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COLLEGE OF SOCIAL SCIENCE AND HUMANITIES
DEPARTMENT OF CIVIC AND ETHICAL STUDIES

AN ASSESSMENT ON THE ROLE OF ADMINISTRATIVE DECENTRALIZATION FOR BETTER PUBLIC SERVICE DELIVERY IN WOLISO TOWN.

A research paper: submitted to the college of social science and humanities, in partial fulfillment of the requirements for bachelor of art in civic and ethical studies.

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DECLARATION

I, Undersigned, declare that this senior essay is my original work that has not been presented by institution or individual and that all of its sources are dully acknowledged.

Name of student:-----

Signature:-----

Date:-----

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ACRONYM

EPRDF: Ethiopia people revolutionary democratic front

EPDF: Ethiopia people democratic front

UN : United Nation

USD: United state development

Abstract

Administrative decentralization seeks to redistribute authority, responsibility and financial resource for providing public services among different levels of government. It is the transfer of responsibility for the planning, financing and management of certain public functions from the central government and it is agencies to field units of government agencies, subordinate units or levels of government semi-autonomous public authorities or corporations or area wide regional of functional authorities. Thus this study aimed to assessing on the role of administrative decentralization practice the basic variables of public service delivery manifestation as analytical framework in Woliso town. Accordingly the paper is intended to answer same basic questions, what are existing institutional framework adopted to implement the principle of administrative decentralization in public service delivery how could be explained the practice of fundamental principle of administrative decentralization in public service delivery in Woliso town.

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Chapter One

Introduction

1.1. Background of the study

Administrative decentralization is a transfer of administrative power to local communities with creation authority. This implies a sub- division of state territory in to smaller administrative units (Alen,2008).

According to Rondinelli (2007) decentralization is the transfer or delegation of the legal and political authority to plan, make decisions and manage public function from the central government and its agencies to field organization of those agencies, subordinate units of government, semi-autonomous public corporations or regional development authorities, autonomous local government or nongovernmental organization.

A system of democratic decentralization has to be so organized between central and local government reflect a balance between centralization and decentralization of authority and functions. Rondinelli (2007) note that, while the central government has to delegate some of its authority, and encourage autonomy of local authority, it has to continue to retain some responsibilities relating to control, supervision and guidance, particularly during the infant stage of development of local authority.

Administrative decentralization seeks to redistribute authority, responsibility, and financial resource for providing public services at different levels of government. Administrative decentralization has become significant means of public service delivery in many countries. Administrative decentralization uses to donate the transfer of responsibility for planning, financing, and management of certain public function taking central government and its agency to field units of government agencies, level of government, semi-units' autonomous public authority and functional authority (Rondinelli,2007).

When the Ethiopia people Revolutionary Democratic Front (FPRDF) come to the power in 1995 declared broad based power restructuring and decentralization of States. Administrative decentralization has become the critical concern for the Federal Democratic Republic of Ethiopia Construction which established federal state structure constituting non multi-ethnic States.

Oromia national regional state one of the nine regional state of Ethiopia. The power structure of the

regional state is arranged on zone, Woreda and Kebele system of administration. From the town administration Woliso town is one and found in South Western part of Oromia region. Below zonal level, Woreda level administration has been constitutionally recognized as tiers of local government (Oromia Regional State Constitution).

The Woreda level government has an administrative autonomy that is responsible for local government provision of public service, socio economic planning and administration of its own people by being accountable to the local people and zonal administration (Merehet, 2009).

1. 2. Statement of the problem

Since 2001, Ethiopia has embarked on extensive decentralized system of administration which is mainly to improve democracy, public participation and service delivery (Taye and Tegegne, 2007). Lim and Fritzen (2008:35) argue that decentralization has a potential of improving quality, increasing innovation, increasing effectiveness and efficacy, solve the problem of finance education. (Meheret, 2007). Also confirms that one of the main objectives of decentralization is to increase coverages in service, efficiency and quality of social services in accountable, responsive and transparent fashion. There have been various challenges which hinder public service delivery in Ethiopia in general and in Woliso town particularly. However, what is not clear is that to what extent these service is delivered and many of Ethiopian towns are faces lack of good governance, lack of awareness about administration, and poor knowledge on administrative decentralization, financial dependence of the town, and way of representation of the council, lack of administrative and political support. Because Ethiopian administrative decentralization is criticized as there has not been effective devolution of power from regional government to lower level of administration Moreover, the existence of various challenges hinders a batter public service delivery in the study area. The power and resources are not exactly reaching the local community due to diverse challenges. That was why the researcher intended to conduct the study in order to identify those challenges that hamper establishment of better service delivery in the study area. Even though, there are few scattered document found in the study area regarding the problem is existing, the researcher found the scanty of literature and

the study would be aimed to fill the gap of literature by focusing on assessing the role of administration decentralization for better public service delivery in case of Woliso town.

1.3. Objective of the study

1.3.1. General objective of the study

The General objective of the study would be assessing the role of administrative decentralization for a better public service delivery in Woliso town.

1.3.2. Specific objective of the study

The specific objective of the study includes;

1. To examine the existing situation of role of administrative decentralization in enhancing better public service delivery in Woliso town
2. To assess the administrative decentralization mechanism set for better public service delivery in Woliso town
3. To identify the challenges and prospects for better public service delivery in Woliso town.

1.4. Research Question

1. What are the roles of administrative decentralization in enhancing better public service delivery in Woliso town?
2. What are the decentralization mechanisms set for better public service delivery in Woliso town
3. What are the challenges that hinder better public service delivery in Woliso town?

1.5. Significance of the study

The study would have the following significant

The researcher presumes that this study would have the following significance. This study has to provide relevant and valuable information on the role of administrative decentralization in the study area. The study would contribute to identify the role of administrative decentralization and the challenges of administrative decentralization for better public service delivery. In another way it helps to the administrative decentralization and other concerned bodies to have deep

knowledge about the problem of administrative decentralization in promoting public service delivery development. And also the study has been help to the communities and officials to carry their role in decision making as process since, it gives attain in the recommendation of actors in decision making process. The study might serve as a base for future research in relation with this issue.

1.6. Scope of the study

The study was focused on assessing the role of administrative decentralization for better public service delivery in Woliso town. Even though the researcher had an interest to make in Oromia, it delimited in Woliso town, due to many factors, such as lack of finance, shortage of time and others, therefore, the researcher delimited the study in Woliso town regardless of own interest in order to avoid in related information and related problems.

1.7. Limitation of the study

In conducting the study, the researcher faced the following limitations. Lack of reference materials which are help full for the collecting data, like book and internet accesses and the people are unwilling to give accurate information due to fear, Lack of time for collect enough data' shortage of finance which was a big problem in getting use full materials in order to collect a useful data. But the researcher controlled some of those problems technically to accomplish the study successfully.

1.8. Organization of the study

The study contains five chapters. The first chapter is introduction which constitutes background of the study, statement of the problem, objective of the study, research question, significance of the study, scope of the study, limitation of the study and organization of the study. The second chapter contains review of related literature. Chapter three deals with research methodology, which consists of research methods, source of data, data collection tools sampling techniques, sampling size, ethical consideration, and data analysis. Chapter four deals with data analysis and Interpretation and Chapter five deals about conclusion and recommendation.

Chapter Two

2. Review of Related Literature

The literature review is under taken as part of the study. Its aim is to identify the conceptual and theoretical concept of decentralization.

2.1 Conceptual and Theoretical Frame work of Decentralization

Decentralization refers to the transfer of power authority, responsibility and resources from the center to intermediate and local units of administration. Depending upon the nature of Decentralization the modes can be classified as d-concentration, delegation and devolution. De-concentration is dispersion of authority to lower units within central line ministries or agencies (Cheema and Rondinelli,2007). De-concentration as a mode of Decentralization was mainly adapted in the 1970s and 1980s (Cheema and Rondinelli;2007). Delegation is transfer of authority and responsibility for decision making and administration to the semi-autonomous institutions of the central government. Devolution is transfer of authority to lower tiers or sub-national units of the central government for decision making, finance and management (Cheema and Rondinelli, 2007).

Decentralized service delivery mechanisms are also justified over centralized service mechanisms theoretically in terms of promotion of equity, efficiency, effectiveness and innovation (Ibid).

Decentralization includes competition among the local needs and preferences through better information channels and access at local level. Which is not possible in the centralized service provision which often follow the dictum of one size fits all (Asthana,2008).

Decentralization has been defined by various scholars of public administration as transference of authority from a higher level of government to lower, delegations of decision making, placement of authority with responsibility, allowing greatest number of actions to be taken where most of the people reside, removal of functions from the center to the periphery, a mode of operations involving wider participation of people in the whole range of decision making beginning from plan formulation to implementation (white,1998,Rahan,2002).

2.2. The Definition and Concepts of Decentralization

The term decentralization has several definitions. Many agree that the concept is complex and difficult to define precisely and lack clarity due to its several connotations and interpretations, its reference to a wide range of processes and structures. Different scholars and researchers talk about the issue of decentralization and defined it in different ways. Although it has many

definitions, there are same definitions and concepts that are widely accepted. The following are same among the several conceptions and definitions of decentralization.

According to Mark Robinson (2004) decentralization is defined as the transfer of decision making powers from central government to intermediate authorities or local authorities. The significance of the transfer varies, ranging from simple administrative decentralization to a transfer of regulatory and financial power of greater scope to the regional or local level.ss

Decentralization is the process of reassigning responsibility and corresponding decision making authority for specific functions from higher to lower levels of government and organizational units(UNESCO,2003). Decentralization is the transfer of power the central government to regional local authority (Tegegne and Kassahun,2004).

Decentralization also defined as the transfer of responsibility and authority for planning, management and allocation of resources from the central government to the regional local units(Rondinelli,2009).Besides, it is also the transfer of legal and political authority from a central government and its affiliates to sub national units of government in to the process of making decision and managing (Tegegne and Kassahun,2004).This means the transfer of authority from central government to a sub-national entity at lower unit.

Decentralization is a means to ensure the participation of the public in the diverse affairs of their locality. It not only does allow local government to effectively attend to the tastes and needs of local residents but also enhances inter -jurisdictional competition and innovation in the provision of public services and ensure consistency between the level and mix of public service preferences (World Bank, 2006).

Decentralization covers a wide range or concepts. But it mostly refers to the transfer of responsibilities, power and function from the central government to sub national units of governments. The transfer of authority and responsibility for public functions from the central government to subordinate or quasi-independent government organizations of the private sector is a complex multifaceted concept (Ibid).

Decentralization is necessary to empower local communities in determining their economic and poetical choice. This include the deregulation of economic activates, reduction of central governments participation in economic production, delegation of responsibilities for the provision of same service and infrastructure to sub-national institutions such as district council, community based groups and non-government organization (Emmanuel and Jahed,2009:10).

2.3 Types of Decentralization

2.3.1 Fiscal of Decentralization

Fiscal Decentralization entails the transfer of financial in the form of grants and tax raising power to sub national units of government (Robinson.2009). Fiscal Decentralization involves Decentralization of local government finances by introducing equitable and transparent revenue and capital development grants from central government to local government authority, which also involves giving local government authorities financial powers and powers to raise appropriate local revenues (Mamar, 2008).

In fiscal decentralization, financial responsibility is core component of decentralization. Fiscal Decentralization transfers things to local governments and private organizations; funds to deliver decentralized function; and revenue -generating power and authority, to decide on expenditures.

According to the World Bank, decentralization involves five forms of fiscal decentralization.

1. Self-financing or cost recovery through user charger.
2. Expansion of local revenues through property or sales taxes or indirect charges.
3. Authorization of municipal burrowing and the mobilization of either national or local government resources through loan guarantees and
4. Inter-governmental transfers that shift general revenues from taxes collected by the government to local governments for general or specific users.

2.3.2. Administrative Decentralization

Administrative decentralization aims at transferring decision making authority, resources and responsibilities for the delivery of a selected number of public services from the central government to other lower levels of government. This transfer has implications on accountability for resource mobilization and management and for service delivery (Robertson, 2005).

Administrative decentralization is the sharing of authority and responsibility between head quarter and sub office (Meheret, 2007). It aims to redistribute authority and resources among different levels of government for selected public functions from the central government to regional local government. The three major forms of administrative Decentralization are; de-concentration, delegation and devolution. Each has different characteristics

De-concentration: which is often considered to be the weakest form of decentralization is used most frequently in unitary states-redistributes decision making authority and financial and management responsibilities among different levels of the central government. It can merely be

working shift responsibilities from central government officials in the capital city to those working in regions, provinces or districts or it can create strong field administration or central government ministries.

Delegation: Is a more extensive form of Decentralization. Through delegation central governments transfer responsibility for decision-making and administrative of public function to semi-autonomous organizations not wholly controlled by the central government but ultimately accountable to it. Governments delegate responsibilities when they create public entities or corporations, housing authorities, transportation authorities, special service districts, semi-autonomous school districts, regional development corporations, or special project implementation units.

Devolution: A third type of administrative decentralization is devolution. When governments devolve functions, they transfer authority for decision making, finance, and management to quasi-autonomous units of local government with corporate status. Devolution usually transfers responsibilities for service to municipalities that elect their own mayors and councils, raise their own revenues, and have independent authority to make investment decisions. In a devolved system, local governments have clear and legally recognized geographical boundaries over which they exercise authority and within which they perform public functions. It is this type of administrative Decentralization that underlies most political Decentralization.

2.3.3 Political Decentralization

This form of decentralization is synonymous with democratic decentralization where powers and responsibilities are devolved to elected local governments (Robinson, 2009). Political decentralization normally refers to situations where political power and authority have been decentralized to sub national levels. The most obvious manifestation of this type of decentralization are elected and empowered sub-national forms of government ranging from village councils to state level bodies (Robertson, 2005).

Political Decentralization refers to devolution of power to democratically elected local government so that they become accountable to communities through the establishment of oversight boards or the introduction of new forms of citizen participation in development of projects and policy making (Meheret, 2007).

2.3.4 Economic or Market Decentralization

The most complete form of decentralization from a government perspective is privatization and deregulation because they shift responsibility for function from the public to the private sector. Privatization and deregulation are usually must always (mehert, 2007).

Privatization: is the provision of goods and services entirely to the free operation of the market to public private partnership which government and the private sector cooperate to provide service or infrastructure (Ibid).

Deregulation: Reduces the legal constraints on private participation in service provision or allows competitor among private suppliers for services that in the past had been provided by government or by regulated monopolize. In recent years' privatization and deregulation have become more attractive alternatives to governments in developing countries. Local governments are also privatizing by contracting out service provision or administration. From the above discussion it is clear that each of the different form of Decentralization has a different implication for different organizational purposes in the degree of power and authority to be transferred but the forms are not mutually exclusive. In reality most governments are a combination of the four forms in their policy (Cheema and Rondinelli, 2007).

2.4. Features of Administrative Decentralization

2.4.1 Participation

Administrative Decentralization is an important means of community participation and participation is a means of power sharing in decision making. Community participation refers to the collective control of public resources and decisions. Decentralization involves democratic participation by encouraging more people to get in political process (Robinson, 2009).

Decentralization and participation were argued on several grounds they improved the implementation and sustainability of project that leads to efficient allocation of resource by crossing information gabs between the Decentralization units and central actors. Participation always viewed as a way to inform the public about the budget and by doing so, to enhance trust through increasing transparency. Administrative Decentralization provides an opportunity of participation for the society in local decision making and security (Robinson, 2009). People can participate in economic and social development through their civil organization such as peasant association, woman's club, youth association labor association and financial association.

2.4.2 Accountability and transparency

Accountability is the degree to which public officials are responsible to answer questions regarding decisions and actions. According to (Aeheret, 2007) accountability is crucial for the success of democratic decentralization must entail mechanism for making public servants accountable to elected representatives later accountable to public. Another major promise of administrative Decentralization is to enhance transparency of people and their government. Since the elected members of Decentralization bodies usually like with some constituencies with they represent it is relatively easier for local people to monitor them.

2.4.3 Information flow and Responsiveness

Increasing information flow between the government and citizen is another major gain from decentralization. The elected representative at intermediate within their constituent since information flow also takes place from government to citizen. Administrative decentralization involves the transfer of power and resources to the elected bodies at both intermediate and local levels and a medium from the flow of information from bureaucracy and elected bodies to the people at grass root when the flow is government to citizen (Aelen, 2008).

2.5. Decentralization and Service Delivery

The process of Decentralization can substantially improve efficiency, transparency, accountability, and responsiveness of service provision compared with centralized systems. Decentralized education provision promises to be more efficient, better reflect local priorities, encourage participation, and eventually, improve coverage and quality (Litvack,2005). Decentralization governance approach at the Woreda level brings about improvement of public service provision and improvement in the quality of socioeconomic development (Tegegne and Kassahun,2004).

The classic argument in of decentralization is that it increases the efficiency and responsiveness of government. Locally elected leaders know their constituents better than authorities at the national level and so should be well positioned to provide the public service that local residents need. Physical proximity makes it easier for citizens to hold local officials accountable for their performance (World Bank, 2006).

Currently, countries throughout the developing world have been attempting to combat problems of poor public sector efficiency by decent razing powers and responsibilities from their central government lower levels of the public sector. Many countries have resorted to decentralization measures as way of realizing effective public service delivery and local self -rule.

Decentralization advocates that beneficiaries influence policy according their preferences by holding service Providers accountable for the accessibility, quality and quantity of their service. For this to occur, citizens must participate in public policy making, budgeting, tracking, and monitoring. New territorial reforms for local government and adequate financing for basic service are critical (World Bank, 2006).

Economists justify decentralization on the grounds of allocating efficiency. The reason is that decisions about public expenditure that are taken by a level of government closer, and more responsive to local constituency are more likely to reflect the demand for local services than similar decisions taken by a remote central government. Secondly, a primary economic rationale for Decentralization is to improve the "competitiveness" of governments and enhance innovation hence the likelihood that they will act to satisfy the needs of citizens (Litvack, 2008).

2.5.1 Public Service Delivery

Service delivery is a comprehensive concept. In the context of governance, public delivery is the result of intentions, decision of government and government institutions, and the actions undertaken and decision made by people employed in government institutions (Kaufmann, 2009).

Service delivery has an impact on human development directly if it is delivered to people in the form of basic services such as education, health and water and sanitation which contribute to promoting human development.

According to Nash (2009), effective service delivery entails the provision of basic social service and amenities to the citizenry in such a way that their expectation is met or exceeded while at the same time the of governance remains viable. Effective service delivery therefore is rendering service that corrects pond to the citizen's desires, needs and expectation. This conception emanates from the perceived need to treat members of the public that require government services like a private sector entrepreneur would treat his/her customers.

This is against the backdrop that a major obstacle to efficient and effective delivery of government services in the attitude of public servants to members of public who are their customers (Kaufmann, 2009). The openness and transparency principle has it that citizens should be told how national, State, local government departments are run, how much they cost, and who is in charge. Public service delivery commonly understands to mean the provision of public

goods or social, economic, and infrastructural services such as education, health grants, water and electricity etc. to the citizens who need them or have demand for them.

2.5.2 Challenges of Decentralization and Public Service Delivery

The following points identified as the key gaps in local governance and efficient service delivery in the Africa region as identified in the workshop organized by the UN Habitat; lack of enabling legislation; lack of capacity both human and financial; need to harness partnership. With public and private sector and among the different tiers of government, lack of information accessibility and the role of the media, lack of political will -in some countries more than others; lack of alternative models for local structures; and need to understand the relationship between Decentralization between and local capacity for poverty alleviation (Global Campaign on Urban Governance; 2010).

Among the forms of decentralization which is not widely covered by researches is decentralization in service delivery in developing countries. The impact of decentralization on service delivery as summarized by Robinson indicates that the view of many researches when the States that "many claims are made in favor of decentralization, ranging from democratizing potential of increase the scope for participation and accountability through to poverty reduction and improved service delivery.

The recent wave of decentralization around the world presents particular challenges for combating corruption. Not only does decentralization transfer more resources to institutions further from the center but also more people have a role in deciding how those resources are used. In States characterized by powerful local elites, neo patrimonialism and patronage relationships, decentralization risks the capture of resources by local elites (Olowu,2004).

This is not to say that decentralization necessarily increases the absolute level of corruption. Indeed, there is a certain amount of empirical evidence that fiscal decentralization is correlated with lower levels of corruption (Arikan,2004; Fisman,2004).

Decentralization provides new challenges in the fight against corruption. While there is a common perception that decentralization increases corruption, the evidence is quiet mixed. The solution is not re-centralization but rather developing effective instruments to check on the use of resources locally and promotes local accountability. In this, the lack of capacity and systems at both central and local levels can be serious obstacles.

2.6. Decentralization and Public Service Delivery in Ethiopia

Ethiopia's Decentralization policy, elaborated in 1991 transitional charter and 1995 constitution, was created by the current ruling party (EPDF) to devolve fiscal, political and administrative power to the ethnically organized regional governments and chartered cities to bring political stability and contributes to democratic governance and improves service delivery. Unlike previous, heavily centralized Ethiopian regime, the EPDF introduced decentralized federal system, and officially allowed different political parties to compete and participate at both central and regional government levels (Taye, 2008).

Decentralization is being attempted throughout Africa, often as a panacea to solve broader political, social or economic problems. Central governments are decentralizing fiscal, political, administrative and economic responsibilities to lower -levels of government, local institutions, and the private sector in pursuit of greater accountability and more efficient service delivery (Ibid).

Many countries in Africa are embarking on national policies of decentralization in public service delivery. Ethiopia is among the poorest countries in the world with per capital income of only USD130. Poverty in Ethiopia is characterized by very low levels of education, poor, health, low, asset base and low productivity (Litvack,2005). Decentralization has been the cornerstone of Ethiopia's state transformation process and democratic governance since the early 1990s. The rationale behind Decentralization is to bring accountability and decision making closer to the people to ensure that the delivery of basic services responds to local needs. The government initiated the first and second waves of Decentralization in 1994 and 2002 respectively by developing administrative and expenditures responsibilities, firstly to regional governments and secondly to Woreda (district) administrations. This was deliberately pursued with the view to link Decentralization, local governance and provision of services (Ministry of Capacity Building, 2004

Following the deepening of Decentralization, Woreda have now assumed that the major responsibility for the provision of basic social and economic service such as primary education and health, agriculture extension, water and sanitation, and rural road services. But various study results indicate that although regional governments and Woreda have been assigned spending responsibilities for social and economic infrastructure and provision of basic service, their revenue raising capacity is not sufficient to enable them discharge their mandates effectively

(Kumera;2006).In Ethiopia the authority to deliver services is heavily decentralized to regional and sub-regional of government while the federal institutions have latterly policy making functions, regional levels have both policy making and service delivery functions. Since 2001regions have significantly devolved their service delivery functions to Woreda (district) level. At the root of the drive for Decentralization is the need for ensuring effective and responsive public service delivery, with the aim of encouraging government responsiveness, citizen participation and greater accountability. One of the major objectives Decentralization was promoting the participation of citizens in issues affecting their life. It is to primarily ensure that development plans are adapted and responsive to local realities and to enhance inefficiency delivery of public services (Ministry of Information, 2004). Building an effective local civic sphere is thought to be fundamental goal of local participatory development (Ibid)

The fundamental assumption here is that decentralization brings government closer to the people and makes it easier to stimulate community participation (Ackernan, 2005). It is however, important to note that decentralization is not a guarantee for increased participation of civil society or an improvement in the accountability of government (Ibid). The aim of program was to improve the scale of efficiency and responsiveness of public service delivery at the federal, regional and local level; to ember citizens to participate more effectively in shaping their own development; and to promote good governance and accountability (World Bank, 200

Chapter Three

3. Research methodology

3.1. Description of the study area

The geographical setting of the study would have focused on the south west shoa zone Woliso town. Woliso town located in the south western part of the Oromia regional state that is 114km far from Addis Ababa and found on main road of Addis Ababa to Jimma. The astronomical location of Woliso town is between $8^{\circ} - 32'$ N $37^{\circ} - 58'$ E latitude and 8.533° -N 37.967° -E longitude with an elevation of 2063m above sea level. According to the national census reported in 2009 a total population for Woliso town 59,685 of whom 18,880 were male and 18,998 was female. The majority of the inhabitants said they practiced Ethiopian Orthodox Christian with 63.29% of the population reporting the observed these beliefs, while 19.06% of the population was protestant and 16.36% of the total population were Muslims (The Woliso town administrative statics bureau 2012 E.C).

3.2. Research design

The researcher employed both quantitative and qualitative research design because the quantitative data was, analyzed by using frequency and percentage with table present action was be used to present and analyzed data while the qualitative data was analyzed by using explanation, interpretation and description. The researcher was also used descriptive analysis in order to analyze the data gathered from the primary data source through interview and questionnaires. Descriptive type of research would be designed to get pertinent and precise information concerning the current state of phenomena and draw valid of general conclusion from the fact discovered (Koul, 1984). The type research might result in the formulation of significant problem concerning local and state issue. Additionally, the researcher conducted analytically type of research to analysis the scope of constitutional powers and function of Woliso town administration within the regional state constitution.

3.3 Source and Instrument of Data Collection

3.3.1 Source of data

The study would have employed both primary and secondary source of data. The primary data was gathered through questionnaires and interview. Secondary data was gathered from different books, magazine, published, and unpublished materials.

3.4 Instruments of data collections

Quantitative and qualitative data would have been collected by using data collection tools such as; questionnaire and interview.

3.4.1 Questionnaire

The type of questionnaire was both closer-ended and open-ended. Because the closed-ended questionnaire helps the researcher to necessary fixed information from the respondents and open-ended questionnaire helps the respondents not to limit their ideas.

3.4.2 Interview

The second data gathering instrument of the study would be interviews. The type of interview the researcher would employed was semi-structured because it helps the researcher to get in-depth information about the study.

3.5 Methods of Data Collection

There are two basic instruments for data collection. These instruments include questionnaires and interview. The questionnaires contain both open ended and close ended questions and Interview type is semi-structure prepared for key informant.

3.6 Sample Techniques and Sample Size

The study would have been employed both probable and non-probable sampling techniques. The study used purposive sampling techniques. Because of purposive sampling techniques is the ground to select sample of intellectual and knowledgeable. The target population of the study was people who were living in Woliso town especially, those who are working in governmental organization and was selected based on the interest of research. From population of town administration, 150 of them was selected for responding from government officials, because of saving time, cost (budget) and as well as to gain clear information. In order to accomplish the study, the researchers selected 20 respondents by using simple random techniques from governmental official of Woliso town administration from the targeted population. From the total population 15 respondents selected for the questionnaire and 5 respondents for interview.

3.7 Methods of Data Analysis

Data analysis is the process of looking and summarizing data with the intent to extract useful information from the questionnaire and interviews. After data collection from primary and secondary sources, the collected data would have been analyzed and interpreted through descriptive and graphic method. The researcher used both quantitative (percentage and table) and qualitative data analysis.

3.8 Ethical Consideration

The study was given emphasis for ethical consideration which means the participation of respondents was voluntary based on informed agreed consent, the information gathered was kept confidentiality of the respondents and used only for academic purpose to protect the participant's privacy and security, the information gathered from other writers was acknowledged properly to avoid plagiarism and fabrication of data was considered as an academic crime by the researchers.

Chapter Four

Data analysis and Presentation

4.1 An overview of the background profile of Respondents

Table 4.1 :- Demographic characteristics of Respondents

	Response	Frequency	%
Sex	Female	4	20
	Male	16	80
	Total	20	100
Age	24 and below	4	20
	24-45	10	50
	45 and above	6	30
	total	20	100
Status	Administrator	6	30
	Civil servant	10	50
	Others	4	20
		20	100

Source, survey data; 2020

4.2 The role of administrative decentralization social-economic and political change

Table4.2. Respondents response regarding socio -economic and political changes Item	Response	Frequency	%
Does administrative decentralization bring socio- economic change in Woliso town?	No	13	65
	Yes	7	35
	Total	20	100

Source, survey data; 2020

As indicate in table 4.2, 13 (65%) of respondents said that administrative decentralization does not realize social, political and economic changes and 7(35%) of the respondents replied yes.

The above table indicates that majority respondent's response administrative Decentralization does not realize political, social and economic changes in Woliso town (own survey, 2020).

Corrupted behavior of administer, improper implementation of planned policies and rent seeking behaviors are the major potential problem that identified by respondents.

4.3 The transfer of power and resource to grass root level

Table 4.3 Respondents opinion regarding the transfer of power and resource to grass root level

Item	Response	Frequency	%
Do you believe that power and resources are to the local government?	Yes	7	35
	No	13	65
	Total	20	100

Source; survey data; 2020

As indicated in table 4.3, 7 (35%) of respondents replied that there is transfer of power and resource and 13(65%) of respondents said that there is no practical and exact transfer of power and resource to the grass root in Woliso town. This shows that there is lack of power and resource distribution to local government.

The data obtained from the interviewee participants also indicates that the power and resource is not exactly transferred to local governments of Woliso town and even the existed power lacks practical implementation.

4.4. Responsiveness of local government

Table 4.4 Respondents' opinion regarding responsiveness of local government

Item	Response	Frequency	%
How do you evaluate the responsiveness of local government in addressing social needs	Very high	-	-
	Good	9	45
	Week	11	55
	Very week	-	-
	Total	20	100

Source: survey data 2020

The role of administrating Decentralization to bring the governments closer to the people and intersecting responsiveness is crucial. Informants were asked the status of responsiveness trough questionnaire 9(45%) of respondents replied that the local government is good in addressing social needs. On the other hand 11 (55%) of the total respondents said that the responsiveness of

local government is weak. Based on this m, it is possible to understand that the local government in Woliso town is weak and it did not solve the problem in the schedule.

4.5 Motivating citizens in local decision making process

Table 4.5 Respondents opinion regarding the role of administrators in motivating citizens in local decision making

Item	Response	Frequency	%
administrat or motive citizens to effective participate in local decision making	High	2	20
	Medium	6	30
	low	12	50
	Total	20	100

Source; survey data; 2020

From the above table, 2 (20%) of respondents responded that administrator motivates is high and 6(30%) of respondents replied that administers don't motivate is medium and remaining 12(50%) said that administrative motives in ours low. From this one I can understand that Woliso town administrative lacks in motivating citizen to effective participation in local decision making process.

4.6. Enhancing institutional accountability and transparency in Woliso town

Table 4.6 Respondents opinion regarding the role of administrative decentralization in enhancing institutional accountability and transparency in Woliso town

Item	Response	Frequency	%
Does decentralization enhance institutional accountability and transparency in Woliso town	Yes	5	25
	No	15	75
	Total	20	100

Source; survey data; 2020

Accountability and transparency are the degree in which public officials are responsive to answer public questions regarding decisions and actions (Litvack, 2010).

According to the above table 5 (25%) of respondents said that administrative Decentralization have positive role in enhancing institutional accountability and transparency in Woliso town on the other hand 15 (75%) of respondents responded that administrative decentralization does not enhance institutional accountability and transparency in Woliso town.

4.7 Explore the mechanisms set for enhancing public service in Woliso town

Table 4.7 Respondents opinion regarding the mechanisms drafted to enhance the quality if public service in Woliso town

Item	Response	Frequency	%
What are the mechanisms drafted to enhance the quality of public service in Woliso tow	Implementation of capacity budding	4	20
	Education and empowering the public to participate in decision making	6	30
	Provision of financial support	5	20
	All	6	30
s	Total	20	100

Source; survey data; 2020

According to the above table 4.7 show that, the majority of respondents said that the mechanisms of enhancing the qualities of public service delivery theorized in paper are implementation of capacity building education the public to participate indecision making and financial support but these mechanisms lack the partial action of public servants.

According to ``x`` said that the mechanism that drafted by local government in Woliso town to deliver standard public service and barriers of public service, the participants replied that creating awareness through educating the society, mobilizing the society for development activity through 1 to 5 grouping system, delivering health service through health extension by educating the societies about health strategy and the like mechanism are drafted.

4.8 Functions of local government

According to the key informants said that the function of local government to solve the problems of the public service for example construction of health center, provision of educational material, provisional water service and other activities. This is the role of administrative decentralization to solve problem of public service and activity under taken by local government to enhance live standard of society. That means if the power of local leaders checked balanced periodically supervised and assessed by higher organs of government it can solve public service problem. Although the local government wishes to facilitate public service, it has not enough budgets aware and accountable public servants.

4.9 Challenges that hinder public service delivery in Woliso town

According to the key informants of interview reported that there are challenges that hinder public service delivery everywhere. Similarly in Woliso town public service delivery is challenged by lack of resource, corruption, implementation problem, rent seeking of administrative are the major barrier.

Table 4.8 Respondents opinion regarding the barriers in implementation of public service delivery

Item	Response	Frequency	%
Do you agree that there are barriers of implementation on proper public service delivery in Woliso town	Yes	16	80
	No	4	20
	Total	20	100

Source; survey data; 2020

On the above table 4.8, 16(80%) of Respondents replied that there are barriers of public service delivery implementation in Woliso town while 4 (20%) of Respondents respond that there is no barrier in the implementation of public service delivery in Woliso town. Corruption, lack of information or an unwillingness to share information and lack of leadership quality are the major barriers effective public service delivery. From this description, it is possible to suggest that there are barriers for the effective.

Chapter Five

Conclusion and Recommendation

5.1 Conclusion

These papers focus on the role of administrative decentralization for better public service Delivery at local level have strong support among their Respondents as well as the interview. The study has revealed that administrative decentralization has decisive role concerning public service delivery at Woliso town. Administrative decentralization is the structure which involve distribution of powers and responsibility between the central, regional and local government levels. It is also a legal separation of authority and resource that give priority to the interest of the people. At the finding of the study indicates decentralization system give citizen empowerment to participate in economic, social and political matter. It reduce administrative bureaucracy and unitary system of government at the town level rather than it create power sharing between government bodies horizontal and to public vertical to bring local economic development in Woliso town.

The main objective of administrative decentralization is the Bering good governance, Bering about sustainable local political participation. It is seen as phase way for enhancing local democracy, promote transparency, and promote accountability and representation in political affairs. So through decentralization the habit of good governance this is mechanism that enables society to achieve batter public service Delivery.

Administrative decentralization is seen as an important avenue for efficiency gain by enabling direct link between local provision of service and local task. As the study shows weakness of local government in addressing societal problems is the result of interplay factors such as complexity and hierarchical structure of bureaucracy that delay decision making process, lack of awareness about the problems of society and inefficient profession of the public servants. The local leaders and societies in Woliso town are not as strong as the federal government and other NGOS which they play many role in state building by providing financial profession and advisory support in Woliso town. In Woliso town administrative decentralization does not efficiency enhance institutional accountability and transparency. So in this case administrative decentralization does not efficiency realize social, political and economic rationales in the this town. Also the finding the study stated that citizens have faced by lack of access to public service

and this inefficiency immediately leads to the deteriorating of the living standard and dynamic development of the society. Barriers of citizens in the passage to public service and inefficiency are created from the weakness and carelessness in the citizens to know their rights and duties and leaders unethical acts.

5.2. Recommendation

On the basis of the findings and conclusion the researcher suggested the following recommendations.

In order to remove the barriers of resources and power transference and shortage of resource, regional government should supervise local government whether resources are reached at local community or not.

Government also must create citizens forum in order to criticize, assess and over throw the unethical and corrupt leaders.

To increase the institutional effectiveness and efficiency of government organization, there should be period election, assessment and professionalization of administrators.

- At the finding of the study indicates decentralization system give empowerment to participate in economical, social and political change. In this case administrative decentralization deos not realize political, social and economic changes in this town. Corrupted behavior of administrator, improper implementation of planned policies and rent seeking behaviors are the major potential problem.
- In case the existence of corruption the town administration governmental bodies should be strengthened in combating this corruption and give awareness about effect of corruption on social, political and economic development. To bring achieve better public service delivery the town administration government should empower citizens at economic, social and political issues.
- Administrative decentralization deos not enhance institutional accountability and transparency in Woliso town.

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Appendices
Wolkite University
Appendix I Questionnaire Survey
College of social science and Humanity
Department of civics and Ethical studies

Questionnaire on the role of administrative decentralization for better public service delivery.

The purpose of this questionnaire is to assess the role of administrative decentralization for better public service delivery in Woliso town. You are requested to respond to questions from your observation and based on your life experience in the community. Your experience, attitudes and suggestions are essential for the study. I appreciate your genuine explanation and effort to fill the questionnaire.

-Direction You are not required to write your name.

-Please put "x" sign in the box in provided in front of the alternatives.

-Write your response in the space provided for open ended questions.

Part one: background of the respondents

1. Sex: Male Female
2. Age :-24 and below 24- 45 45 above
3. Position or status as a community administrator
 Diploma Degree Master PhD s

Part two: questionnaire, for respondents

1. Do you believe that power and resource is transferred to local government?

Yes No

2.If your answer for the question number "1" is Yes what are the reason?.....

.....

3. Does administrative decentralization realize the social, political and economic change in Woliso town?

Yes No

4. If your answer for the question number "3" No what are the challenges of administrative decentralization?

.....

5. How do you evaluate the responsiveness of local government in addressing social needs?

Very high Good Weak Very weak

6. Does administrator motivate citizens to effectively participate in local decision making?

Yes No

7.If your answer for question number "6" is Yes in what decision making process the society is participate?

8. If your answer for question number ``6`` is No in what decide of decision the society didn't participate that you have seen?

9. Do you agree that, there are barriers of implementation on proper public service delivery in Woliso town?s

Yes No

10. If your answer in question number ``9`` Yes what are those obstacle?

.....

11. Does decentralization enhance institutional accountability and transparency in Woliso town?

Yes No

12. If your answer question number ``11`` Yes is in what is your reason?

.....

.....

Appendix Three Part Three :-Interviews Guide-line for Respondent

1. What are the role of administrative decentralization to solve problem of public service in Woliso town?
2. What are the challenges that hinder public service delivery in Woliso town?
3. What are the mechanisms drafted to enhance the quality of public service delivery in Woliso town?