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**Assessment of Organizational Performance of Water Development Office  
on Clean Water Supply Practices; A case Study of Gubrie sub-city, Wolkite  
town, Gurage Zone ,SNNPRS.**

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## Acronyms and Abbreviation

CBO—Community Based Organization.

CSO—Civil society Organization

DDA—Demand Driven Approach

DEPSA—Development studies Project Studies Authority.

EWCA—Ethiopian Water Work Construction Agency

GDP—Growth Domestic Product

IADB—Inter-American Development Bank

IDWSSD—Inter- Original Water supply and Sanitation Decade

MDGs—Millennium Development Goals

MoFED—Ministry of Finance and Economic Development

MoWR—Ministry of Water and Resource

NGOs—Non-Governmental Organization

NWRC—National Water Resource Commission

PASDEP—Plan for Accelerate Sustainable Development to End Poverty

SWAP—Sector Wide Approach

UAP—Universal Access Programme

UNDP—United Nation Development Plan

UNICEF—United Nations Children Education Fund

UN—United Nation

WB – World Bank

WBG—World Bank Growth

WDO—Water Development Office

WRDA—water Resource Development Agency

## **Abstract**

*Access to clean water is important for life and socio-economic development, which is a key to reduce the mortality and morbidity rate (MoWR, 2002).*

*The study was designed to assess the organizational performance of water development office on clean water service practice supply in Wolkite town in Gubrie sub-city of Guraghe zone of Southern Nation Nationality People Regional State of Ethiopia. In view of meeting this objective, it utilized a descriptive case study design and mixed research approach to collect and analyze data. Representative samples were selected using both random and non-random sampling methods to cover 63 respondents lived in selected sub- city. Questionnaire and key informant interview were used as tools of data collection. Data obtained via survey questionnaire was analyzed using descriptive statistical analysis. Data collected by key informant interviews was analyzed by description and method of triangulation. The findings of the study revealed that the problems related with organization on providing clean water supply practices which found in study area; Lack of electric light lack of using in generator to bring water and distribute water for society ,lack of infrastructure, lack of replacement of old pipe line, lack of giving water service on time and organization does not have enough budget and the above problems are could hinder he organizational performance of water development office on clean water service supply practices. The study also sets some recommendation to overcome the problems of organization.*

**Keywords:** *Organizational Performance, Water Development Office and Clean Water Supply.*

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

Clean water is common property resource and is critical for sustainable livelihoods. Access to adequate and clean water will greatly contribute to improved health and better productivity. Access to safe drinking water is a basic need that is closely tied to the concept of human development. Accordingly, the United Nations (UN) identified access to safe drinking water as a key indicator of development in the new millennium. In addition to being a basic human right, there is a close correlation between water quality and the incidence of disease, particularly among children. In fact, diseases associated with lack of access to safe drinking water exact a heavy toll on developing countries (IADB, 2016).

Water supply plays the most important role in both social and economic development. Improved public health, better living standards and economic development are intimately related to the availability and access to adequate potable water supply and sanitation. Water is a central theme which can be to achieve millennium development goals (MDGs) (Schuster 2008 cited in Debela and et al 2017). As reported by Helena (2010), the current challenges facing the water supply sector includes keeping pace with net population growth, closing the coverage and service gap and ensuring sustainability of existing and new services with improved quality of services. Though continuity of water supply and sanitation is taken for granted in most developed countries, it is a severe problem in many developing countries, where sometimes water is only provided for a few hours every day or a few days a week (UN-Water, 2007).

Because people everywhere need water for drinking, agriculture, transportation, industry and hydroelectric power, the relative scarcity of water is becoming an increasing serious problem. Until recently, the multiple benefits or roles of domestic water supply and sanitation have not received as much attention as they deserved. Water supply and sanitation are usually considered as largely a ‘public health’. For instance, it is only 2-3 percent of the abundant surface and ground water resources of the continent were used to meet the different needs (Josue, 2004 cited in Tesfaye S.,

2007). Now broad ranges of non –health benefits have started to be recognized and targeted in an increasing number of studies and reports, such as World Bank development reports (WBG,2005:5).

Ethiopia is one among few African countries with enormous water resource. The country is endowed with both surface and ground water resources and that is why Ethiopia has been frequently called the ‘‘water tower’’ of North eastern Africa. Evidently, by African standard, Ethiopia is a country of large number of rivers and lakes (WBG, 2005:5)..

Most urban water utilities do not fulfill the principle of cost recovery and self-reliance, which has undermined the interests of the external borrowers. On the other hand, contrary to its huge investment requirement of urban water supply, the flow of funds has remained very low (Ministry of Finance and Economic Development - MoFED, 2007). Although numerous schemes have been planned and implemented in Ethiopia, only a proportion of these schemes continue to provide water to the communities that they were intended to serve. The failure in service may have been caused by a multitude of reasons including poor design and technology selection, insufficient maintenance, inadequate community planning or participation and many others. Majer,B(cited in Sefiu.A .et.al(2010).

The main goal of this research study is to address the problem of urban clean water service and to develop the organizational performance in the study area. Additionally, to enhance wellbeing and productivity of the study area people through providing an adequate, reliable and clean water supply service.

Despite these enormous amounts of water resource, the people of Ethiopia have been suffering from lack inefficient clean water service practices. Of fresh water for different purposes, especially for drinking water. As a result of this, most of Ethiopian peoples are affected by different disease like, cholera and undermine economic growth, and limit food production. Regarding the research which has been conducted previously achieved on how pipe water is distributed to urban residents. But, this researcher couldn't achieve to study on performance of organization of urban water supply service development office. The existing gap of researcher from my study is; his research method employed survey method with sampling techniques of selected target population of

different four kebeles(Asefa, 2006) which makes it different from our research is its gap because we are going to conduct in one keble.

Gubre town is found in south nation, nationality and peoples region of Ethiopia, in Graghe zone. This town found south west of Addis Ababa and it's about 170km from Addis Ababa, the capital city of Ethiopia. And also about 12km from Wolkite the capital city of Guraghe zone. In the study area, despite the availability of ground surface water, the water supply services are very poor. Thus, this paper investigates the organizational performance of water development office on clean water supply in the town.

Regarding this, we are going to conduct research specifically on organizational performance of Water Development Office On clean Water supply and how clean water can be distributed to urban residents of who used piped water services.

## **1.2. Statement of the problem**

Sufficient potable water supply is one of the basic urban services, which highly affects the economic progress of towns and the health of their people. However, many urban centers around the world are facing serious problem of water supply. The problems in most of third world countries, including Ethiopia, is particularly worst and multidimensional.(MoWR, 2002).

Ethiopia, the following are noteworthy : limited national revenue , high financial requirements of the sector and low emphasis given to the sector in terms of investment (desalegn1999 :12) Among the main reasons given for the slow pace of progress in water supply services in Besides, limited financing for expansion and improvement of services , poor coordination among stakeholders , poor implementation , low operational capacity and lack of strong monitoring and evaluation systems are the limiting factors that constrain the sector (YacobA,et al,2010).

To improve the above problem the Ethiopian current government established its own overall objective of water supply and sanitation policy to enhance the well-being and productivity of the Ethiopian people through provision of adequate, reliable and clean water supply and sanitation services and to foster its tangible contribution to the economy by providing water supply services that meet the livestock, industry and other water users 'demands (Majer ,B, 2016).

In this regard the research has been conducted in a case of Assossa town by AsefaDelasho(2006) stated that the distribution of piped water and sewerage system. In conducting his study he has used heterogeneous population for collection of data with research method of surveyed and sampling techniques of selected target population of four kebeles while our research sampling will employ homogeneous population and with only 01 Keble in study are which is different from our research, and on his research he has used 30 percent of total population but, we were used 63 population number out of given population. The above all are the research gap from theoretical perspectives. Based on the research which have been conducted in Assosa town there were another gap like the year of conducting research, the research conducted by different organization and individual researcher illustrate the only the coverage indicator of water supply in terms of population and its poor quality during the period of their study was a gap of their research. Also, it did not indicate reason for inadequacy production; less coverages, limited consumption, fairness of tariff structure set by board.

Another gap was, it did not investigate the prevalence of further demand and possibility of willingness to pay. Further he cannot assess the performance of organization to supply clean water for society and he couldn't assess problem that hinder organization to provide pipe clean water. He couldn't explore the relationship between organization and people on issues related with water and challenges faced by organization.

In the study area though there is modern water supply system, no study has been conducted so far to assess status of water supply system specifically on piped clean water and challenges faced by the service providers and service users. Thus the study has aimed at assessing the Organizational performance of Water Development Office on Clean water practice and tries to suggest workable recommendations to take appropriate measures which will improve the service.

On top of this, the research tries to indicate Organizational performance of clean Water Development Office on Clean water supply in Gubrie sub city. Thus, to assess the organizational performance of Water Development offices on clean water supply practices Gubre town is selected as a case of analysis for this thesis. By assessing this, the study can bridge the existing research gap and help to plan or replicate the findings for sustainable development of clean urban water in studying area.

### **1.3. Objectives of the study**

The general objective of the study is to assess the organizational performance of water development office on clean water supply practices. To this end, this study aims at addressing the following specific objectives. These are:

- To assess the extent of a clean water supply delivery system
- To describe the source of water supply in study area
- To explore challenges that hinder organizational performance of water development office on clean water supply practices

### **1.4. Research Questions**

This study is design in such a way to address the following basic research questions. These are:

1. To what extent a clean water supply delivery system exist in Gubrie sub city?
2. What are the types of existing water source in study area?
3. What are the major challenges that hinder organizational performance of water development office on clean water supply in study area?

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

Studying the Organizational performance of Water development office on clean water supply in Gubre sub-city helps to identify the pressing problems in service delivery. Thus the findings of the study are significant for the following reasons :-The finding of this research can be significant to Wolkite town water development office practices and this study also important for stakeholder like beneficiary, implementers, financing agents, decision maker ,experts and for others researchers. The water offices of the sub-city can use the findings of the thesis for designing more effective methods of water supply service. It can contribute the optimal use of water by beneficiaries. Nongovernmental organizations (NGOs) which have interest in assisting Gubre sub city with financial and technical support in the areas of urban water supply can use the research outcomes as reference for their objectives, and the research findings can initiate other researchers to further study the delivery of water supply service.

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

The scope of the study is limited to water supply house hold consumption purpose during the last three years, sample of study limited in households, community elders and religious elders, institutional organization, different officials and professionals in study area. Due to time and budget constraints, the study is confined only to Gubrie sub-city of 01 Keble and this study would be ended between January-June. The study sought to establish the current and a projected future water demand against the water supply by Gubrie sub-city water supply and the participation of the residents in planning for water supply against their level of satisfaction and water access against the recommended daily allocation for a town.

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

The main problem that would face by the research process is lack of finance and time. It is impossible to conduct such kin of research without sufficient amount of money and time resource. So that the researchers had to prepared enough money and use time properly in order to minimize the expected problems. The other problem faced in the course of this study is associated with getting adequate and reliable primary data. For instance, the purpose of study was made clear to the respondents; however, most people were not voluntary to give the correct information especially about income of the household. Regarding secondary data collections the problems encountered include the following:

- Some government offices were not voluntary to give the required information;
- Even those that were willing to give their data did not have complete information

And the available data lacks quantity and quality;

- Due to poor documentation of the data in the government offices it was laborious to get the necessary and relevant information

## **1.8 The organization of the study**

The study divided into five chapters. The first chapter covers the introduction part which includes the background of the study, statement of the problem, objective, significance, research method, the scope and limitation of the study. Chapter two deals with the related literature review on urban

water supply. The third chapter describes the research methodology. Chapter four data analysis and interpretation and chapter five conclusions and recommendation.

## CHAPTER TWO

### RELATED LITIRETURE REVIEW

#### 2.1 The Rationale of urban Water supply

Globally, the challenge related to the management of water supply and distribution exists partly due to extensive industrialization, increased population density and high rate of urbanization (Akpor, 2011). Critical to life in all its diversity, water is the life blood of the society and a foundation of civilization (Oliver, 2005). The provision of adequate supply of water in both developed and developing countries is essential for life. In relation to this, Otto (2000) mentioned that in developing countries the provision of adequate water in addition to drinking, cleaning etc. improves health by reducing incidence of water related illnesses such as diarrhea, cholera, and the like. This also helps to reduce both the mortality and morbidity rates and the number of working days lost and increases the GDP. Reducing the incidence of illness will help to slash demand for improved medicine and eases balance of payment problem facing least developing countries. The management of water resource and supply is essential to the development and growth of cities (Mikael, 2012). Sustainable resource use and provision of quality service to a growing urban population underpins the success of future cities, enables them to act as policy of economic development in an urbanizing world (Ibid).

In addition to health improvement, studies by Mekonin (1983), Hofkes (1986), WHO (1986) cited by Yimer (1992;3) have shown that the provision of sufficient potable water for people within reasonable short distance from a reliable and acceptable source is a precondition for the people`s wellbeing and sustainable economic progress. Thus, safe, adequate and accessible supply of water together with proper sanitation is surely basic needs and essential components of primary health care.

- Reduce income losses due to excessive time and energy spent in collecting water;
- Increase income earning potential through increase in productivity;
- Reduce cost of health services especially for water related diseases such as diarrhea;

- Increase the quality of life of the poor through: positive impacts on maternal and child health, improvements in school enrollment and attendance, better school sanitation, reduced home duties, drudgery time spent on water collection especially for girls and women.

Ministry of water resource (MoWR) (2000;2) also consider the following as the basic benefits that especially women get from water supply scheme

- Time and energy saving as a result of which they participate in other development activities;
- Adequate and clean water for cooking and sanitation and hence, better health;
- Appropriate type of public points that fit the type of water container they use .

Therefore, the demand for safe, adequate and accessible water activities particularly in third world countries has been increasing over-time as result of rising standard of living and the population increase resulting from natural growth. Under such circumstances planning for water delivery in both short run and long run is critical to ensure that the population receives adequate water supply.

## **2.2 Approaches to Water Supply**

### **2.2.1 Supply Driven Approach**

Supply driven approach to rural water supply is an approach by which governments and donors to deliver safe drinking water to rural areas freely at least in capital costs (kleemier, 1995). The approach focuses on technical elements and monopolistic public service delivery (Mani, 2000:20).

The approach had been adopted to expand water services in the developing nations. According to Kleemier (1995), the intension behind water supply driven approach were to provide the minimum level of improved water services such as hand pumps, to as many people as possible with available funds by governments and donors; to build up capacity of government agencies to appraise, implement, and providing services, and management schemes to rural water supply.

However, in due course of time, the approach has encountered different challenges. The frist is that, given high population growth rate, the strategy of access to safe water supply with in a reasonable time period found to be difficult. Secondly, the funds needed to achieve universal

coverage by 2000 have proved to be very far from being a reality. The thirdly, in too many cases, schemes were not sustainable (Mani, 2000).

Because of the aforementioned shortcomings, there appears a general recognition that a transformation from supply driven approach that pays little attention to the actual practice and or preference of the end users to a demand driven approach, where users gets services they want and to which they are willing to pay and responsive to schemes` up keeping is required. This is because the supply driven approach makes the rural community to develop the mentality that water is a social right to be provided free by the government rather than as scarce which should be managed locally as a socio-economic good in order to ensure its effective use (Alemu, 2005 ).

### **2.2.2 Demand Driven Approach**

Demand driven approach with a focus on service delivery of what consumers need and will to pay full costs of services, competitive markets, and broader participation of the private sector, non-governmental organization (NGOs) and Community Based Organization (CBOs) is now being incorporated into water supply and sanitation strategies. Demand driven approach primarily proposes the necessity of transforming role from public sector to the beneficiaries and private entrepreneurs.

According to DDA, effective demand of consumers, that is, their willingness and ability to pay, will determine who gets what level of service. Further, proponents DDA argue that the new approach can provide improved and sustainable water supplies, replicable on the scale necessary to rich millions of nu-served people who want such service.

The central theme of DDA is that communities should receive, via the private sector, safe drinking for which they willing and able to pay (Kleemier,1995). Proponents of DDA argue that health benefits alone do not generally provide a rationale for public subsidy to water and sanitation service (WB, 1993). The benefits from improved water supply were those perceived by beneficiaries, i.e. time saved in water collection, color, taste, and odor of the water. The household themselves should finance such benefits (Saragelen, 1994). The immediate objective of water supplies every on e with minimum service but to provide the desired approach, providing the minimum level was used to keepcosts down. But proponents of DDA argue that rather than

deciding to install hand pumps in every community, however, communities should decide the type and level of service, among potential options, change perspective on how to lower cost.

In this approach, it is no longer believed that the government agencies should be strengthened and expands its presence in rural areas, to implement and manage water supply schemes, rather private companies or cooperative should manage and expand schemes (Roth, 1985).

The expand role of the community in demand driven approach differs considerably between urban and rural areas. In urban areas, private companies sand cooperative are thought to handle management, where as in rural community organizations would generally assume all management responsibilities. Government officials are still taken to assume the responsibility of motivating and organizing communities (Briscoe, 1998). By the end 1990s, World Bank (WB) had officially adopted the new approach to water supply. This approach was adopted in order to correct shortcomings of the supply driven approach, i.e. insufficient coverage, high cost, and poor utilization (Kleemier, 1995).

### **2.3 Water supply and sanitation in Ethiopian context**

The water supply and sanitation in Ethiopia is one of the least developed and is mostly characterized by services deficiency of physical infrastructure as well as by inadequate management capacity to policy and regulatory issue and to plan, operate, and maintain the service.

Regarding this, the World Bank Group (2005:2) stated that though Ethiopia is often referred to as “water tower” of Africa, only a quarter of country’s population have improved access to water sources. Rushing streams from the Ethiopian highlands form tributaries of famous Blue Nile, Tekeze, Awash, Omo, Wabeshebele, and Baro Akobo river s which flow across borders to neighboring countries. Six billons cubic meters of water run out of Ethiopia as the Blue Nile River to Sudan and Egypt. For instance, as recurrent drought drives more and more rural people from their traditional farm lands to urban centers, Ethiopia faces growing urban water crises.

Because of this population pressure and other factors as per official statistics, coverage of water and sanitation services in Ethiopia is very poor, among the lowest in the world, especially for rural areas. Among the key indicators for International Development Goals, Ethiopians performance on “sustained” access to save water source and sanitation services is one of the worst in the region. Regarding this, VavDijk (2005:105) stated:

In Ethiopia efforts were made to change the situation through decentralization. However, there have not been improvements in water supply and sanitation sectors. For instance, Addis Ababa ( Finfinnee) water supply authority poor performance can be reflected by the fact it can satisfy only 60% of current demand.

According to the five years national development plan of Ethiopia (PASDEP), achievement of the previous five years national plan of Ethiopia, provision of access to clean water supply has increased from 23% to 35% in rural areas and from 74% to 80% in urban areas during the period 2001/02 to 2004/05.

Inadequate access to water and sanitation forms a central part of people`s poverty affecting their basic needs, health, food security and basic livelihoods. For the deem of poverty eradication come true, improving the access of poor people to water and sanitation is mandatory. Till now, the coverage figure for water and sanitation for Ethiopia are very low. Thus, improving the statistics in water and sanitation sector is a pre-requisite of development in Ethiopia. In connection with this this, donors, NGOs, CSOs and others international agencies have played and are playing significant contribution to the water and sanitation sector in the area of ;

- Small, medium and some large scale water supply, sanitation and irrigation infrastructures.
- Piloting and testing of different water and sanitation technologies and community management system.
- Mobilizing community and introduce different participatory approaches to improve the management of water supply and sanitation facilities.
- Empowering local communities to use and manage water and sanitation schemes sustain ably by providing training provision of guidelines, manuals and spares for operation and maintenance.

Ethiopia has prepared the ground and vision to achieve universal access to wash by 2012. However, she still faces an uphill challenges to close the financial gaps. The problem gets aggravated by currently limited financial absorption capacity due to the fact that the hygiene and sanitation sector was marginalized for a long time in Ethiopia (UNICEF, 2005).

While access has increased substantially with funding from external aid, much still remains to be done to achieve the MDG of halving share of people without access to water and sanitation by 2015, to improve sustainability and to improve service quality. Lack of inter sectorial collaboration along with poor alignment among all the main actor country wide to the government program and wash structures is still constraining the sector (Yacob and et al, 2010).

Other challenge in the sector is measuring and reporting system. The sector lacks consistent data collection, analysis and reporting system among the different actor and the designing result based performance monitoring together with improved information management is in needed (World Bank, 2004). The work of Girma (2010) also swarthy view by saying, to achieve the MDGs and universal accept plan, the tasks are many and the work load is immense. All the stack holders i.e. government, the donors, NGOs, private sectors, and community need to focus on the issue of social, technical, financial and environmental sustainability to achieve the MDGs.

According to Ethiopia Millennium Development Goals (MDGs) document, the government set ambitious target for improved water and sanitation access which are 70% and 56% respectively. However, considering the Ethiopian real context, the target is very challenging to reach.

Regarding this, many studies by international agencies showed that, to reach these targets, the government need to help ensure local water supply and sanitation (WSS) provides continuo to develop their capacity to manage operations. The government will need to encourage consumer advocacy and hygiene awareness.

Further the government of Ethiopia has launched a Universal access program (UAP) for water supply and sanitation service. The program aimed to raise the water supply and sanitation coverage of the whole population (rural to urban) to 98% and 100% respectively with in seven years, from 2006-2012(MoWR, 2004), That is three years earlier and doubling the target set to by MDG.

Previous experience of water supply and sanitation service delivery showed that a very poor level of performance in comparison to the needed rate of increase in service delivery to meet the objectives of UAP. Both at country and regional level the rate of increase in the water supply and sanitation service in less than 5% per year(MoFED and UNDP, 2005).

## **2.4 Institutional and policy Frame work**

Ethiopia , which has been trying to supply potable water since about a century(menilek), has not achieved much success (Getachew, 2002).As a result the great majority of the population at present has no access to reliable and potable water.

### **2.4.1 Institutional Frame work**

Regarding the institutional arrangement until the early 1990s, the public agencies involved in the water sector included the National Water Resource Commission (NWRC), Water Resource Development Agency (WRDA), Ethiopian water Work Construction Agency(EWWCA), Development Study Project Studies Authority(DEPSA) Water Supply and Sewerage Authority(WSSA).Among these, WSSA's responsibility was water supply service for urban and rural settlements. There was often much duplication efforts among these myriad, autonomous and semi-autonomous agencies and wastage of resource (Dessalegn, 1999).

Although urban water supply service begins during the empire regime, it was not until 1971 that body responsible for all aspects of water use and development in the country, the Water Resource Commission was established. The Awash Valley Authority was set up in 1962, but its duties were to plan and promote investment activities with in the valley. The commission was given a wide mandate and entrusted with the responsibilities of planning and utilizing the country's water resource including household consumption. In the early 1980s' the government pledged to implement the UN initiated International Drinking Water Supply and sanitation decade, which in Ethiopian ran from 1984 to 1994, coinciding with the government ten year plan, which set an ambitious target for provision of safe water supply to the rural areas. At the beginning of the 1980 less than 6% of rural population and 19% of population in twenty major towns had access to clean drinking water.

The Water Supply and Sanitation Authority (WSSA),a division in the Water Resource commission, was established in 1981.Between then and 1992, WSSA was the principal agency responsible for water development in rural areas and all urban areas except Addis Ababa. By 1990, a total of 210 urban water system serving about 3 million people came under WSSA's responsibilities.

With the creation, in 1994, of Ministry of Water Resource (MoWR), there is now a unified public agency responsible for water development. However, still there is considerable confusion and uncertainty regarding ministry's precise responsibilities and spheres of activity on the one hand, and its relationship with the regional authorities on the other.

In Ethiopia the ministry of water resource at federal level, regional water bureau, zone and woreda water desk and Kebele water committees and communities are responsible for all water supply and related activities. Though decentralization is critical to Ethiopia's development, the transfer of responsibilities to the regions and woredas has compounded the weak institutional capacity. Further aggravating this problem was the poor coordination between the various institutional capacity at Federal and regional levels, and with NGO's and donors (ibid).

As to MoWR, The major role and responsibilities of the governmental organizations in the sector, at all levels, is discussed below;

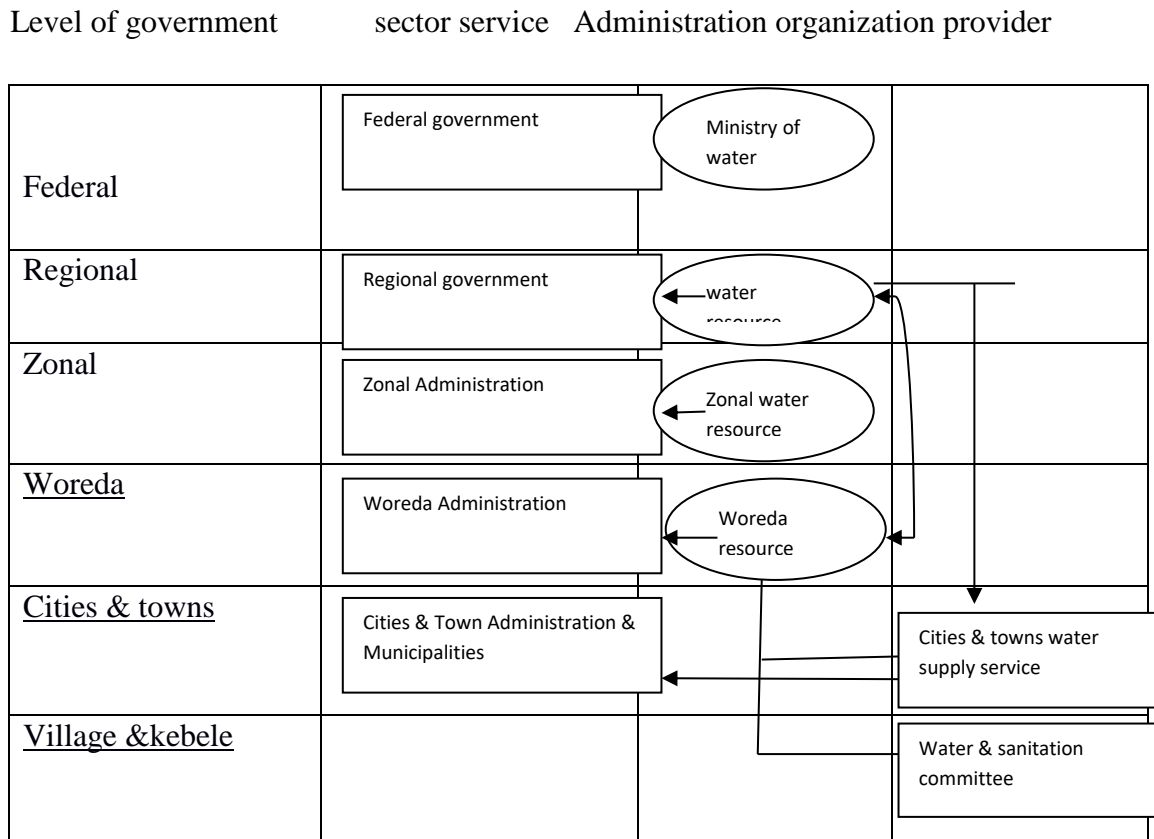
- Ministry of Water Resource at Federal Level: responsibility for policy and strategy development for the water sector is with the Ministry of Water Resource (MoWR) At the federal level. The MoWR coordinates external agencies for sector finance and responsible for introducing a Sector Wide Approaches (SWAP) by developing the WSS sector development program.
- Water Resource development Bureau(WRDB) At regional level : the responsibility for ensuring the provision of WSS service is lodged with the regions and woredas.Regional water bureau are responsible for the over allWSSa activities within regional governmental. ERDB is charged with providing technical and financial support to woredas. Water department at zonal level are also responsible to support development, implementation and regulation of WSS activities in respective area. Their role in regulatory function is, however, not very clearly stated.

iii)Woreda Water office: the responsibilities for ensuring the provision of WSS service at grass root level relies on the woreda government. Within the decentralization process in sector, the woreda water office is responsible to plan, implement, and evaluate WSS activities in respective areas. Due to lack of human resource, the office is expected to

collaborate with woreda education and health offices, especially for sanitation, hygiene, promotion and small water schemes.

- iv) Keble level committee (local government): Keble council Is responsible for the mobilization of community contributions in cash or in kind for development project. In most of kebeles, a committee called "WASH" is established with a major role of coordination of scheme development, operation and preventive maintenance

**Figure 1.1 Institutional arrangement in the Water Sector**



**2.4.2 Policy Framework**

Before 1999 water resource development in general, and the provision of provision of potable water supply band sanitation, in particular have been carried out without any policy frame work and well not coordinated in the country. However, since 1999, it seems due attention has been given by the Ethiopian government to alleviate the problem of access to safe water supply and

sanitation and achieve rapid socio economic development through better health care and productivity of its people by formulating the country's water resource management policy in 1999.

The water and sanitation policy is an integral part of country's water management policy. According to policy document (1999), the policy is believed to provide an impetus for development of water supply for human and animal consumption. It focuses on increasing the coverage, the quantity, reliability, and acceptable quality taking the existing and the future realities of the country into consideration.

Upon implementation, the policy is expected to achieve the objective of the Ethiopian people to attain adequate, reliable, and clean water service that meet the water user's demand.

Years later, in 2001, the government adopted water and sanitation strategies called for more decentralized decision making providing the involvement of all stakeholders, including the private sector, increasing level of cost recovery; as well as integrating water supply sanitation and hygiene promotion activities and implementation of policy apparently uneven.

In 2005, the government announced highly ambitious target to increase coverage in its plan for accelerated and sustainable development to end poverty for 2010. The investment needed to achieve goal is about \$300 million per year comparing to actual investment of \$39 million in 2001-2002. While donors have submitted substantial fund to the sector, effectively spending the money and to ensure the proper operation and maintenance of infrastructural built with these funds remain a challenge.

The water sector is financing special important to meet the MDG target by 2015. Government, community investment, and donor allocation and commitments were projected at \$103 million a year in 2006, leaving a gap of \$197 per year a additional financing required to meet the MDG target. With regarding financing issue, though the national Water policy envisages financing from domestic financial institution. So far sector financing has been largely through: budgetary allocation, external debt or grants from bilateral donors and international NGOs, sometimes provided either directly to communities or local level government and more recently other off – budget mechanisms such as Ethiopia social Rehabilitation and Development fund (ESPRDF). MoWR also proposes to establish a Water source Development Fund (WRDF). It envisages that, the WRDF will pool the government and donors resource and channel in line

with the overall sector policy. In the long run it is visualized that WRDF will also mobilize additional resources (MoWR, 2002:9)

## **2.5 Theoretical frameworks and sanitation and strategies applied to water supply**

Study of the literature available on the water supply and sanitation sector as well as practical experience from the field reveals on a progression of methods and approaches to water supply and sanitation service intervention over the past 70 years (Mathew, 2005). This important as it put into context how taught has progressed over how sustained beneficial out come from water supply and sanitation can be achieved. According him, the progression can be put in simple terms into a time line.

- Large technocratic solutions appearing as far back as the 1930s and
- involving in the late 1970s into village level operation and maintenance(VLOME)
- With the gradual realization that participation by primary stakeholders (users) in implementation was important if solutions were last or sustained.
- Water committees were formed to manage maintenance and later this involved into longer term community management, an approaches which has itself increasing security in recent years.
- Sanitation, always the poor cousin to water, gained greater importance with the realization that it had at least as big a part to play in the fight against diseases.
- Health and hygiene education become prominent in projects and programs to help ensure that full was mad of improved facilities, and this was especially helped with the development of useable participatory hygiene education methods.

The international community has formulated different strategies and approaches to meet the safe water supply and sanitation demand in poor nations. These include; the Inter Drinking Water Supply and sanitation Decade (IDWSSD), The Dublin statement on water and sustainable

Development Agenda 21 and the Rio Earth summit, Vision 21 and the millennium Development Goals (MDGs).

The Dublin principles are recommending for action at local, national and international level based on four guiding principles

(<http://www.gwpforum.org>). Two of the principles are;

- Water development and management should be used on a participatory approach, involving users, planners and policy makers at all levels. Participatory approach involves raising awareness of the importance of water among policy makers and general public.
- Women play a central in the provision, management and safeguarding of water .This pivotal role of women as providers and users of water and guardians of the living environment has seldom been reflected in institutional arrangement for the development and management of water resources. The Dublin principles were used at the earth summit, held in Rio De Jenerio, to form the basis of chapter 18 on fresh water resources of the summit's key discussion document, "Agenda 21".

Chapter 18 of agenda 21 stressed the following activities linked to water supply;

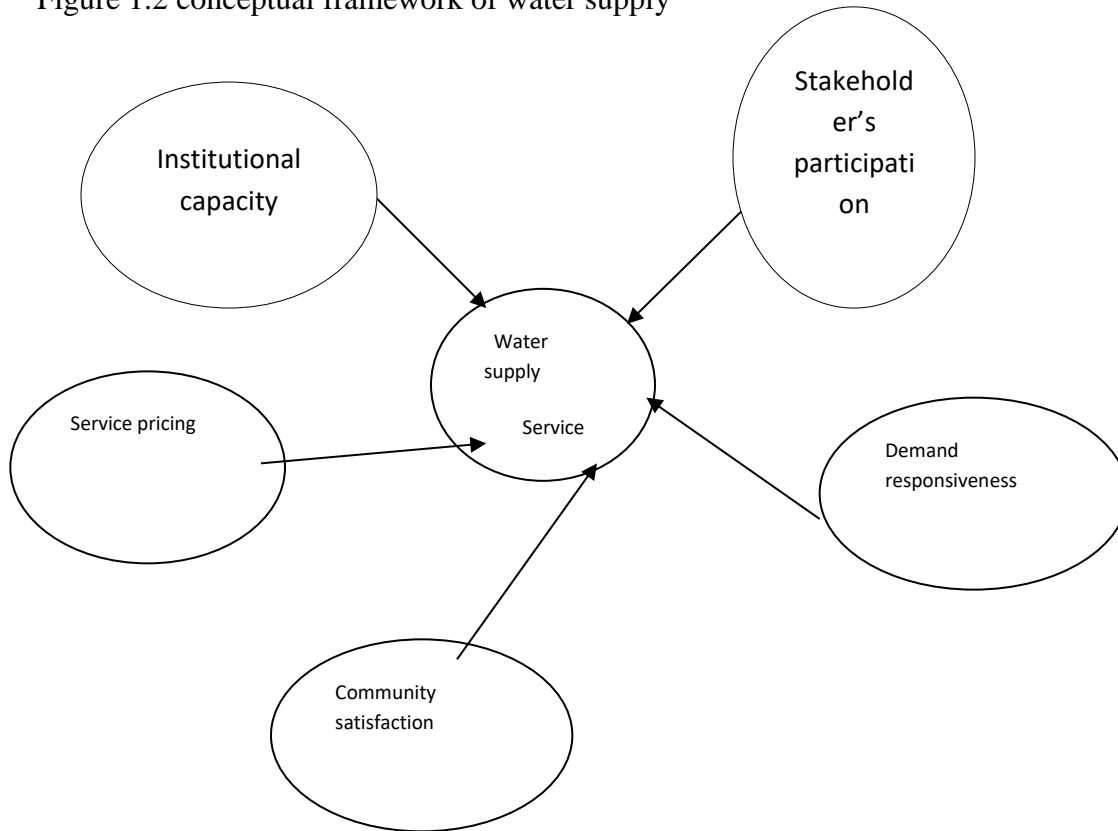
- Encouragement of water development and management based on participatory approach, involving users, planners and policy makers at all levels.
- Applications of the principle that decision that are to be taken at the lowest appropriate level, with public consultation and involvement of users in the planning and implementation of water projects.
- Support and assistance to communities in managing their own systems on a sustainable basis.
- Linkage between national plans and community management of local waters.
- Integration of community management within the context of overall planning.(Evans and Appleton, 1993).

According to the MDG Assessment Report(BoFED and UNDP, 2005) If the MDGs targets are to be achieved in the coming 11 years in Ethiopia.

- Capacity building in the public sector is required.
- Communities' capacities in planning and management of water supply services should be increased.
- The private sectors supply and consultancy service should be enhanced through credit mechanism and training. In parallel with this physical interventions, others interventions such as the need for houses or offices, vehicles for transport and others also required. To make these whole scheme sustainable, a monitoring and evaluation program at federal , regional , woreda, town, and community levels is also required.

**From the literature reviewed the following conceptual frame work has portrayed.**

Figure 1.2 conceptual framework of water supply



### **Operational definition**

**Water supply service;** delivering water services for domestic purpose.

**Safe Water:** water supply service with adequate quantity and acceptable in quality

**Water supply scheme:** infrastructure (hard wares) built to deliver water supply services. Types of water supply schemes:

**Protected spring:** Natural springs protected from contamination by constructing structures at their sources with distribution lines.

**Hand Dug wells;** water well dug by human labor and hand tools.

**Deep well/Borehole;** a scheme with machine drilled well fitted with motorized pump and distribution pipe line.

**Improved Water supply:** Provision of water in good quality or safe for health, good quality or the required amount of water is available for use any time throughout the year ; and collection of water need not take much of your time and effort.

**Coverage:** refers to the proportion of people served with the adequate level of water supply.

**Household:** any unity of habitual residence where some consumption and/or production may be undertaken in common and where some members may recognize culturally defined relationships of kinship or affinity where the members are related in some way.

**Keble:** the smallest administration unit under city or town administration.

**Ketena:** division of residents in Keble based on geographical location.

**Domestic use:** Water used for drinking, cooking, sanitation or for other similar purpose.

**Non Domestic use** refers water use other than domestic use.

## **CHAPTER THREE**

### **REASERCH METHODOLOGY**

According to Dawson(2002;211) methodology is a philosophy or a general principle, which guide a study. This chapter presented a detailed description of the methodology that could be used in the study. The chapter is organized as follows; description of study area, research design, research approach, research strategy, study population, source of data, sampling techniques, method of data collection, method of data analysis and ethical consideration will be part of the study.

#### **3.1Description of the Study Area**

This study will be conducted in Southern nation, nationality and peoples region of Ethiopia, in Guraghe zone particularly Gubrie sub-city. Gubre sub-city is found south west of Addis Ababa and it's about 170Km from Addis Ababa, the capital city of Ethiopia. And also about 12km from Wolkite the capital city of Guraghe zone. It was established in 1999 as municipal administration. Gubre sub-city is bordered on the eastern side by Buchach Keble, on the western by Qoremeya Keble, on the north by Gasore, on north east by Ewan kebele and on the southern it is bordered by Azer and SiseKeble. The climate condition of the area is woinadega. Mainly economic activities of the community are based on commerce and agriculture. The land scope of the area is characterized by flat land scape. Based on the 2009data conducted on area sub-city has a total population of 5575 from them 2732 is man and 2843 are women (Document of 2009 in sub-city). Still it has only one Keble which is known as 01 Keble. So researchers where conducted in the Gubre sub-city 01 Keble.

#### **3.2 Research Design and strategy**

This study was mainly aimed at assessing organizational performance of water development office on a clean water supply practice in a case of Gubre sub city. To this end, the study where employed a Cross-sectional research design (one shoot) because it needs to contact ones with the study population.

### **3.3 Research Approach**

In this study; the researchers would be used both qualitative and quantitative approach through descriptive and analytical ways of analysis. Under qualitative study the researchers will gather information from population through interview, observation, sound records, and etc. Under quantitative study the researchers where collect information through, questioner, reporting, materials and documents. The study where adopted survey method and its design is descriptive research design to describe organizational performance of water development office on clean water supply practices. The method was chosen for its low cost and its suitability to observe several cases.

### **3.4 Study population**

This study was focused on the Organizational performance of water development office on clean water supply service practice. Specifically the culture of the Organization can be measured by local residents. , So the participants of this research would be households of Gubre sub-city who have full information about the issues. The other participants where institutional organization, different officials and professionals, community leader because of they have information about the study topic.

### **3.5 Sampling Technique**

One central objective of this study was to investigate the organizational performance of water development office on clean water supply service. To conduct such kind of research it is important to collect primary data using survey method from each and every member of target population. However, due to time constraints and finance, the researchers focused on selected households. Accordingly households were 1023. From this all households 63 are selected by randomly proportional to their size to become up with the total number of sample size required. For instance, Researchers forced to select 63 respondents. From this thirty (30.) from residents, thirteen (13) from administrative office, ten (10) from water provider and ten (10) from community leaders by using both purposive sampling technique and simple random sampling techniques. For the sake of cost and time management the researchers would use those 63 respondents as a sample size from 1023 users of urban pipe water.

### 3.6 SAMPLING SIZE

In order to obtain relevant and reliable information the researchers would take a number of sampling unit selected from investigation. The total number of population of study who used the piped clean water are 1023 (Gubrie Wolkite branch water office development bureau document,2011). From above total users the researcher used 63 Sample by following formula which is derived by Kothari, 2004.

$$n = Z^2 * p * q * N / (E^2) * (N - 1) + Z^2 * p * q \text{ Where } n = \text{sample size}$$

**Z**=from confident level

**p**=proportional of success

**q**=proportional of failure

**N**=total number of population

**E**=margin of error

**Given N=1023 , p=0.5**

$$q = 0.5$$

$$E = 0.1$$

$$Z = 1.64$$

**Solution,  $n = Z^2 * p * q * N / (E^2) * (N - 1) + Z^2 * p * q$**

$$n = (1.64)^2 * 0.5 * 0.5 * 1023 / (0.1)^2 * (1023 - 1) + 1.64^2 * 0.5 * 0.5$$

$$n = 63$$

### **3.7 Source of Data Collection**

The necessary data was gathered from primary sources and secondary sources

#### **3.7.1 Primary Sources of Data**

This study would be focused on the organizational performance of water development office on clean water supply service practice. Specifically to study performance of organization, Primary source was the information or data gathered by the researcher him/herself for the first time from sample out of households of total population of 1023 the researchers where used 63 respondents. This data was obtained by means of the sample households, institution and community leaders.. The key in formats includes heads of water development office and leader of town municipality.

#### **3.7.2 Secondary sources**

Secondary data was collected from different source like books journals, internet link and documented materials.

And other documents that describe about the culture of organizational performance of water development office by referring the material exist without contacting with respondents.

#### **3.7.3 Methods of Data Collection**

In our study, the data was collected by using different data collection methods. The student researchers where use both primary and secondary data collection methods. And also there are different instruments that help the researcher to get information about the study. Among those instruments, in this study the researchers where used both questionnaire and interview. Those instruments have a great role to gather detailed information about the study topic from the respondents. Specifically the researchers where used closed ended and open ended question for respondents. To carry out an interview on the issues related organizational performance of water development office on clean water the role of head office and town municipality is the key information of questions by using qualitative method of data collection.

#### **3.7.4 Method of Data Analysis.**

After necessary data was collected, the researchers were used both quantitative and qualitative method to analyzing the data. The data obtained from both primary and secondary sources were organized on basis of their similarities and characters. After necessary data was collected, the student researchers were used both quantitative and qualitative methods to analyzing the data. It was processed through descriptive data analysis, it refers to produces for organizing, summarizing and describing qualitative data. For the quantitative method of data analysis, the researcher was used questionnaires to interpret in the form of tables, frequency and percentage

#### **3.8 Ethical Consideration**

Ethical issues were considered in different stages of the study. For example official letter was given from Wolkite University College of social science and humanities, department of governance and development studies. Information was collected from the volunteers and asking politely explanation of objectives and the significance the study and different concerned bodies in order to get more accurate information. Additionally, the culture and tradition of the study population will be respected.

## CHAPTER FOUR

### RESULTS AND DISCUSSION

In this chapter, the data collected through different data collection methods and tools are discussed and analyzed carefully in view of revealing the to assess the organizational performance of water development office in clean water supply practices in the study area. The data were collected via questionnaire in the sampled water development office of Gubrie sub city. The questionnaires consisted of 15 questions for respondents. As the researchers indicated in the methodology in the preceding chapter, the questionnaires were prepared for 63 respondents who have been resident for the past two years and above.

The data gathered through KII was used to triangulate and complement the results of data collected through questionnaires and document reviews. In this study the Key informants were manager of the municipality, chief of the Gubrie sub-city administration. Check lists was prepared to guide the open ended discussions for the interviewees. The data presentation is done in such a way that the response to questions and data are grouped according to the respective research questions. And, below is a detailed presentation of the responses and results.

#### 4.1. Demographic Characteristics of the respondents

**Table 4.1.1 Distribution of the respondents by Sex, age, Educational status and marital status**

Variable	Characteristics	Frequency	Percentage
Sex	Male	36	57%
	Female	28	43%
	Total	63	100%
Age	15-25	31	49%
	26-36	19	31 %
	37-47	8	12%
	Above 48	5	8%
	Total	63	100%
	Non-formal	-	-

<b>Educational status</b>	1-8 completed	27	43%
	9-12 completed	15	24%
	Certificate	8	13%
	Diploma	10	15%
	Degree	3	5%
	Master	-	-
	<b>Total</b>	<b>63</b>	<b>100%</b>
<b>Marital status</b>	Married	36	57%
	Single	18	29%
	Divorced	5	8%
	Widowed	4	6%
	<b>Total</b>	<b>63</b>	<b>100%</b>

(Source: Own Survey, May 2019)

As presented in the above table, the majority of the respondents 36 or (57%) of them are males and the rest of 28 or (43%) of them were Females and the majority of the respondents are between the age 15-25 this means they cover 49% of the total respondents. The age group between 26-36 covers 31% of the total respondents, the age group 37-47 covers 12% of the total and the age group above 48 are covers 8% of the total respondents. And also demonstrates 36 or (57%) of the respondents are married, 18 or (29%) of the respondents are single, 5 or ( 8% ) of the respondents are divorced and 4 or ( 6% ) of the respondents are widowed. According to the above table, from the total respondents 15% of them are qualified with diploma, 13% of the respondents are qualified with certificate, 5% of the respondents are qualified with degree, 24% of the respondents are qualified with 9-12 completed and the remaining 43% of the respondents are qualified with 1-8 completed. Depend in this data dominant numbers of the respondents are 1-8 completed class.

**Table: 4.2. Availability of household connection in Gubrie sub-city**

<b>Do you have a household connection?</b>		Frequency	Percentage
<b>Yes</b>		60	95%
<b>No</b>		3	5%
<b>Total</b>		<b>63</b>	<b>100%</b>

(source; own survey, 2019)

The above table, shows the 60 or (95%) of the respondents replied that there is household connection of piped clean water in 01 kebele of Gubre sub-city and 3 or (5%) of the respondents replied that there is no household connection of piped clean water in Gubre sub-city of 01 kebele administration and they get water from neighbor and fetch it from bore hole. 95% of the respondents replied there is household connection of piped clean water and through this connection they easily access to clean water to serve their domestic needs every day. But the water is not available at all day. Thus, we can conclude in Gubre sub-city as respondents responded the majority of the respondents are said that there is household connection of piped clean water. Therefore majority of the population who lives in this area can get access to clean water of piped line.

As key interviewee responded there is household connection to get pure water by pipe line. But the water with piped line is not clean as consumers need.

**Table: 4.3. Satisfaction of Gubre sub-city society on clean water service supply practice**

		Frequency	Percentage
<b>Are you satisfied with the number of hours that the water is available?</b>	Yes	50	79%
	No	13	21%
	Total	63	100%

(Source: own survey, 2019)

From the above table we can observe and analyse that 50 or 79% of respondents replied that there is satisfaction with the number of hours that the water is available while 13 or 21% of our respondents responded that there is no satisfaction with the number of hours that the water is available. Based on respondents' replies 50 of them are satisfied with hours that the water is available. Accordingly the water is available every day and every time for those who used piped line water. Its unavailability is seldom. For example less than two days. 13 of our respondents replied that there is no satisfaction regarding the number of hours that the water is available because there is a problem of organization to solve available problem regarding clean water service provide.

Thus we can conclude that in Gubre sub-city as respondents responded majority of respondents said there is satisfaction on hours that the water is available. There for majority of Gubre sub-city who used piped line of clean water are satisfied with hours that the water is available

Key interviewee replied that they are satisfied with the number of hours that water is available but the water is not well qualified. Clean water which is supplied for society not satisfy the needs of sub-city population. In this case they suggest that satisfaction on time is nonsense without sufficient and qualified water. This analysis is similar with Asefa Dalasho’s work of (2006), assessing the distribution of piped clean water in Asossa Town.

**Table: 4.4 complaints between Gubre sub-city society and water development office**

	Alternative	Number of respondents	Percentage
<b>Have you ever made any complaints about water service to water development office?</b>	Yes	40	66%
	No	23	39%
	Total	60	100%

(Source: own survey, 2019)

The above table shows, the 40 or 66% of respondents replied that they ever made any complaints about clean water service to water service development office. While 23 or 39% of our respondents replied that they are never made any complaints about clean water service to water service development office. 66% of respondents replied that they made any complaints about water service with water development office at the time when was the rapid spatial extension of the town has not been fully supported by infrastructural developments. While the town grew spatially, expansion of water supply service did not. Moreover the spring distribution pipe system of Gubre sub- city as well as the surrounding rural community not improved. But 39% respondents said they are not made any complaints about water service to water service development office. Because they get some services of clean water daily and area of their live is supported by infrastructural development.

Based on respondent's idea, one can conclude that in Gubre sub-city as respondents responded majority of respondents said there is complaints about water service to water development office. Thus majority of Gubre sub-city population have complaints about clean water to water development office to get well and systematized pipe line clean water with supported developmental infrastructural.

Key interview responded that they made complaints with society of sub-city on issues related with water problem existed. They asserted that they could not have enough response to society because of organization at all have its own problem.

**Table 4.5 rating the quality of clean water service at Gubre sub-city**

	Frequency	Percentage	
<b>How do you rate the quality of water you use?</b>	Excellent	20	31%
	Good	35	56%
	Fair	8	13%
	Poor	-	-
	Total	63	100%

(Source, own serve,2019)

From the above table we can observe that 20 or 31% of respondents replied that the rate of water quality use is excellent. It shows that pure water of pipe line is distributed with excellent quality. 35 or 56% of our respondents responded that there is good quality of water use. It also shows that distributed pipe line of clean water service is qualified with good quality in terms of use. While 8 or 13% of respondents said the quality of water use is fair. From this we can analyses that in sub-city the quality of water which is used by society is neither excellent nor good it being at medium. And no one said the quality of water use is poor.

Thus we can conclude that in Gubre sub-city as majority respondents which are 56% said the quality of water they use is qualified as good quality but not more. So that the society of Gubre Sub-city gets good qualified water of pipe line service.

Key informant interview replied that quality of water they use can be rated as good. When they said this water is not standardized as it expected. Because some broken pipe lines are not maintained well.

**Table 4.6 Availability of clean water for the society of Gubre sub-city**

Question	Alternative	Frequency	Percentage
Do you get water every day?	Yes	55	87%
	No	8	13%
	Total	63	100%

Source: own survey, 2019

From the above table we can understand that 55 or 87% of respondents replied that they get water every day. While 8 or 13% of respondents replied that they cannot get water every day. They argue that water service that available in their area cannot available every days because of there is a problem with pipe line of clean water distribution. In another way when the electric light extinct with this condition the water cannot exist every time. But with idea of 55 respondents they said that they get water every day. Contrary to the above idea the place where these respondents live is comfortable with distributed pipe line this means that there is no broken pipe line and there is no contaminated water and even seldom extinction of water is not more than two days.

Thus the researchers conclude that, in Gubre sub-city as majority of respondents responded majority of societies who used pipe line of clean water can get the water every day.

Key informants replied that they can gate water every day but this is conditional it means that water is only available when electric light is available.

**Table 4.7 problem that faced as a result of unavailability of clean water Gubre sub-city.**

		Frequency	Percentage
Have you or any member of your family suffered from water born/vector borne diseases?	Yes	35	56%
	No	28	44%
	Total	63	100%

(Source: own survey, 2019)

The above table shows that 35 or 56% of our respondents replied that there is water borne disease while 28 or 44% of respondents replied that there is no water related or water borne diseases. Because they are not suffered by disease that transmitted by contaminated water. Instead of using contaminated water even if the water is not available they used highland water by buying from shops. But most of respondents (35%) responded that there is problems that borne disease related with contaminated water. There is some prevalence of communicable and non-communicable diseases in the sub-city. Health problem in general are related to poor nutritional status, poor water supply, poor environmental sanitation and poor hygiene practices. As of result of these there is malaria, intestine parasite, pneumonia, and skin infection are result of the poor water supply.

The researchers can conclude that, based on respondents' ideas the maximum number of respondents said at there is water borne diseases which affect life of societies. In this case we can say that there is number of diseases available in area as result of poor water supply.

Key informant interview responded that there family member cannot suffered by water borne diseases. In reality there is diseases but they are not suffered by it.

#### 4.8 challenges that hinder organizational performance of water development office

		Frequency	Percentage
<b>Are there challenges that hinder organizational performance of water development office?</b>	Yes	60	95%
	No	3	5%
	Total	60	100%

(Source: own survey, 2019)

The above table shows that, 60 or (95%) of respondents responded there is challenges that hinder organizational performance of water development office. While few of respondents 3 or 5% said that there is no challenges that hinder the organizational performance of water development office. Based on data that we get from respondents of 60 said that the challenges that hinder organization are; organizations are not performed well, maintenance problem of broken pipe line, they focuses on collecting bills rather to eliminate water related problem, Due to its unreliability and non-sustainable nature, the existing service level in different parts of society is lesser than the required levels. Other respondents responded that there are no challenges that hinder the organizational

performance of water development office. When they said this they have some lacks about organization because of they are not shared information of organization.

In nutshell we conclude that as majority of respondents replied that there are challenges that hinder the organizational performance of water development office. As a result of this most of society who found in this area is not get similar service of pipe clean water.

Key informants responded that there is challenges that hinder organizational performance of water development office. These challenges are there is only some properly maintained pipe line organization does not have enough budget , lack of electric light , lack of using in generator to bring water and distribute water for society and lack of infrastructure.

### **4.3. Data analysis from the Interview**

In this part the researchers interviewed four informants those who are the municipal leader, community leader, water service provider and the manager of the 01 kebele appropriate information used to evaluate the performance of organization on providing clean water for society.

#### **4.3.1 Number of customers that organization do have and serve currently**

Interviewee responded that the number of customers that they do have and serve is around one thousand twenty four . According to the suggestion of this leader the number of people that was the water supply system designed to serve was around one thousand five hundred but still know there is only one thousand twenty four peoples are their customers. As respondent responded we can see that, the organization serves more of societies of Gubre sub-city by providing clean water.

#### **4.3.2 Number of private connection and stand pipes of Gubre society.**

Interviewee replied that the number of private connection and stand pipes of the Gubre society is 1024. However, due to the development of the town and the increasing number of population in the town, the water supply shortage becomes serious problem of the town. With this pipe line they tries to serve their society daily by supplying water.

#### **4.3.3 Source of water of Gubre sub-city**

As we understood from interviewee has responded that to solve the problem of Welkite water supply system, the Federal Government at the year 2007 implemented a big project by developing “Bozebar” large spring which is located at 29km away from the town. The spring has a potential

of 130lit/sec. So that the same to wolkite town water supply of Gubre Sub-city is from ‘Bozebar’ large spring. These project aims to supply water for Gubre town and rural community living along the pipe line from the source to the town and that would satisfy the demand of the targeted beneficiaries. So that the source of water supply of Gubre sub-city is Bozebar large spring water.

#### **4.3.4 Causes of shortage of water in Gubre sub-city that available currently**

Interviewee responded that there are number of causes of shortage of water that available in area.

- In the organization there is no enough pipe line workers
- Lack of electric light
- Lack of using in generator to bring water and distribute water for society
- Lack of infrastructure
- Lack of replacement of old pipe line
- Lack of giving water service on time

The above all are some causes that related with current shortage of water service available in sub-city. Because of this problem the societies of area are suffered from shortage of clean water.

#### **4.3.5. Challenges that water development office is facing to improve water service delivery.**

Interviewee responded that the challenges that water development office is facing to improve water service delivery is as follows;

- ✓ Water development office cannot provide qualified water for society
- ✓ Pump of water which is served society together cannot serve as they want
- ✓ There is also corruption around the organization instead of doing for society they serve themselves.
- ✓ There is only some properly maintained pipe line
- ✓ Organization does not have enough budget

According to this interviewee Gubre sub-city water service provider lacks at least transparenence and accountability in terms of service giving.

#### **4.3.6 Major challenges that hinder organizational performance of water development office on clean water supply in study area**

Interviewee responded that challenges that hinder organizational performance of water development office in sub city is as following;

- Properly maintenance of old pipe line with the new one is poor in sub-city.
- Water development office found in far that means in wolkite town cannot give immediate solution for problem related clean water in study area.
- The society cannot work with government to solve water related problem
- Government cannot accept the societies' comment regarding distributing qualified pipe line water.
- Societies cannot pay the payment within a given time /on time. And lack of electric light also challenges that hinder organizational performance of water development office in area. From this we conclude that government and the local society have huge responsibility to solve the above service delivery related problem in order to drink safe water and safe their life from water borne diseases.

#### **4.3.7 Responsible body for handling the water provision challenges in Gubre sub-city.**

Interviewee responded that body that have responsible for handling the water provision challenges area all of us. In his suggestion he said

- ✓ Government
- ✓ Private institution
- ✓ Local societies and
- ✓ Non-governmental organization have responsible for solving and handling the water provision challenges in sub-city.

#### **4.3.8 Solution to handle and avoid the challenges of water provision in Gubre Sub-city.**

Interviewee replied that to handle the problem that exist in Gubre sub-city the blow is the basic one

- The society should pay the payment or bill on time
- The government should employ the new workers in organization because the previous cannot handle all issue at once.

- The society should work with government
- Government should distribute the qualified water for urban society.
- Knowing the root problem of organization or pipe which hinder the distribution of clean water service.
- Organization should be stand for his society courageously in order to provide clean water
- Organization should serve the society through accountable and transparence way.
- Organization should get more and enough budget from government to build developmental infrastructural system and the likes are the basic solution to solve clean water related problem in study area.

Based on the respondents the researchers can conclude that, if the above issues are will get consideration simply whether organization or any individual who live in this town can use qualified water with his households.

## CHAPTER FIVE

### 5. SUMMREY, CONCLUSION AND RECOMMENDATION

#### 5.1. Summery and Conclusion

As we tried to show the organizational performance of water development office on clean water service practices the existent of clean water service practice system is low because there is there is challenges that hinder the organizational performance of water development office. Analyzing organizational performance need a detail data due to its complex nature. The data are usually scarce in developing countries that is the case in Gubre sub-city.

The objective of this study was to assess the organizational performance of water development office on clean water supply practices in Wolkite town case study in Gubre sub-city. The data obtained through above method was analyzed using qualitative and quantitative data analysis method. Based on the study almost all respondents assert that the problems was in side of organization of water development office. Some respondents responded that they daily made conflicts with organization of water provider of Gubre sub-city, and they are not happy with their transparency and accountability to how they distribute clean water for society.

From the whole ideas of respondents we conclude that there are challenges which resulted from both organization and the local societies. In most case water development office have the big problems like; policy gap, financial difficult, institutional problems, lack of sector coordination, lack of political commitment, insufficient community involvement, inadequate operation and maintenance, poor water quality, and consumers use water insufficient, insufficient information and communication. So that the consumers are ever less willing to pay, managers lose autonomy and motivation and service deteriorates further. Water development office organization does not perform as expected and development practitioners are uncertain about their effectiveness, fairness, and sustainability.

Generally ,Organizational performance of water development office on clean water can be seen as low performance engage in planning ,distributing , operating maintenance and evaluating urban water supply to improve the provision of clean and adequate water supply and sanitation facilities and yet their coverage remain low and inadequate.

## 5.2 Recommendation

Since there is problems in organization on how they can distributed clean water to consumers as a solution we can recommend that;

- ✓ Significant investment should be required to renew the sub-city and upgrade infrastructure in sub-city.
- ✓ Three mutually reinforcing and complementary dimensions of water governance i.e. Effectiveness, Efficiency, Trust and Engagement should be needed in sub-city.
- ✓ Relying on a clear assignment of duties across responsible authorities and subject to regular monitoring and evaluation should be needed in study area.
- ✓ Water governance is an important component of the overall framework of water policies; so broader principles of good governance should apply to the water sector of study area.
- ✓ Respond to long-term environmental, economic and social objectives with a view to making the best use of water resources, through risk prevention and integrated water resources management.
- ✓ Promote adaptive and mitigation strategies, action programs and measures based on clear and coherent mandates, through effective basin management plans that are consistent with national policies and local conditions;
- ✓ Promote multi-level co-operation among users, stakeholders and levels of government for the management of water resources and for having clean water in sub-city.

For avoiding existing problems in the study area the organization should be focus on the following issues;

- Controlling storage;
- Treatment prior to distribution;
- Protection during distribution; and
- Safe storage within the home and in some circumstances, treatment at the point of use.

- organization should have enough pipe line workers
- Organization should be used in generator to bring water and distribute water for society
- Organization should solve the problem of infrastructure related with water service delivery.
- replacement of old pipe line with new one should be mandatory
- properly maintenance of pipe line
- water development office which found in wollkite town should give immediate solution for clean water related problem available in study area
- society should pay the bill with a given period of time

Finally when organization comes up with above solution which was recommended by researchers within a time the organizational performance of water development office on clean water service practice will become high.

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## APPENDIX A

### WOLKITE UNIVERSITY

College of Social Science and Humanities

Department of Governance and Development Studies

*Questionnaire fills by a household who are permanent residence in Gubrie sub city of Wolkite town in Guraghe Zone, SNNPR.*

*Dear respondent;*

Our name is DursaFashigh, BeshirKadi and Hana Degefu and we are doing a research to fulfill of the Bachelor Degree Program in Wolkite University. The topic of our research is “The Assessment of Organizational Performance of Water Development Office on Clean water supply practice in Wolkite town –A case study of Gubrie sub –city in Guraghe Zone, SNNPRS”. For this study, Gubrie sub city is the focus area of our study. This questionnaire is, thus, designs to obtain information about your perception, opinions, experience, and particular knowledge regarding the organizational performance of water development office on clean water supply. The information that you will be provided is highly essential for successful completion of the study. Please answer all items objectively. The researchers assure you that the information provides will be kept confidential and will be used only for an academic purpose. Hence, we would like to thank you in advance for giving us your valuable time.

➤ Direction

- No need to write your name
- Kindly request you to answer by making a ( x)make or in writing where ever appropriate

**PART—ONE: - Personal Profile of the Respondents**

1. Sex      A. Male      B. Female
2. Age      A. 15-25      B. 26-36      C. 37-47      D. 48 and Above
3. Educational Status \_\_\_\_\_  
     A. Can't read and write                      F. Preparatory (11-12)  
     B. Traditional education
- C. Lower Primary (1-4)                      G. Technical and Vocational Educational  
     D. Upper primary (5-8)                      (TVET)  
     E. Secondary (9-10)                      H. Diploma                      I. Degree
4. Marital Status \_\_\_\_\_  
     A. Single                      C. Divorced                      E. Separated  
     B. Married                      D. Widowed

**. PART II Questionnaire for respondents**

- 1 How long to years have you been in this area?  
     A. Less than 1 year    B. 1-5 years    C. 6-10years    D. 11- 20 years    E. 21 and Above  
     years
2. How many people live in this household?    A. 1-5    B. 6-10    C. 11 and above
3. Do you have a household connection?    A. Yes                      B. No
4. If your answer Q#3 yes, how many hours per day is the water available?  
     A. 0-5    B. 6-10                      C. 11-15    D. 16-20                      E. 21-24
5. Are you satisfied with the number of hours that the water is available?    A. Yes                      B. No
6. If no, how many hours would you want the water to be available? \_\_\_\_\_
7. Have you ever made any complaint about water services to water development office?  
     A. Yes                      B. No
- 8 If yes, was the complaint handled?    A. Yes                      B. No
9. How do you rate the quality of water you use?  
     A. Poor    B. Fair    C. Good                      D. Excellent
10. During the time that you have been here, have you or any member of you family suffered from water borne/ vector borne diseases?    A. Yes                      B. No

11. If yes, name them \_\_\_\_\_

12. In your opinion, how do you rate the quality of water delivery services that you receive?

A. Poor          B. Fair          C. Good          D. Excellent

13. In your opinion, what do you think should be done to improve the water services?

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14 Do you get water every day?    A. Yes          B. No

15 What are the challenges that hinder the organizational performance of water development office?

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**Appendix B: Key Informant Interview (KII)**

**Interview questions for Water service providers and community leaders.**

Date of interview -----

Time interview started ----- Time interview ended-----

**General information**

➤ Tick where appropriate      Community leader [ ]                  Water service provider [ ]

**For water service providers only.**

1. How many customers do you serve?
2. How many people was the water supply system designed to serve?
3. How many people does it serve currently?
4. How many have a private connection?
5. How many stand pipes do you have?
6. What is the source of the water?
7. Do you experience any water shortage?
8. What do you think are the causes of water shortage if any?

**For Community leaders only**

1. What challenges if any in regard to water provision is the area facing?

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2. What do you think is the solution to these challenges if any?

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3 .Who is responsible for handling the water provision challenges.....

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