



**COLLEGE OF SOCIAL SCIENCES AND HUMANITIES  
DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIES**

**ASSESSMENT OF CORRUPTION PRACTICES IN THE PUBLIC SECTORS: A  
CASE STUDY OF GUBRE SUB-CITY MUNICIPALITY IN WOLKITE TOWN,  
GURAGHE ZONE, SNNPRS.**

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## Abstract

*The World Bank Study in Ethiopia found that corruption is the most challenging problem that all households face after poverty (WB, 2005) Corruption causes major misallocation of scarce resources. Instead of meeting basic needs such as food, health and education, resources are sometimes used to finance purely prestige projects with no economic value*

*The study was designed to assess the corruption practices in the public sectors case study of Gubrie sub city, of Wolkite town, Gurage zone, SNNPRS. 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 66 respondents engaged in different occupation in three 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 cause of corruption in public sectors reforms, absences of strong institution that combat corrupting, lack of good governance low level of ,salaries of workers and the desire of the workers became a wealth person with a short period of time and the short ways. the mechanism that taken by the institutions in the study area to combat corruption are increasing the awareness of local people, the increase accountability and transparency between government institution and local people.*

**Keywords:** *Corruption, Municipality and Public sector*

## **Abbreviation and acronyms**

WB- World Bank

TI – Transparency International

TE- Transparency Ethiopia

FDRE- Federal Democratic Republic Of Ethiopia

FEACC- Federal Ethics and Anti- Corruption Commission

SNNPRS - Southern nation nationality and people regional state

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# **CHAPTER ONE**

## **Introduction**

### **1.1. Background of the study**

Corruption is one of the greatest challenges of the contemporary world. It undermines good governance, fundamentally distorts public policy that leads to misallocation of resources, harms public sectors development and, particularly hurt the poor country It undermines good governance, fundamentally distorts public policy that leads to misallocation of resources, Corruption comes from a Latin word ‘*corrumpere*’ which means unethical practice or behavior that is considered a wrongdoing and contradicted with rule of law ,ethical morality the law and human personalities are broken (Farida,2006). A broad definition of public sector corruption is the abuse of authority by bureaucratic officials who exploit their powers of discretion, delegated to them by the government, to further their own interests by engaging in illegal, or unauthorized, rent-seeking activities (Blackburn, Bose, &Haque,2005).

The World Bank extends the definition of office corruption to include the offering, giving, receiving or soliciting, directly or indirectly anything of value to influence the action of a public official in the procurement process or in contract execution (World Bank, 2004). Corruption lowers the standard of living and decreases the amount of wealth in a country by undermining trust in government, working in favors of the rich and against the poor, worsening the quality and reliability of public service delivery, and discouraging business thereby hurting a nation’s development (Thai, 2008). Corruption can be disempowering to the people and encourage their sense of alienation by undermining respect for authority and increasing cynicism about leaders at all levels of society (Mastruzzi,2005). Political scandals have sparked public outrage against political corruption in countries.

Corruption is any offence committed in connection with public offices and public service by public employees and officials by offering giving soliciting or accepting an indecent or reward or any benefit aiming to benefit self or other person. People are seen running to illicitly enrich themselves by abusing public office for private gain (FEACC profile 2012:14. By diverting scarce resources intended for development, corruption also makes it harder to meet fundamental needs. It creates discrimination between the different groups in society, feeds inequality and

injustice, discourages foreign investment and aid, and hinders growth. It is, thus, a major obstacle to political stability, and to successful social and economic development. (Annan, 2003) The main drivers of corruption have been identified as economic, political and cultural factors these vary from country to country Corruption corrode economic and social relations. It distorts markets and erodes attempts to improve quality of life (Garcia-Murillo 2005). The problem of corruption in Ethiopia is pervasive though there are legal and administrative mechanisms to combat it the establishment of the Federal Ethics and Anti-Corruption Commission marked the beginning of the institutionalized attack against corruption. In addition to establishing a specialized anti-corruption agency, Ethiopia adopted laws, rules of procedures, revised penal law to incorporate different acts which constitute corruption, and ratified international anti-corruption conventions adopted by the United Nations and the African Union to mention some (Brian Z. Tamanaha,2006

In SNNPR corruption affects the public service reforms and police of local government administration in SNNPR state agreements a number of commission, organizations and offices established to fight against corruption. Among those are SNNPR create good governance office It also gives some suggestions to the policy makers and strategy designers, implementers and also created many principles to fight against corruption and the anti- corruption (Masin, 2007). in addition to this, the researchers was tries to examine the assessments of corruption practice in public sectors of the study area, in this regard it examines the type of corruption in public sectors of study area, forms of corruption, Cause and consequence corruption in study area and we would be find the gap factors behind the gaps in implementing instrument.



## 1.2 Statement of the Problem

In Ethiopia the effect of corruption has mainly many dimensions such as economic, social and environmental. Politically, corruption impedes democracy and rule of law; it leads public institutions to lose legitimacy when they misuse their power for private interest. It may also result in negative consequences such as reducing interests of political participation reducing Transparency of political decision making, distorting political development and sustain political activity based on patronages, clienteles and money etc. (Transparency Ethiopia, 2016).

Corruption in public sector is sign of failure of governance to address the issues properly at the country level and it is sensitive subject by its nature and hard to observe. It is intrinsically a secret activity and those who engage in it rarely admit wrong doing. Public awareness crusade would personalize corruption, explaining clearly and explicitly how the constant draining of government funds for private individuals. Being poorer, fewer schools, fewer water coverage and supply, fewer health service coverage, higher taxes, higher school fees, lower salaries, fewer jobs, and so on ,all result from bribery (Bornwell,etal,2000).

The problem of corruption in Ethiopia has become rampant and dwarfed the overall development of the Country. Lack of adequate shelter, poor sanitation, insufficient and unsafe water supply, inappropriate defecating facilities and inadequacy of basic amenities, high cost of living, poor infrastructure, and ineffective public service delivery and absence NSA (Non-State Actors) were attributed to corruption. In this regard the researcher carried out by (Alemu Hafa ,2005) on the impact of corruption in the public sectors in case of Nekemte town and (Tagele TASFAYE 2009) on assessing challenges of public sectors leader in committing corruption case of Ethiopian revenue and customer authority in Addis Ababa both researches were not assesse the corruption practice in the public sectors in details. this researches are methodologically ,geographically, specifically and temporally different from our research's, Regarding this, we are conducted study on assessments of corruption practice in public sectors of Gubre sub-city`s Based on the research which conducted in Nekemte town and Addis Ababa. Methodologically, the researchers would be use both qualitative and quantitative data to examine the assessments of corruption in public sectors, to identify the major cause of corruption ,to determine the mechanism to combating corruption ,to measure how corruption increase in public sector , to assess the effect of corruption in the public sectors of study area, to identify major cause for

increase rate of corruption in study area as far as the issue of assessments of corruption practice in public sector concerned, there is no study conducted in this study area, specifically the study was intend to fill this gap by giving much emphases on assessments of corruption practices in public sector in a case study of Gubrie sub city of Wolkite town, Gurage Zone ,SNNPRS.

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

The general objective of the study is to assess the corruption practices in the public sectors a case study of Gubrie sub-city of Wolkite town, Gurage zone, SNNPRS. To this end; this study aims at addressing the following specific objectives. These are:

- To assess service users' perceptions of corruption in the process of receiving public services;
- To determine factors driving corruption in the public sectors in the study area;
- To assess the perceived quality of public sectors services in the study area;
- To determine the influence of corruption on the quality of public sector service in the study area.

### **1.4. Basic Research Question**

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

1. To what extent corruption occurs in the public sectors in Gubrie sub city?
2. Why do clients engage in corruption when they seek for public sectors services?
3. What effect does corruption has on the quality of public services in the Gubrie sub city?
4. To what extent the effect of corruption on the quality public sectors services perceived differently?

### **1.5. Significance of the study**

The findings of this research's would be significant to the study area public sector service users' and providers. Further the study identifies the possible types of corruption practices in the public sectors and suggests the possible solutions to the corruption practices. It also gives some suggestions to the policy makers and strategy designers, implementers and other management bodies for the sake of giving attention to the major corruption practices existed in the sub city.

Finally, it provides a base for other researchers in order to investigate further studies in the study area

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

The researchers would be focused on Gurage zone, the southern nation nationality and people regional state of Ethiopia by taking Gubrie sub-city as case study, which is 12km far from Wolkite town to the south. It design to investigate administration offices, head of sub-city, officials of public service ,police office and concern body of individuals public service users to put forward possible recommendation about the assessments of corruption practices in public sector

### **1.7 Limitation of the study**

The student researchers has many limitations. Shortage of the secondary data, Unwillingness of respondents to provide exact data and their personal view point during scheduling, during data collection, most of the workers may be on site so it may be quite difficult getting in touch with them Despite these limitations, the researcher is confident to finalize his study on the intended time. The findings of this investigation will also give insight to public service reform in combating corruptions towards effective participatory in the community.

### **1.8. Organization of the papers**

The research would be contains five chapters. The first chapter deals with the introduction, statement of the problems, significance of the study, scope the of the study, limitation of the study. while chapter two deals with review of related literature .Chapter three deals with the research methodology which cover research design, method of data collection, instruments of data collection, sampling techniques sampling size and methods of data analysis. Cheaper four contains result analysis and discussion and chapter five deals with conclusion and recommendation.

## **CHAPTER TWO**

### **2. Review of Related Literature**

This chapter comprises a review of related literature on corruption. The review incorporate briefing the concept of corruption, the causes, the forms and the consequences of corruption and historical background of corruption in Ethiopia

#### **2.1. Overview**

The recent studies on corruption in Ethiopia revealed that an act of corruption, most commonly bribery in its variety form and unethical practices are being common routine practice in the Ethiopian institution by threatening the public interest as well as eroding public trust (FEACC Survey,2001,2010,WB,2011).

The survey conducted in 2014 on the perception of foreign investors toward corruption in Ethiopia by slam development consultant on behalf of the federal anticorruption commission show that petty corruption (bribers) is a common practice among front line public servants there by making the public sector places of rampant corrupt practices (FEACC,2014). Thus the majority of foreign investors say that they are unable to get enticement quality and expedited (speedy) services without paying bribery, gratification or unofficial payments to the public servant or officials

#### **2.2 Understanding the Concept of Corruption**

Corruption is commonly regarded as unethical practice or behavior that is considered a wrongdoing and contradicted with rule of law and ethical morality ( Erias 2003) as literature unanimously suggest, corruption is a difficult concept to forge comprehensive and universally accepted definition . There is no single universally accepted and comprehensive definition of corruption because of its complex nature (WB, 1997) attempts to develop such detonation invariably encounter legal, criminological and in many counties political issues (UNODCCP, 2002)

Generally, international organizations independent observers, governments and researchers confirm that corruption is a very difficult construct born and developed in complexity (TI 2004 ) thus they unanimously agree that the problem of defining corruption is difficult and far from simple, therefore no definition of corruption is completely inclusive as defining corruption depends up on the context in which it is observed the perspectives of the definers and their purpose in defining it ( stemson 2005).

Despite the difficulty of defining corruption however there is a general consensus that corruption refers to act in which the power of public offices is used for personal gains in a manner that contravenes the rule of game (Jain, 2001:73, TI, 2007and NB, 2007).

### **2.2.1. The Essence of Corruption**

Corruption as the perversion or destruction of integrally in the discharge of public duties by bribery or favor; the use or existence of corrupt practices especially in the state's public corporation. It defines the adjective "corruption as perverted from upright nests and fidelity in the discharge of duty influenced by bribery or like. It defines the verb "corrupt" in similar way except that it extends it to any duties public or not and offers a further definition to induce to act dishonestly or unfaith fully to make venal to bribe it defines the verb " bribe as " to influence corruptly by a reward or consideration the action of a person to prevent the judgment or corrupt the conduct by gift. These definitions shows corruption as the act of officials having regard to the public nature of crime and gratuity of opts consequences (Oxford English Dictionary 200:281).

### **2.2.2. The Legal Definition of Corruption**

The definition of corruption based on the laws the lands. A legal definition of corruption provides a clearly demarcated boundary between what is the corrupt activity and what is not. It offences in Ethiopia are corruption offence provided in the FDRE criminal code indicate that any offence committed in relation to a government or public services or public interest in violation of the duties proper to government or public service by seeking exacting promise or inflicting harm on another person; and includes corrupt practices acceptance of undue advantage tragic in official influence abuse of power maladministration appropriation and miss appropriation indicate charge of duties extortion and disclosure of confidential information and shall include such other similar cases (FDRE Criminal Code 2005,p254-56)

Corruption is any offence committed in connection with public offices and public service by public employees and officials by offering giving soliciting or accepting an indecent or reward or any benefit aiming to benefit self or other person. People are seen running to illicitly enrich themselves by abusing public office for private gain (FEACC profile 2012:14).

### **2.2.3. Public Office Centered Definition of Corruption**

Corruption is a behavior which deviates from the normal duties of a public role because of private regarding (family close private cliques) pecuniary or seat us gain violate rule against the exercise of certain types of private- regarding influence. This include such beaver as nepotism use of reward to patronage by the reason of inscriptive relationship rather than merit; bribery misappropriation. This can be simplified to general definition that is used for purpose of this are abuse of the public office for private gain corruption is the behavior or the act of public officials public servant who prevent the power and public duties vested on there for improper action and illiterate enhancement of themselves . It also shows that break rule of law for purpose of private gain or benefit. As paper this definition corruption is a behavior on the part of officials in the public sector (Frailest, 2005).

### **2.2.4. Market Centered Definition of Corruption**

State that corrupt civil servant regards the public office as the place where they maximize their income by corruptly deciding scarce resources. Thus corruption is viewed as a “ maximize unit” a special type of stock in trade by which public officials maximize economic gains on the basis of supply and demand that exist in the market place of their official domains (ICNC1994)Corruption is an improbity or decay in the decision making process which a decision maker consents to deviate or demand deviation from the criterion which should be rule his or her decision making in exchange for a reward or for the promise expectation of award while the motives influencing his or her decision making cannot part of the justification of the decision. (Duyne2001:3).

### **2.2.5. Causal Model Definition of Corruption**

Proposed that corruption is a problem of asymmetric information, and incentives principal agent-client model in the municipal service delivery in believes where each actors can have different interest and the agent is under some circumstance both empowered and inclined to act for his own purposes rather than these of his principal and his principally clients corruption accrues when public official can operate in a situation of information monopoly, can administer an operation in discretion and discretion to exercise fail to take accountable in their action . it someone has monopoly power over a good or service and has discretion to decide whether someone gets the good or scrums or how much a person receives but there is no accountability then there will be corruption with no doubt. In other words there is no corruption it public servant and officials discharge their accountability in a adherence or the legal procedures (Robert Krit Guard 1998

### **2.2.6. Public Interest Definition of Corruption**

According to this corruption is viewed as an erosion of the public interests the subversion of the public interest for private ends. The most notable is the pattern of corruption can be said to exist whenever a power holder is by monetary or other rewards not legally provided for induced to take action which favor who ever provides the rewards and there by does damage to the public and its interest.

## **2.3. Forms of corruption**

- A. Bribery:** is the payment of fixed sum a certain percent tag of making favor in many of kind paid to the state officials in charge of making contract on behalf of the state of otherwise distribute benefit to companies or individuals businessmen and clients. To pay and receive bribery is corruption parse and should be understood as the essence of both extractive and red is attributive corruption.
- B. Embezzlement:** is the theft of public resources by public officials and as such it is understood as another form of misappropriation of public funds . the state official steals from the public institution in which he is employed and from resources he is supposed to administer on the behalf of the state and the public. However disloyal employees in

private firm can also embezzle their employers and firm and several kinds of resources may be embezzled.

- C. Fraud** is a crime that involves some kinds of trickery swindle. It occurs when state agencies and representatives engaged in the black and grey (conformal) market and when network of forgery trade in illegal goods and smuggling are proposed up by “official” sanction and involvement (Bayart et.al 1997;11).
- D. Extortion** is money or other resources extracted by the use of coercion violence and the threat to use force. Protection or security of many resources is extorted in the classical in famous mafias style do to this the public officials and private business are harassed this can be redistributive extraction form (Mc NULTY,1999;81)
- E. Favoritism:** is a mechanism of power abuse implying” privatization and highly biased distribution of state resources no matter how this resources have been accumulated in the first place. It is the power abuse in thus form of corrupted (un democratic privatized) the distribution of resources, it is normal human proclivity to favor friends family and body close to them and trusted.
- F. Nepotism:** is special form of favoritism in which an office holder (ruler) with the right to make appointment prefers to nominate to prominent position his proper kinfolk and family members (wife brothers and sisters ) children nephews cosines .Many unrestricted government have tried to secure their power position by nominating family members to key political economic military security position in the state apparatus.

## **2.4. The Causes and Consequences of Corruption**

### **2.4.1. The Causes of Corruption**

Public officials are motivated to extract corrupt payment because of they receive low salaries and face significant risk of illness, accidents and employment. Corrupt flourish condition of poverty and weak public institution (World Bank, 200). Similarly for business people the motivation to pursue wealth through corruption is high because of scarce capital, poorly skilled workers, low demand for consumer goods and other conditions decrease the prospect for advancement in the market (Johnston, 1993). For households the motivation to pay bribe is high where goods and services such as medicine are scarce and may not be available (Stephen Hurteal2006)

Generally literature describe the main cause of corruption as greed the low salaries of public servants (officials ) peer pressure institutional cultures of corruption, the lack of accountability of public officials a lack of morals, poor law enforcement lack of punishment of corrupt officials , lack of information and transparency bureaucratic system which complex process and regulation (Cavil and Hohail, 2007 ;7)

Besides the over centralization of public service provision, low civil service, salaries lack of meritocratic recruitment and promotion lack of pressure and incentives to perform, low morale of employees lack of trenchancy and accountability in government operation missing regulatory framework (legislation codes of conduct and audit requirements lack of sanction against corrupt personnel, ineffective legal framework and weak enforcement of laws, impede attempts to investigate prosecute and punish corrupt officials, public tolerance of corruption maybe common discretionary power over a good and service no formally prescribed rules and regulations such as appraisals of performance code of conduct / guidelines contribute to corruption in public service(WorldBank,200;29; Civil and Sohail,2007:10).

#### **2.4.2. The Consequences of Corruption**

The consequences of corruption refers the negative consequences of corruption especially in developing countries which generally multifaceted and pernicious as well corruption is an insidious plague that has a wide range of corrosive effects on societies . it undermines democracy and rule of law leads to violation of human rights distorts markets erodes the quality of life and allows organized crime terrorism and other teats to human security to flourish corruption hurts the poor disproportion lately by diverting fund intended for development und remaining a government ability to provide basic services, feuding in equality and injustice and discouraging foreign investment and aid (UNDOC: 2004)

#### **Economic Consequences of Corruption**

High level of corruption is associated with lower level of investment and GDP. In a corrupt environment entrepreneurs are aware that bribes are required to ensure the release of required do documentation needed to begin business and are consequently discouraged from investment (Mauro 1996:6)

Corruption leads to depletion of national wealth. It is often responsible for increased cost of goods and services funneling of scarce public resources to the uneconomic high profile projects at expense of much needed such as schools, hospital and roads misallocation of resources convection of public wealth to private and personal property in flatiron imbalanced economic development (Transparency Ethiopia, 2016)

Corruption reduces or distorts the fundamental role of government in the area of enforcement of contracts and protection of property right because of corruption when citizen can buy his /her way out of a commitment or out of contractual obligation at when one is prevented from exercising ones proper rights because of corruption this fund a mental role of the government is distorted and growth may be negatively affected (Tanzi, 1998). Political consequences of corruption

### **Political consequences of corruption**

Corruption hampers political development and contributes to political instability. When corruption became part of the status quo its maintenance tend to involve the use of repressive tactics through the state instruments for law and order. When the ruling elite have privatized state bureaucracy fear and repression prevent any serious threat from dissenting groups or individual. This in turn hinders political development and weakens civil society (Hope, 2006).

### **Corruption of Social consequences**

Under corrupt system the privilege and the welcomed enjoy economic rent, which represent abnormal or monopoly profits that can bestow large benefits .this tendency for wealth to be concentrated in the hands of a tiny minority of the population results in uneven income distribution corruption is likely to increase income inequality because it allows well positioned individuals to take advantage of government activities at the cost of the rest of the population (Tanzi, 1998)

The heavy blow of corruption falls more heavily on the poor as they cannot afford to pay the required bribes to send their children to a decent school to obtain proper health care or to have adequate access to government provided services such as domestic water supply electricity sanitation and community waste disposal facilities( Myint , 2000)

## **Environmental consequences of corruption**

Corruption has also an impact on natural environment. Hence natural environmental resources are subjected to corrupt practices which totally violable the natural resources. This can include the illegal use of fertilizers and dangerous chemicals illegal logging of forests illegal minims and exploitation of the nation's natural resources for the benefit of the few rather than for the nation as a whole. Ultimately the environmental balance of country could be threatened and its very survival could be placed in doubt (FEACC,

### **2.5. Ways of Combating Corruption.**

There are many international and national ways to combat and preventing corruption. The inter-American convention against corruption was the first international convention aimed at a combating corruption and there by marked the beginning of an international legal regime to combating corruption (Ackerman 2011).

#### **2.5.1 Establishing International Conventions.**

In a globalized economy corruption increasingly has across border dimension. The international legal framework for corruption control is a key element among the options open to governments. This framework has improved significantly over the past decade. In addition to anti-corruption convention, in 2005 the unconventional against corruption entered into force and by late 2013 had been ratified by the vast majority of its 140 signatories and placed its business community in a disadvantageous position (Snider 2013).

#### **2.5.2. Creating Transparency and Openness in Government Spending.**

Subsidies tax exemption, public procurement of good and service and extra budgetary funds under the control of politicians. all the element of the various ways in which governments collect taxes, tap the capital markets to raise money, receive foreign aid develop mechanism to all allocated these resources to satisfy a multiplicity of needs, some countries do this in the ways that are relatively transparent and make efforts to ensure that resources will be used in the public interest. The more open and transparent process the less opportunity it would provide for (Malsifane and Colier 2007).

### **2.5.3. Reform Public Administration and Finance Management.**

Reform focusing on improving financial management and strengthening the role of aiding agencies have in many countries achieved greater impact than public sector reform on curbing corruption on such reform is the disclosure of budget information which prevents waste and misappropriation of resource

## CHAPTER THREE

### Research Methodology

In this chapter, the researchers would be discussed about description the study area, research design and approach, source of data, sampling techniques and procedures, instrument of data collection and data analysis and interpretation.

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

This study would be conducted in Gubrie sub-city of Wolkite town in Guraghe zone, Southern Nation Nationality and Peoples' Region State of Ethiopia. Gubrie sub-city is found south west of Addis Ababa and it's about 170Km far 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 kebele, on the north by Gasore, on north east by Ewan Keble and on the southern it is bordered by Azer and Sise kebele. The climate condition of the area is Qolla. Mainly economic activities of the community are based on commerce and agriculture. The landscape of the area is characterized by flat land scape. Based on the 2011 projection this sub-city had total population of 5575 from them 2732 is men and 2843 are women. Still it has only one Keble which is known as 01 Keble So researcher was conducted the coming study in 01 Keble.

#### **3.2 Research design**

Primarily this study would be aimed at assessed the corruption practices in the public sectors in case of Gubrie sub- city. To this end, the study was employed a cross-sectional research design. It was meant to be cross-sectional, mainly in order to capture data from many respondents at one point in time in the study area given the quantitative nature of required data and shortage of time. Besides, in order to analyse the corruption practices in the public sectors in an in-depth and detailed manner, this study would be deliberately made to be a case-study.

### **3.3 Research Approach**

The approach would be used in this study is mixed research approach, which is a procedure for collecting, analyzing and “mixing” both quantitative and qualitative data at some stage of the research process within a single study, to understand a research problem more completely. The rationale for mixing is that neither quantitative nor qualitative methods are sufficient by themselves to capture the trends and details of the situation, such as assessing the corruption practices in the public sectors. When used in combination, quantitative and qualitative methods complement (i.e., seeking elaboration, illustration, enhancement, and clarification of the results from one method with results from the other method) each other.

The strategy would be used in this study is concurrent triangulation strategy. In this strategy there are two data collection methods. Equal priority is given to both quantitative and qualitative data collection approach. Data are integrated during analysis and interpretation phase. The major reason for using this strategy was for confirmation, corroboration or cross-validation of both quantitative and qualitative data within a single study.

### **3.4 Methods of Data Collection**

In order to collect relevant and reliable data from the selected samples of the study the researcher was used both qualitative and quantitative methods to obtain necessary information to address the assessment of corruption in the public sectors.

### **3.5 Sources of data**

The study was employed both primary and secondary sources of data. The researchers would be obtained primary data from individual public service users, head of sub-city and official of public services. Secondary data from pamphlets, office manuals, circulars and policy papers, would be used to provide additional information is appropriate. Besides variety of books, published and unpublished government documents, website, reports and newsletters would be reviewed.

### 3.6 INSTRUMENT OF DATA COLLECTION

The researcher was applied deferent instruments of data collection that are deemed to appropriate to collect valid data (information) from deferent respondents. These instruments are:

**Questionnaire:** this consists of assets of question was presented to respondent and answered by respondent. It can have both open-ended and closes- ended question that were prepared to collect data which is deemed to be relevant to the study. The questionnaire was distributed to respondents.

**Interview:** - the interview schedule was prepared to collect data relevant to the issue. In addition to questionnaire the data gathered through the interview was collect by face to face contact with the key informant. The key informants of the study would individual public service users, head of sub-city, offices of public service, and concerned body of intervals in addition to this researcher would use interview as the methods of data collection because it is very edible and can bemused to collect large amount of information from respondents by easily and can be conducted fairly and quickly

### 3.7 Study Population

Target population of this study would be from all Gubrie sub-city of population which means that the researchers were focused on one Kebele. Gubrie sub-city has a total population of 5575 from them 2732 are men and 2843 are women. Still it has only one Keble which is known as 01 Keble. So researcher was conducted the coming study in 01 Keble

### 3.8 Sampling Size

In order to obtain relevant and reliable information the student researchers was take a numbers of sampling unit selected from investigation .the total number of population study of Gubre sub-city was 5575 depend on the 2011 projection study from above total population the student researchers was used 66 sample by following formulas which is derived by Kothari, 2004.

$$N = \frac{Z^2 * P * Q * N}{(E^2) * (N - I) + Z^2 * P * Q} \quad \text{WHERE } N = \text{SAMPLE SIZE}$$

Z=from confident level

p= proportional of success

q = proportion of failure

N=total number of population

E margin of error

Given

$$N=5575 \quad P=0.5$$

$$Q=0.5 \quad Z=1.64 \text{ Solution } n = \frac{z^2 * p * q * N}{(E^2) * (N-1) + Z^2 * P * q}$$

$$n = \frac{(1.64)^2 * 0.5 * 0.5 * 5575}{(0.1)^2 * 5575 - 1} + 1.64^2 * 0.5 * 0.5 = 66$$

### 3.9 sample technique

To select appropriate sample the student researchers was employed systematic random sampling technique and purposive sampling technique was employed in order to gather qualitative data from the key informant Accordingly, the researcher uses simple random sampling to select head of sub-city, official of public services and individual users of public users to represent all population of the study. The reason behind this techniques use is it is easy to analyzes, reduce bias between and within study population, give equal chance for the respondent and also enable to collect relevant information about this subject matter regarding to researchers study.

### 3.10 Method of Data Analysis

Both qualitative and quantitative methods was use in order to analyze the collected data. The findings of the study were presented in tables, figures and charts. Some structured survey data would be analyzed using percentages, multiple response (frequency and cross tabulation), and descriptive statistics (such as frequency and cross tabulation). On the other hands, discussions and interviews held with key informants persons was also analyzed qualitatively. As such, qualitative data gathered from key informant interview and secondary sources was analyzed by conceptual generalization and quantitative will be triangulated with qualitative data.

### **3.11 Ethical Consideration**

In this study the researchers was take in to account different ethical considerations. The researchers would be creating awareness to the respondents about the objective of the study. All participants was give full information regarding the intended purpose, possible benefit and harms of the research prior to the research and to insure inform consent participation was voluntary. Anonymity and confidentiality of respondents' voluntary consent were informing participants about overall purpose of the research. Interview and questioners was not be intentionally pressure to reveal private or personal details and also the researcher would take care not reveal the identity of individual implicate in research without their permission and treat research participants fairly and show them respect

## **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 corruption practices in the public sectors in the study area. The data were collected via questionnaire in the sampled municipality of Gubrie sub city. The questionnaires consisted of 17 questions for respondents. As the researchers indicated in the methodology in the preceding chapter, the questionnaires were prepared for 66 respondents who have been resident for the past two years and above.

The data gathered through key informant interviews 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. General Profile of the Respondents

This section provides details of the sex, age, marital and educational status, and qualification of the respondents.

**Table 4. 1 Distribution of Respondents by Sex**

No	Sex	Frequency	Percentage
1	Male	36	55%
2	Female	30	45%
3	Total	66	100%

*(Source: Own Survey, May 2019)*

Since sex is one of the characteristics, respondents are asked about their sex. The result of the study table 4.1 (above) indicates that 36 (55%) are male while 30 (45%) of the respondents are females.

**Tables 4.2. Age distribution of the respondents**

No	Age	Frequency	Percentage
1	20-30	26	39.39
2	31-40	22	33.31
3	41-50	12	18.22
4	50 above	6	9.09
5	Total	66	100%

*(Source: Own Survey, May 2019)*

Regarding the age structure of the respondents in table 4.2 (above), was found in 26(39.39%) of respondents were fall in age of 20-30, 22(33.31%) of the respondents were in age of 31-40 and also, 12(18.22%) of the respondents in the age of 41-50 were exists. The remaining 6 (9.09%) of the respondent were found in the age of 50 and above

**Table 4.3 distribution of respondent by marital status**

	Marital Status	Frequency	Percentage
1	Married	30	45.5
2	Unmarried	20	30.3
3	Widowed	10	15
4	Divorced	6	9.9

(Source: Own Survey, May 2019) In table 4.3 above marital status of the respondents ,45.5% Of the respondents are married in following this 30.3%, 15% and 9.09% of the respondents are respectively unmarried ,widowed and divorced

**Table 4.4. Distribution of the Respondents by educational level.**

No	Educational level	Frequency	Percentage
1	High school	9	13.6
2	Certificate	15	22.7
3	Diploma	18	27.27
4	Degree	22	33.33
5	Masters	2	3.03
6	Total	66	100%

(Source: Own Survey, May 2019)

As indicate in above table 4.3, 22(33.33%) of the respondents' were degree by the educational holders, 18(27.27%) of them were diploma, 15(22.7%) of the respondents were certificate, 9(13.6%) of the respondents were high school and 2(3.0%) of the respondents are masters. In this study area most of the respondent was degree graduates from university and as the researchers understood from above table 4.3, the educational holder were degree and diploma levels among public sectors in the study area. This reveals that most of the employees were degree holders which accounts about 22(33.33%) of the total respondents.

**Table 4.5 ,Distribution of respondent on the clients perceptions of corruption**

Do you think corruption occurs at the point of municipal services?	frequency	Percentage
<b>Yes</b>	56	85
<b>No</b>	10	15
<b>Total</b>	66	100%

(Source: Own Survey, May 2019)

As indicated above table 4.5, out of 66 respondents 56% of the respondent were responded that corruption occur in the municipal service. Only 10% of the respondents were responded that no corruption occur in the municipality service. This shows that the exposure or existence of corruption in the municipality is very high.

**Table4.6. Types of Corruption Practice in the Municipality of Gubrie sub city**

Types of corruption		Frequency	Percentage
1	Absenteeism of municipal service providers,	10	15
2	Theft of municipal resource	14	21
3	In formal payments	17	26
4	Nepotism,	12	18.2
5	Embezzlement of municipal funds,	11	16.7
6	,other (specify)	2	3.03
<b>Total</b>		66	100%

(Source: Own Survey, May 2019)

As indicated in above table 4.6 (above),26%of the respondent that in formal payment. On the other hand 14(21%) of the responded that theft of the municipal resource, nepotism and embezzlement of the municipal fund were 12(18.2%) and 11(16.7%) respectively

**Table 4.7 the perception towards corruption in municipal services**

No	Statements	A		N		D	
		F	%	F	%	F	%
1	Bribery control municipal services delivery	48	72	1	2	17	26
2	Bribes help to receive information on the process of municipal service	45	68	0	0	21	32
3	Corruption reduces long municipal service procedure which are too costly and time wasting	44	66	1	2	21	32
4	Corruption gives fair municipal service delivery among clients	45	68	2	3	19	29
5	Corruption helps to reduce the existing uncertainty of municipal services	42	63	3	5	22	32
6	Unofficial payment guarantee reliability of services	40	60	1	2	25	38

(Source: Own Survey, May 2019)

In Table 4.7 above, presents perceptions of corruption. The result showed that, 72 % of the respondents agreed that bribery controls municipal services delivery. The result is in line with Mauro (2004) who also reported that bribery determines municipal services in Uruguay. Moreover, (68 %) of the respondents agreed that bribes help to receive information on the process of municipal services and corruption gives fair municipal service delivery among clients. Furthermore, the results showed that 66 %, 63% and 60% of the respondents agreed with the statement that corruption reduces long municipal services procedures which are too costly and time wasting, corruption helps to reduce the existing uncertainty of municipal services and unofficial payment guarantees reliability of the services respectively.

**Table 4.8 Factors of driving corruption**

No	Factors of driving corruption	Yes		No	
		F	%	F	%
1	Wanted to avoid a long queue/time	16	24.2	-	-
2	It was a pressure from municipal workers	17	25.7	-	-
3	Quest to get good quality municipal services	7	21.2	1	1.5
4	Poor responsibility among municipal workers	5	7.57	-	-
5	Wanted to avoid long bureaucratic procedures	4	6	-	-
6	Poor living standards among municipal workers	6	9	2	3
7	Poor access to information about my municipal service rights	5	7.5	3	4.5
	Total	66(100%)		-	-

*(Source: Own Survey, May 2019)*

In table 4.8, above presents of factors driving corruption. The result show that ,25.7% of the respondents responded pressure from municipal workers the first drivers of corruption following this 24.2% ,21.2% and,9% of the respondents are responded avoid a long queue/time, to get good quality municipal services and Poor living standards among municipal workers respectively

According to key informant interviews of respondents said that low level of income is the other factors that attributed to corruption. Due to the low level of salaries for the workers the workers not fulfill the needs and want because these two things are unmet due to this reason the government workers forcedly interred in to bribe taker, until this time these factors are facilitated for corruption existence in the areas not only the study area but at the whole levels of the country this can show low level of income are major factors that can affect people and development of the country. Due to this reason government can attention ally faces and improve the salaries of the workers. And to create awareness of the people.

**Table 4.9 Perceived quality of municipal services**

Statement	How does corruption affect the quality of municipal services?	Frequency	Present
No			
1	to a greater extent	32	48.5
2	to some extent	17	25.8
3	to a small extent	11	16.7
4	not a problem at all	6	9
5	don't know/ not sure	-	-
6	other (specify)	-	-
	Total 66(100%)	66	100%

*(Source: Own Survey, May 2019)*

As indicated in the above table 4.9, 48.5% of the respondents are to a greater extent, 25.5% and 16.7% of the respondents are to some extent and small extent respectively as indicated in this table the perceived quality of municipal services in the study area 48.5% of the respondent give response to a greater extent and 25.8 of the respondent are response to some extent respectively. The researchers can measure the degree of corruption is to a greater extent in the study area this a greater extent of corruptions in may be detect the study area for the destruction in the future, so the public service reform should be hard work more improve its image.

Table 4.10 the quality of municipal services received.

No	Statement	A		N		D	
		F	%	F	%	F	%
1	Client are waiting for a long time to get municipal service	48	72.2	2	3	16	24.2
2	The demand of tips before services builds trust between municipal workers and clients	54	81.8	-	-	12	18.2
3	Clients are denied their rights due to practices of friendliness	43	65.15			23	34.84
4	Only rich client receive high respect and favor from municipal service providers	22	33.33	1	1.5	43	65.1
5	Client financial resources are depleted to get attentiveness from municipal service providers	45	68.1	3	4.5	18	27.27
6	Clients are satisfied with the services provided at the municipality	15	22.7	1	1.5	50	75.7
7	Municipal service providers pay more attention to Clients privacy	55	83.3			11	16.7
8	Clients get the necessary service according to their problem	12	18.1			54	81.8
9	Clients are not satisfied with the services provided	58	87.87			8	12.1
10	Clients kept waiting for a short time to get municipal service	57	86.36			9	13.6
11	Clients get their right due to the practices of friendliness	52	8.8			14	21.2
12	Poor clients are disrespected from municipal service providers	6	9			60	90.9
13	Municipal service providers give attentiveness to the clients regardless of financial resources	52	80.3	7	10.5	6	9
14	Clients privacy are not paid attention by municipal services providers	15	22.7			51	77.27
15	To get the necessary service clients must pay more than it is required	50	75.7	10	15.5	6	9
16	Professionals tend to claim to have provided services which they did not provide to the clients	15	18.33			11	16.6

(Source: Own Survey, May 2019)

In table 4.11, above present the quality of municipal services received. the result show that.90.1%, 87.87%, 86.36,83.3%,81.8% and 75% of the respondents are respectively dis agree and agree on the statement Poor clients are disrespected from municipal service providers and agree on the statement Clients are not satisfied with the services provide, waiting for a short time to get municipal service, Municipal service providers pay more attention to Clients privacy and To get the necessary service clients must pay more than it is required.

Furthermore 77.2% and 65.5%of the respondents are respectively disagree on the statement Clients privacy are not paid attention by municipal services providers and Only rich client receive high respect and favor from municipal service providers, following this 68.1% and 65.1 of the respondents were agreed on the statement on the financial resources are depleted to get attentiveness from municipal service providers and Clients are denied their rights due to practices of friendliness.

According to key informant interviews with the heads of municipal city and key individuals from the study areas the lack of equity and equality to delivery service for peoples is mostly found in the 01 Keble They said the government distribute highly priced good through public office especially oil and sugar its price become high with a short period of time. Societies enable to consume this commodity difficult to distribute to Keble members this peoples both oil and sugar through their Keble. As respondent explained the Keble when distribute those goods they discriminate the peoples from these opportunity to only rich resident benefited due to rent activities took place.

**Table 4.11 Perceived Effect of Corruption on Quality of Municipal Services**

No.	Statement	A		N		D	
		F	%		%	F	%
1	Leads to lack of equipment or other materials	60	90.9	-	-	6	9
2	Leads to poor quality leadership	57	86.3	-	-	9	13.5
3	Clients are dissatisfied due to poor quality leadership	39	59.1	-	-	27	40.9
4	Charges are made high in order to cover charges	51	89.4	-	-	7	10.5
5	Clients perception get worse due to delay of service	45	77.3	-		15	22.7
6	Clients do not get proper service	58	68.2	5	7.5	16	24.2
7	Workers lack motivation and interest in clients service	27	87.87	-	-	8	12.1
8	Clients distrust the municipal system	27	40.9	-	-	39	59
9	Municipal managers and workers respects clients during delivery of services	56	84.8	2	3	6	9
10	Municipal managers and workers respect clients in a genuine interest during delivery of service	14	21.2	-	-	52	78.78

*(Source: Own Survey, May 2019)*

In the table 4.11 above present Effect of Corruption on Quality of Municipal Services the result Showed that, 90.9% of the respondents agreed that lack of equipment or other materials , 89.9% ,87.87% of the respondents are respectively agreed Charges are made high in order to cover charges and Leads to poor quality leadership effect the quality of the municipal service the result is in the lie with( Alemu hefa 2013) reported that poor quality of leader ship Effect Quality of Municipal Service. more over 84.8%,77.3%,68.25% of the respondents are respectively agreed with the statement that Municipal managers and workers respects clients during delivery of services , get worse due to delay of service and Clients do not get proper service

Furthermore the result show that 59%, 59.8%, 78.78% of the respondents are agreed the statement dissatisfied due to poor quality leadership and disagreed on the statement distrust the municipal system as well disagreed on Municipal managers and workers respect clients in a genuine interest during delivery of service Perceived Effect of Corruption on Quality of Municipal Services but some

According to the key informant interview said that not only the Workers lack motivation and interest in clients service is Perceived Effect of Corruption on Quality of Municipal Services Absence of strong institution is other factors that attribute for corruption. No any strong institution that prevents corruption rather than expands corruption anti- corruption commission is not works hard to prevent corruption at local level. This contributes for corruption at local level lack of education in the study area are very high to facilitate condition for corruption. Majority of the peoples are not aware about corruption because of this corruption are expand. If the people aware about organist corruption their fight strongly against as a result absence of education is facilitate for corruption Perceived Effect of Corruption on Quality of Municipal Services

#### **4.2 The Mechanisms That Local Institution Use to Prevent (Combat) Corruption**

As majority of the respondents those works in governments institution identified that one of the most important mechanisms to mitigate corruption are creating and enhancing and people awareness about the impacts of corruption through to establish the anti- corruption committee at the whole institution, taking corrective measures that individuals who participate in the corruption and taking that individuals in to court and jails other important mechanism are improve accountability and transparency between intuition and their peoples.

### **4.3 The Factors That Attributed For Corruption or Causes of Corruption**

Absence to the majority of respondents major factors are unethical behavior giving the bribe to the official unethical behavior or gave the bribe to the official workers for get services. Lack of strong institutions to combat corruption and the strong drive of the wealth in the short pathway. Other major factors are low salaries of the workers

### **4.4. The Role of Citizen in the Fight against Corruption**

As respondent reported the role of citizen at local level and federal levels have a great role to combat corruption which ought the participation of people fight against corruption, only government alone cannot fight corruption due to this pre-season people's participation is major advantage because corruptions directly and indirectly affects people. Both the government and people are fighting corruption because fighting corruption are fighting poverty, dependent,

Local people have a great role to combat corruption and its effects through different means like retraining themselves to do the active of illegal activities to get benefit by short come through giving some tip for officer and makes the benefic relation with officers by affecting others besides the above the idea people have great role (composer) to inform who exercise corruption, because most of the local activities not hidden from the local citizens. But according the respondents tried to explain to combat corruption and crime as far as affect them. The resident cultures of the society to increase and decrease the ways of corruption because of this reasons people must struggle against corruption at any level of government from local to federal level of government.

#### **4.5. The Role of Federal Ethics and Anti -Corruption Commission to Combat Corruption in Local level Government**

As far document analysis of federal ethics and anti -corruption concerned, the commission was established in 2001 to forester transparency and accountability in the right and to fulfill the following objectives. In cooperation with relevant bodies to strive to create an aware society where corruption will not be condoned or tolerate by promoting ethics and anti-corruption education. To expose, investigate and prosecute corruption offences and their improperness.

- ✓ To improve priority to criminal acts of grant corruption
- ✓ Improve internal capacity interims of man power, budget and audited technology which assists to combat and reality to investigate the act of corruption like digital camera
- ✓ To find ways of running permanent radio and TV programmers of anti-corruption
- ✓ To lay down and implement anti- corruption systems in all government instruction from federal to Keble levels.
- ✓ Provide capacity building training to judge ,investigate and support professional to  
Enable them good understanding about corruption and its evil.

The local government must follow both SNNPR and federal anti-corruption mechanism and address the existing gap that are associated to lack of capacity integrate and integration in the Process of investigating and prosecuting corruption cases. The principle of good government which founs at all level of government should be respected such as transparency accountability, confidentiality, honesty, exercising legitimate authority, impartiality, respecting the law, responsiveness and leadership.

## CHAPTER FIVE

### SUMMARY, CONCLUSION AND RECOMMENDATION

#### 5.1. Summary and Conclusion

Corruption is the major problem that harms culture of the society and development of the country especially the development of the developing countries like Ethiopia. It refers to making oneself owner by flowing public service to individual by harming the other majority of the peoples. Its vary with time and place as well as cultures, but the most popular types of corruption are abuse of power extortion) bribe nepotism embezzlement and political corruption like illegal way of cheating during election are the typical examples of corruption

The assessment of corruption practice in public sectors as the finding indicate that the cause of corruption in public sectors reforms, absences of strong institution that combat corrupting, lack of good governance low level of ,salaries of workers and the desire of the workers became a wealth person with a short period of time and the short ways.

As finding of this research indicate that the assessment of corruption leads to consequence such as decrease the economic development of the study area but not only study area also as a whole countries create unemployment and lack of equity and quality delivery of service to society. Due to this reasons many youth emigrated to other country. The mechanism that taken by the institutions in the study area to combat corruption are increasing the awareness of local people, the increase accountability and transparency between government institution and local people. Besides the above measure now the strong of government institution that had great responsibility to combat corruption and give more attention to such institution or officers such as good governance office, anti- corruption bureau at the local regional and federal level. Generally the researcher conclude that the impact of corruption in the public sectors is high due to absences of strong initiation unethical heavier as well as low salaries and desire of the collection of the wealth for right (individual) person. These activities reduce development of Gubre sub-city investment creation and attraction of institution as well as affect the life of the local peoples by increasing the rate of unemployment, poverty and other administrative evils in the future.

## 5.2. Recommendation

The study recommends the founding the presence (existence) of corruption in the low level government, finally recommended necessary mechanisms to prevent (combat) corruption at low level of government these are

- Low level of local government should address the existing gaps that are associated to lack of capacity and integration in the process of investigating and presenting corruption cases
- The local societies should become active role about fighting corruption and informing criminal acts in to concerning bodies rather that passive. This are active participation of society against corruption is more important
- The government from local to federal level must deliver education and awareness about impacts corruption specially local government have greater role to enhance awareness of people by local language which is clear for people
- Find ways of running perm ant radio and TV program of the anticorruption
- Government should revise anti- corruption legislation in ways that bring about successful accomplishment against corruption
- The government should improve anti- corruption office capacity in terms of educated man power budget and advance technology like computer digital connection for the practical investigation and prospecting corruption
- The government should exercise leadership in the fight against corruption on the parts of authorities there by taking the imitative to meet registration of properties under the law.

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## APPENDIX A

**WOLKITE UNIVERSITY**

**COLLEGE OF SOCIAL SCIENCE AND HUMANITIES**

**DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIES**

*Questionnaire to be fill by Clients of Gubrie sub city Municipality, Wolkite Town Guraghe Zone, SNNPR*

### **Introduction**

#### **Dear Respondent**

The purpose of this questionnaire is to undertake the research on the assessment of corruption piracts in the public sectors case study of Gubre sub city, of Wolkite town, Gurage zone, SNNPR for partial fulfillment of BA degree in Governance and Development Studies .The information you give to us is important for academic research. Besides , the researchers to identifies the possible types of corruption practices in the public sectors and suggests the possible solutions to the corruption practices. It also gives some suggestions to the policy makers and strategy designers, implementers and other management bodies for the sake of giving attention to the major corruption practices existed in the sub city. Therefore we would like to ask you, do not hesitate to give us the right and truthful information.

Finally we thanks you in advanced for your time and Kind cooperation.

#### Direction

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

**sectoin 1:- GENERAL IN FORMATION OF RESPONDENT**

1/Sex

A, male  B. female

2/age

A, 20-30  c,40-50  B, 30-40  d, 50-60  < 60

3, Educational Status

A, high school  B, elemental  c, diploma  e, master  d, degree

4, marital status

a married  B unmarried  c widowed  d divorced

**Section 2: Clients' Perceptions of Corruption**

5. Do you think corruption occurs at the point of municipal services? 1= Yes 2=No

6. If yes, what types of corrupt practices are common in your area?

- 1= Absenteeism of municipal service providers, 4=Nepotism,  
 2=Theft of municipal resource 5=Embezzlement of municipal funds,  
 3=Informal payments, 6= other (specify)

7. On the following statements, I am going to ask you about your perception towards corruption in the municipal service. You are required to Strongly Agree (SA), Agree (A), Undecided (UD), and Disagree (DA) Or Strongly Disagree (SD) for each of these statements.

No.	Statement	SA	A	N	D	SD
1	Bribery control municipal services delivery	1	2	3	4	5
2	Bribes help to receive information on the process of	1	2	3	4	5

	municipal service					
3	Corruption reduces long municipal service procedure which are too costly and time wasting	1	2	3	4	5
4	Corruption gives fair municipal service delivery among clients	1	2	3	4	5
5	Corruption helps to reduce the existing uncertainty of municipal services	1	2	3	4	5
6	Unofficial payment guarantee reliability of services	1	2	3	4	5

### **Section 3: Factors driving corruption**

8. If you have been involved in any form of corruption with municipal workers in the previous 12 months, what was the major motive behind? [Tick only one major motive]

No.	Motive for being involved in corruption	Yes	No
1	Wanted to avoid a long queue/time		
2	It was a pressure from municipal workers		
3	Quest to get good quality municipal services		
4	Poor responsibility among municipal workers		
5	Wanted to avoid long bureaucratic procedures		
6	Poor living standards among municipal workers		
7	Poor access to information about my municipal service rights		

### **Section 4: Perceived Quality of Municipal Services**

9. For your opinion, how does corruption affect the quality of municipal services?

- 1= to a greater extent                      4= not a problem at all,  
2= to some extent                            5= don't know/ not sure,  
3= to a small extent,                        6= other (specify)

10. On the following statements, you are asked on the quality of municipal services received.

You are required to Strongly Agree (SA), Agree (A), Undecided (UD), and Disagree (DA) Or Strongly Disagree (SD) for each of these statements.

No.	Statement	SA	A	N	D	SD
1	Client are waiting for a long time to get municipal service	1	2	3	4	5
2	The demand of tips before services builds trust between municipal workers and clients	1	2	3	4	5
3	Clients are denied their rights due to practices of friendliness	1	2	3	4	5
4	Only rich client receive high respect and favor from municipal service providers	1	2	3	4	5
5	Client financial resources are depleted to get attentiveness from municipal service providers	1	2	3	4	5
6	Clients are satisfied with the services provided at the municipality	1	2	3	4	5
7	Municipal service providers pay more attention to 1 Clients privacy	1	2	3	4	5
8	Clients get the necessary service according to their problem	1	2	3	4	5
9	Clients are not satisfied with the services provided	1	2	3	4	5
10	Clients kept waiting for a short time to get municipal service	1	2	3	4	5
11	Clients get their right due to the practices of friendliness	1	2	3	4	5
12	Poor clients are disrespected from municipal service providers	1	2	3	4	5
13	Municipal service providers give attentiveness to the clients regardless of financial resources	1	2	3	4	5
14	Clients privacy are not paid attention by municipal services providers	1	2	3	4	5
15	To get the necessary service clients must pay more than it is required	1	2	3	4	5
16	Professionals tend to claim to have provided services which they did not provide to the clients	1	2	3	4	5

### **Section 5: Perceived Effect of Corruption on Quality of Municipal Services**

**11.** On the following statements, you are asked about the perceived effect of corruption on the quality of municipal services received. You are required to Strongly Agree (**SA**), Agree (**A**), Undecided (**UD**), and Disagree (**DA**) Or Strongly Disagree (**SD**) for each of these statements.

<b>No.</b>	<b>Statement</b>	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
1	Leads to lack of equipment or other materials	1	2	3	4	5
2	Leads to poor quality leadership	1	2	3	4	5
3	Clients are dissatisfied due to poor quality leadership	1	2	3	4	5
4	Charges are made high in order to cover charges	1	2	3	4	5
5	Clients perception get worse due to delay of service	1	2	3	4	5
6	Clients do not get proper service	1	2	3	4	5
7	Workers lack motivation and interest in clients service	1	2	3	4	5
8	Clients distrust the municipal system	1	2	3	4	5
9	Municipal managers and workers respects clients during delivery of services	1	2	3	4	5
10	Municipal managers and workers respect clients in a genuine interest during delivery of service	1	2	3	4	5

***Thank you for your participation!!!!***

**Appendix 2: Interview Check list of item**

1. How do you perceive corruption in municipal service? -----

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2. Why do clients engage in corruption when seeking municipal services? -----

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