreda Socio Economic Profile,2023) . Agarfa woreda falls between Latitude 7°17'N and Longitude 39°49'E. It is located around the border of Arsi zone following the rugged and broken terrain of Wabe Gorge. According CSA (2007), the population of Agarfa woreda is 104,412 out of which 53,276 males and 51,136 is females. It is estimated that 13,760 (13.2%) are urban dwellers and 90,852 (86.8%) are rural dwellers. More than 95% of the population is engaged in agriculture. The agro-ecological zones of the woreda are highland (83%), midland (11%) and lowland (6%) (Agarfa Woreda Socio Economic Profile, 2022).

Figure 3.1;- Map of study area



Source: Agarfa Woreda Administrative Office (2023)

### **3.2. Research Design**

This study employed a combination of both descriptive and explanatory research design to analyze the data collected from customers. Descriptive research design enabled the researcher to describe the existing situation under study. A descriptive research design is a design which involves data gathering with the aim of describing the phenomenon, case and trends (Bryman & Bell, 2011). Furthermore, explanatory research was used to explain the extent the independent variables affect dependent variable. In this method, independent and dependent variables measured at the same point in time using questionnaire.

### **3.3. Research Approach**

This study employed mixed type of research approach i.e both qualitative and quantitative data collected. A combination of both qualitative and quantitative methods employed to triangulate the data collected through one approach by other. The researcher believed that using these two methods simultaneously enable them to come up with reliable and dependable results. Mixing different methods can strengthen a study; it would be a great advantage when the findings of one are supported by the other. The quantitative approach has been used for the data collected from respondents through questionnaire. To provide more complete picture of evaluation, the study also apply qualitative approach for the data gathered from interviews and secondary sources. In this regard, Creswell (2009) argues that the mixed research approach uses research methods as a means to offset the weaknesses inherent within one method with the strength of the other research method.

### **3.4. Data Type and Source**

The researcher used both primary and secondary sources. To collect relevant primary data, questionnaires, key informants' in-depth interview, and focus group discussion used. Secondary sources of information obtained from relevant published materials, research works, and articles.

### **3.5. Population**

The population of the study is household's head of sample kebeles such as Rateba, Eleni, Kaso and Oda Cafo, because these kebeles are purposely selected giving a due consideration to the availability of the large number of service users as well as accommodating different stakeholders). Further, the sample of the study is 8 elders of sample kebeles, 8 woreda officials, 10 leaders of pillar sector and with 8 NGO representatives in the woreda due to they have day to day contact with customers and because of their knowledge and experience related to the issue.

### 3.6. Sampling Technique and Sample Size

Agarfa woreda is chosen because the problem is severe. The researcher selected 4 kebeles out of 20 kebeles by purposive sampling design on which to conduct the survey due to; the magnitudes of the problem sever. Further, to make an inference that can be generalized for the study 8 elders, 8 woreda officials, 10 leaders of pillar sector and with 8 NGO representatives in the woreda selected by purposive sampling because of their knowledge and experience related to the issue. On the other hand, to select household, snowballing sampling technique used. Two rationales justify the application of snowball sampling technique, due to the household scatter distributed and difficult to collect data face to face. In this regard 384 households were selected for questionnaires. Further, interviews conducted with 8 elders of sample kebele. Finally focus group discussion conducted with 8 woreda officials, 10 leaders of pillar sector and with 8 NGO representatives in the woreda.

In this study, the total population is infinite , following (Kothari, 2004), at a confidence level of 95% with a sampling error of 5%, the sample size (n) for infinite population, the following formula used to determine sample size.

$$n=(Z^2 \cdot p \cdot q)/e^2$$

Whereas,

p = sample proportion, q = 1 — p

z = value of the standard variate at 95% confidence interval (z =1.96)

n = size of sample;

e = Standard error (0.05)

$$n=((1.96)^2*0.5*0.5)/(0.05)^2 = 384$$

Therefore, the total sample size needed for the study is 384 households.

### 3.7. Data Collection Tools

#### 3.7.1. Questionnaires

Close-ended questionnaires distributed to 384 households heads of sample kebele. Closed-ended questionnaires design to identify the individual opinion to certain statements. The closed ended questions used, because this instrument is preferred for the reason that, it offered greater accuracy in recording their view on a given subject. Closed ended questionnaires item rating scales range from strongly agreed to strongly disagree provided. To administer questionnaire for the

households, the researcher administered questionnaire for households readily available at sample kebele when they come for service.

### **3.7.2. Interview**

An interview schedule is prepared to triangulate the evidence obtains from the questionnaires. In order to cross check the data obtain through questionnaire, interviews conducted with 8 elders of sample kebeles.

### **3.7.3. Focus Group Discussion**

This focus group discussion conducted with 8 woreda officials, 10 leaders of pillar sector and with 8 NGO representatives in the woreda (each FGD contains 8-10 individuals) to facilitate smooth discussions. Accordingly three Focus Groups discussion were held.

## **3.8. Validity and Reliability**

First to assure the validity, questionnaire developed carefully and amended. To make the data more valid and also to avoid ambiguity and unclear statements, pilot test conducted on 15 households of Ali town. Further, to avoid unclear statements, the draft questionnaire intensively reviewed. Finally, modification on ambiguous word in the questionnaire corrected. .

Further, in this regards for testing the reliability of the data instrument, Cronbachs Alpha calculated to test the reliability of the research instrument. According to Zikmund, Babin and Griffin (2010) scales with coefficient alpha between 0.8 and 0.95 are considered to have very good quality, scales with coefficient alpha between 0.7 and 0.8 are considered to have good reliability, and coefficient alpha between 0.6 and 0.7 indicates fair reliability. Thus, coefficient alpha value for this study was 0.98, so the instrument was reliable to apply for the current study.

## **3.9. Methods of Data Analysis**

Prior to the analysis, the questionnaire checked for completeness to ensure consistency. The demographic profiles analyzed using simple statistical tools frequency and percentages. Moreover, frequency and percentages also used to describe the existing practice of good governance, the development condition of the woreda, the role of local good governance in addressing local development. Further, Mean and Standard Deviations of the respondent scores used in the analysis of challenges of local good governance in addressing local development. The most significant factors in the questions will be found on the basis of the mean of the answers. If the mean of the answers is high compared to the means of the other answers, the factor will be meaningful, and if the mean of the answers is low compared to the others, the factor will be of little importance (Lin, 1998).

Further, multiple regression analysis was used, because the dependent variable was continuous. Further, multiple regressions analysis a statistical tool used to analyze whether the independent variable explains variations in the dependent variables. More precisely, regression analysis deals with extent and nature of association between the examined variables. The dependent variable is level of satisfaction of households in local development, while the independent variables are the implementation of good governance principles, such as transparency, accountability, responsiveness and participation.

### 3.9.1. Regression Assumption

In the first case it checks multicollinearity tests. Collinearity is where two independent variables are highly correlated or multicollinearity, where more than two independent variables are highly correlated and this can have damaging effects on multiple regression. Different authors suggest different way of identifying multicollinearity problem. However as rule of thumb (Yfield, 2009) suggested that variable inflation factor (VIF) of any independent variables should not be greater than 10, or the tolerance should not be less than 0.1. According to the results in table below, all the variables have small VIF values which implies that there is no a problem of multicollinearity. In this case, all the tolerance values are greater than 0.10 and VIF is less than 10. Hence, the researcher assumed Multicollinearity was not a problem so that regression analysis can be conducted.

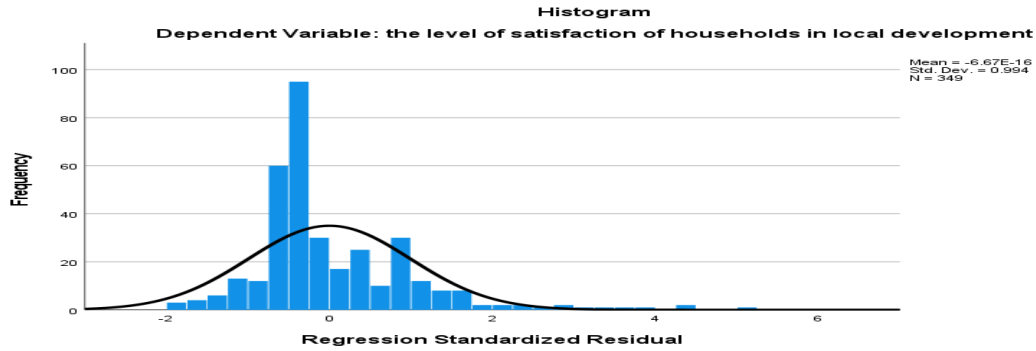
**Table . 4.8. Multicollinearity test**

Model		Collinearity Statistics	
		Tolerance	VIF
	Accountability	.170	5.891
	Participation	.150	6.651
	Transparency	.317	3.151
	Responsive	.142	7.047

**Source: Own Survey Data (2024)**

In the second case, it is checked the assumption on normality. To check the assumption histogram was used to test the assumption that residuals are normally distributed. Since a histogram of sample data produce a perfectly smooth normal curve like the one displayed over the figure below. As long as the data is approximately normally distributed, with a peak in the middle and fairly symmetrical, the assumption of normality has been met.

**Figure 4.1: Histogram with normal curve plotted (SPSS output)**



Source: Own survey: 2024

### 3.10. Ethical Considerations

The researcher follows all requirements in respect of research proposal writing. The purpose of the study disclose in the introduction part of the questionnaire. The researcher first informed participants about the nature of the study and request their consent to participate. The researcher values voluntary participation, anonymity and protection of respondents from any possible harm that can arise from participating in the study. The researcher also assured the respondents of confidentiality of the information given and protection from any possible harm that can arise from the study.

The researcher also report the research findings in a complete and honest fashion, without mislead others about the nature of the findings. Lastly, the questionnaires distributed only to voluntary participants. All research works that contribute in any way to this study properly acknowledged and appreciated. Moreover, letter from university that described about the purpose of the research show for the participant and organization that needs to know about the detail information of the research.

## CHAPTER FOUR

### 4. RESULTS AND DISCUSSION

#### 4.1. Introduction

Demographic profiles were analyzed using descriptive statistics, such as tables and percentages. Moreover, table was also used to describe the general characteristics of respondents. Further, multiple regression analysis was used to address the effect of independent variables on dependent variable. On the other hand, the collected data through interview was analyzed qualitatively. The data was summarized and presented using tables and percentage and mean. The analysis is done in line with the research questions and objectives set in the research. All tables in the analysis are generated from survey data through the SPSS 27 after being coded.

#### 4.2. Demographic Profile of Respondents

The demographic characteristics examined in this study were; sex, age and education level. In order to have diversified understanding on the issue under discussion, it is important to provide the demographic characteristics of participants as grouped. The statistical analyzed data were presented by using, table accompanied by textual discussions.

Table 4.1: Respondents background information

S.N	Item	Background information	Households	
			F	%
1	Sex	Male	219	63
		Female	130	37
2	Age	18-25	15	4
		26-35	122	35
		36-45	200	57
		46 and above	12	3
3	Qualification	Illiterate	31	9
		Can write and read	202	58
		Formal school complete	21	6
		Certificate	25	7

	Diploma	30	9
	First degree	40	11

**Source:** Data obtained by researches during the survey (2024)

As it is indicated in table above, out of the 329 households involved in the study, 219 (63%) were males while 130 (37 %) of the households were females. This implies that the participation of sexes is not proportional. In support with this finding, Onyango, (2003) indicated that female participation in business organization has been quite low compared to that of male. The representation on gender was considered adequate and demonstrated gender parity. However the significant number of male indicted that the disparity existed in labor market where there is large number of male employed (Okumu2009).

Regarding age, as it is indicated in table above, the majority 200 (57 %) of households were with a range between 36-45 years, 122 (35 %) of households were found in between 26-36 age group. The remaining 15 (4 %) of households and 12 (3 %) of households were in-between 18 to 25 and above 46 years respectively. This clearly showed the majority of respondents were found in middle age group and the respondents are almost in active age group. This implies if local good governance failed to in ensuring local development, the majority is youth and can affect by human trafficking.

Regarding education level as it is indicated in table above, out of the 349 respondents involved in the study, 202(58%) of the respondents were can write and read, 40 (1 %) of the respondents were first degree and finally 30(9%) of respondents were diploma holders. The majority of respondents can write and read. The study concluded that the majority of the respondents were in state of providing well response about the issue under the study.

### **4.3. The level of satisfaction of households in local development**

This section was intended to assess household response on the level of satisfaction of households in local development. Accordingly, one question was prepared to assess household's opinion on the issue under the study. Descriptive statistics (Mean and Standard deviation) were employed, In order to determine the degree of agreement of each of the respective specific objectives; the following mean ranges were used as a cut point. According to Zaidaton & Bagheri (2009) the mean score below 3.39 was considered as disagree, the mean score from 3.40 up to 3.79 was considered as moderate and mean score above 3.8 was considers as agree. Thus, the views of the respondents were presented in table below.

Table 4:2 Respondents view on the level of satisfaction of households in good governance

S N	Item	SA		AG		MA		DA		SD		M	SD
		F	%	f	%	F	%	F	%	F	%		
1	The household satisfied in local development	27	7.8	153	43.9	26	7.4	98	28	45	12.9	2.945	1.243

Source: Primary data (2024)

In item 1 of table above, majority 153(43.9%) of the respondent disagree with the opinion the household satisfied in local development in the study area. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.945, so one the finding indicted that level of satisfaction of households in local development at the study area was at low level.

Elders through interview respond that the household satisfaction in local development is low comparing with its age of foundation. The respondents added the customers do not get appropriate services from the woreda administrators on the service provided. However, the informants listed out that, the woreda residents faced problems on good service delivery from the woreda administrators on the issues like delayed appointments on service delivery, aggressiveness, and showing intention to receive bribe. Further, the majority residents complain on the problems of service delivery for the higher body but they didnt get solution. The response that gained from the interviewee indicated majority of the respondents forwarding their ideas, no check and balance mechanisms in the public sector.

Woreda officials through interview respond that infrastructure is often subject to haphazard planning; disjoint implementation and poor installation management. Moreover, NGO representatives in the woreda report that the provision of infrastructure particularly employment provision, water and road infrastructure is inadequate and poor. According to the leaders of pillar sector view poor provision of infrastructures lead to exposition of populations to health risks.

The NGO representatives in the woreda point that despite progress over the last decades in infrastructure and services across the woreda, there is still much to do, even at todays. Most of the woreda centers still lack adequate public utility services especially water and road infrastructure. The demand and supply gap is large and provision is continuously lagging behind

the population growth rate. This is mainly due to the fact that the increase in the number of population is high and capacity to provide the services proactively is limited due to many factors constraining the supply.

On the adequacy of quality and quantity of power supply infrastructure provision the respondents point water sector was poor in quality and quantity of infrastructure and service provision; the quality of service was very poor especially in maintenance and bill delivery process. The participants believe that unless the water and road sector is restructured, there is limited hope for improvement. The elders added that the dissatisfaction was mainly on supply of water infrastructure provision. The NGO representatives in the woreda added that thus woreda has limited water resources and generally depends on surface storage for its water needs. In general, the findings confirm that the overall household satisfaction were not satisfactory. According to (Mathewos, 2015), despite the efforts of the local and national, the current state of local development in Ethiopia is not satisfactory. The main constraints were mainly poor implementation of the principles of good governance, especially at the level of local governments.

#### 4.4. The good governance Practice

This section was intended to assess the good governance practice. Accordingly, questions were prepared on each the existence of good governance practice. For this purpose, descriptive statistics (Mean and Standard Deviation) were employed, which was measured using the Five-Point Likert Scale. Thus, the views of the respondents were presented in the tables below.

Table 4.3 Respondents response on accountability practice

S N	Item	SA		AG		MA		DA		SD		M	SD
		F	%	f	%	F	%	F	%	F	%		
	<b>Accountability</b>												
1	The service provider are performing their job and discharging their duties, quickly and give prompt service	156	44.6	92	26.4	34	9.7	32	9.2	35	10	2.134	1.341
2	The employee provide the	57	16.3	137	39.2	40	11.4	62	17.7	53	15.2	2.762	1.333

	services with in good spirits												
3	Employees are consistently courteous (not polite, well mannered)	64	18.3	130	37.2	49	14	53	15.2	53	15.2	2.716	1.337
	<b>Mean</b>											2.511	1.256

**Source:** Data obtained by researches during the survey (2024)

In item 1 of table above, majority 156 (44.6%) of the respondent disagree with the opinion the service provider are performing their job and discharging their duties, quickly and give prompt service in the study area. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.134, so the finding indicted that the service provider poorly performing their job and discharging their duties.

In item 2 of table above, majority 132 (39.2%) of the respondent disagree with the opinion the employee provide the services with in good spirits. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.762, so one can concluded that the employee provide the services with in bad spirits.

In item 3 of table above, majority 130 (37.2%) of the respondent disagree with the opinion employees are consistently courteous (polite, well mannered). Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.716, so one can concluded that employees are not polite.

As it indicated in table above the overall response for the 3 items indicated the mean value is 2.5119. The higher the mean score, the more that respondent agreed with the statement and vice versa. Therefore; the result based on Motwani, (2014) classification, mean score was in the range of disagree, so the study indicated that employee failed to provide the services with good spirits and employee are not consistently courteous (not polite, well mannered).

Further, the question was asked about accountability on which the majority of the team leaders responded that government body poorly defined and responsible body has not answerable to its activity. Further, the leaders added that the institution do not developed clear mechanism of reporting and clear mechanisms for questioning and appeal mechanisms for conflict resolution.

Furthermore, the participants reported that some people have negative attitude because of its subjectivity and lack of standard for performance indicators.

The informants listed out that, the residents faced problems on good service delivery from the woreda administrators on service delivery and related issues like delayed appointments on service delivery, aggressiveness, and showing intention to receive bribe. According to team leaders most residents complain on the problems of service delivery for the higher body but they didnt get solution. The response that gained from the interviewee indicated most of the respondents forwarding their ideas, no check and balance mechanisms in the urban land administration. The team leaders added that no one punished even if he or she committed serious crime in the office. Some what he or she may be shifted with other jobs.

Table 4.4 Respondents response on participation practice

S N	Item	SA		AG		MA		DA		SD		M	SD
		F	%	F	%	F	%	F	%	F	%		
	<b>Participation</b>												
1	Offices provide service at the designed and promised time	156	44.6	92	26.4	34	9.7	32	9.2	35	10	2.747	1.252
2	Information flow free or directly accessible to those who will be affected by such decisions	57	16.3	137	39.2	40	11.4	62	17.7	53	15.2	2.753	1.248
	<b>Mean</b>											2.750	1.211

**Source:** Data obtained by researches during the survey (2024)

In item 1 of table above, majority 156 (44.6%) of the respondent disagree with the opinion offices provide service at the designed and promised time in the study area. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.747, so one can concluded that offices failed to provide service at the designed and promised time.

In item 2 of table above, majority 132 (39.2%) of the respondent disagree with the opinion information flow free or directly accessible to those who will be affected by such decisions. Further; the result based on mean classification, the mean score was in the range of disagree scale

with mean value 2.762, so the finding indicted lack of information directly accessible to those who affected by such decisions.

As it indicated in table above the overall response for the 2 items indicated the mean value is 2.7507. The higher the mean score, the more that respondent agreed with the statement and vice versa. Therefore; the result based on Motwani, (2014) classification, mean score was in the range of disagree, so the study indicated that offices failed to provide service at the designed and promised time and there is lack of information flow free or directly accessible to those who affected by such decisions.

Further, team leader through interview stated the administrators are not volunteer to invite the residents to participate in the service delivery processes, because the administrators want to make hidden their wrong action that done on the residents and for the sake of rent seeking activities in the area. Ethiopia continuous to face major governance challenges particularly with respect to democratic consolidation, accountability and rule of law where its performance ranks slowly even in comparison with the rest of sub-Sahara Africa Ethiopias governance indicators compared to those (World Bank, 2000).

Most of the interviewee also responded that, the residents did not participating in decision making and forwarding their ideas on service delivery. The respondents reason out that, no administrator who tried to create public forum, because they fear that, if there are public forums, the residents expose officials who performed illegal action on them. They put their reason is that, fear of revenge by managers against them by relating their action with other political interpretation.

Table 4.5 Respondents response on the transparency practice

S N	Item	SA		AG		MA		DA		SD		M	SD
		F	%	f	%	F	%	F	%	F	%		
	<b>Transparency</b>												
1	The administrations provide regular and clear information to the public about its decisions, achievements, services and budgets	58	16.6	163	46.7	12	3.4	83	23.9	33	9.4	2.627	1.270

2	The employees are able to communicate effectively with service users	65	18.6	160	45.8	6	1.7	97	28	21	6	2.567	1.240
3	The employee required skill in providing services and they are trustworthy	34	9.7	165	47.2	23	6.6	99	28.3	28	8	2.776	1.192
	<b>Mean</b>											2.508	1.135

**Source:** Data obtained by researches during the survey (2024)

In item 1 of table above, majority 163 (46.7%) of the respondent disagree with the opinion the administrations provide regular and clear information to the public about its decisions, achievements, services and budgets. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.627, so the finding indicated that the administrations failed to provide regular and clear information to the public about its decisions, achievements, services and budgets.

In item 2 of table above, majority 160 (45.8%) of the respondent disagree with the opinion the employees are able to communicate effectively with service users. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.567, so one can concluded the employees are unable to communicate effectively with service users.

In item 3 of table above, majority 165 (47.2%) of the respondent disagree with the opinion the employee required skill in providing services and they are trustworthy. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.776, so one can concluded the employee lack required skill in providing services.

As it indicated in table above the overall response for the 3 items indicated the mean value is 2.5081. The higher the mean score, the more that respondent agreed with the statement and vice versa. Therefore; the result based on Motwani, (2014) classification, mean score was in the range of disagree, so one can concluded that the administrations failed to provide regular and clear information to the public about its decisions, achievements, services and budgets, employees are unable to communicate effectively with service user and the employee lack required skill in providing services and they are trustworthy.

The result of team leaders interview informed people were not well informed, or get information. Information regarding who gets what and the time of land allocation were sometimes lost. The

respondents added that people were not having enough information, they cannot actively engage in the practices of urban land governance. According to their view the information was not accessible to the public in general and those who affected by decisions taken on land particularly the poor.

The respondents added that citizens are entitled to the information on state policies; however, the society had no comprehensive understanding about the rules and regulations, proclamations and policy governing the public service. The public were not clearly informed how to get service. Beside this, the people were unable to present their claims because they were not well informed about the rules and regulations. In addition to this, the respondents report that sometimes information posted on notice boards and told at meetings. Nevertheless, they argued that the meetings were not prepared for disclosing information by the office, but the city administration or other offices called them. They claimed that the office was not preparing meetings for the purpose of publication of information. According to their view, even though there are some occasions to publicize information, but it was not enough to create awareness among society that help them to participate in the overall governance of public service.

Table 4.6 Respondents response on responsiveness practice

S N	Item	SA		AG		MA		DA		SD		M	SD
		F	%	f	%	F	%	F	%	F	%		
	<b>Responsiveness</b>												
1	Employees provide punctual service and have willingness to help customers are never busy to respond to customer request	42	12	142	40.6	41	11.7	66	19	58	16.6	2.873	1.315
2	Employees treat customers in a friendly manner	44	12.6	183	52.4	8	2.3	90	25.7	24	6.8	2.618	1.191
3	Employees treat customer with great respect	74	21.3	150	42.9	37	10.9	37	10.9	51	14.6	2.544	1.328
4	The employees handled customers complaints effectively	77	22	146	41.8	39	11.2	44	12.6	43	12.3	2.512	1.298

Mean											2.637	1.190
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**Source:** Data obtained by researches during the survey (2024)

In item 1 of table above, majority 142 (40.6%) of the respondent disagree with the opinion employees provide punctual service and have willingness to help customers are never busy to respond to customer request. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.873, so one can concluded that employees failed to provide punctual service and have willingness to help customers are never busy to respond to customer request.

In item 2 of table above, majority 183 (52.4%) of the respondent disagree with the opinion employees treat customers in a friendly manner. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.618, so one can concluded employees lack to treat customers in a friendly manner.

In item 3 of table above, majority 150 (42.9%) of the respondent disagree with the opinion employees treat customer with great respect. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.544, so one can concluded employees failed to treat customer with great.

In item 4 of table above, majority 146(41.8%) of the respondent disagree with the opinion employees handled customers complaints effectively. Further; the result based on mean classification, the mean score was in the range of disagree scale with mean value 2.512, so one can concluded employees failed to handled customers complaints effectively.

As it indicated in table above the overall response for the 4 items indicated the mean value is 2.6375. The higher the mean score, the more that respondent agreed with the statement and vice versa. Therefore; the result based on Motwani, (2014) classification, mean score was in the range of disagree, so the finding indicated that employees failed to provide punctual service, lack to treat customers in a friendly manner, failed to treat customer with great respect and poorly handled customers complaints effectively.

The team leaders through interview respond that, more public complains observed in day today activities of the institution. Further, the informants confirmed that, the service delivery by managers and employees for the residents is not in a responsible manner, because the offices are exposed to corruption, they give delayed service delivery, prolonged appointment and giving prioritizing for their intimated residents and their relatives for service delivery in the worda.

#### 4.4.1. Factors that challenge the full practices of good governance in ensuring local development

This section was intended to assess factors that challenge the full practices of good governance in ensuring local development. Accordingly, questions were prepared on each Factor that challenges the full practices of good governance in ensuring local development. For this purpose, descriptive statistics (Mean and Standard Deviation) were employed, which was measured using the Five-Point Likert Scale. Thus, the views of the respondents were presented in the tables below.

Table 4.7 Respondents response on factors that challenge the practices of good governance in ensuring local development

SN		Mean	Std. Deviation
1	Corruption affect full practices of good governance	2.1347	1.34193
2	Bureaucracy affect full practices of good governance	2.7622	1.33397
3	Political interference affect full practices of good governance	2.7163	1.33791
4	Misuse of funds affect full practices of good governance	2.7479	1.25237
5	Nepotism affect full practices of good governance	2.7536	1.24892
6	Lack of skilled and experienced leadership affect full practices of good governance	2.6275	1.27032
7	Poor management affect full practices of good governance	2.5673	1.24068
8	Low technology affect full practices of good governance	2.7765	1.19213
9	Inability to lead and make decisions strategically affect full practices of good governance	2.8739	1.31575
10	Inconsistent follow up and monitoring affect full practices of good governance	2.6189	1.19182
11	Absence of regular consultation with customers and stakeholders affect full practices of good governance	2.5444	1.32890
12	Inefficient and inappropriate grievance handling systems affect full practices of good governance	2.5129	1.29897
13	Lack of motivation and service mentality affect full practices of good governance	2.1347	1.34193
14	Absence of timely revision of rules and regulations affect full practices of good governance	2.7622	1.33397
15	poor service delivery affect full practices of good governance	2.7163	1.33791

16	insufficient physical facilities affect full practices of good governance	2.7479	1.25237
	<b>Grand Mean</b>	2.7536	1.24892

**Source:** Data obtained by researches during the survey (2024)

In item 1 of table above, the respondent disagree with the opinion corruption affect full practices of good governance with mean value 2.1347. In item 2, the respondents disagree to the opinion bureaucracy affect full practices of good governance with mean score 2.7622. Further, in item 3 of table above, the respondents also disagree to the opinion political interference affect full practices of good governance with mean score of 2.7163. In item 4, the respondents disagree to the opinion misuse of funds affect full practices of good governance with a mean score of 2.7479. In item 5, the respondents also disagree the opinion nepotism affect full practices of good governance with a mean score of 2.7536.

In item 6 of table above, the respondent disagree with the opinion lack of skilled and experienced leadership affect full practices of good governance with mean value 2.6275. In item 7, the respondents disagree to the opinion poor management affect full practices of good governance with mean score 2.5673. Further, in item 8 of table above, the respondents also disagree to the opinion low technology affect full practices of good governance with mean score of 2.7765. In item 9, the respondents disagree to the opinion inability to lead and make decisions strategically affect full practices of good governance with a mean score of 2.8739.

In item 10 of table above, the respondent disagree with the opinion inconsistent follow up and monitoring affect full practices of good governance with mean value 2.6189. In item 11, the respondents disagree to the opinion absence of regular consultation with customers and stakeholders affect full practices of good governance with mean score 2.5444. Further, in item 12 of table above, the respondents also disagree to the opinion inefficient and inappropriate grievance handling systems affect full practices of good governance with mean score of 2.5129. In item 13, the respondents disagree to the opinion lack of motivation and service mentality affect full practices of good governance with a mean score of 2.1347.

In item 14 of table above, the respondent disagree with the opinion absence of timely revision of rules and regulations affect full practices of good governance with mean value 2.7622. In item 15, the respondents disagree to the opinion poor service delivery affect full practices of good governance with mean score 2.7163. Further, in item 16 of table above, the respondents also disagree to the opinion insufficient physical facilities affect full practices of good governance with mean score of 2.7479.

As it indicated in table above the overall response for the 16 items indicated the mean value is 2.8433. The higher the mean score, the more that respondent agreed with the statement and vice versa. Therefore; the result based on Motwani, (2014) classification, mean score was in the range of disagree, so one can concluded that bureaucracy, political interference, misuse of funds and nepotism affect full practices of good governance.

Further, leaders through interview responded the inefficiencies and ineffective processes of organizational structure; management practices. The respondents added that outdated work processes, and procedures affected the governance system of the public sectors. As stated by key informants, the level of corruption in the study area is widely perceived as a main obstacle in improving the quality of good governance implementation. While human greed is clearly a driver of corruption, it is the structural inducements and poor enforcement system to punish the corrupt that have contributed to the rising bend of attach in the study area. The lack of transparency system of authority and control, monopoly of the government as a service provider, underdeveloped legal framework, and lack of information diffusion and weak notion of citizens rights have provided incentives for fraud.

The respondents also added that discrimination, favoritism and unfair treatment of a person on the basis of prejudice. Moreover, the authorities in power give opportunity and unfair benefit to their family members and relatives on public resources. Similarly, bribery is the other form of benefit to influence some action or decision on the part of receipt. This is initiated by a person soliciting the bribe or the person offering the bribe to the official in the form of money and materials to execute his or her duties without the principles of ethical codes and the one who offered money can administer his/ her goal with a short period of time. Contrarily, those who want to under taken their duties in line with the guidelines or the fundamental ethical principles are forced to have more appointments and they miss their time, energy and money. As a result, the threat of corruption and dishonesty in public service delivery remains to be the obstacle to the practice of good governance in the study areas of Agarfa woreda administration.

As the data obtained from key informant interviewees, inhabitants particularly youths are not benefited from economic opportunities of the administration, because of the less focus of officials in creating job opportunity for individuals. They added that, failure to generate job opportunity for people resulted psychological and physical disorder on societal livelihoods. Thus, the situation of unemployment, forced youths to be drug addicted and engaged in theft and crime in order to earn some sorts of income.

Respondents added that, unemployment rate is increasing time to time even if the government is working to solve the questions of job opportunity. This situation is occurred due to the existence

of corrupt officials who hinders the job opportunities of citizens through looting the budget of the government and hinders investment opportunity of the woreda which served as a source of income for the residents. Thus, joblessness is an increasing and extremely serious problem of the woreda administration. For instance, graduate students from colleges and universities are remaining unemployed in their field of specialization.

As the information obtained from informants, insufficient financial resource is the other major challenging factor for the proper operation of the kebele administration. Even though, the people question the administration to provide adequate financial budget, still there is no improvements in financial allocations. Because officials replied that the problem is not from the kebele administration rather the problem is arising from the finance and economic development of the woreda where insufficient budget is released late that could not consider the number of people and projects to be under taken. Therefore, budget constraint is the major problems that hinder the administration to be effective and efficient in delivering public service provisions.

**Table.4.9: Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.896	.803	.800	.55537

**Source: Own Survey Data (2024)**

Analysis of table above shows that the coefficient of determinant or the percentage variation in the dependent variable being explained by the change in the independent variable adjusted “R” square value is equal to 0.803 that is, 80.3 % of the total variation in the level of satisfaction of households in local development is explained by predictors variables. The remaining 19.7 % variation is explained by factors that are not explained in the model. The R square and adjusted R square column shows small variation b/n the two values (.803 and .800 respectively) justifying that the independent variables have strong ability to predict the variation in the level of satisfaction of households in local development.

**Table.4.10: ANOVA**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	431.863	4	107.966	350.041	.000
	Residual	106.102	344	.308		
	Total	537.966	348			

**Source: Own Survey Data (2024)**

The key purpose of ANOVA test is to show whether the model is significantly better at predicting the dependent variable. The ANOVA table shows that the independent variables statistically significantly predict the dependent variable,  $F(4, 349) = 350.041$ ,  $p=0.000$ (significant). The P-value less than 0.05( $p=0.000$ ), smaller p-value less than 0.05 justifies that the independent variables statistically significant in explaining the variation in dependent variable i.e. the level of satisfaction of households in local development.

**Table .4.11: Regression Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.376	.078		4.816	.000
Accountability	.158	.058	.160	2.750	.006
Participation	.289	.063	.282	4.561	.000
Transparency	.103	.047	.094	2.208	.028
Responsiveness	.424	.066	.406	6.392	.000

**Source: Own Survey Data (2024)**

A significance level (sig.) is a critical probability associated with a statistical hypothesis test that indicates how likely it is that an inference supporting a difference between an observed value and some statistical expectation is true. The term p-value stands for probability-value and is essentially another name for an observed or computed significance level. So, low p-values mean there is little likelihood that the statistical expectation is true (Zikmund, 2009). The significance value was less than 0.05 implying that the independent variables significantly influence the dependent variable.

Accordingly the study indicated responsiveness had large significant affect the level of satisfaction of households in local development ( $\beta=0.406$ ,  $P<0.05$ ). The study also indicated the participation had medium significant effect on the level of satisfaction of households in local development ( $\beta=0.282$ ,  $P<0.05$ ), followed by accountability ( $\beta=0.160$ ,  $P<0.05$ ), followed by transparency ( $\beta=0.094$ ,  $P<0.05$ ).

Hence, the overall result established that among the 4 factors, multiple linear regressions analysis revealed responsiveness had large significant affect the level of satisfaction of households in

local development. The study also indicated the participation had medium significant effect on the level of satisfaction of households in local development followed by accountability followed by transparency.

## **CHAPTER FIVE**

### **5. SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1. Summary**

Regarding the level of satisfaction of households in local development, the study indicated that the household satisfaction in local development is low comparing with its age of foundation. Regarding accountability practice, the overall response indicated the mean value is 2.5119, so one can concluded that employee failed to provide the services with good spirits and employee are not consistently courteous (not polite, well mannered). The institution do not developed clear mechanism of reporting and clear mechanisms for questioning and appeal mechanisms for conflict resolution.

Further regarding participation practice, the study found that the overall response indicated the mean value is 2.7507, so one can conclude that offices failed to provide service at the designed and promised time. Further, the study found the administrators are not volunteer to invite the residents to participate in the service delivery processes, because the administrators want to make hidden their wrong action that done on the residents and for the sake of rent seeking activities in the area. Regarding transparency practice, the overall response indicated the mean value is 2.5081, so one can concluded that the administrations failed to provide regular and clear information to the public about its decisions, achievements, services and budgets. People were not having enough information, they cannot actively engage in the practices of public service.

Regarding responsiveness practice, the study indicated the overall response indicated the mean value is 2.6375, so one can concluded that the service delivery by managers and employees for the residents is not in a responsible manner, because the offices are exposed to corruption, they give delayed service delivery, prolonged appointment and giving prioritizing for their intimated residents and their relatives for service delivery in the woreda. Regarding factors that challenge

the full practices of good governance in ensuring local development, the overall response for the study indicated the mean value is 2.8433, so one can conclude that bureaucracy, political interference, misuse of funds and nepotism affect full practices of good governance.

The study found, 80.3 % of the total variation in the level of satisfaction of households in local development is explained by predictor's variables. The remaining 19.7 % variation is explained by factors that are not explained in the model. The study indicated responsiveness had large significant affect the level of satisfaction of households in local development ( $\beta=0.406$ ,  $P<0.05$ ). The study also indicated the participation had medium significant effect on the level of satisfaction of households in local development ( $\beta=0.282$ ,  $P<0.05$ ), followed by accountability ( $\beta=0.160$ ,  $P<0.05$ ), followed by transparency ( $\beta=0.094$ ,  $P<0.05$ ).

## **5.2. Conclusion**

Regarding the level of satisfaction of households in local development, the study indicated that the household satisfied in local development. However, the study listed out that, the woreda residents faced problems on good service delivery from the woreda administrators on the issues like delayed appointments on service delivery, aggressiveness, and showing intention to receive bribe.

Regarding the existence of good governance practice, the study concluded that employee failed to provide the services with good spirits and employee is not consistently courteous (not polite, well mannered). The institution do not developed clear mechanism of reporting and clear mechanisms for questioning and appeal mechanisms for conflict resolution. The study also concluded offices failed to provide service at the designed and promised time and there is lack of information flow free or directly accessible to those who affected by such decisions. The administrators are not volunteer to invite the residents to participate in the service delivery processes.

As it indicated in the study the administrations failed to provide regular and clear information to the public about its decisions, achievements, services and budgets and employees are unable to communicate effectively with service user. Employees failed to provide punctual service, lack to treat customers in a friendly manner and failed to treat customer with great respect. The study also concluded bureaucracy, political interference, misuse of funds and nepotism affect full practices of good governance.

Hence, the overall result established that among 4 factors, multiple linear regressions analysis revealed responsiveness had large significant affect the level of satisfaction of households in

local development. The study also indicated the participation had medium significant effect on the level of satisfaction of households in local development followed by accountability followed by transparency.

### **5.3. Recommendations**

Based on results and conclusion, the following recommendations were forwarded:

- ✚ The official should make all dwellers of the woreda should participate from planning, execution, and evaluation.
- ✚ Further, leaders of pillar sector should make during the time of planning people invite to discuss on issue to be prioritized and should forward constructive ideas for discussion makers.
- ✚ In addition, once the decision made, leaders of pillar sector should give their full support to implement the government policies and decisions
- ✚ The official and leaders of pillar sector should have customer's feedback systems. They should listen to customers, collect information, and analyze the data to see any trends in customers expectations.
- ✚ The elders and communities representative who directly represent the society can strongly contribute to building good governance in the institutions.
- ✚ Moreover, employees need to aware on every government functions like events, process, and results should be disseminating in an accessible (in time and equitable), and in reliable (timely, complete, fair, consistent or regularly) and understandable ways.
- ✚ Finally, NGO in woreda should focused on future studies that can be benefit the communities and are not included in this study

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## **Appendix I**

**Madda Walabu University**

**College of Social and Humanities**

**Department of Civics and Ethical Studies**

### **Questionnaire to be filled by sample households**

Dear sir/madam, I am a post graduate student of MA in MaddaWalabu University. Currently, I am undertaking a research entitled the **Roles and Challenges of Local Good Governance in Ensuring Local Development: The Case of Agarfa Woreda of Bale zone in Oromia Regional State**. You are one of the respondents selected to participate in this study. Please assist me in giving correct and complete information to present a representative finding. Your participation is entirely voluntary and the questionnaire is completely anonymous. Finally, I confirm you that the information that you share me kept confidential and only used for the academic purpose. No individuals responses identified as such and the identity of persons responding will not be published or released to anyone. All information used for academic purposes only.

**Thank you in advance for your kind cooperation and dedicating your time**

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.

#### **Section 1: Background Information**

1. Your sex Male [ ] B. Female [ ]
2. Your level of education  
A. Illiterate [ ] B. Can write and read [ ] C. Formal school complete [ ] D. Certificate [ ]  
E. Diploma [ ] F. First degree [ ]
3. Age: A. 18 - 25 years [ ] B. 26 — 36 years [ ] C. 36 — 45 years [ ] D. 46 and above [ ]

**Section 2: The level of satisfaction of households in local development**

Please using the scale below; indicate the extent of your level of agreement on the level of satisfaction of households in local development by putting a tick mark (√) besides each statement where SA- Strongly Agree, AG-Agree, MA— Moderate Agree, DA— Disagree and SD— Strongly Disagree.

SN	Item	Response				
		SD	DA	MA	AG	SA
1	The household satisfied in local development					

### Section 3: The existence of good governance practice

Please using the scale below; indicate the extent of your level of agreement on the existence of good governance practice by putting a tick mark (√) besides each statement where SA- Strongly Agree, AG-Agree, MA— Moderate Agree, DA— Disagree and SD— Strongly Disagree.

SN		Response				
<b>I</b>	<b>Accountability</b>	SD	DA	MA	AG	SA
1	The service provider are performing their job and discharging their duties, quickly and give prompt service					
2	The employee provide the services with in good spirits					
3	Employees are consistently courteous (not polite, well mannered)					
<b>II</b>	<b>Participation</b>					
4	Offices provide service at the designed and promised time					
5	Information flow free or directly accessible to those who will be affected by such decisions					
<b>III</b>	<b>Transparency</b>					
6	The administrations provide regular and clear information to the public about its decisions, achievements, services and budgets					
7	The employees are able to communicate effectively with service users					
8	The employee required skill in providing services and they are trustworthy					
<b>IV</b>	<b>Responsiveness</b>					

9	Employees provide punctual service and have willingness to help customers are never busy to respond to customer request					
10	Employees treat customers in a friendly manner					
11	Employees treat customer with great respect					
12	The employees handled customers complaints effectively					

**Section 4: Factors that challenge the full practices of good governance in ensuring local development**

Please using the scale below, indicate the extent of your level of agreement on factors that challenge the full practices of good governance in ensuring local development by putting a tick mark (√) besides each statement where SA- Strongly Agree, AG-Agree, MA— Moderate Agree, DA— Disagree and SD— Strongly Disagree.

SN		Response				
		SD	DA	MA	AG	SA
1	Corruption					
2	Bureaucracy					
3	Political interference					
4	Misuse of funds					
5	Nepotism					
6	Lack of skilled and experienced leadership					
7	Poor management					
8	Low technology					
9	Inability to lead and make decisions strategically					
10	Inconsistent follow up and monitoring					
11	Absence of regular consultation with customers and stakeholders					
12	Inefficient and inappropriate grievance handling systems					
13	Lack of motivation and service mentality					
14	Absence of timely revision of rules and regulations					
15	poor service delivery					
16	insufficient physical facilities					

**Appendix II**  
**Madda Walabu University**  
**College of Social and Humanities**

**Department of Civics and Ethical Studies**

**Interview with sample with sample leaders**

Dear sir/madam, I am a post graduate student of MA in MaddaWalabu University. Currently, I am undertaking a research entitled the **Roles and Challenges of Local Good Governance in Ensuring local development: The Case of Agarfa Woreda of Bale zone in Oromia Regional State**. You are one of the respondents selected to participate in this study. Please assist me in giving correct and complete information to present a representative finding. Your participation is entirely voluntary and the questionnaire is completely anonymous. Finally, I confirm you that the information that you share me kept confidential and only used for the academic purpose. No individuals responses identified as such and the identity of persons responding not be published or released to anyone. All information used for academic purposes only.

**Thank you in advance for your kind cooperation and dedicating your time**

1. What look like good governance practice existing in the selected public institution?
2. What look like the level of satisfaction of households in local development in the study area?
3. What are the factors that deter the full practices of good governance in ensuring local development in the study area?
4. What look like existence of mechanism by which the actor will be held accountable for their wrong decisions and actions?
5. What look like procedures for the collection of citizens petitions, complaints and suggestions, with an institutional follow up?