



MEKELLE UNIVERSITY COLLEGE OF LAW AND GOVERNANCE

Good Governance in water Service delivery; The Case of Water supply in Quiha
Town (Nebar Ketema), Tigray Region, Ethiopia

A THESIS

Submitted to department of civics and ethical studies in partial fulfillment on the requirement for
the award of masters of degree in civics and ethical studies

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Mekele, Ethiopia

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Approval of Board of Examiners

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DECLARATION

I hereby declare that the work which is being presented in this thesis entitled “**Good Governance in water Service delivery; The Case of Water supply in Quiha Town (Nebar Ketema), Tigray Region, Ethiopia.**” is submitted in partial fulfillment of the requirement for the award of masters of degree in civics and ethical studies, in the department of civics and ethical studies, Mekele University, is original work of my own, has not been presented for a degree of any other university and all the resource of materials used for the thesis have been duly acknowledged.

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This is to certify that the above declaration made by the candidate is correct to the best of my knowledge.

Dr. Yohans Getahun
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ABSTRACT

This study was conducted on the practice of good governance of water service delivery in case of Quiha specifically Nebar Ketema by considering the two factors of good governance that was transparency and responsiveness. the general objective of the study was to investigate the practice of good governance in public water supply service in Quiha town (Nebar Ketema) .the study used 380 purposely selected sample respondents from selected tabya in Quiha that was Nebar ketema and both qualitative and quantitative data analysis techniques were used accordingly. In order to gather the necessary data from the sample respondents, questionnaires' and interview were used as collection tools. In this regard descriptive statics was employed to analyze the data obtain via questionnaires.

The major findings of the study show that water comes 2 weeks per month , reported unfair water distribution, Transparency findings such as poor or very poor in transparency (57.16%),office rarely or never open in decision making, information never /rarely flows freely(55.27%),Access to rules/regulations is not accessible(72.89%), present only sometimes, weak role in feedback. Responsiveness findings such as there is no information flow, no community forum prepared, not encourage participation in decision making and problem solving very slow to response to water issues.

On this study generally satisfaction of respondents were 48% dissatisfied and very dissatisfied, trust in office was mostly medium or low confidence.in conclusion water office in the town shows serious gap in good governance, customers face irregular, unfair and poorly managed water supply.

Acknowledgment

Thanks to the Almighty God! And thanks to all family for your encouragement and advice to achieve this success specially my mother.

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Thanks go also to all members of department of civics and ethical studies and college of Law and Governance on provided me guideline of the intuition from the department and wrote a letter to water service delivery office to get the necessary data for this work.

I take this opportunity to acknowledge and thank to Water service delivery workers in Quiha town for their help in giving me information especially regarding on accountability and responsiveness.

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Acronyms

AGA	African Governance Architecture
APRM	African Peer Review Mechanism
CAR	Capability, Accountability and Responsiveness
ECA	Economic Commission for Africa
FDER	Federal Democratic Republic of Ethiopia
IFAD	International Fund for Agricultural Development
MOFED	Ministry of Finance and Economic Development
MoWIE	Ministry of world irrigation in Ethiopia
PASDEP	Plan for Accelerated Sustainable Development to End poverty
SDGs	Sustainable Development Goals
UAP	Universal Access Program
UN	United Nations
UNDESA	United Nation Department of Economic and social Affairs
UNDP	United Nation Development Program
UNESCO	United Nations Educational, Scientific and Cultural Organizations
WB	World Bank

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CHAPTER ONE

1 Introduction

1.1 Background /Introduction

Governance can be defines as the management of resources and organization of individuals and groups into formal and informal bodies and institutions and businesses, through social, political, administrative and economic mechanisms. Good governance is the processes for making and implementing decisions. It's not about making 'correct' decisions, but about the best possible process for making those decisions (Ali, 2015).

Water governance refers to the range of political, social, economic, and administrative systems in place to develop and manage water resources and the delivery of water services at different levels of society.in this study transparency and responsiveness of the water supply does not share the qualities of the pure public good i.e. drinking unprotected water, problems with many water-borne disease, weak governance, shortage of human resource ,no maintenance on time, a huge gap between the water demand with number of population and lack of working cooperation with other service sectors like electricity, ethiotelecom, etc. in Quiha town specifically living in Nebar Ketema located in Ethiopia, Tigray regional state it lies 9 kilometers east of Mekele. ((J.J. Halls, 1831),

There are about 6,000 people living in this area. This area was known for its greenness and as a source of vegetables, but now, the underground water has been reduced. This affects the income of the people, because vegetable farming was the source of income for the farmers. The community is preoccupied with access to drinking water as well as water for irrigation for vegetable farming (Nebar Ketema, Ethiopia:, 2010).

1.2 Statement of the Problem

Water delivery service in quiha town there is a problem One of these areas found in Quiha, specifically the towns of Nebar Ketema and Zban Zala. Before they were two separate districts and now they are one called Nebar Ketema. The people living in Nebar Ketema are drinking unprotected water due to lack of unfair distribution of water than other areas of the town and face problems with many water-borne diseases because of this area uses traditional water resource as optional as mention the problem earlier. (Nebar Ketema, Ethiopia:, 2010). undermined due to weak governance, which resulting in lack of resources utilization, corruption, shortage of human resource (lack of worker educational background only works based on experience, no maintenance on time, a huge gap between the water demand with number of population in the town and lack of working cooperation with other service sectors like electricity,tele, etc. This is due to bad governance, for this reason the study is important.

1.3 Research questions

- How to assess water distribution using good governance?
- What are factors of influence transparency and responsiveness in water service delivery?
- What are the structure of water service delivery including the number of worker and facility in their office?
- How to overcome good governance in water delivery?

1.3.1 General Objective

The main objective of this research work is to investigate the practice of good Governance in public water supply service in Quiha town (Nebar Ketema).

1.3.2 Specific Objectives

The following specific objectives are employee to achieve the general objective of this research work:

- ✓ To assess the water distribution and queue time for households to obtain potable water using good governance specifically using transparency and responsiveness.
- ✓ To analyze the factors that affects the people satisfaction in water supply service delivery.
- ✓ To identify the possibilities of addressing the challenges of good governance in quiha town water service delivery office.
- ✓ To identify the transparency and responsiveness of the office water supply in Quiha town(Nebar Ketema),

1.4 Methodology

This research employed mixed approaches (both qualitative and quantitative methods). All methods have limitations; thus, using mixed research methods can solve the shortcoming. A descriptive case study research design is used to describe the practices and challenges of good governance packages in quiha town water supply. Semi-structured interviews and questionnaires were applied to collect primary data. Semi-structured interviews were to the administrator of quiha town's water service delivery office, workers of the water supply office of the town. Quiha town has four kebeles (Asmelash, Abrha, Shibta and my tsedo Kebeles) but from those kebele the study is only for Mytsedo specifically Nebar ketema. Questionnaires were also distributed to residents of the town. Secondary data include books, articles, magazines, reports, and archives applied to triangulate with primary data.

The target population of this study is the quiha town. According to the (Nebar Ketema, Ethiopia;, 2010), 6000 households and by surveying (direct counting with collaboration of my friend is 7500 households in 2017 E.C as specifying on appendix section of this work) live in this Area. The sample size of these populations was determined through a systematic random sampling technique by using the Yemane formula, i.e.,

$$n = \frac{N}{1 + N(e)^2} = \frac{7500}{1 + 7500(0.05)^2} = 380$$

Where, N=total number of the target population

n=sample size

e=level of precision=0.09(because, it is possible for social science to use level of significance from one percent (1%) up to ten percent (10%).This formula is yemane formula as sited on (Abdisa Olkeba, No. 1, February 2023)

A. Data Collection

To obtain adequate information for the study, different types of data collection tools will be employed. In this study, both primary and secondary data sources will be used. For gathering primary data researcher will employer contacts and direct asking questions to the workers i.e. from individual staffs up to manager besides interviews to the society. The secondary sources of data included books, published articles both from internet and journals, various research papers that are published or unpublished and government publications. Generally the data collection method for this research work wiil conduct through the following techniques.

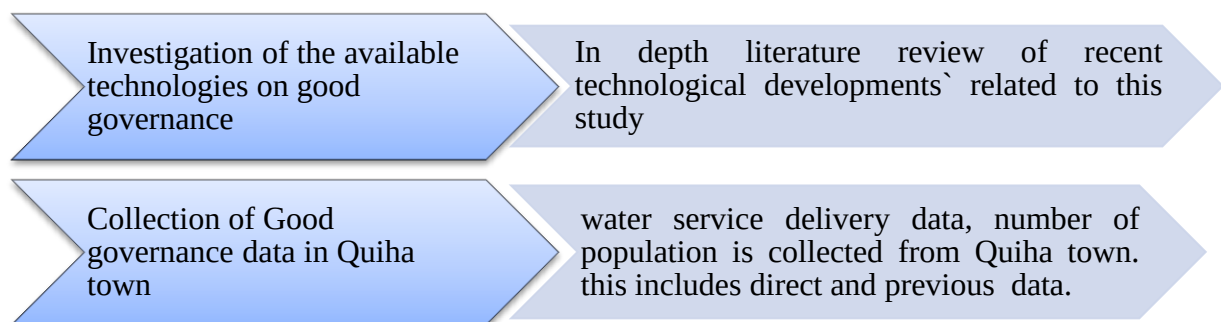


Figure 1 Technique of data collection

B. Identifying the problem and Development of good governance on water service delivery.

All the data collected in the data collection will be provided the necessary knowledge to

develop the good governance based on the ground of water service delivery and based on this knowledge the tasks included in this work package focus on the development of the good governance analysis that mentioned on the section introduction part.

1.5 Significance of the Study

This study will have significances on the subject of good governance sharing to other researchers due to this study was motivated to study the water supply office quiha town (Nebar Ketema) by taking these two indicators i.e. are transparency and responsiveness from the elements of good governance why because, it is very difficult to assess all the elements of good governance as mentioned in the introduction section. Besides, these contribute to solve a problem to other related stakeholders. study will help to properly known and respect the public resources and powers in order to provide efficiently and effectively delivery of public service in the manner of transparency and responsiveness, and will also important to construct applicable policy and strategy based on the bottom up mechanism in order to ensure the structure of the process of decentralization . Moreover, it will serves as reference material for further researchers in the area of good governance not only in the local government but also in different levels of government as academic research .furthermore, the research will important not only to the sector of water service delivery but also to the different sectors about transparency and responsiveness of service delivery to the ordinary citizens.

1.6 Scope and limitation of the study

1.6.1 Scope of the study

This paper will focus on governance in public administration at local level in Quiha town water service delivery. This town has four 4 Tabyas, Among these the research will delimit to Mytsedo tabya specifically Nebar Ketema because in this Tabya there are many service users and commonly rise complaints of the service users due to the maladministration and corruption (Bribe and Embezzlement) as the researcher observation from the above mention Tabya a continuous raised questions of water delivery issues to the complaint office and the anti- corruption commission the issues of water service administration

suspected particularly for the town. Moreover, the method for this research work is mixed approaches (both qualitative and quantitative methods).

1.6.2 Limitation of the study

The limitation of the survey data does not fully represent the entire region of Tigray. The survey was conducted in the specific area i.e. in quiha town within the region due to time reasons, which restricts the ability to draw holistic conclusions and make remarks at the regional state level. It is important to recognize that the findings and conclusions derived from the survey data may only be applicable in specific areas surveyed, and caution should be taken when generalizing the results to the entire region of Tigray. The uses of open-ended questions in some survey parameters have introduced difficulties in data interpretation.

1.7 Organization of the study

This thesis was organized under five chapters. Chapter one deals with the background of the study, statement of the problem, objectives of the study, significance of the study, the scope and limitation of the study. The second chapter deals related literature review on good governance of water service delivery. The third chapter includes the methodology of the research. Chapter four with deals about data presentation, analysis and interpretation. Chapter five express about the summery of the major finding, conclusion and recommendations of the study.

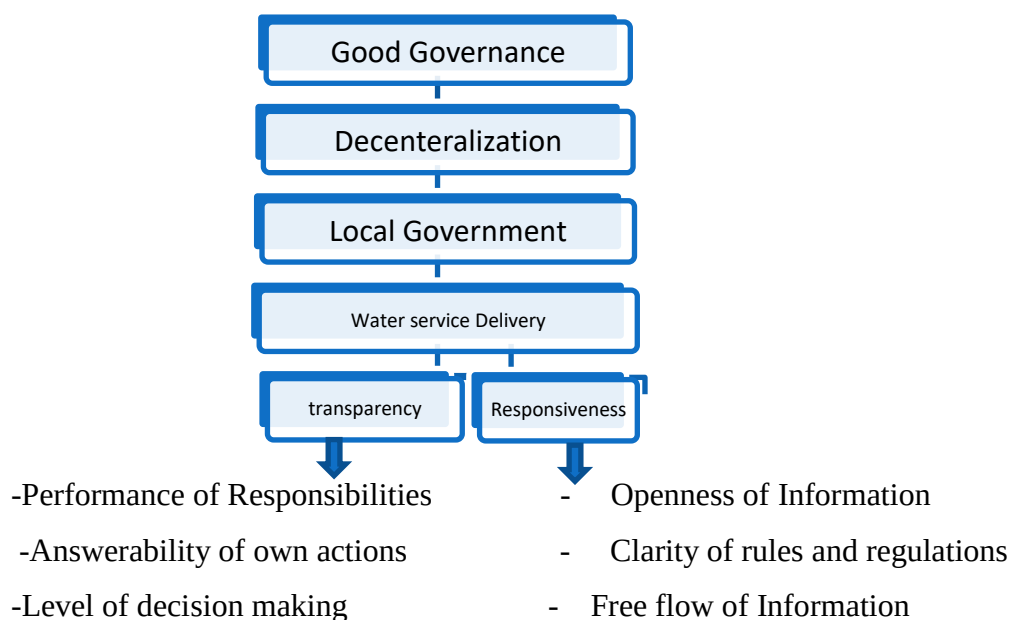
CHAPTER TWO

2 Literature review

2.1 Conceptual frame work of governance and good governance

Governance and good governance are sometimes used interchangeably albeit they are not alike. There is no consensus in using these terms rather they are defined and conceptualized differently by different organizations and scholars. Despite that, the two terms are increasingly being used in development literature. According to Swaranjothi governance is a process of decision-making or the process in which decisions are implemented or not implemented. In line with this, Anello noticed that the term governance as it is about decision-making processes related to policy formulation and the way policies are implemented to ensure effective and ethical management (Swaranjothi, 2009). Governance is seen as the manner in which power is exercised in the management of a country's economic and social resources for development. On the other hand, the term good governance characterized as participatory, transparent and accountable is generally understood as referring to the quality of public institutions and the provision of public goods to the community at large. Hence, from this it can be inferred that good governance is about the real practice of the principles of transparency and accountability, responsiveness, effectiveness, and efficiency to bring development by avoiding all setbacks of governance (G., 2009).

Conceptual frame work



- Action of Corruption
- Access to Information
- Arbitrary behavior

Figure 2 conceptual frame work

2.2 Theoretical frame work of study

This study was basically focused on the principle of good governance specially on transparency and responsiveness as follows below:

1. Transparency

Transparency refers to the willingness of an organization to provide information to stakeholders. If good governance is relies on unity, then transparency is the critical factor to enable that across an organization.

Internally, transparency ensures employees work in alignment with strategic objectives of the organization. This contributes to all employees understanding their role within the organization, and therefore, their value. Externally, transparency is becoming increasingly important, as stakeholders expect organization to ramp up their social, economic, and environmental efforts. Transparency is critical to build trust in an organization and its brand.

2 . Responsiveness

As stated in the outset, the result of good governance is making better decisions faster. A key principle for good governance, therefore, is responsiveness. This ensures your organization keeps up with turbulent economic and corporate environments. Organizations that have proper governance structures in place are able can to respond to changes in a timely and effective manner. They do this without leaving out critical stakeholders, instead ensuring all relevant parties are in the loop.

Why is Good Governance Important? Good governance is about the processes for making and implementing decisions. It's not about making 'correct' decisions, but about the best possible process for making those decisions. It is in this context, the study of good governance has become very important in the literature of political science, Administrative Sciences and development studies. Good governance is important for several benefits. First and foremost,

quality of governance has to be judged by the performance of the relevant institution. Therefore, the goal of the institution has to be clearly defined as a matter of priority. Then, steering towards that goal requires defining decision rights and processes, as well as establishing a feedback loop to verify and control performance. Governance is how an institution is ruled; it is how the authority, responsibility, and controls are required in the institution. Governance is relevant to any institution, small or large; for profit or not; extending from a single family all the way to global institutions that have an impact on our lives. Hence, governance is relevant for humanity for quality of life now and for its sustainability in the future. It is commonly acknowledged that in the absence of democracy, peace and good governance, sustainable socio economic progress is not possible. In the context of developing societies there has been an added emphasis on human development in recent years. It means development of human capabilities and opportunities. The good governance is a prerequisite for human development and governance which would ensure human development is human governance. It has been widely accepted now that the main reasons for human deprivation are not just economic. There are social and political factors too rooted in poor governance. It is thus clear that the issue of good governance focuses on the inseparable linkages between social-economic and political development.²⁷ It has rightly been pointed out that the good governance means political pluralism with free and fair elections, It means far pending on military preparation and infrastructure and war and much more on education, health and basic amenities. It means fighting the graft and nepotism. This also suggests that good governance has to concentrate more on building a congenial political atmosphere for social and economic development. The good governance has also to ensure that the funds of the state are utilized on the development of human and productive areas instead of non-human and nonproductive areas.

In short, governance is about performance. Thus the governance in any society, aims to ensure transparency through the exercise of economic political and administrative authority. It basically strives to establish quality relationship between the rulers and the ruled. In the context, governance point out to the nature of mutual interaction among social actors as well as between social actors and public administration, and it contains the meaning the meaning of ‘ruling together’ with aim of helping individuals realize their potential for improving the quality of their lives. (Ali, 2015)

2.3 Good governance on water service delivery in Ethiopian context

In Ethiopia, investment in rural water forms part of the government's poverty reduction efforts. The challenge is huge: the 2008 PASDEP progress report indicates rural water coverage at 54%, and the country has the highest absolute number of people without access to improved water supply and sanitation in Sub-Saharan Africa. To meet the challenge, the government has set ambitious targets under the Universal Access Program (UAP) to achieve full coverage by 2012, with major investment from government, donors and (increasingly) communities. Considering the scale of the challenge, Ethiopia has made significant progress in attracting finance to the sector. At the same time, major reforms have resulted in the development of a programmatic approach to improve aid effectiveness in tandem with large-scale decentralization. Despite considerable progress, however, significant obstacles remain in delivering, and financing, sustainable services. A hypothesis this study examines is that obstacles, and opportunities, can be understood more fully through the lens of governance and political analysis. As such, the study aims to better understand the governance of the water supply sector in Ethiopia and to identify some key PE challenges and opportunities for progress that might not be apparent with a more technocratic focus. To better understand governance dynamics in the sector, the study's objectives are:

- 1) to pilot DFID's Capability, Accountability, Responsiveness (CAR) framework at sector level;
- 2) to combine this framework with PE insights in order to gain a fuller understanding of some drivers of change in the sector; and, 3) to provide some 'lessons learned' on piloting this approach to inform the development of future governance and political analyses in the sector (Yacob Arsano E. M., May 2010).

In Ethiopia, the provision of safe and adequate water supply for the population has far reaching effects on health, productivity and quality of life, as well as on the socio-economic development. As a result, in order to attain sustainable and equitable solutions to water related problems due attention has been given by the FDRE government to find policy options. Unless and otherwise, lack of clean water supply service in the country may have serious problems. Example, as statistics show that more than 60% of health related death is caused by water borne diseases such as diarrhea, typhoid, and cholera are leading cause of death and illness in the developing world (Mohammed, 2013).

It is known that access to clean water at an affordable price is a basic human right. Managing water as an economic good is important to achieve efficient and equitable use, and to encourage conservation and protection of water resources. During the past time failure to effectively manage water resources was due to partly failure to recognize value of water. Water cost and charge are two different things. The cost of water is an important tool to efficiently allocate water as a scarce resource but water charge is a tool used to favor vulnerable groups and influence their behavior by providing incentives to use water efficiently and to pay for improved services (Ethiopia, 2013).

2.4 Good governance on water service delivery in Quiha Town, Tigray

The Tigray region of Ethiopia lies at the merger of three climatically distinct zones: The Saharan desert from the northwest, the Afar hotspot from the east and the tropical climate of central Africa from the south. Tigray is bordered by Eritrea to the north, Sudan to the west, Amhara Regional State to the south, and Afar Regional State to the east. It lies within the tropics, between 12°15'26" - 14°57'49"N latitude and 36°20'57" - 39°58'54"E longitude. The region covers an area of about 54,593 km² and has been divided into seven administrative zones: Western, Northwestern, Central, and Eastern, Southeastern, Southern, and Mekele zones. Tigray consists of 94 Woreda (districts) and 820 Tabias (the lowest administrative body of the region). Access to adequate clean water is widely recognized as a fundamental requirement for improving livelihoods. In Tigray, like many other regions and countries, water stress is a significant challenge resulting from insufficient quantity and reduced quality of water due to natural and anthropogenic factors (e.g. drought, human pressure and conflict). The socio-political pressures in water management vary across regions and play a crucial role in driving socio-economic development. The decline in access to food and water is a common, pressing and critical issue faced by many African countries, including Ethiopia's Tigray. Abundant water harvesting and supply schemes are essential for various aspects of human life, including food production and processing, health, activities in the industrial and service sectors, and job creation. The achievement of the UN Agenda 2030 of Sustainable Development Goals (SDGs) related to food security, health, clean water, sanitation, and environmental sustainability relies heavily on providing adequate and safe water at all times from ecosystems. However, these goals cannot be accomplished without effectively addressing the water challenges faced by communities. Abundant water harvesting and supply schemes are essential for various aspects of

human life, including food production and processing, health, activities in the industrial and service sectors, and job creation. Prior to the outbreak of the war in Tigray, significant progress had been made in improving the overall livelihoods of the communities in the region. According to the MoFED (2013), 56% of the population of Tigray in 1995/96 lived under the poverty line (partner, 2024)

The government cannot afford to supply all areas with potable water. One of these areas is Quiha, specifically the towns of Nebar Ketema and Zban Zala. Before they were two separate districts and now they are one called Nebar Ketema. The people living in Nebar Ketema are drinking unprotected water and face problems with many water-borne diseases. For these reasons, this project is important. to protect the health of the community, to decrease the absence of students from school due to water-borne diseases, to improve the talent of the students and the attentiveness of the students in class, to provide potable water, to decrease the time to fetch water and to free time for the women to participate in other activities crucial to their development.

There are about 6,000 people living in this area. This area was known for its greenness and as a source of vegetables, but now, the underground water has been reduced. This affects the income of the people, because vegetable farming was the source of income for the farmers. The community is preoccupied with access to drinking water as well as water for irrigation for vegetable farming (Nebar Ketema, Ethiopia:, 2010).

Different researchers conduct research in relation to good governance for example, Mhrtay (2014) on the Assessment on Performance of Good Governance in Land Administration at Local Level: The case of Naeder Adet Woreda, (Yohannes, 2017) on the assessment of Challenges and prospects of Good Governance in Eastern Zone of Tigray in Adigrat City Administration, But, from the above researcher no one can study in good governance in water service delivery in case of Quiha town (Nebar Ketema). by using the two basic indicators of good governance i.e. Transparency and responsiveness.

Different from the above mentioned researches this research is conducting on good governance in considering Transparency and responsiveness in Quiha town (Nebar Ketema). Because researches related to good governance has not well studied particularly in the selected study area and the indicators of good governance. The researcher is focusing on Transparency and Responsiveness because these indicators are some of the core or base to consolidating good

governance in government institution particularly in the selected town. The researcher Moreover, in observed the different literatures and researches the issues of good governance are raised as challenged issues especially in the decentralized government as compare to higher level of government.

Therefore, the researcher is initiated and motivated to conduct the research on good governance in the decentralized administration especially to fill Geographical by studying in Quiha town and by using the two indicators which are Transparency and Responsiveness.

CHAPTER THREE

3 Methodology of the Study

3.1 Selection of the study Area

The research was conducted in Quiha town and is located in Tigray Regional State, Ethiopia and has the biggest airport in Tigray which is called Alula Aba Nega airport. The name comes from the local word for willows, which are abundant in the area. Located in the Debub Misraqawi (south-eastern) Zone of the Tigray Regional State, it lies 9 kilometers east of Mekele straddling Ethiopian Highway 2 which leads to Addis Ababa. It has a latitude and longitude of WikiMiniAtlas13°28'37"N 39°32'42"E with an elevation of 2247 meters above sea level ((J.J. Halls, 1831).this area was selected because it is the seat of one of the seven sub city of Mekele which is the main city of Tigray. Which consist of 4 Tabyas (Asmelash, Abrha, Shibta and Mytsedo).from those tabys this research mainly focus on the tabya Mytsedo specifically Nebar ketema. The total population of the town is estimated about 6000 (Nebar Ketema, Ethiopia:, 2010).

3.2 Research strategy and design

This research employed mixed approaches i.e. both qualitative and quantitative method. Even though qualitative method was used in a larger degree, both qualitative and quantitative approaches were used to reduce the draw backs of single approach. The researcher has used the qualitative research method in advance because this research method helped to interpret for better understanding of the real situation and the implications of quantitative data (Kothari, 2004, New Delhi:), in which the data was arranged in the form of table, frequency, and percentage. The researcher also used the qualitative research method to explore, understand and interpret the complex concept in effective manners from respondent's point of view, attitudes and behaviors. On the other hand, the researcher used the quantitative research method to organize the idea of respondents or data obtained in the form of table, frequency and percentage. Therefore, the researcher employed both the qualitative and the quantitative research strategies to carry out the research according to situation and result of the problem. At the end, the study was both exploratory and descriptive for the reason that no research was conducted before in this public sector where by it was completely about the investigate of good governance in water service delivery from the respondents' point of view.

3.3 Data type and Sources

The researcher used both qualitative data and quantitative data. In line with this, the researcher used both primary and secondary sources of data for the successful accomplishment of this study. The primary data was gathered by interview, semi-structured questionnaire from the service users and providers of the water service delivery administration of Quiha town. On the other hand, the secondary data was collected from reports of the town, research papers, journal and articles to understand the clear theoretical and conceptual understanding the back ground as well as the existed situation of water service delivery good governance particularly in the light of the principles of transparency and responsiveness.

3.4 Sampling Design, procedures and Frame

3.4.1 Sampling technique and Sampling Size of the Study

Sample design is either probability or non-probability and a definite plan determined before any data is actually collected for obtaining a sample from a given population. With probability samples each element has a known probability of being included in the sample but the non-probability samples do not allow the researchers to determine this probability (pandey, 2015). Based on this, the study has been employed both simple random sampling in the form lottery method because it minimizes biases by giving equal chance for the population/residents, and purposive sampling as a form of conceptual details or arbitrary method in order to collect relevant data for the study.

Simple Random sampling method: is one in which each element of the population has an equal and independent chance of being included in the sample through different techniques such as tossing a coin, throwing a dice, lottery method, blind folded method and tippet's table method (Pandey, 2015). From the different models of simple random sampling techniques, the researcher was employed lottery method in order to minimize biases and to deliver equal chance for the residents.

Purposive Sampling method: is selected by some arbitrary method because it considered as representative of the total population, and as it produce well matched groups. The idea is to pick out the sample in relation to criterion which is considered as an important for a particular study.

This method is appropriate when the study places special emphasis upon the control of certain specific variables (Panday, 2015).

The researcher was used both random and purposive sampling techniques to select household respondents and key informants. Based on this, the researcher used purposive sampling to select the sample tabya and informant interviewees such as service providers and service users, whereas the random sampling technique was used to select the sample households in order to get representative informants.

This research employed mixed approaches (both qualitative and quantitative methods). All methods have limitations; thus, using mixed research methods can solve the shortcoming. A descriptive case study research design is used to describe the practices and challenges of good governance packages in quiha town water supply. Semi-structured interviews and questionnaires were applied to collect primary data. Semi-structured interviews were administered to the administrator of quiha town's water and office, workers of the water supply office of the town.

The target population of this study is the quiha town. According to the (Nebar Ketema, Ethiopia:, 2010), 6000 households and by surveying (direct counting with collaboration of my friend is 7500 households in 2017 as specifying on appendix section of this work) live in this Area. The sample size of these populations was determined through a systematic random sampling technique by using the Yemane formula, i.e.,

$$n = \frac{N}{1 + N(e)^2} = \frac{7500}{1 + 7500(0.05)^2} = 380$$

Where, N=total number of the target population

n=sample size

e=level of precision=0.09(because, it is possible for social science to use level of significance from one percent (1%) up to ten percent (10%).This formula is yemane formula as sited on (Abdisa Olkeba, No. 1, February 2023)

3.4.2 Sampling frame

No.	Selected town	Total population Quiha town in Nebar ketema	Tabya Mytsedo	Total population of the Nebar ketema in terms of household	Selected sample (Respondent)
1	Quiha	7500	Nebar ketema	7500	380

Table 1 Sampling frame

3.5 Method of Data Collection and Instruments

3.5.1 Method of Data Collection

The target populations of this study were the service providers and the households (service users) of the town. The water supply office of the town has 251 service providers but out of them 22 individuals including the head of the office were taken purposely to interview in order to obtain detail information. In addition to this, 373 individuals from the service users were taken to interview and questionnaires. These include the local elders and leaders .Totally, 380 persons were taken to interview by using purposive sampling technique. The reason is to acquire detail information. With regard the questionnaires; it was distributed based on random selection of the respondents in the tabya. Thus, to gather primary data the researcher used interviews and questionnaires. The interviews were structured and unstructured that is in order to get qualitative and detail information, whereas the questionnaires were open-ended and close- ended questions.

3.5.2 Data Collection Instruments (tools)

Questionnaires: the researcher used close-ended and open-ended questionnaires in order to make it easily understandable. In this kind of questionnaire respondents were expected to give their feeling, attitude and thoughts. Before questionnaires distribute to respondents, it was translated into the local language in order to be clear and understandable. The questionnaires distributed to the service user households (respondents) of the tabya. Later on, these questionnaires collected through the data collectors.

Interview: there are different types of interviews but the researcher used structured and unstructured interviews so as to the interviewees reflect their ideas, feelings and thoughts openly. The researcher conducted an interview for about 380 individuals.

The main interviewees of the research were 22 service providers and 373 service users of the tabya. Therefore, the researcher prepared an interview schedule and open-ended questions were raised. The reason that open-ended questions raised up is, so as to the interviewees forward their ideas and feelings freely in qualitative way.

3.6 Method of Data Analysis

The data that were collected through different instruments such as interviews and questionnaires analyzed descriptively. In analyzing and presenting the data obtained from questionnaires and interviews, the researcher used percentage and frequency to analyze the data in descriptive statistics like tabulation. The qualitative data were analyzed by using descriptions and interpretations. By using Microsoft excel most of the collected data quantified for simplicity and others such as open-ended questions and interviews were analyzed qualitatively. A descriptive analysis method was used in the process of adjusting raw data so as to be easily understandable, interpret and manipulate the data to give descriptive information. Tabulation was used to analyze the quantitative data. The attitudes and thoughts of the respondents were described by using tables.

CHAPTER FOUR

4 Data presentation and analysis

4.1 Introduction

This result and discussions part includes five sections. The first section is introduction part and the second section concerned with back ground information of the respondents. The study is all inclusive in which respondents from sexes, educational level and age level were entertained from the Nebar Ketema. The third about descriptive static analysis, the fourth part concerned with the perception of respondents on transparency of the water service delivery to the public in the area. The fifth part concerned with the perception of respondents on the responsiveness of the water service delivery office to the public.

Three hundred eighty (380) household service users were participated to assess the practice of good governance in water service delivery in Nebar Ketema. From the 380 distributed questionnaires, 380 of them were collected, because the researcher well informed to the enumerators about the mechanisms of distributing and collecting of questionnaires, the value of respondents and questionnaires in line errors and significance and punctuality. Besides, the researcher has control the data collection by close supervision of the researcher. Furthermore; the researcher distributed 66 questionnaires to pre-test the questionnaires language, clarity, and attraction in the light of respondents.

The general characteristics of the respondents were analyzed based on their age, sex, and educational status and settlement sites. This chapter analyzes and discusses the major findings of the research based on the data collected using questionnaire and interview. The data related to transparency and responsiveness was analyzed quantitatively to the quantitative questionnaires from the sampled respondents and qualitatively from the interview. Therefore, tables, figures, average and percentages were widely employed.

NB: W1=Week one PRT= Percentage, SA= Strongly Agree, A= Agree, UC= Uncertain, DA=Disagree, SDA=Strongly Disagree, Q= question

4.2 Demographic Characteristics of Respondents

The demographic profile of the respondents is analyzed under the dimensions of sex, age, educational level and occupation by using frequencies and percentages as follows:

Characteristics of Respondents based on sex

The figure below indicates that 157 Female and 223 male respondents were from Nebar Ketema. This distribution was proportionally employed according to the size of target population in the selected area. Thus, this study had been engaged 157 (41.32%) and 223(58.67%) participants are from female and male respondents respectively.

Table 2 Characteristics of respondents based on sex

Variable	Options	No. respondents	Percentage
Sex	Male	223	58.67%
	Female	157	41.32%
	Total	380	100

Source (Survey, 2017)

Characteristics of Respondents based on Age

One of the most essential characteristics of human population is age. As we observe from table below most of the respondents are skewed at the age from 25-40. The average age of the respondents in the study area is 36.5 years with a minimum of 20 and maximum of 63 years. This implies that majority of the participants are young and energetic in the provision of efficient education services.

Table 3 Characteristics of respondent based on age

Variable	Options	No. respondents	Percentage
Age	20-30	101	26.57
	30-40	160	42.10
	40-50	72	18.94

	50 and above	47	12.36
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Source (Survey, 2017)

Characteristics of Respondents based on Education level

Education was a factor found to influence on the properly answering the questionnaires and the result was consistent with the research work expectation. The table below indicates the characteristics of education level of the respondents in which uneducated (7.43%), primary education and secondary education (29.75%), diploma holders (19%) and (35.53%) are degree and above holders that is the highest proportion of respondents.

Table 4 characteristics of respondents based on education level

Variables	Options	No. respondents	Percentage
Educational Level	Uneducated	28	7.43
	Grade 1-12	113	29.75
	Certificate	31	8.26
	Diploma	72	19.00
	Degree and above	135	35.53

Source (Survey, 2017)

Characteristics of Respondents based on Occupation

The table below describes the employment characteristics of respondents and their responses on the effective implementation of water service delivery in their locality. Accordingly, out of the total 380 respondents 166 are farmers and then 214 respondents replied that ineffective implementation of water service delivery in the area. Out of the total respondents the 46 are self-employed and there are 42 government employed respondents.

Table 5 Characteristics of respondents based on occupation

Variables	Options	No. respondents	Percentage
Occupation	Salaried	132	34.7
	Self-employed	144	38

	Retired	16	4.21
	Other	88	23.14

Source (Survey, 2017)

4.3 Descriptive Statistics Analysis

Water distribution and quiet time on Nebar Ketema

Table 6 Water Distribution in Nebar Ketema

Water coming week per month and interview questionnaires on fairness of water distribution in Nebar Ketema								
Descriptions	Week1		Week2		Week3		Week4	
	Yes	No	Yes	No	Yes	No	Yes	No
No. Respondents	160	220	192	188	119	261	151	229
Total in PRT	42.10	57.89	50.52	49.47	31.31	68.68	39.73	60.02
Do you think there is fair distribution of water on your town?			SA	A	DA	SDA	UC	Total
	Frequency		16	79	129	116	41	380
	Percentage		4.21	20.78	33.94	30.52	10.78	100

Source (Survey, 2017)

The above table indicates that as the respondent responses the average respondents calculated is around 156(41.05%) is water coming per month. This implies that the customer get more water by the two week per month. And also from the interview the average responses of customer's are calculated approximately as 75(20%) i.e. in between disagree (DA) and strongly disagree (SDA). From this finding it shows there is not enough water distribution not only this but also from interview questionnaires' indicates that there is unfair distribution of water.

General opinion about water supply office of Quiha town

Interviews are made of 22 staff offices members as mention in the appendix in detail including its demographic characteristics in this the section below it shows only the average responded by the staff members. This indicates the assessment of the staff member i.e. number of worker and structure of the office and the perception of the worker on transparency and responsiveness besides it shows that the level of education.

1. How many workers do you have in your office?
80
2. From question no.1 do you think that is enough to service the community?
not enough
3. Do you have any collaboration with other sector like electricity, ethiotelecom?
Yes ☒ No ☐
4. From question number “3” if your answer is “yes” Which sector is more affecting on your work? Ethiopian electricity
5. What mechanism do you use on the maintenance of pipeline that transports water to public?
Not experienced
6. From question no.1 do you think that is enough to service the community?
Not enough it needs additional workers
7. How do you satisfy with your office facility?
Very satisfied ☐ Satisfied ☐ Unsatisfied ☒
8. Does the office of water service delivery sector prepare community forum in order to enable the community to discuss issues that matter them?
Yes ☒ No ☐
9. How many times are prepared community forum by the office in order to participate the community?
One times ☐ Two times ☒ Three time ☐ more than threes ☐
10. Does the office of water delivery sector encourage participating the community in decision making process that concerns the service user/community? No
11. Are you satisfied with the current supply of water in the town?
Highly satisfied ☐ Satisfied ☐ Highly Dissatisfied ☒ Dissatisfied ☐
12. Do you think that the distribution of water in the town is fair?
Yes ☒ No ☐
13. If your answer is “yes” how can be distributing the water to public fairly? by term
14. Do you see leakage at different places? Yes ☒ No ☐
15. If your answer is yes what are the reasons?
Lack of maintenance ☐ Pipe breakage ☒ Bursting ☐ Mechanical loss ☐

16. Do you think your office is responsive and transparency to the public?

Highly agree ☒ Agree ☐ highly disagree ☐ disagree ☐

17. Do you think water distribution through car is sustainable solution for lack of water supply?

Yes ☐ No ☒

18. If your answer is no, why?

It is not useful for permanent solution it is only for temporary

19. What challenges do have on good governance regarding the water supply on your office?

Yes it has communities are complain on not reaching water on time and fairly distributed.

20. Does your office assess the needs and wants of the community?

Yes ☒ No ☐

21. How much the office takes an experience from other role model offices?

Always ☐ Often ☒ sometimes ☐ rarely never ☐

22. Does the office take a punishment for corruptor officials?

Yes ☒ No ☐

23. Based on question 17 what are the mechanisms to cross check whether these officials are working effectively/not?

Working effectively

24. Does the office inform the annual plan and reports of its activities to the service users?

Yes ☒ No ☐

25. Does the society have confidence to expose criminal officials?

Yes ☐ No ☒

26. Is there a complaint –hearing organ in the office of water service delivery?

Yes ☒ No ☐ I don't know ☐

27. Have you ever provided complaints in a service provider office?

Yes ☒ No ☐

28. How much do you think is responsible to your community?

Fully responsible ☒ partially responsible ☐ not responsible ☐

29. How much do you think is transparent to your community?

Fully Transparent ☒ partially Transparent ☐ not Transparent ☐

30. Do have a notice board properly placed to indicate place to acquire speedy and clear services and information?

Yes ☐ No ☒

31. Are office facilities and locations conducive for effective service delivery?

Yes ☒ No ☐

32. Is the office having suggestion box in handling complaints?

Yes ☐ No ☒

33. Is the office assesses the needs and preferences of customers?

Yes ☒ No ☐

Table 7 perception of respondents toward satisfaction of customer's

S. No.	Questions	Responses	No. respondents	PRT
1	To what extent do you rate your satisfaction level On the service provided by the office?	Very satisfying	28	7.4
		Satisfying	79	20.7
		Fairly satisfying	91	24.0
		Dissatisfying	116	30.6
		Very Dissatisfying	66	17.4
		Total	380	100
2	How do you evaluate the degree of Trust you have in your service provider?	Very high	41	10.8
		High	79	20.8
		Medium	107	28.0
		Low	91	23.9
		Very Low	63	16.6
		Total	380	100

Source (Survey, 2017)

The above table indicates that 28(7.4%), 79(20.7%) and 91(24.0%) of the respondents replied that very satisfying, satisfying and fairly satisfying respectively, whereas 116(30.6%) and 66(17.4%) of the respondents answered dissatisfying, very dissatisfying respectively. Based on this result, it is possible to conclude that customers are dissatisfied. Besides that the table also shows that 41(10.8%), 79(20.8%), 107(28.0%), 91 (23.9%) and 63(16.6%) of the respondents

responded very high, high, medium, low and very low respectively. From this result, it can be concluded that customers have medium trust or confidence in their service provider office.

Table 8 Respondents perceptions towards water service delivery

Item	Response	No. of Respondent	No. of respondent percentage
Nebar Ketema people provide sufficient information about water distribution in your Area.	Strongly agree	13	3.42
	Agree	38	10
	Neutral	57	15
	Disagree	122	32.10
	Strongly disagree	151	39.73
	Total	380	100
In which way the clients get information about water service from the Authority?	From office service	129	34.00
	Through media	157	41.31
	Through news paper	57	15.0
	Any other	38	10.0
	Total	380	100
Nebar Ketema provides clear information?	About financial information	82	21.57
	Water supply delivery information	126	33.16
	Newly established water projects	141	37.10
	Any other	31	8.15
	Total	380	100

Source; (Survey, 2017)

As indicated in table above 13(3.42%) respondents were strongly agreed and agreed to the statement “Nebar Ketema Water service delivery information, about 57(15%) respondents were a neutral opinion to this statement, while, significant portion of the respondents 151(39.73%) strongly disagreed and disagreed to the statement “Nebar Ketema Water distribution information. The result suggested that Nebar Ketema provide less information about water service delivery. Concerning the nature of information, were stated in the table above.

4.4 Transparency in water delivery service office

It is key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be transparent to the public and to their institutional stake holders. Who is accountable to who varies depending on is whether decision as actions

taken is internal or external to an organization or an institution is accountable to those who will be affected by its decisions of actions. Transparency cannot be enforced without accountability and the rule of law. However it is an idea to action in its totality but has to come close to achieve.

Table 9 Perception of respondents on the Transparency in water delivery

S.N	Item	Description	No, Respondents	PRT
1	How can you rate the office in terms of transparency	Excellent	50	13.16
		Very good	47	12.37
		Good	66	17.37
		Poor	135	35.58
		Very poor	82	21.58
		Total	380	100
2	The office is open to its decisions	Always	44	11.57
		Sometimes	60	15.78
		I can't decide	72	18.95
		Rarely	85	22.36
		Never	119	31.32
		Total	380	100
3	Information flow free or directly accessible to those who will be affected by such decisions or enforcement	Always	53	13.5
		Sometimes	35	9.21
		I can't decide	82	21.58
		Rarely	97	25.53
		Never	113	29.74
		Total	380	100
4	The office is ensuring that all relevant information is accessible to the society	Always	72	18.95
		Sometimes	57	15.00
		I can't decide	50	13.56
		Rarely	91	23.95
		Never	110	28.95

		Total	380	100
5	you can obtain easily the rules and regulations of the water service delivery	Always	19	5.00
		Sometimes	57	15.00
		I can't decide	28	7.40
		Rarely	104	27.36
		Never	173	45.53
		Total	380	100
6	Is the office having suggestion Box in handling grievances?	No	113	29.74
		Yes	116	30.53
		Sometimes	151	39.74
		Total	380	100
7	Procedures for acquiring services are clear to all stakeholders	Never	129	33.95
		Rarely	116	30.53
		I can't decide	47	12.36
		Sometimes	63	16.58
		Always	25	6.58
		Total	380	100
8	The office tries to take measures to improve accountability in general	Never	122	32.11
		Rarely	97	25.53
		I can't decide	44	11.58
		Sometimes	82	21.58
		Always	28	7.37
		Uncertain	6	1.58
		Total	380	100

Source (Survey, 2017)

As the result of the survey shown in the above table Q1 an estimate of 50(13.16%) replied that the office is excellent in manifesting transparency and about 47(12.37%) responded that the office is very good in exercising transparency to the clients and around 135(35.58%) and

82(21.58%) is poor and very poor. From this report the research conclude that the office is poor practicing on the transparency.

From Q2 shows that as the openness is one of the measurement of transparency that way this research study survey as shown in the above table most of the respondents which are around 119 (31.32%) sample respondents does replies that the office of the water service delivery never becomes open to its decision. Around 85(22.36%) sample respondents' reports that the office is open to its decisions on rare occasions and around 72(18.95%) reports that they cannot decide whether the office is open to the clients or not to its decisions and an estimate of 60(15.78%) sample respondents reported that the office is open some times to the service users whereas around 44 (11.57%) replied that the office is always open on decisions to the service users. Hence, the largest percentage of the respondents' response lies within never and rarely regarding the openness of the office to its decisions. From this result one can understand that there is problem of openness on what kind of decisions to be made on water service delivery with regard to the workings of service provision in the water service delivery? to whom? How? and on what time to be delivered as well as. Lack of openness in the given office may lead to the way for corruption.

The Q3 shows that as the information flow affected on the transparency in general on good governance. Information should flow freely and directly accessible manner those who will be affected by decisions. But As shown in the above table around 113(29.74%) respondents confirmed that the information never flows freely about 97(25.53) reports that the free flow of information is on rare occasions. Around 82(21.58%) replied that they cannot decide whether information flows freely or not. Around 35(9.21%) reports that sometimes information flows freely whereas about 53(13.5%) replied that there is a free flow of information always. Hence, the largest percentage of the respondents' response lies within never and rarely. So what the researcher understands from this does that, most of the respondents, believed that information did not flows directly to those who will be affected by such decisions. This situation has a serious implication on effective and efficient service provision and it negatively affected the office from being transparent and for upgrading good governance. As a result of this the given public office was lagged behind in improving good governance.

From Q4 shows that about ensuring that all relevant information is accessible to the society is one manifestation of transparent and generally that of good governance. Ensuring that all relevant information is accessible to the society is vital for developing of an awareness of Stakeholders. Accessibility in this regard mean how the service providers can communicate with the clients which helps to express (suggest), to appeal, to make decision, for ward comment and for service providers to accept recommendations which is help full to improve the prevailing system of service delivery or to introduce new system of service delivery .As it is shown in the above question respondents are requests on whether the office is ensuring that all relevant information is accessible to the society. As it indicates about 110(28.95%) respondents which are the overwhelming majority replies that the office never ensures the accessibility of all relevant information to the society. About 91(23.95) replies that the office ensure the accessibility of all relevant information to the society on rare occasions. While around 50(13.56%) respond that they can't determine whether the office ensures that all relevant information is accessible to the constituents 'or not and around 57(15%) respond that the office ensures that all relevant information is accessible to the society some times while about 72(18.95%) sample respondents replies that the office ensures the accessibility of relevant information to the service users Always. respondents says during water distribution there are occasions water is distributed without the knowledge of the clients. So, from this it can be said that, the societies have no well develops the understanding about the rules and regulations, proclamations and policy governing the water service delivery. This implies that there are citizens who did not know their obligations and rights which negatively affect the rights and responsibilities of the clients.

In the Q5 shows that, around 137(45.53%) respondents which are the majority replies that the rules and regulations of the water service delivery are never become easily accessible to the clients and an estimate of 104(27.36%) respondents responded that rules and regulations are easily accessible on rare occasions. On the other hand about 28(7.4%) replies that they cannot decide with the idea that whether the rules and regulations are easily accessible or not and about 57 (15%) reports that the office made the rules and regulations accessible to the public some times while around 19(5%) reports that rules and regulations are easily accessible always. So from this survey one can understand that the rules, regulations and proclamations of the water service delivery are far from being easily accessible. This implied that the office is lagging

behind in making the rules and regulations easily accessible which plays its part in hindering the office from being transparent.

From Q6 shows that for making conclusion on the whether the office has suggestion box or not, Because suggestion box is very important to assess and transparent the needs and questions, suggestions and comments that rise from the customers to make good governance on the water service delivery. so that from the above survey result about 151(39.74%) which are the majority replies of respondents, suggestion box are available sometimes while around 16(30.53%) replies suggestion box are always available. The rest respondents i.e. around 113(29.74%) replies there is no suggestion box in the office. This implies most of the respondents lies in between sometimes and yes so that one can understand from this conclusion that since majority response are there is sometimes available suggestion box it affects to the customer's on the water service in order to reflect the complaint or any suggestion or comments. This also, lead to bad habit of good governance.

As it can be shown in the Q7 an estimate of 129(33.95%) respondents replies that the office never makes the procedures clear for acquiring services and on the other hand around 116(30.53%) replies that the offices procedures for acquiring services are clear to all stakeholders on rare occasions and about 47(12.36%) responded that they cannot decide whether procedures for acquiring services are clear to all stakeholders and around 63(16.58%) replies procedures for acquiring services are clear to all stakeholders some times while around 25(6.58%) responded that the procedures for acquiring services are always clear .From this survey the researcher understands that the office is lagging behind in making the procedures and process for acquiring services clear to the community. In this regard this situation plays it role in diminishing the strive for improving good governance and in particular to transparent in the given public institution. The clarity of procedures in water service delivery will help clients to easily identify the steps to pass the hierarchies to possess water and this in its part play a great role in minimizing the intense bureaucracies.

In the Q8 respondents requests to know whether the office is trying to take measures to improve accountability in general. Accordingly an estimate of 121(32.11%) reports that the office never takes measures whenever problem of transparent happens and about 97(25.53%) replies the office takes measures on rare occasions when ever problem of transparent happens and around

and about 44(11.58%) responded that cannot decide to take measure on the problem of transparent and about 82(21.58%) sometimes the office takes measures and around 28(7.37%) replies that the office always takes measures whenever problem of transparent happens. Large number of respondents lay in between rarely and never.

From this the researcher understands that the office is not (lagged behind) to improve the atmosphere of transparency of the office so, this situation restricts the strive for improving transparency and generally enough governance in the given public office.

4.5 Responsiveness in water delivery service office

Good Governance require that institutions and processes for to serve all stakeholders within a reasonable time frame. In the present times the emphases is more on institutions being responsive to the needs of all those who are going to be affected by their actions. Responsiveness is main element of good governance. As a principle it helps public feed backs and complaints to be solved within a specified time frame at possible cost. It implies also for decisions to be given needs to consider the needs and interests of different stake holders and public institutions need to be approachable to the respective service users.

Table 10 the perception of respondents on the responsiveness of water service delivery office to the public

S.NO.	Questions	Description	NO. Respondent	Percentage
1	Does the office provide enough information for the public?	Always	73	19.21
		Sometimes	53	13.95
		I can't decide	28	7.36
		Rarely	100	26.31
		Never	126	33.16
		Total	380	100
2	From Q1 does the information is communicated in easily understandable forms?	Always	47	12.36
		Sometimes	60	15.79
		I can't decide	69	18.16
		Rarely	91	23.95
		Never	113	29.74
		Total	380	100
3	Does office of water service delivery prepare community forum in order to discuss issues that matter them?	Yes	141	37.11
		No	239	62.90
		Total	380	100
4	If your answer for question no.3 is yes, how many times	One time	85	22.37
		Two times	66	17.35

	you are participated in community forum prepared by the office?	Three times	63	16.58
		More than 3	44	11.58
		I don't participate	122	32.11
		Total	380	100
5	Does the office of water delivery service encourage you to participate in decision making process that concerns the service users/community?	Yes	163	42.89
		No	217	57.11
		Total	380	100
6	Have you ever observed a delay of justice from the administrators when unfair distribution of water?	Always	113	29.74
		Sometimes	60	15.79
		I can't decide	44	11.58
		Rarely	85	22.37
		Never	79	20.79
		Total	380	100
7	The water delivery service office solves the most important water delivery problems you identified	Very fast	57	15.00
		Fast	75	19.74
		Very slow	132	34.74
		Slow	116	30.53
		Total	380	100
8	How do you judge the responsiveness of the water service delivery office?	Responsible	157	41.31
		Not Responsible	223	58.68
		Total	380	100

Source (Survey, 2017)

The above table indicates that the office flows information as never 126(33.16%) and always 73(19.21%) in addition to that, the information is communicate easily and understandable as never 113(29.74%) and always 47(12.36). this implies no information flow in easily and understandable to the customers. and from above table question number 3, 4 and 5 shows that 141(37.11%) and 239(62.9%) of respondents were replied yes and no respectively. This clearly pointed out that the office of water service delivery does not prepared enough community forums that enabled the community to discuss the issues which were concerned them. The above also displays that 85(22.37%), two (17.35%), three times 63 (16.58%), more than three times 44(11.58%), and I didn't participate 122(32.11%). Hence, the implication of the forum was not all inclusive for customers, and titular (having not practically implemented). Moreover, the above table indicates that 163(42.89%) of the respondents said yes the office of water service delivery does encouraged us to participate in decision making, whereas 217(57.11 %) of respondents were replied no. This displays the majority respondents were not encouraged to

participate in decision making process which conducted in the office of water service delivery. Hence, those who said no should be need an effort on the part of the water service delivery in encouraging the community to involve in decision making. The above table as shown in questions number 6 and 7 ,there is luck of to observe a problem as always 113(29.74%) and never 79(20.79%) and a delay to solve a problem of unfair distribution of water i.e. Very slow 132(34%) and very fast 57(15%).

Generally Responsiveness in the context of this study is refers to the degree to which water service providing agencies take actions to solve the problems of the clients and to satisfy their demand. Table above shows that 223(58.68%) respondents were agreed with the statement the government was not responsive and 157(41.31%) disagree with this statement,

CHAPTER FIVE

5 Summary of major findings, Conclusions and recommendations

5.1 Summary of major findings

The major finding on this study are good governance in water service delivery in quiha town(Nebar ketema), the study was 380 household respondents focusing on transparency and responsiveness in water supply that comes 2 weeks per month and also reported unfair water distribution, besides methods of this study were questioners, interviews, descriptive analysis.

Transparency findings

- Majority rated office poor or very poor in transparency (57.16%)
- Openness: most said office rarely never open in decision making.
- Information flow: 55.27% said information never /rarely flows freely.
- Access to rules/regulations 72.89% said not accessible.
- Suggestion box: present only sometimes, weak role in feedback.

Responsiveness

- Information flow unclear: 33.16% said never easy to understand.
- Community forums: 62.9% said no forums prepared.
- Participation in decision making: 57.11% said not encouraged.
- Problem solving: 34.74% said very slow response to water issues.
- Unfair distribution remains unresolved.

On this study generally satisfaction of respondents were 48% dissatisfied and very dissatisfied, trust in office was mostly medium or low confidence.in conclusion water office in the town shows serious gap in good governance, customers face irregular, unfair and poorly managed water supply.

5.2 Conclusions

The study found that the two key indicators of good governance that are transparency and responsiveness are not practiced at Quiha town specifically Nebar Ketema in water service delivery sector. Based on the interviews of the survey study the majority of the respondents perceptions are as there is no transparency and responsiveness to serve the customers in water service delivery. Besides the office is not equipped and lack of educated human resources and number of workers at the town. This leads to the bad governance on the water service delivery in the town.

The study conclude that the transparency assess with regard to level of satisfaction on accessibility of information, clearness and openness from the public institution to the constituents', the study showed that the water service delivery had poor water distribution, monitoring, coordination, super visioning, decision and responsibility due to poor knowledge, low confidence, rent seeking behavior, disregarding to rules, regulations and public. Moreover, the absence of right position by the right person as shown on the perception of respondents on the educational level.

The study is also concluded that the responsiveness assess timeless of response on problems of water service delivery, conflicts and complaints in the realm of service provision, prioritizing needs and desires of the general public (consistency), Grievances handling mechanism, Assessing needs and interests, Appropriateness of response and Prioritizing problems as well as preferences for the clients to the water service delivery. Accordingly in these listed manifestations as the result of the survey shows that the offices does not tries to serve all constituents' within a specified time frame. By the same token the offices are not receptive to the demands of their constituents'

5.3 Recommendations

Based on the finding of the study and conclusions, the researcher suggests that the following recommendations so as to solve the problems on this study area.

- This study was recommended that the structure and number of workers of the office of water service delivery in quiha specifically Nebar ketema facility should be fulfill by asking budget for the government and non-governmental organization and increasing number of educated level and giving opportunity for the uneducated staff workers to take education or training to upgrade the knowledge on the water service delivery.
- This study also recommends as it has been discussed in the conclusion part for a given office to perform its tasks and to be transparent and responsive to its stakeholders and to the public in particular must be open for its actions and responsibilities to its stakeholders. The information can be communicated using different mechanisms to provide such as by conducting meetings and successive panel discussions' with the constituents' by posting different information on notice board and applying the current systems of ICT.
- The office of water service delivery should use the suggestion box to collect feed backs from service users by identifying the feeling of the service users every week by establishing rotating committee. And then the feed backs use as input in decisions makings like in the realm of service provision and complain solving mechanisms.
- The head and employees of the office of water service delivery sector should be create spaces for public dialogue, forums or public meetings, managing performance through monitoring and review, strengthening human resource management and human resource development systems, meet the realistic needs of the customers, increasing transparency and responsiveness , and work in collaboration with the residents nongovernmental organizations to provide water related facilities, supporting of this actors may improve water service delivery.
- The office of water service delivery should have smooth relationship with other sectors like Ethiopian electricity, ethiotelecom etc.

6 Bibliography

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7 Appendix

7.1 Appendix 1

Questionnaire for the office Water Service delivery in Quiha [Nebar Ketema]

Questionnaire for the office Water Service delivery in Quiha

I am called Teame Kahsu and my profession is teacher but currently I am in education to upgrade my skills and working my research with title of “**Good Governance in water Service delivery; The Case of Water supply in Quiha Town**” First of all I need to appreciate and thank you to the office water delivery in Quiha for volunteering of this question to be answer by giving time and appropriate answers. This questionnaire is prepared to collect data about the practice of good governance in service delivery regarding the water supply office of Quiha town (Nebar Ketema). The data collected based will be confidential and will only be used for analysis of the study, but not for other purpose.

NB: To write down name is unnecessary rather make cross(X) mark for your choice. Thank you again for your cooperation.

Demographic information

1. Sex: Male ☐ Female ☐

2. Age: 20-30 ☐ 30-40 ☐ 40-50 ☐ 50 and above ☐

3. Educational status:

From grade 1-12 ☐ Certificate ☐ Diploma ☐ Degree and above ☐

4. Occupation: Salaried ☐

General opinion about water supply office of Quiha town

34. How many workers do you have in your office?

35. From question no.1 do you think that is enough to service the community?

36. Do you have any collaboration with other sector like electricity, ethiotelecom?

Yes ☐ No ☐

37. From question number “3” if your answer is “yes” Which sector is more affecting on your work? _____

38. What mechanism do you use on the maintenance of pipeline that transports water to public?

39. From question no.1 do you think that is enough to service the community?

40. How do you satisfy with your office facility?

Very satisfied ☐ Satisfied ☐ Unsatisfied ☐

41. Does the office of water service delivery sector prepare community forum in order to enable the community to discuss issues that matter them?

Yes ☐ No ☐

42. How many times are prepared community forum by the office in order to participate the community?

One times ☐ Two times ☐ Three times ☐ More than threes ☐

43. Does the office of water delivery sector encourage to participate the community in decision making process that concerns the service user/community?

44. Are you satisfied with the current supply of water in the town?

Highly satisfied ☐ Satisfied ☐ Highly Dissatisfied ☐ Dissatisfied ☐

45. Do you think that the distribution of water in the town is fair?

Yes ☐ No ☐

46. If your answer is “yes” how can be distributing the water to public fairly?

47. Do you see leakage at different places? Yes ☐ No ☐

48. If your answer is yes what are the reasons?

Lack of maintenance ☐ Pipe breakage ☐ Bursting ☐ Mechanical loss ☐

49. Do you think your office is responsive and transparent to the public?

Highly agree ☐ Agree ☐ highly disagree ☐ disagree ☐

50. Do you think water distribution through car is sustainable solution for lack of water supply?

Yes ☐ No ☐

51. If your answer is no, why?

52. What challenges do have on good governance regarding the water supply on your office?

53. Does your office assess the needs and wants of the community?

Yes ☐ No ☐

54. How much the office takes an experience from other role model offices?

Always ☐ Often ☐ sometimes ☐ rarely never ☐

55. Does the office take a punishment for corruptor officials?

Yes ☐ No ☐

56. Based on question 17 what are the mechanisms to cross check whether these officials are working effectively/not?

57. Does the office inform the annual plan and reports of its activities to the service users?

Yes ☐ No ☐

58. Does the society have confidence to expose criminal officials?

Yes ☐ No ☐

59. Is there a complaint –hearing organ in the office of water service delivery?

Yes ☐ No ☐ I don't know ☐

60. Have you ever provided complaints in a service provider office?

Yes ☐ No ☐

61. How much do you think is responsible to your community?

Fully responsible ☐ partially responsible ☐ not responsible ☐

62. How much do you think is Accountable to your community?

Fully transparent ☐ partially transparent ☐ not transparent ☐

63. Do have a notice board properly placed to indicate place to acquire speedy and clear services and information?

Yes ☐ No ☐

64. Are office facilities and locations conducive for effective service delivery?

Yes ☐ No ☐

65. Is the office having suggestion box in handling complaints?

Yes ☐ No ☐

66. Is the office assesses the needs and preferences of customers?

Yes ☐ No ☐

7.2 Appendix II

Questionnaire for the office Water Service delivery in Quiha (Nebar ketema) in Tigrigna language

መሕተቲ ንቤት ፅሕፈት አወሃህባ ግልጋሎት ማይ አብ ኩሓ

አነ ጣዖመ ካሕሱ ይበሃል ሞያይ መምህር ኮይኑ አብ ዝሓዘ እዋን ግን ክእለተይ ንምዕባይ አብ ቤት ትምህርቲ ኮይነ"ሰናይ ምምሕዳር አብ አወሃህባ አገልግሎትማይ ፤ ጉዳይ ቀረብ ማይ አብ ከተማ ኩሓ "መጀመርታ ዘድልየኒ" ብዝተባህለ አርእስቲ መፅናዕተይ ይሰርሕ አለኹ አብ ኩሓ ዝርከብ ናይ ቤት ፅሕፈት አወሃህባ ማይ ነዛ ሕቶ መልሲ ክትከውን ግዜን ግቡእ መልስታትን ብምሃብ ብወለንታ ስለ ዝሃብና አድኒቅናን የመስግን። እዚ መሕተቲ ንቤት ፅሕፈት ቀረብ ማይ ከተማ ኩሓ(ነባር ከተማ) ብዝምልከት **ብዛዕባ አሰራርሓ ሰናይ ምምሕዳር አብ አወሃህባ ግልጋሎት መረዳእታ ንምእካብ** ዝተዳለወ እዩ። እቲ መሰረት ዝእካብ መረዳእታ ምሽጥራዊ ኮይኑ ንትንተና እቲ መፅናዕቲ ጥራሕ ዝውዕል እምበር ንኸልእ ዕላማ አይውዕልን።

N.B: ስም ምፅሓፍ አየድልን እዩ rather make cross ×) mark for your choice ሰለቲ ምትሕብባርኩም ደጊመ የቀንየልና።

ዲሞግራፊካዊ ሓበሬታ

1. ፆታ: ተባዕታይ ----- አንስታይ-----

2. ዕድመ፤ 20--30 -----30--40 ----40--50 50 ልዕሊኡን ዝኾኑ

3. ደረጃ ትምህርቲ :

ካብ 1--12 ክፍሊ ----- ምስክር ወረቀት ----- ዲፕሎማ----- ድግርን ልዕሊኡን ረኺቡ። -----

4. ስራሕ : ዲሞዝተኛ-----

ሓፈሻዊ ርእይቶ ብዛዕባ ቤት ፅሕፈት ቀረብ ማይ ከተማ ኩሓ

1. አብ ፅሕፈትኩም ክንደይ ሰራሕተኛታት አለውኩም ?

2. ካብ ቁፅረ 1 ንሕብረተሰብ ዘገልግል በቃ እዮም ኢሎም ይሓስቡ ?

3. ምስ ካልኣት ዓውዲ ከም ኤሌክትሪ ፤ እትዮቴሌኮም ምትሕብባር አለኩም ዶ ?

እወ ----- አይኮነን -----

4. ካብ ሕቶ ቁፅረ " 3 " መልስኻ " እወ " እንተኾይኑ አየናይ ዓውዲ እዩ አብ ልዕሊኻ ዝያዳ ዝፀሉ ስራሕ ? -----

5. ማይ ናብ ህዝቢ ዘጋፀዝ ናይ ቡንባ መስመር ፅገና እንታይ ዓይነት ሜላ ትጥቀሙ ? -----

6. ካብ ቁፅረ 1 ንሕብረተሰብ ዘገልግል በቃ እዮም ኢሎም ይሓስቡ ?

7. ብሰለጤን ቤት ፅሕፈትኩም ብኸመይ ትዓግቡ ?

ብጣዕሚ ዕጉብ ----- ዕጉብ----- ዘይዓገበ-----

8. ቤት ፅሕፈት ዘፈር አወሃህባ ግልጋሎት ማይ ሕብረተሰብ አገደስቲ ዝኾኑ ጉዳያት ክዛተዩሉ ምእንቲ ክኸእል ማሕበረሰባዊ መድረኽ ዩዳሉ ድዩ ?

እወ ----- አይፋልን -----

9. ሕብረተሰብ ንምስታፍ ክንደይ ግዜ ብቤት ፅሕፈት ማሕበረሰባዊ መድረኽ ይዳሎ ?

ሓደ ግዜ----- ክልተ ግዜ----- ሰለስተ ግዜ ----- ልዕሊ ሰለስተ ግዜ-----

10. ቤት ፅሕፈት ዘፈረ ኣወሃህባ ማይ ንተጠቓሚ ኣገልግሎት / ማሕበረሰብ ዝምልከት መስረሕ ውሳኔ ሕብረተሰብ ክሳተፍ የተባብሶ ድዩ ?

11. ኣብዚ ሕዚ እዋን ኣብታ ከተማ ብዘሎ ቀረብ ማይ ዕጉባት ዲኹም ?

ልዑል ዕግባት ዘለዎ ----- ዕጉብ ----- ኣዝዩ ዘይዕግባት ----- ዘይዓገበ-----

12. ኣብታ ከተማ ዘሎ ምክፋፍል ማይ ፍትሓዊ ድዩ ትብሉ ?

እው----- ኣይኮነን -----

13. መሰልኻ " እው" እንተኾይኑ ከመይ ኢሉ ኢሉ እዩ እቲ ማይ ንህዝቢ ብፍትሓዊ መንገዲ ምክፋፍል ?

14. ኣብ ዝተፈለየ ቦታታት ምፍሳስ ትርኢ ዶ ?

እው----- ኣይኮነን -----

15. መልስኻ እው እንተኾይኑ ምክንያታት እንታይ እዮም ?

ፅገና ዘይምህላው ----- ሽምባቆ ምብታኽ ----- ምፍንጃር ----- መካኒካዊ ክሳራ --

16. ቤት ፅሕፈትኩም ንህዝቢ ምላሽ ዝህብን ግልፅነትን ዘለዎ ዶ ይመስለኩም ?

ኣዝዩ ይስማዕ እዩ ----- ኣዝዩ ኣይስማምዕን----- ኣይስማምዕን-----

17. ማይ ብመኪና ምክፍፋል ንሕፃናት ቀረብ ማይ ዘላቂ መፍትሒ ይመስለኩም ?

እወ ----- አይኮነን -----

18. መልስካ "አይኮነን " እንተኮይኑ ልምንታይ ?

19. ኣብ ቤት ፅሕፈትኩም ዘሎ ቀረብ ማይ ብዝምልከት ኣብ ሰናይ ምምሕዳር እንታይ ብደሆታት ኣለዎ ?

20. ቤት ፅሕፈትኩም ድሌታትን ድሌታትን ሕብረተሰብ ይግምግም ዶ ?

እወ ----- አይኮነን -----

21. እቲ ቤት ፅሕፈት ካብ ካልኣት ኣረኣጃ ዝኾኑ ኣብያተ ፅሕፈት ክሳብ ክንደይ ተመክሮ ይወስዱ ?

ኩሉ ግዜ----- ሓደ ሓደ ግዜ----- ሳሕቲ ፈፂሙ -----

22. እቲ ቤት ፅሕፈት ንብልሽዎት ሓለፍቲ መቅፃዕቲ ይወስድ ዶ ?

እወ ----- አይኮነን -----

23. ካብ ሕቶ 17 መሰረት እዞም ሓለፍቲ እዚኣም ድዮም ኣይኮኑን ንምፍታሽ ዝሕግዙ ኣገባባት እንታይ እዮም ::

ብኣድማዒ መንገዒ ምስራሕ / ዘይምስራሕ ?

24. እቲ ቤት ፅሕፈት ዓመታዊ ትልምን ፀብፃባትን ንጥፈታቱ ንተጠቀምቲ አገልግሎት ይሕብር ዶ ?

እው----- አይኮነን -----

25. ሕብረተሰብ ንገበነኛታት ሓላፍቲ ንምቅላዕ ርእሰ ተአማንነት አለዎ ዶ ?

እው ----- አይኮነን -----

26. አብ ቤት ፅሕፈት አወሃህባ ግልጋሎት ማይ ጥርዓን ዝሰምዕ አካል አሎ ዶ ?

እው----- አይኮነን ----- አይፍለጥን-----

27. አብ ቤት ፅሕፈት ወሃቢ አገልግሎት ጥርዓን አቅራቢኩም ትፈልጡ ዶ ?

እው ----- አይኮነን -----

28. ንማሕበረሰብካ ክሳብ ክንደይ ተሓታቲ ይመስለካ ?

ምሉእ ሓላፍነታዊ----- ብኸፊል ተሓታቲ እዩ----- ተሓታቲ አይኮነን -----

29. ንማሕበረሰብካ ክሳብ ክንደይ ተሓታቲ ይመስለካ ?

ምሉእ ተሓታትነት ዘሎዎ----- ብኸፊል ተሓታትነት----- ተሓታቲ አይኮነን-----

30. ቅልጡፉን ንፁርን አገልግሎትን ሓበሬታን ዝረኽበሉ ቦታ ዝሕብር ናይ ምልክታ ሰሌዳ ብግቡእ ተጠቀሚኡ አሎ ድዩ ? እው----- አይኮነን-----

31. ትካላት ቤት ፅሕፈትን ቦታታትን ንውፅኢታዊ አገልግሎት ምቕዋት ድዮም ?

እው----- አይኮነን -----

32. እቲ ቤት ፅሕፈት ጥርዓናት አብ ምሕላው ናይ ሓሳብ ሳንዱቅ አለዎ ድዩ ?

እው ----- አይኮነን -----

33. እቲ ቤት ፅሕፈት ድልዩታትን ምርጫታትን ዓማዊል ይግምግም ድዩ ?

7.3 Appendix iii

Questionnaire for the public in water service delivery in Nebar Ketema

1. How much pollution is live in Nebar ketema?

S.N	Task/activity done	Sex	NO. of population	%	Total
1	Counting by me	F	1661	40.80	4071
		M	2410	59.19	
2	Counting by Abrha	F	1433	41.80	3429
		M	1996	58.20	
		F	3094	41.30	7500
		M	4406	58.70	

2. How much is the number of respondents in this study?
3. What are demographic Characteristics of Respondents and specify in detail from answer question number “2”?
4. At what time water is coming per month in the area in terms of week?
5. How is satisfy Nebar Ketema people are provide sufficient information about water distribution in your Area.
6. In which way the clients get information about water service from the Authority?
7. Is Nebar Ketema provides clear information?
8. How can you rate the office in terms of transparency ?
9. Is the office is open to its decisions?
10. Is Information flow free or directly accessible to those who will be affected by such from the above decisions or enforcement?
11. Is the office is ensuring that all relevant information is accessible to the society?
12. How many you can obtain easily the rules and regulations of the water service delivery?
13. Is the office having suggestion Box in handling grievances?
14. Is Procedures for acquiring services are clear to all stakeholders?
15. How much the office tries to take measures to improve transparency in general?
16. Does the office provide enough information for the public?
17. From Q16 does the information is communicated in easily understandable forms?

18. Does office of water service delivery prepare community forum in order to discuss issues that matter them?
19. If your answer for question no.18 is yes, how many times you are participated in community forum prepared by the office?
20. Does the office of water delivery service encourage you to participate in decision making process that concerns the service users/community?
21. Have you ever observed a delay of justice from the administrators when unfair distribution of water?
22. How much the water delivery service office solves the most important water delivery problems you identified?
23. How do you judge the responsiveness of the water service delivery office?

**Questionnaire for the Public Water Service delivery in Quiha (Nebar ketema)
in Tigrigna language**

1.አብ ነባር ከተማ ክንደይ በዝሒ ህዝቢ ይነብር ?

S.N	ዕማም /ንጥፈታት ዝተፈጸሙ	ፆታ	በዝሒ ህዝቢ	ሚኒታዊ	ድምር
1	ባዕለይ ዝቆጠርክዎ	ኣን	1661	40.80	4071
		ተባ	2410	59.19	
2	ብማሓዛይ ዝተቆጠረ	ኣን	1433	41.80	3429
		ተባ	1996	58.20	
		ኣን	3094	41.30	7500
		ተባ	4406	58.70	

2.አብዚ መፅናዕቲ ቁፅሪ መልሲ ዝሃቡ ሰባት ክንደይ እዩ ?

3. ዲሞግራፊካዊ ባህርያት መልሲ ዝሃቡ ሰባት እንታይ እዮም ካብ ሕቶ ቁፅሪ "2" ብዝርዝር ግለፅ ?

4. ብሰሙን አብቲ ከባቢ ብወርሒ አብ ምንታይ ሰዓት ይመፅእ ኣሎ ?

5. How is satisfy ነባር ከተማ ህዝቢ ብዛዕባ ምክፍፋል ማይ አብ ከባቢኹም እኹል ሓበሬታ ይህቡ ኣለው

6. ዓማዊል ብዛዕባ አገልግሎት ማይ ካብ በዓል መዚ ብኸመይ መንገዲ ሓበሬታ ይረኽቡ ?

7. ነባር ከተማ ንፁር ሓበሬታ ይህብ ድዩ ?

8. ነቲ ቤት ፅሕፈት ብመንፀር ግልፅነት ከመይ ደረጃ ክትህቦ ትኽእል ?

9. እቲ ቤት ፅሕፈት ንውሳኔታት ክፍት ድዩ ?

10.ወሓዚ ሓበሬታ ካብዞም አብ ላዕሊ ዝተጠቀሱ ውሳኔታት ወይ ምትግባር ብኸምዚኣም ዝፀልው ሰባት ነፃ ድዩ ወይስ ብቀጥታ ዝበፀሕ ?

11.እቲ ቤት ፅሕፈት ኩሉ ዝምልከቶ ሓበሬታ ንሕብረተሰብ ክበፀሕ ይገብር ኣሎ ድዩ ?

12.ሕግታትን ስርዓታትን ኣወሃህባ ግልጋሎት ማይ ክንደይ ብቐሊሉ ክትረክብ ትኽእል ?

13. እቲ ቤት ፅሕፈት አብ ምሕላው ጥርፃናት ናይ ሓሳብ ሳፁን አለዎ ድዩ ?
14. አገባባት ምርካብ ግልጋሎት ንኹሉም መዳርግቲ አካላት ንፁር ድዩ ?
15. እቲ ቤት ፅሕፈት ብሓፈሻ ግልፅነት ንምምሕያሽ ስጉምታት ክውሰዱ ክሳብ ክንደይ ይፍትን ?
16. እቲ ቤት ፅሕፈት ንህዝቢ እኹል ሓበሬታ ይህብ ድዩ ?
17. ካብ ሕቶ 16 ጀሚሩ እቲ ሓበሬታ ብቐሊሉ ብዝርዳእ መልክዕ ይመሓላለፍ ?
18. እቲ ቤት ፅሕፈት አወሃህባ ግልጋሎት ማይ አገደስቲ ዝኾኑ ጉዳያት ንምዝታይ ማሕበረሰባዊ መድረኽ የድሉ ድዩ ?
19. ንሕቶ 18 ዝሃብኩሉ መልሲ እወ እንተኾይኑ ብቤት ፅሕፈት አብ ዝተዳለወ ማሕበረሰባዊ መድረኽ ክንደይ ግዜ ትሳተፍ?
20. ብቤት ፅሕፈት አገልግሎት አወሃህባ ማይ ንተጠቀምቲ አገልግሎት/ማሕበረሰብ ዝምልከት መስርሕ ውሳኔ ክሳተፍ የተባብዓኩም ድዩ ?
21. ዘይፍትሓዊ ምክፍፋል ማይ አብ ዝህልው እዋን ካብ አመሓደርቲ ፍትሒ ምድንጓይ ተዓዚብኩም ትፈልጡ ዶ ?
22. ቤት ፅሕፈት አገልግሎት አወሃህባ ማይ ነቶም አለሊኻዮም አገደስቲ ፅገማት አወሃህባማይ ክሳብ ክንደይ ይፈትሖም ?
23. ምላሽ water services delivery office ብኸመይ ትመዝኖም ?