



COLLEGE OF SOCIAL SCIENCES AND HUMANITIES

DEPARTMENT OF GOVERNANCE AND DEVELOPMENT STUDIES

**ASSESSMENT OF THE PRACTICES AND CHALLENGES OF GOOD GOVERNANCE
IN JUSTICE SECTOR: A CASE STUDY OF WOLKITE TOWN IN GURAGHE ZONE,
CENTRAL ETHIOPIA**

BY:

MUNIRA MOSSA

**A THESIS SUBMITTED IN PARTIAL FULFILLMENT FOR THE REQUIREMENT OF
MA DEGREE IN DEVELOPMENT STUDIES**

PRINCIPAL ADVISORS: TAMIRU BERAFA (ASS. PROF)

CO-ADVISOR: BAYUSH MEKONEN (MA)

JANUARY, 2023

WOLKITE UNIVERSITY

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DECLARATION

I, the undersigned, declare that this research is my original work, has not been presented for a degree in any other university and that all source of materials used for this thesis has been duly acknowledged.

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APPROVAL SHEET

We, hereby certify that we have read and evaluated this thesis titled “**Assessment of the Practices and Challenges of Good Governance in Justice Sector: A Case Study of Wolkite Town in Guraghe Zone, Central Ethiopia**”, prepared under our guidance by Munira Mossa Reshid. We recommend that the thesis shall be submitted as fulfilling the requirements for the award of a MA degree in Development Studies.

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Final approval and acceptance of the thesis is contingent upon the submission of the final copy of the thesis to School of Graduate Studies (SGS) through the Department/School Graduate Committee (DGC/SGC) of the candidate’s department.

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ACRONYMS

WBI	World Bank Institute
CBDS	Capacity Building for Decentralized Service Delivery
CSA	Central Statistical Agency
EU	European Commission
ECA	Economic Commission for Africa
FDRE	Federal Democratic Republic of Ethiopia
GTP	Growth Transformation Plan
LG	Local Government
NCBP	National Capacity Building Program
NGO	Non-Governmental Organization
OECD	Organization for Economic Co-operation and Development
PASDEP	Plan for Accelerated and Sustainable Development to End Poverty
PSCAP	Public Sector Capacity Building
RLG	Rural Local Government
SNNPRS	South Nations, Nationalities, and People Regional State
SPSS	Statistical Package for Social Science
SWA	Special Woreda Administration
SWG	Special Woreda Government
ULG	Urban Local Government
UNDP	United Nation Development Programme
UNESCAP	United Nations Economic and Social commission for Asians and Pacific's
USAID	United States Agency for international Development
WB	World Bank

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ABSTRACT

The goal of this study was to assess the challenges and practices of good governance practices in the justice sector in Wolkite town administration, Gurage Zone, Central Ethiopia. The study employed a descriptive survey method with mixed research approaches, both quantitative and qualitative. The target population of the study consists of the clients in the justice sector at Wolkite Town Administration. The participants were drawn from all the justice sector customers using simple random sampling techniques and purposive sampling, so that 281 customers were selected as a sample in this study. The relevant data were collected through a questionnaire, key informant interviews, focus group discussions, and document reviews. The quantitative data have been analyzed using frequencies and percentages, whereas the qualitative data were narrated systematically using a content analysis approach. The finding demonstrated that the court decision is not free from partiality, the decision was not made quickly, and the justice sector is free from political intervention. Judges, court officers, assistant court officers, prosecutors, registrars, and police fail to take account for their respective duties. Lack of transparency and accountability in the appointment of the judiciary body (judges) was a concern that hindered the prevalence of good governance in the justice sector. Based on the findings, the researcher recommends that the justice sector implement reform on the issues of good governance since the current state of good governance, such as participation, accountability, transparency, and the rule of law, in the Wolkite justice sector is unsatisfactory.

Keywords: Good governance, challenges, justice, practice

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Good governance is believed to be the key issue for providing quality services through ensuring quality management. It is believed that good governance is not only the appropriate mechanism for achieving superior quality but it is certainly a necessary one. Governance sets the parameters of management. A mismanaged enterprise cannot flourish (World Bank, 2000; Ehsan, 2008). The objectives of this article are to develop a conceptual framework regarding governance and good governance. For this purpose, the emergence of governance as a shifting paradigm from government is highlighted in this article along with the differences between government and governance as well as focusing the meaning of governance and good governance in general and particularly the views of World Bank, and UNDP as a problem solving mechanisms. This article also explores the good governance indicators which are addressed by different international organizations especially by the World Bank and UNDP for ensuring effective performance of the institutions. However, before conceptualizing the term “governance” and “good governance”, we first try to explain the historical backgrounds of the shift from ‘government to governance’.

The existence of local government has always been defended on the basis that it is a crucial aspect of the process of democratization and intensification of mass participation in the decision making process. The goals of government in the community development policy areas are to: ensure that local government has input into the formulation of policies and strategies aimed at enhancing the level and scope of community, social and economic development and services; and maximize local government’s access to funding and resources to provide appropriate +community services and facilities (Tekle, Karunakaran, and Roba, 2017). No political system is considered complete and democratic if it does not have a system of local government. Local government serves a twofold purpose.

The first purpose is the administrative purpose of supplying goods and services; the other purpose is to represent and involve citizens in determining specific local public needs can be met. In the past three decades the terms governance and good governance have become coined together in the development principle of international financial institutions and donors.

According to a report of the Commission of the European Communities on the European Union's, states that governance has become a priority in donors' development policies and aid programs. The report states that in providing aid and loan for the developing countries it is necessary to investigate and grown rapidly to resolve governance crisis the level of governance in the donated countries (European Commission, 2006 cited in Tessa, 2012).

According to a report of the Commission of the European Communities on the European Union's approach to governance in development; it states that governance has become a priority in donors' development policies and aid programmers. The report states: At a time of rising aid budgets, commitments to ensure the effectiveness of international aid and growing economic and financial interdependence, the emergence in the developing countries of a level of governance commensurate with the expectations of their citizens and the international community is now high on the agenda (European Commission, 2006 cited in Tessa, 2012). The idea of good governance has attention in Africa at the end of the 1980s, the time that coincided with the end of Cold War. Consequently, regional institutions as well as the respective countries have acknowledged its significance. In Africa, where there has been historical record of bad governance and poverty, improvement of the governance environment and achieving sustainable development is the aim of different institutions (Tessa, 2012).

Without good governance, it is assumed that the benefits of most reforms in developing countries, like Ethiopia, will not be reached to the poor and the funds allocated for various developmental issues will not be used effectively. On the other hand, bad governance stifles and impedes development. In those countries where there are lacks of accountability, transparency, responsiveness, inefficiency, ineffectiveness, corruptions, poor control of public funds and abuses of human rights, development inevitably suffers. Bad governance acts as a barrier to economic, social, and political development and this leads to the collapse of a nation state (John Graham et.al, 2003; Stella Ladi, 2008; Anowar Uddin, 2010).Sustainable development, social cohes-----ion and environmental management are dependent on governance and efficient public sector management. Hence, good governance is representative of successful public sector reform programs that promotes equity and sustainable development (Mezgebe, 2007). It is very difficult to think effective management of a country's social and economic resources in a manner that is transparent, accountable, and equitable without the existence and practical applicability of

the indicators of good governance. A weak governance system compromises the delivery of services and benefits to those who need them most (Adel M. Abdellatif, 2003; Samson, 2011) Thus, this study attempts to investigate the prevalence of good governance in the case of Wolkite town administration. Therefore, the study will be focuses on the Assessment of the Practices and Challenges of Good Governance in Justice Sector: The Case of Wolkite town in Gurage Zone.

1.2. Statement of the Problem

People around the world are demanding good governance for the advancement of their life. Because it is the result of the indicators of good governance such as rule of law, public participation, accountability and transparency of justice sectors and involves decisions, negotiation, and different power relations between stakeholders to determine who gets what, when and how (Alexandra, et al., 2009). On the other hand, Abdalla (2010) pointed out, recently there is an agreement that good governance is important to secure countries long term development and progress even though it is not sufficient in its own. Good governance encompasses various principles such as transparency, accountability, and participation, which are crucial for effective decision-making and the promotion of public trust. By prioritizing good governance, countries can create an enabling environment that attracts investments, fosters economic growth, and ultimately improves the well-being of their citizens. Supporting this, Mezgebe (2007) argued that, “Sustainable development, social cohesion, rule of law, public participation, accountability and transparency are dependent on good governance in justice sectors. Hence, good governance is an indicator of successful justice sector reform programs that promotes equity and sustainable development.”

The process of good governance building is facing serious and complex challenges. The challenges are mainly related with that of the infancy of building good governance in the country (Rahmato, Bantirgu, Endeshaw, 2008). Among these the democratic process is fragile and barely institutionalized, transparency and accountability of institutions is hindered by the culture and practice of government secrecy there by generating corruption and nepotism; inefficiency and ineffective institutions are the main obstacle in service delivery, lack of adequate awareness about human rights among the public, the limited democratic culture and experience in the country, limited participation of citizens in governance, lack of adequate and appropriate

policies, political and cultural bias and laws in some areas and capacity limitations of law enforcement and governance organs of the government.

However, most of the prior studies, for instance, Kendey (2012), Dessalegn, Akalewold, and Yoseph (2008), and Meskerem (2007), focused on either the country level or other parts of the country. Kendey, in his study on the challenges and opportunities of good governance, pointed out that government control over all matters and a lack of space for others result in governance being weak, fragile, and slight. Most of these studies emphasized a single attribute of good governance (for instance, decentralization, service delivery, and the role of CSOs in democratization) and lacked comprehensiveness. On the other hand, Kumera (2006) undertook research on decentralized governance and service delivery in Digelu and Tijo Woreda at Arsi Zone, and Tamiru (2012) assessed good governance and emphasized responsiveness in Yem Special Woreda. Yet these studies did not take into account the manifestations or key indicators of good governance in decentralized governance. For instance, Tamiru (2004) assessed only one key indicator of good governance, which is responsiveness; Belay's assessed good governance only on one public office, which is the office of urban land administration; and Meskerem (2007) considered good governance at the woreda level in Ethiopia and did not incorporate indicators of good governance with regard to responsiveness and transparency. Similarly, Muhammed (2006) also assessed the performance of the woreda decentralization program in Amhara National Regional State.

So far in Ethiopia, most researches regards to good governance in local level undertook single or few key indicators of good governance. But this study conducted on the prevalence of good governance in justice sector through the indicator of accountability, transparency, rule of law, and participation. This study also consider descriptive statics, This study thought to conduct on good governance in justice sectors at town administration level, since the practice of good governance is not well researched at lower tiers of government, specifically at town level. because, as many literatures, pointed out the issue of good governance is challengeable at lower tiers of government for effective and efficient service provision and the issue and practice of good governance is not well researched at justice sectors. As the researchers experienced, in Wolkite Town Administration there is widespread public dissatisfaction and outcry regarding the absence of good governance. Mainly the dissatisfactions are associated with

the lack of accountability, transparency and also there were some hindering factors that affect the prevalence of good governance of the town administration. Besides, there is pervasive corruption and people reported that court decisions are subject to corruption and there is also delay in court trials. Cognizant to the above scenario, the researcher were highly initiated and motivated to undertake a research because of the above mentioned gaps by incorporating the key indicators of good governance at Wolkite town in justice sectors.

1.3. Objectives of the Study

1.3.1. General Objective

The general objective of this study is to assess the practice and challenges of good governance in the justice sector in the case of Wolkite town in Gurage Zone.

1.3.2 Specific Objectives

- ✓ To examine the practice and challenges of accountability in justice sector in Wolkite Town
- ✓ To identify the practice and challenges of transparency in justice sector in wolkite town.
- ✓ To explore the challenges of (popular) stakeholders participation for promoting good governance in justice sector in wolkite town.
- ✓ To examine the challenges of rule of law in justice sector in wolkite town.

1.4 Research Questions

1. What are the challenges of accountability in the justice sector in Wolkite town?
2. How transparent are the decision-making processes in the justice sector in Wolkite town?
3. How much stakeholder participation is there in the justice sector in Wolkite town?
4. What are the challenges of upholding rule of law in the justice sector of Wolkite town?

1.5. Significance of the Study

The study was vital in the following instances: Good governance serves as a tool for the development of a nation at large and for a specific destination in particular. For achieving sustainable development in one nation, practicing good governance and including public participation in any affairs play a pivotal role for a given nation in general and locality in particular. Therefore, the need for this study is due to the fact that practicing good governance in

the justice sector is the main thing for states to bring about development, and identifying those opportunities and challenges is necessary.

Generally, the study has had the following significance: it provided insights into the extent to which the role of good governance in Wolkite Town Administration faces in the path towards promoting good governance. This study would provide a direction for other researchers to conduct further investigation, and later they could suggest remedial measures to be taken by policy planners and implementers to address the issue. It would encourage academicians and practitioners in a similar field of study to conduct different related research activities because, as far as the information that the researcher has, there is little research activity related to justice that was carried out in the town. As far as the researcher did not assess all dimensions of good governance indicators, it would motivate other researchers who are eager to deal with this area and conduct further studies and also use it as a springboard for further study on the issue in the study area. In addition, it may enable the stakeholders to identify major structural challenges or drawbacks of good governance practices in the town and forward possible recommendations for intervention.

1.6. Scope of the Study

The study was limited to the assessment of practices and challenges of good governance in the justice sector. It is clear that the issue of good governance is a hot one throughout the country, and there is the possibility of using various tools, wide geographical areas, and a large sample size. The study was concentrated on assessing good governance with respect to practices and challenges of accountability, transparency, rule of law, and participation in the justice sector of Wolkite town.

1.7. Limitations of the Study

The study has some limitations. Firstly, there is no research related to this particular topic, and due to this, the discussions were not fully addressed for each indicator. Second, since descriptive statistics were employed in this study, generalizations regarding the study area's population may be challenging. Thirdly, the scope of this study was limited to the administration of Wolkite Town and could not encompass a vast geographic area.

1.8 Organization of the thesis

The study was structured into five chapters. The first chapter establishes the introduction, which includes the background of the study, statement of the problem, objectives of the study, research questions, the significance of the study, scope of the study, area, and limitations of the study. The second chapter would have reviews of different pieces of literature related to practice and the challenges of good governance. The third chapter consists of research methodology such as a description of the study, research design, the study population, sample size and sampling techniques, sources of data, instruments of data collection, methods of data analysis, and ethical considerations. The results and discussion have been presented in chapter four, and the conclusion and recommendation have been presented in chapter five.

1.9 Definitions of Terms

Decentralization: is a process through which powers, functions, responsibilities and resources are transferred from central to local governments and/or to other decentralized entities howsoever defined (Kauzya, 2003).

Governance: refers to the process of decision making and the process by which decisions are implemented or not implemented administrative authority in the management of countries affairs at all level. The way power is exercised through a country's economic, political, social institutions, the World Bank's PRSP Handbook.

Good governance: is the process and institutions produce results that meet the need of the society, while making the best use of resources at their disposal. It also defined as the rule of the rulers typically within given set of rules .It is „among other things participatory, transparent and accountable .It is also effective and equitable which promotes rule of law (UNDP).

Justice; the concept is a of fairness based on liberty of and equality among people, providing that people are free and capacitated enough to use their rational minds and take decisions that benefit the whole society in short-, medium-, and long-term developments (Rawls 1985).

CHAPTER TWO

2. REVIEW OF RELATED LIT ERATURE

2.1 INTRODUCTION

The term governance has a comprehensive idea and meaning in the field of political science. The notion of governance is highly related to good governance and democratic government. Governance may exist in autocratic government as maladministration in democracy (Fukuyama, 2013). The concept of good governance is flexibly used by a multitude of actors, including international organizations, states and private institutions, and its meaning principally depends on the purpose for which it is applied. While financial institutions applied it in the context of economic reforms, others focused on its social dimension (Mizanie, 2017).

The debate on good governance started in reaction to the inefficient and corrupt administrative structures of developing countries eligible for financial loans. Because of the weak governmental structures in these countries, the structural adjustment programs of the World Bank and IMF have failed (Boko, 2002). In 1989, a report by the World Bank reflected on why structural adjustment programs had failed to create economic growth. The Bank considered the economic crisis in Africa a crisis of governance in the sense that officials were serving their own interests without being held accountable; reliance on personal networks for survival rather than holding the state accountable; personalized politics and patronage; illegitimate leadership; and excessive control of information and of associations. Consequently, these financial institutions introduced good governance requirements as borrowing conditions.

According to the World Bank, governance refers to the process through which authority is exercised to manage the collective affairs and economic and social recourses of a country, nation, community or economy. Good governance, in turn, refers to the propriety of the manner in which this process is executed. Based on this definition, the Bank developed and applied six governance indicators “to assess the goodness of a country’s governance”: voice and accountability, political stability and absence of violence, government effectiveness, and regulatory quality, rule of law and control of corruption. Those who favor a more social approach to good governance state that good governance involves ideas and values about how a

state should act towards individuals. OHCHR, for example, defines good governance as „the exercise of authority through political and institutional processes that are transparent and accountable, and encourage public participation.“ (OHCHR, 2007)

2.1 Theoretical Literature Review

2.1.1 Difference between Governance and Government

Government and governance involve intended behavior on the part of an association and its members to accomplish certain goals, governance are a comprehensive (broader) concept than government. Governance is a multifaceted and elusive concept (Maserumule, 2005). Caporaso (1996) defines government as the institutions and agents that “occupy key institutional roles and positions”.

Government means legislative, executive and judiciary as three elements of its roles and also includes law and order machinery. People’s growing disenchantment with post- colonial government in delivering rapid socio-economic development of the masses has led to the emergence of the concept of governance. Governance is seen as the joint responsibility of the governments, private business and civil society (Olowu, 1999).

According to the governance working group of the Worldwide Organization of Administrative Sciences “Governance refers to the process whereby elements in society widely power and authority and impact and pass strategies and choices concerning communal life, economic and social development. Governance is a bigger notion than Government. Governance involves communication between these formal institutions and those of civil society (Caporaso, 1996). Governance is as the customs and organizations by which authority in a country is exercised. This includes 1) the process, by which authority of governments are selected, monitored and replaced, 2) the ability of the government to efficiently express and implement sound policies and 3) the respect of citizens and the state for the organizations that govern economic and social interactions among them. The conceptualization of the term „governance“, indeed demands for a full understanding of what governance is and the difference among government and governance because there is a common trend of equating government with governance. For this purpose, government is defined as the origin of sureness and power of the people substitute by them for a fixed period of time for the express purpose of identifying, mobilizing, establishing, controlling

and guiding all available assets, human and other, to support planned and participatory conversion of their society towards improved well-being of its people, via just pleasure of all its wants, privileges, ambitions and maintainable peace (Kauzya, 2003). Governments are necessarily partisan regimes following a course of progress action that they consider as most matched within the idea and form of their society and its constitution. Government includes the constitution and laws, institutions and structures, administrative mechanisms and processes. These are devolutionary devices that make a government participatory and responsive. Governance, on the other hand, is the summation of cumulative practice of behavior and attitude of the government as seen in the way they create and use the said evolutionary instruments (IDPAA PRIA, 2001).

2.2. Good Governance and its Characteristics

2.2.1 Good Governance

In the present era the terms governance and good governance are being progressively used in advance literature. Bad administration is being progressively viewed as one of the derivation causes of all evil within our societies. Most of the givers and worldwide financial institutions are progressively basing their assistance and credits on the condition that reforms that ensure “good governance” are undertaken. There is common tendency to use governance as a synonym for government by whom. This confusion of terms can have unfortunate consequences (Plumptre and Grahm, 1999 cited in Anowar, 2010). According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP, 2003), Good governance is, among other things, hands-on, clear and responsible. It is also actual and equitable, and it encourages the rule of law. It guarantees that political, social and economic significances are based on broad consensus in society and that the voices of the poorest and the most exposed are heard in decision- making over the distribution of development resources. Good governance mainly described through its major characteristics which are listed and explained below.

There are a number of ideas and characteristics for making good decisions that affect many people – decisions made by civil society organizations or governmental authorities, at a local, national or international level. These ideas from the characteristics of Good Governance and are used by international and local NGOs as well as donors and governments” themselves. Good governance has eight major characteristics. It is participatory, rule of law, transparent,

responsive, effective and efficient, equitable and inclusive and accountable, follows the. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in consensus oriented decision-making. It is also responsive to the present and future needs of society (UNESCAP, 2003).

2.3. Bad Governance and its Characteristics

2.3.1. Bad Governance

According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP, 2003), bad governance includes governments that are unsuccessful and unproductive, not transparent, not responsive to the people, not held accountable for their activities, inequitable and exclusive to the elites, non-participatory, do not respect the law, and lack policies that are consensus-driven. Thus, bad governance is highly characterized by the prevalence of corruption that results from the absence of rule of law and accountability.

2.3.2. Characteristics of Bad Governance

Bad governance can be characterized by many distinctive features, among others. Corruption is the most common and represents the breakdown of all the features of good governance mentioned above.

Acute corruption: According to the World Bank (2012), the most popular and simplest definition of corruption is that it is the abuse of public power for private advantage. Corruption may occur in different ways. It may be embezzlement (taking money through false receipts), nepotism (favoring one's own relatives), bribery (receiving gifts to benefit someone in reciprocity), or abuse of power (excessive use of public power beyond its limits). Corruption may also happen in another dimension. It can also be seen as grand (state capture—leaders plundering state assets), patronage (nepotism in public service), and petty corruption (inefficient and ineffective service delivery or poor administration). Generally, it is a serious problem of governance that implies the prevalence of bad governance. This means that corruption is the result of the absence of accountability, rule of law, transparency, free media, public participation, and so on. Thus, corruption resulted in the violation of all principles of good governance (democratic governance), which led to bad governance (Tanzi, 1998). In our locality, bad governance occurs at every moment. For instance, the traffic police receive a bribe from drivers

to cover their wrongdoing while looking at people in an overcrowded area. The other common bad governance case in our locality is the absence of leaders in their offices to serve the public. People can reputedly come to that office to contact the head of the office. This creates unnecessary costs and wastes productive time. The criterion used to distinguish good governance from bad governance is the principle of democracy and the satisfaction of the people with the service delivered to them by that government. According to our opinion, the remedy to avoid bad governance is proper implementation or applying the principle of accountability for each wrong deed to all government officials. In a democracy, accountability is at the heart of good governance, which implies the prevalence of the principles of rule of law, transparency, public participation, effective free media, and an independent justice system. The campaign to fight bad governance is the responsibility of both the governor and the governed. The government is responsible for working within the limits of the constitution in the process of implementing the day-to-day activities of the state. The government is also a powerful entity that has the authority to maintain order in the country according to predefined laws. Again, the citizens are also responsible for maintaining good governance by exposing each illegal act of government officials in their locality. They also support their government by protecting themselves from engaging in corrupt activities.

Generally, good governance is an ideal, which is difficult to attain in its whole. Very few countries and societies have come close to realizing good governance in its whole. However, actions must be taken to work towards this ideal with the aim of making it a reality because now days the prevalence of good governance is hot issue that everyone seeks it to ensure sustainable human development. Good governance creates a strong future for a country and bright hop for the society by continuously steering towards a vision and making sure that day-to-day activity is always lineup with the country's goals.

2.4 Theoretical Frameworks of Good governance

The World Bank first used the concept of good governance in its 1989 report, Sub-Saharan Africa: From Crisis to Sustainable Growth, in which it characterized the crisis confronting the region as a “crisis of governance” and linked ineffectiveness of aid with governance issues (Singh, 2003). Since then, Good governance is now-a-days a widely used term in developed as well as developing countries. Politicians both in power and in opposition talk of their quest to

achieve good governance. In true sense, government reform is a worldwide trend and 'good governance' is the latest flavor of the month for international agencies such as the World Bank, shaping its lending policy towards third world countries. For instance, Good governance defines an ideal which is difficult to achieve in full. However, to ensure sustainable human development, actions must be taken to work towards this ideal. Major donors and international financial institutions, like the IMF or World Bank, is increasingly basing their aid and loans on the condition those reforms ensuring good governance are undertaken. Good governance is characterized by an accountable government at the top, an independent judicial system, freedom of thought and expression, and above all, freedom of choice for its citizens. Good governance also implies a democratic structure, human rights, and freedom of media. Governance can be viewed as the sum of three major components: process, content, and deliverables. The process of governance includes factors such as transparency and accountability. Content includes values such as justice and equity. It must ensure that the citizens, especially the poorest, have the basic needs and have a life with dignity. A dictatorship that delivers basic needs to the citizens is no doubt better than a dictatorship that does not, but it is not good governance. Similarly, regular elections alone do not translate into 'good governance'. Rule of law that is transparent, but unjust- such as apartheid- is certainly not 'good governance'. It is only when all these three conditions are fulfilled that governance becomes 'good governance'. Within this broad conceptualization of good governance there are two distinct positions. The first, articulated by the World Bank conceptualizes good governance as management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable, and responsive to people's needs. Others argue that governance is 'good' when it serves not just any public interest but that of the most poor and marginalized people in society. Over the years, good governance has emerged beyond being a value concept. Increasingly it is understood as a process that when implemented in its totality leads to sustainable development and change (Aminuzzaman, 2006).

2.5 The concept of "Good Governance" in the World Bank

Now-a-days, governance has become a central component in any explanation of economic and social development of any country. "By governance we mean the manner in which power is exercised (...) in the management of a country's social and economic resources" (World Bank, 1994). According to the World Bank governance is defined as "the process of decision-making and the process, by which decisions are implemented or not implemented" (Kaufman et al,

1999). Following the definition from the World Bank, governance includes three dimensions, such as; “[1] the process, by which governments are selected and replaced, [2] the capacity of government to effectively formulate and implement sound policies and [3] the respect of citizens and the state for their institutions that govern interactions among them” (Kaufman et al., 1999). According to the World Bank, the aim of governance should be to promote and establish effective institutions in order to support economic growth in a country. According to World Bank ‘Good governance’ is epitomized by predictable, open, and enlightened policy making, a bureaucracy imbued with a professional ethos acting in furtherance of public good, the rule of law, transparent process, and a strong civil society participating in public affairs. Good governance fosters strong state capable of sustained economic and social development and institutional growth (World Bank, 1997).

2.6 The UNDP Concept of “Good Governance”

‘Governance’ can be seen as the exercise of economic, political and administrative authority to manage a country’s affairs at all levels and the means by which states promote social cohesion, integration, and ensure the well-being of their population (UNDP, 2002). It comprises the mechanisms, process, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences (UNDP, 1997). The United Nations Development Program defines the concept of governance in a broad sense and relates it to that of sustainable human development. “Sound governance has come to mean a framework of public management based on the rule of law, a fair and efficient system of justice and broad popular involvement in the process of governing and being governed” (UNDP 1997: 1). The aim of “Good Governance”, according to the UNDP, is poverty eradication, job creation, better living conditions, and the advancement of women as well as better environmental standards. ‘Good Governance’, among other things, is meant participatory, transparent, and accountable. It is also effective and equitable. And it promotes the rule of law. It ensures that “the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development” (UNDP 1997: 1). Governance has three lags: economic, political, and administrative. Economic governance includes decision-making process that affects a country’s economic activities and relationship with other economies. It has major implications for equity, poverty, and quality of life. Political governance is the process of decision making to formulate policy. Administrative governance is the system of policy implementation. Encompassing all

three, good governance defines the processes and structures that guide political and socio-economic relationships (UNDP, 1997:2-3). Moreover, UNDP identifies nine core characteristics, Participation, Rule of law, Transparency, Responsiveness, Consensus orientation, Equity, Effectiveness and efficiency, Accountability and Strategic vision which can be considered as parameters for measuring good governance (Mehta, 2000). Governance encompasses every institutions and organization in the society, from the family to the state and embraces all methods good and bad that societies use to distribute power and manage public resources and problems. Good governance is therefore a subset of governance, wherein public resources and problems are managed effectively, efficiently and in response to critical needs of society. Effective democratic forms of governance rely on public participation, accountability and transparency. Good governance is, among other things, participatory, transparent, and accountable. It is also effective and equitable, and promotes the rule of law fairly. Good governance ensures that the voices of the poorest and the most vulnerable are heard in decision-making over the allocation of development resources, and that political, social and economic priorities are based on broad consensus among the three stakeholders the state, private sector and civil society. All three stakeholders are critical for sustaining human development: the state creates a conducive political and legal environment; the private sector generates jobs and income; and civil society facilitates political and social interaction. With the advent of globalization and the integration of economies, the state's task is also to find a balance between taking advantage of emerging market opportunities and providing a secure and stable social and economic environment domestically.

2.7 The Link between Good Governance and Justice

Good governance and human rights are mutually reinforcing. Human rights cannot be respected and protected in a sustainable manner without good governance (HRC, 2012). The implementation of human rights relies on a conducive and enabling environment. This includes appropriate legal frameworks and institutions as well as political, managerial, and administrative processes responsible for responding to the rights and needs of the population (OHCHR, 2007).

On the other hand, human rights principles provide a set of values to guide the work of governments and other political and social actors. They also provide a set of performance standards against which these actors can be held accountable. Moreover, human rights principles

inform the content of good governance efforts; they may inform the development of legislative frameworks, policies, programs, budgetary allocations, and other measures (OHCHR, 2007). Last but not least, human rights can both confer legitimacy and normative strength on the application of good governance. Grounding good governance in human rights standards gives a better opportunity for its enforcement (Jilles, 2016). The link between good governance and human rights has become visible through the explicit and implicit acceptance of the right to good governance. The right to good governance was included and better elaborated in 2000 by the Nice Charter on Fundamental Rights of the European Union. This Charter became binding for all EU member states through the Treaty of Lisbon, which entered into force in 2009. Article 41 of the Nice Charter provides the following about the right to good governance: Every person has the right to have his or her affairs handled impartially, fairly, and within a reasonable time by the institutions and bodies of the Union. the right of every person to be heard before any individual measure that would affect him or her adversely is taken; the right of every person to have access to his or her file while respecting the legitimate interests of confidentiality and professional and business secrecy; and the obligation of the administration to give reasons for its decisions. Every person has the right to have the Community make good any damage caused by its institutions or by its servants in the performance of their duties, in accordance with the general principles common to the laws of the Member States. Every person may write to the institutions of the Union in one of the languages of the Treaties and must have an answer in the same language.

2.7.1 Laws and Policies on Good Governance and Human Rights in Ethiopia

Although Ethiopia does not have a self-standing comprehensive law on good governance, the concept and its elements are reflected in its laws and principal policy documents. While the Constitution of the Federal Democratic Republic of Ethiopia does not mention good governance by name, it recognizes its key attributes in its various provisions. Article 12 lays down the guiding principles for the conduct and accountability of government. It specifically states that the conduct of affairs of government shall be transparent; any public official or an elected representative is accountable for any failure in official duties; and in case of loss of confidence, the people may recall an elected representative. Article 37, on its part, recognizes the right of individuals „to bring a justiciable matter to, and to obtain a decision or judgment by, a court of

law or any other competent body with judicial power. Article 38 is also relevant in assuring every Ethiopian to „take part in the conduct of public affairs (Mizanie, 2017).

Proclamation 211/2000 is an indispensable law in establishing the Institution of the Ombudsman as an autonomous organ of the government with a view to „bringing about good governance that is of high quality, efficient, and transparent and is based on the rule of law, by way of ensuring that citizens' rights and benefits provided for by law are respected by organs of the executive. Article 6 of the Proclamation sets out the powers and duties of the Institution of Ombudsman, which include supervising that administrative directives issued and decisions given by executive organs and the practices thereof do not contravene the constitutional rights of citizens and the law as well. Receive and investigate complaints with respect to maladministration; Conduct supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and to preventing maladministration; seek remedies in cases where it believes that maladministration has occurred; Undertake studies and research on ways and means of curbing maladministration, and Make recommendations for the revision of existing laws, practices, or directives and for the enactment of new laws and the formulation of policies, with a view to bringing about better governance. The Freedom of the Mass Media and Access to Information The proclamation is also pertinent from the point of view of fostering the values of transparency and accountability in the conduct of public affairs and imposing a legal obligation on public officials to facilitate access to information for individuals and the mass media so that matters of public interest may be disclosed and discussed publicly.

The overarching policy document of Ethiopia, the Second Growth and Transformation Plan (GTP II), states the country's vision to become a lower middle-income country by 2025 where democracy, good governance and social justice are maintained through people's participation. In order to achieve the objectives of GTP II, the establishment of democratic and developmental good governance through enhancing implementation capacity of the public sector and mobilization of public participation is identified as one of the pillar strategy.

2.8 Empirical Review

The Concept of Governance There is different views on the good governance agenda among proponents and opponents of the idea. Proponents of good governance see it as a worthy goal not

only in and of itself but also as a means through which to impact a variety of other outcomes, particularly economic growth and development (Gisselquist, 2012). Whereas, the opponents on the other side argue that the use of governance criteria in the allocation of foreign aid effectively introduces political conditionality and imposes Western liberal models of democracy (Ibid). Opposed to the argument there is a widespread consensus that good governance is a necessary ingredient of sustainable development. Owing to this, nations in the world including Ethiopia, regardless of their political ideology, economic development and other factors are striving to ensure good governance. Despite the good governance debate, the definition of ‘governance’ itself remains uncertain and doubtful. There is no one single definition of governance; instead there exist several different definitions given by different organizations and scholars. According to Gisselquist (2012), not only do definitions vary across organizations; they also vary within organizations. For example, Gisselquist (2012) has referred to various definitions used by the WB at different times. Some of those definitions used by WB include: ‘the exercise of political power to manage a nation's affairs’, ‘how public officials and institutions acquire and exercise the authority to shape public policy and provide public goods and services’ and ‘the rule of the rulers, typically within a given set of rules’ (Gisselquist, 2012) are some. However, there is a definition that has been used widely. UNDP (2007) has defined governance as: 101 ‘...the system of values, policies, and institutions by which a society manages its economic, political, and social affairs through interactions within and among the state, civil society, and private sector. It is the way a society organizes itself to make and implement decisions achieving mutual understanding, agreement, and action. It comprises the mechanisms and processes for citizens and groups to articulate their interests mediate their differences and exercise their legal rights and obligations. It is the rules, institutions, and practices that set limits and provide incentives for individuals, organizations, and firms. Governance including its social, political, and economic dimensions operates at every level of human enterprise, be it the household, village, municipality, nation, region, or globe (UNDP, 2007). According to Gisselquist (2012), regardless of differences in language, most definitions of governance share three common defining elements such as (1) governance is a process (2) power exercised by actors, and (3) the management of collective affairs. Therefore minimally governance can be understood as the process or the manner through which power or authority is exercised by actors to manage the collective affairs of a community, society, and/ or nations at large. Moreover, according to

Gisselquist many definitions of governance also include additional elements like (1) the core objectives met by effective governance (2) the principles, values, or norms that should be upheld in the process of governing, and (3) the specific institutions that well-governed countries should have. Furthermore, the process of governance involves various stakeholders or actors, government agencies, elected officials, hereditary rulers, religious leaders, judiciary authority, and the public (Ibid).

2.9 Conceptual Framework of the Study

The World Bank first used the concept of good governance in its 1989 report, *Sub-Saharan Africa: From Crisis to Sustainable Growth*, in which it characterized the crisis confronting the region as a “crisis of governance” and linked ineffectiveness of aid with governance issues (Singh, 2003). Since then, Good governance is now-a-days a widely used term in developed as well as developing countries. Politicians both in power and in opposition talk of their quest to achieve good governance. In true sense, government reform is a worldwide trend and ‘good governance’ is the latest flavor of the month for international agencies such as the World Bank, shaping its lending policy towards third world countries. For instance, Good governance defines an ideal which is difficult to achieve in full. However, to ensure sustainable human development, actions must be taken to work towards this ideal. Major donors and international financial institutions, like the IMF or World Bank, is increasingly basing their aid and loans on the condition that reform ensuring good governance is undertaken. Good governance is characterized by an accountable government at the top, an independent judicial system, freedom of thought and expression, and above all, freedom of choice for its citizens. Good governance also implies a democratic structure, human rights, and freedom of media. Governance can be viewed as the sum of three major components: process, content, and deliverables. The process of governance includes factors such as transparency and accountability. Content includes values such as justice and equity. It must ensure that the citizens, especially the poorest, have the basic needs and have a life with dignity. A dictatorship that delivers basic needs to the citizens is no doubt better than a dictatorship that does not, but it is not good governance. Similarly, regular elections alone do not translate into ‘good governance’. Rule of law that is transparent, but unjust- such as apartheid- is certainly not ‘good governance’. It is only when all these three conditions are fulfilled that governance becomes ‘good governance’. Within this broad conceptualization of good governance there are two distinct positions. The first, articulated by the World Bank

conceptualizes good governance as management of a country's resources and affairs in a manner that is open, transparent, accountable, equitable, and responsive to people's needs. Others argue that governance is 'good' when it serves not just any public interest but that of the most poor and marginalized people in society. Over the years, good governance has emerged beyond being a value concept. Increasingly it is understood as a process that when implemented in its totality leads to sustainable development and change (Aminuzzaman, 2006).

2.10. Values/Characteristics of Good Governance

The dependent variable of the study is the prevalence of good governance, and the independent or explanatory variable is listed below.

Some of the independent variables that determine the prevalence of good governance are:

Participation by both men and women is the cornerstone of good governance. Participation could be either direct or through legitimate intermediate institutions or representatives. It is important to point out that representative democracy does not necessarily mean that the concerns of the most vulnerable in society will be taken into consideration in decision-making. Participation needs to be informed and organized. This means freedom of association and expression on the one hand and an organized civil society on the other.

Rule of Law: good governance and fair legal frameworks that are enforced impartially. It also requires an independent judiciary and an impartial and corrupt police force. Governance does not imply the arbitrary use of authority.

Transparency: Transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that enough information is provided and that it is provided in easily understandable forms and media.

Responsiveness: Good governance requires that institutions and processes serve all stakeholders within a reasonable time frame. In the present, the emphasis is more on institutions being responsive to the needs of all those who are going to be affected by their actions.

Consensus-Oriented: There are several actors and as many viewpoints in a given society. Good governance requires meditation on the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved. It also requires a broad and long-term perspective on what is needed for sustainable human development and how to achieve the goals of such development. This can only result from an understanding of the historical, cultural, and social contests of a given society or community.

Equity and inclusiveness: A society's wellbeing depends on ensuring that all its members feel that they have a stake and do not feel excluded from the mainstream of society. This requires all groups, but particularly the most vulnerable, to have opportunities and improve or maintain their wellbeing.

Effectiveness and Efficiency: Good governance means that processes and institutions produce results that meet the needs of society while making the best use of the resources at their disposal. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment.

Accountability is a key requirement of good governance. Not only governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. Who is accountable to who varies depending on whether the decision or actions taken are internal or external to an organization or an institution. It is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law. However, it is an idea to action in its totality but has to come close to achieving. Tiwari (2004) argues that being accountable to the people in a democratic polity and their participation in the formulation, carrying out, and reviewing of public policies, programs, and projects are essential components of good governance.

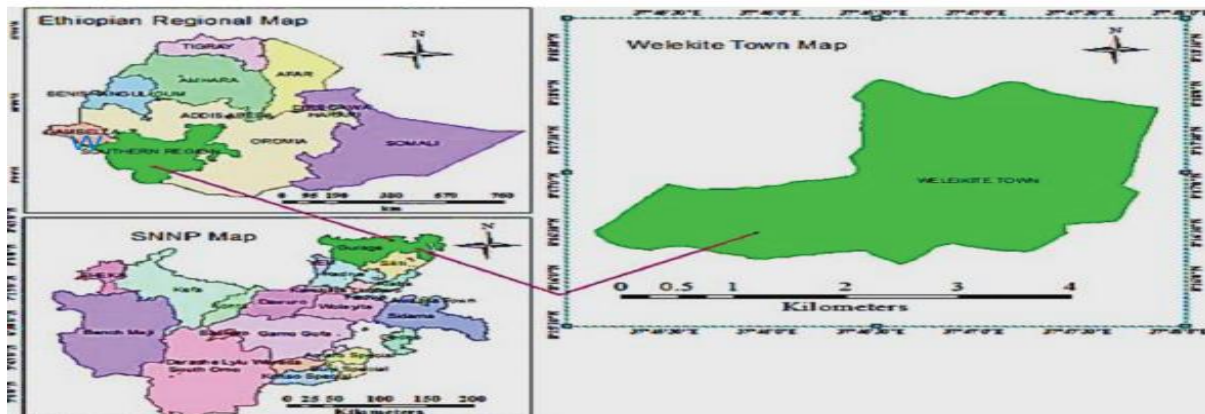
CHAPTER THREE

METHODOLOGY OF THE STUDY

3.1 . Description of the Study Area

The study site was Wolkite town. The location of the town is within 07°10' 08" North Latitude and 37° 37'50" East Longitude. Above the sea level, the town has elevation between 1910 and 1935 m. The town is the seat of Gurage zone administrative office, one of the zones in the Southern Nation Nationality and Regional State of Ethiopia. The town is located on the main road of Jima 158 km far from Addis Ababa to the south-west direction. Based on the Central Statistical Agency (2007) survey, the town has 28,866 populations where 15,074 are male, while 13,792 are female. Considering the current (2022/2023) national population growth rate of 2.57%, the total estimated populations of the town become 111,600. Due to the strategic location of the town, trade and hotel business are the dominant economic activity. With the exceptions of government office workers, majority of the inhabitants are engaged in trade and hotel activities.

Figure 1: The administrative map of Wolkite town



Source:-Endalkachew Kabtamu Mekonen|(2022) Drivers of rising residential house rent in Wolkite town, Gurage zone, Ethiopia,

3.2 Research Design

The design of this study was descriptive; hence, the purpose of this study is to assess the practice and challenges of good governance in the justice sector in Wolkite town administration. To realize this objective, the descriptive survey method was employed.

The use of descriptive survey method is well supported by Best and Kahan(2005), “descriptive survey design is appropriate to describe condition that exist, opinions that are held, and processes that are going on, trends that are developing and also to assess large sample size”.

3.3. Research Approach

The approach which was employed in this study was 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.

3.4. Data Sources and Type

In this research, both primary and secondary sources of data were employed. The primary data were acquired through sample survey, key informants ‘interview, and focus group discussion. Secondary data were collected from various published materials and official documents such as the constitution, legal instruments, reports and statistical documents.

3.5. Target Population

The target population of the study was customers or service users in the justice sector. The total number was 947; those were registered in the 2nd quarter of 2015 based on year-end data in the justice sector of Wolkite town administration.

3.6 Sampling Techniques and Sample Size Determination

3.6.1. Sampling Techniques

The study used simple random sampling and purposive sampling techniques. Simple random sampling techniques were used to select the respondents randomly in order to give their answers on the issue of good governance. Whereas purposive techniques were used, the interviewees of

the study were purposely selected and attempted to have knowledgeable respondents from the justice sector in order to give answers on governance issues.

3.6.2. Sample Size Determination

The target population of the study was the customers of the justice sector, which were 947. Out of this, the sample size for this study was 281 and was calculated based on the minimum sample size using a formula (Yamane, 1967). It was determined by the basis of 95% confidence level.

$$n = \frac{N}{1+N(r^2)} = \frac{947}{1+947(0.05^2)} = 281$$

Where, n – Sample size, N – Total population, and r – Sample error

3.7. Data Collection Instruments

The methods of data collection depend on the nature, the objective, and the method of data analysis and the scope of the study. The availability of data, finance, time, personal and other facility also influence the selection of method used for the study. The main instruments of primary data collection were questionnaire, interview and FGD.

3.7.1 Questionnaire

Survey questionnaire with both close and open ended questions was used to collect data from the respondents at the same time. Most of the questions in the questionnaire were closed-ended questions and it contains different parts like: demographic characteristics of the respondents, five-point Likert scale type questions (scale, 5, strongly agree, 4, agree, 3 neutral, 2, disagree, 1, strongly disagree). In this study, a total of 281 questionnaires were distributed by translating it into Amharic.

3.7.2 Key Informants Interview

The structured interview were employed, this is because, as referred by Kumar (1999), a structured interview is advantageous in that it provides uniform information and requires fewer interviewing skills than does unstructured interviewing. As a result, an interview schedule has prepare in an appropriate sequence and it would administer accordingly key informants interview guide was prepared regarding the major challenges and opportunities of good governance in justice sector that encountered the town administration. In the end, the nine participants in this study were purposefully interviewed by the researcher.

3.7.3 Focus Group Discussion

Focus group discussion (FGD) was employed to substantiate data gathered through questionnaires and interviews. According to Dawson (2002), Focus Group Discussion (FGD) or group interview the FGD was included in two groups. Each group constitutes 6 discussants. The group constituted discussants from Clients, judges, prosecutors and police. The FGDs of each group has taken 1:00 up to 1:30 hours. The discussion was led by a facilitator and introducing the topic, asking specific questions, ensuring that no person is dominating the discussion, and controlling deviations from the discussion. Holding the discussion tape-record was used.

3.8 Document Review

Secondary sources like data and information from various published and unpublished materials, official documents such as the constitution and legal instruments was referred. Moreover, reports and statistical documents were also used in this study.

3.9 Methods of Data Analysis

The study was considered the combination of quantitative and qualitative analytical methods. The qualitative data those are interview and FGD was interpreted through narration. The quantitative data has been analyzed by using descriptive statistics, more specifically the descriptive analysis revealed that percentage and SPSS version 23.

3.10 Ethical Considerations

The study has the highest importance placed on ethics, confidentiality, and secrecy. Confidentiality and secrecy of the respondents would be emphasized to protect their privacy and dignity. Moreover, permission to administer questionnaires and conduct interviews for research purposes would sought from the relevant authorities. The respondents also informed of privacy and confidentiality. Thus, the researcher clearly presented the purpose of the study and how confidentiality and protected the anonymity of the participants; informing them that involvement in the study voluntary; and free from any intended risk; and their names and the names of their places would kept.

CHAPTER FOUR

RESULTS AND DISCUSSIONS

This chapter deals with the data analysis, discussion, finding and interpretation of data gathered through questionnaire, interview and FGD. The chapter analyzes, discuss and present results based on the researcher's gathered data. In addition, the data collected from different sources using different tools were consolidated as well as analyzed using SPSS software package and finally presented using graphs, charts, percentages and tables.

Table 4.1: Response Rate of the Participants

No.	Data Collection Tools	Number of Planned Respondents	Number of Actual Respondents	Respondent Rate
1.	Questionnaires	281	266	95%
2	Interview	10	9	90%
3.	FGD	10	8	80%

Source: Field Survey, 2023

4.1 Demographic Background of the Respondents

This study involved 281 participants, of whom 266 (94.66%) gave a complete response. The characteristics of respondents, including gender, age, educational attainment, and marital status, were incorporated into the questionnaire in order to understand the respondents' demographic characteristics. Demographic information serves as a background for the study's conclusions. Table 4.2 reveals that out of total respondents, 104 (39%) and 162 (61%) are male and female respondents, respectively.

The table also shows that 14% of the respondents were aged between 18 and 28, 54% were aged between 29 and 39, 25% were aged between 40 and 50, and the rest, 7 percent, were aged above 51 years. Table 4.2 shows that 3 percent of the respondents had no formal education; 8 percent of them had attained primary school; 15 percent had attained secondary school; 23 percent had attained certificates; 38 percent had a diploma; and the rest had a degree or above. Moreover, out

of the total respondents, 18 percent were single, 27 percent were married, 35 percent were divorced, and the remaining 20 percent were widowed.

Table 4.2: Demographic Background of the Respondents

Variables	Categories	Frequency	Percent
Gender	Male	104	39
	Female	162	61
Age	18-28	39	14
	29-39	143	54
	40-50	66	25
	Above 51	18	7
Education	No formal education	8	3
	1-8	22	8
	9-12	40	15
	Certificate	60	23
	Diploma	102	38
	Degree and above	34	13
	Total	266	100
Marital status	Single	48	18
	Married	72	27
	Divorced	92	35
	Windowed	54	20

Source; own survey (2023)

4.2 The Challenges of Good Governance

The challenges are constraining the prevalence of good governance in the justice sector at Wolkite town administration. Some of the challenges that constrain good governance in the study area include a lack of accountability, transparency, participation, and the rule of law. The analysis would be broken down into each objective of the study sequentially.

4.2.1 Analysis of the practice and challenges of accountability in justice sector in Wolkite Town

Table 4.3: Respondents Opinion about Accountability in Justice Sector

Does lack of accountability is a problem that constrains the prevalence of good governance in justice sector	Frequency	Percent
Strongly agree	107	40.2
Agree	98	36.8
Indifferent	7	2.6
Disagree	31	11.7
Strongly disagree	23	8.6

Source: own survey 2023

According to the illustration above, “Does lack of accountability is a problem that constrains the prevalence of good governance in justice sector”. Of the total respondents, 40.2 percent agreed strongly, 36.8 percent agreed, 2.6 percent were indifferent, 11.7 percent disagreed, and 8.6 percent strongly disagreed. This result indicates that a significant majority of the respondents recognize the issue of lack of accountability as a hindrance to the prevalence of good governance in the justice sector. The percentage of those who strongly agreed and agreed further emphasizes the urgency to address this problem and implement measures to ensure accountability.

This study's findings were consistent with a UN ESCAP report that stated accountability is a crucial component of good governance. The report also emphasized that accountability ensures transparency and promotes trust between the government and its citizens (UN ESCAP, 2009).

Corruption Affects Good Governance in Justice Sector	Frequency	Percent
Strongly agree	91	34.2
Agree	87	32.7
Indifferent	12	4.5
Disagree	42	15.8
Strongly disagree	34	12.8

Source; own survey 2023

According to the above table, 34.2 percent strongly agreed, 32.7 percent agreed, 4.5 percent were undecided, 15.8 percent disagreed, and 12.8 percent strongly disagreed with the statement that

corruption is one of the main challenges to good governance in the justice sector. One of the main barriers to good governance in the justice sector is corruption, as verified by the majority of respondents, interviews, and FGD participants.

This finding is consistent with a Kaufmann, 2005, which showed that improved governance will decrease corruption and that the government is becoming more interested in serving the needs of the people. The cornerstone of economic growth is also provided by good governance (Kaufmann, 2005). As a result, Pius (2023) suggested that strengthening governance quality can reduce corruption by implementing law enforcement and improving the penalty for corrupt behavior.

Similarly, according to the International Monetary Fund (IMF) reports, poor governance provides more incentives and opportunities for corruption and the misuse of public positions. The public's confidence in its government is also weakened by corruption (IMF, 2023).

4.2.2 Analysis of the practice and challenges of transparency in justice sector in wolkite town

Table 4.5: Respondents feedback about the Transparency of the Appointment of Judges

Appointment of judiciary body (judges) is transparent	Frequency	Percent
Strongly agree	22	8.3
Agree	33	12.4
Indifferent	20	7.5
Disagree	87	32.7
Strongly disagree	104	39.1
Total	266	100.0

Source; own survey 2023

The transparency of judge appointments is demonstrated by the table stated above. Among those who replied, the decisions made on the appointment of judges were highly disagreed with by 39.1%, disagreed with by 32.7 percent, highly agreed by 8.3%, agreed by 12.4%, and were indifferent by 7.5 percent. These suggest that the judiciary body's (judges') decision process lacks transparency and isn't based on accountability in the study area. This result highlights the significant level of disagreement and dissatisfaction among respondents regarding decisions on

the appointment of judges. It is evident that a majority of those who responded expressed strong disagreement with these decisions, indicating a lack of transparency in the process.

This finding is corroborated by Tiwari's (2004) argument that transparency ensures that the public is aware of all that is happening and the reasoning behind government decisions.

Table 4.6: Respondents feedback about transparency of justice delivery process in justice sector

There is a transparency of justice delivery process in justice sector of wolkite town administration.	Frequency	Percent
Strongly agree	52	19.5
Agree	56	21.1
Indifferent	23	8.6
Disagree	76	28.6
Strongly disagree	59	22.2
Total	266	100.0

Source; own survey 2023

The question, "Is there transparency in the justice delivery process in the justice sector of Wolkite town administration?" is addressed in the table above. Of those who responded, 19.5 percent very agreed, 21.1 percent agreed, 8.6 percent were indifferent, 28.6 percent disagreed, and 22.2 percent strongly disagreed. The result indicates that the majority of respondents and both the interviewees and FGD participants confirmed that there is poor transparency in justice sector at the study area. This indicate that a significant portion of the respondents have concerns about the transparency in the justice delivery process in the justice sector of Wolkite town administration. It is important for further investigation and potential improvements to address these concerns and ensure a more transparent justice system. This finding goes against the definition of transparency provided by the AfDB (1999), which defined it as the public's ability to learn about the strategies and policies of the government.

Annual performance reports are announced to the people	Frequency	Percent
Strongly agree	59	22.2
Agree	39	14.7
Indifferent	31	11.7
Disagree	63	23.7
Strongly disagree	74	27.8
Total	266	100.0

Source; own survey 2023

The above table reveals that the annual performance reports are announced to the public. Out of the total respondents, 22.2 percent strongly agreed, 14.7 percent agreed, 11.7 percent were indifferent, 23.7 percent disagreed, and 27.8 percent strongly disagreed with the reports announced to them. These results indicate that there is a significant portion of the respondents who have negative opinions about the annual performance reports being made public. It would be beneficial for the organization to further investigate and address the concerns raised by these individuals in order to improve transparency and communication with the public.

Table 4.8: Respondents Opinion about concerning decision making in justice sector

To what extent are you satisfied with the information provided to you by the concerned body's concerning decision making in justice sector	Frequency	Percent
Strongly satisfied	40	15.0
Fairly satisfied	48	18.0
Less satisfied	26	9.8
Dissatisfied	74	27.8
strongly satisfied	78	29.3
Total	266	100.0

Source; own survey 2023

The above table shows that 15% of respondents indicated they were extremely satisfied, 18% said they were fairly satisfied, 9.8% said they were less satisfied, 27.8% said they were dissatisfied, and 29.3% said they were strongly satisfied with the information provided to them

by the concerned body regarding decision-making in the justice sector. These results suggest that a significant portion of respondents expressed dissatisfaction with the information provided by the concerned body. It is important for the relevant body to address these concerns and improve their communication strategies to ensure better satisfaction among the respondents.

4.2.3. Analysis of the challenges of stakeholder's participation for promoting good governance in justice sector in wolkite town

Table 4.9: Respondents Opinions Regarding the Actors and Stakeholders of Justice Sector

The Judges, court officers, assistant court officers, prosecutors, registrars and police are responsible in performing their job and discharging their job and discharging their duties.	Frequency	Percent
Strongly agree	50	18.8
Agree	53	19.9
Indifferent	14	5.3
Disagree	68	25.6
Strongly agree	81	30.5
Total	266	100.0

Considering the question from the above table, among all respondents, the judges, court officers, assistant court officers, prosecutors, registrars, and police are in charge of carrying out their responsibilities. 19.9% agreed, 18.8% strongly agreed, 5.3% disagreed, 25.6 percent disagreed, and 30.5 percent severely disagreed. Furthermore, most respondents, interviewees, and FGD participants agreed that the study's area's judges, court officers, assistant court officers, prosecutors, registrars, and police are less accountable in carrying out their official responsibilities.

Table 4.10: Respondents Opinion about the lack of participation challenged the prevalence of good governance in justice sector

Did you feel lack of participation is the challenge that affects the prevalence of good governance in justice sector	Frequency	Percent
Strongly agree	110	41.4
Agree	94	35.3
Indifferent	7	2.6
Disagree	23	8.6
Strongly disagree	32	12.0

Source; own survey 2023

According to the above table, 41.4 percent of respondents strongly agreed, 35.3 percent agreed, 2.6 percent were indifferent, 8.6 percent disagreed, and 12 percent strongly disagreed that a lack of participation is the issue affecting the prevalence of good governance in the justice sector. These results indicate that a majority of respondents have a positive perception of the impact of participation on good governance in the justice sector. However, it is worth noting that a small percentage of respondents expressed indifference or disagreement, suggesting the need for further exploration and understanding of their perspectives.

The finding is consistent with research done in 2020 by Wasihun and Fikre, which showed that most survey participants are not participating in numerous good governance activities. Despite the reality that one of the essential elements of effective governance is participatory governance.

Table 4.11: Respondents Opinions Regarding Compliant Redressing Mechanisms in Justice Sector

It is easy to comment, Questioning, suggesting, and complaining the justice sector of Wolkite town administration.	Frequency	Percent
Strongly agree	47	17.7
Agree	53	19.9
Indifferent	27	10.2
Disagree	78	29.3
Strongly disagree	61	22.9

Source: own survey 2023

Commenting is simple based on the question in the above table. Raising concerns, offering suggestions, and interrogating the Wolkite Town administration's judicial office. Ten percent were indifferent, 17.7 percent strongly agreed, 19.9 percent extremely agreed, 29.3 percent disagreed, and 22.9 percent strongly disagreed with their decisions on this question. The responses from the survey indicate a diverse range of opinions regarding the Wolkite Town administration's judicial office. While a significant percentage strongly agreed or extremely agreed with their decisions, there was also a notable portion that disagreed or strongly disagreed. It is evident that there are concerns and suggestions raised by the respondents, highlighting the need for further evaluation and improvement in the department's functioning. These show that the majority of respondents, interviewees, and FGD participants agreed that criticizing, questioning, and voicing grievances about the judicial department of the Wolkite Town administration is difficult.

Table 4.12: Respondents Opinion about community participation in the justice sector wolkite town administration

The justice sector has a framework that enables the community to participate in the Wolkite town administration	Frequency	Percent
Strongly agree	52	19.5
Agree	56	21.1
Indifferent	13	4.9
Disagree	76	28.6
Strongly disagree	69	25.9
Total	266	100.0

Source; own survey

The justice sector has a structure that allows the community to engage in Wolkite town management, as can be seen in the above table. Of the total number of responders, 19.5 percent agreed strongly, 21.1 percent agreed, 4.9 percent disagreed, and 25.9 percent strongly disagreed. These percentages indicate a diverse range of opinions within the community regarding their engagement in Wolkite town management. It is important to consider these differing viewpoints when making decisions and implementing policies in the justice sector.

How do you rate the community or service users' participation in the justice sector	Frequency	Percent
High	21	7.9
Medium	38	14.3
Low	71	26.7
Very low	69	25.9
Never	67	25.2

Source; own survey 2023

According to the above data, 7.9 percent of respondents rated their involvement in the legal system as high, 14.3 percent as medium, 26.7 percent as low, 25.9 percent as very low, and 25.2 percent as never was having participated in the court system. Based on the previously mentioned discussion, the majority of respondents, interviews, and FGD participants confirmed that there was little involvement from the community or service users in the judicial process. The results are consistent with a study conducted by Wasihun and Fikre, which revealed that the majority of participants were not engaged in a variety of beneficial governance activities. Even if one of the core components of good governance is participation by the public.

4.2.4 Analysis of examining the challenges of rule of law in justice sector in wolkite town

Table 4.14: Respondents Opinions Regarding laws are applied in a transparent & predictable manner

Laws are applied in a transparent & predictable manner?	Frequency	Percent
Strongly agree	49	18.4
Agree	57	21.4
Indifferent	29	10.9
Disagree	67	25.2
Strongly disagree	64	24.1
Total	266	100.0

Source; own survey 2023

The question based on laws is applied in a clear and predictable manner, as can be seen from the accompanying table. Of the respondents in total, 18.4% strongly agreed, 21.4 percent agreed,

10.9 percent were indifferent, 25.2 percent disagreed, and 24.1 percent strongly disagreed. These percentages indicate a range of opinions among the respondents regarding the application of laws. It is noteworthy that a significant portion of the respondents expressed disagreement or strong disagreement, suggesting potential concerns or dissatisfaction with how laws are applied.

Table 4.15: Respondent feedback on the persuasiveness of court decisions in the selected sector

Do you think court decisions are made based on convincing evidence?	Frequency	Percent
Strongly Agree	55	20.7
Agree	28	10.5
Indifferent	18	6.8
Disagree	76	28.6
Strongly Disagree	89	33.5
Total	266	100.0

Source: own survey 2023

In response to the inquiry, "Do you think that compelling evidence is the basis for court decisions?" The overall percentage of respondents was as follows: 20.7 percent strongly agreed, 10.5 percent agreed, 6.8 percent were indifferent, 33.5 percent strongly disagreed, and 28.6 percent disagreed. These suggest that most respondents disagreed that court decisions are supported by strong evidence, as did interviews and FGD participants. As a result, it increases the likelihood of poor governance in the justice system. These results indicate that a majority of respondents believe that compelling evidence is indeed the foundation for court decisions. However, it is worth noting that a significant portion of respondents expressed strong disagreement with this statement, suggesting the presence of differing opinions and perspectives on the matter.

To what extent do you agree that the court decision is free from partiality in Wolkite town justice sector?	Frequency	Percent
Strongly agree	11	4.1
Agree	30	11.3
Indifferent	26	9.8
Disagree	97	36.5
Strongly disagree	102	38.3
Total	266	100.0

Source: own survey 2023

Regarding the prevalence of partiality in the justice sector, out of the total respondents, 4.1% strongly believe that the extent of partial decision-making is high, and 11.5% admit the prevalence of partiality. However, 9.8% of the respondents were neutral or were not sure about the existence of partiality, whereas the remaining 36.5% and 38.3% of the respondents disagreed and strongly disagreed about the occurrence of partiality in the study area, respectively.

The information obtained from the FGD with key informants also confirmed a lack of impartiality in court decisions. The finding is consistent with a study conducted by Wasihun and Fikre, revealed that there is a partiality in their study area. Most of the time, justice was inclined toward the rich individuals; a bribe coming from these groups was a major source of injustice, according to the interview. Another factor that influences court decisions is favoritism toward relatives and friends.

Table 4.17: Respondents Opinions Regarding Speedy Trials of decisions in the Study Area

To what extent do you believe that decisions are made speedily in the study area?	Frequency	Percent
Strongly agree	46	17.3
Agree	54	20.3
Indifferent	22	8.3
Disagree	58	21.8
Strongly disagree	86	32.3
Total	266	100.0

Source: own survey 2023

Respondents were questioned regarding the state of speedy trials in the study area since "justice postponed is justice denied." The question is based on your perception of how rapidly decisions

are made in the study area, as indicated by the preceding table. 17.3% strongly agreed, 20.3 agreed, 8.3% were neutral, 21.8 disagreed, and 32.3 strongly disagreed with the poll respondents. These show that most respondents, interviewees, and FGD participants agreed that decisions in the research area are not made quickly. Participants in the FGD counter that although the courts would act quickly, they are burdened by the absence of a court employee.

Do you think that justice sector is independent from political intervention?	Frequency	Percent
Yes	90	33.8
No	176	66.2

Source: own survey 2023

According to the above table, 33.8% of the respondents answered yes and 66.2% said no when asked if they believed the court system was not free from political interference. These show that political interference in the legal system does exist in the study area. Since most respondents, interviewees, and FGD participants agreed that political involvement does exist based on rulings from courts, political intervention is a factor that negatively impacts the prevalence of good governance in this study area. Political interference in the legal system undermines the independence and impartiality of the judiciary, leading to a lack of trust in the rule of law. This interference can result in biased decisions and favoritism toward certain individuals or groups, eroding public confidence in the fairness and integrity of the legal system.

In the town plaintiff have freedom to express their opinion in the court before the judges?	Frequency	Percent
Strongly agree	25	9.4
Agree	30	11.3
Indifferent	13	4.9
Disagree	96	36.1
Strongly disagree	102	38.3

The above table reveals that the town's plaintiffs are free to voice their opinions in court before the judges. Of the total respondents, 36.1 percent disagreed, 38.3 percent strongly disagreed, 9.4 percent agreed, 11.3 percent agreed, and 4.9 percent were indifferent. These statistics indicate a significant divide among the town's plaintiffs regarding their willingness to express their opinions in court. It is noteworthy that a majority of respondents either disagreed or strongly

disagreed, suggesting potential barriers or concerns that need to be addressed in order to foster a more inclusive and participatory legal environment.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Conclusion

This study assessed the challenges of good governance practices on the basis of the four values: a lack of accountability, transparency, participation, and the rule of law. The findings revealed that lack of accountability and corruption were the main indicators of accountability in the Wolkite justice sector. The finding demonstrated that lack of transparency in judge appointments, poor justice delivery processes, poor announcement of annual performance reports to the community, and a weak decision-making process were identified as the main challenges to transparency in the study area.

This study also identified that the poorly charged of carrying their responsibilities of judges, court officers, assistant court officers, prosecutors, registrars, and police, weak rights of commenting, questioning, suggesting, and complaining the justice sector, poor community or service users' participation were the main challenges of stakeholder's participation for promoting good governance. Moreover, this study also indicates that poorly transparent & predictable implementation of law, weak court decisions based convincing evidence, partiality, weak speed of decisions, they have political intervention, and no freedom to express plaintiff and witness in front of the courts were identified as the main challenges of rule of law in the study area.

5.3 Recommendation

The following recommendations can be made based on the identified findings to improve the administration of justice and promote good governance:

- ✓ The justice sector must implement reform on the issues of good governance since the current state of good governance in the justice sector is unsatisfactory. The principles of good governance, issues with participation, accountability, transparency, and the rule of law must all be addressed as part of this change.
- ✓ It aids the justice sector in educating staff members about the ideas, problems, and principles of good governance and also significantly aids in addressing and resolving the primary problems with good governance that are mentioned above. This would make it possible to

offer customers with effective and efficient justice services while avoiding the problem of limited financial, material, and human resources.

- ✓ The justice sector have to provide the court decision based on free from partiality and the court decisions are made better based on convincing evidence.
- ✓ The decisions that were given by the courts should be made more quickly.
- ✓ The political systems that are applied in the justice sector make strength in order to avoid political intervention on justice process.
- ✓ The Judges, court officers, assistant court officers, prosecutors, registrars and police makes better responsible in performing their job and discharging their duties and it will better a transparency of justice delivery properly process in justice sector at Wolkite town administration.
- ✓ The justice sector should makes applied law in a transparent & predictable manner.
- ✓ It is recommended that the justice sectors should provide to announce the annual performance reports to the people.
- ✓ The information provided the concerned body's concerning decision making for the costumer, a framework that enables the community to participate in the wolkite town administration, the community or service users' participation make increase in the justice sector, citizens have freedom to express their opinion in public, to fight corruption and related to others problem.
- ✓ Lastly, institutional mechanisms such as leadership, the setting of clear operating principles, the quality of control systems, and accountability should be established for discussion with society regarding good governance.

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Appendix A: Questionnaire to Be Filled By clients of justice sector

Wolkite University

College of Social Science and Humanities

Department of Governance and Development Studies

Dear respondents

The purpose of this questionnaire is to collect data for the study on the title “Assessing the Practices and Challenges of Good Governance in Justice Sector: The Case of Wolkite City in Gurage Zone, Central Ethiopia.” The researcher is going to conduct this study for academic purpose i.e. for a partial fulfillment of MA degree in Development Studies. Therefore, your genuine information is highly valuable for the success of this study. The researcher would like to assure you that your response will be kept confidential. Truthfully, feel free and try to answer the questions honestly and accurately. You are not required to write your name.

General Instructions

- ✓ You are not required to write your name
- ✓ For the questions you are asked to choose among the alternatives, please choose and encircle the letter of your choice.
- ✓ For the open ended type questions, try to put your answers on the space provided in a neat and readable hand writings.
- ✓ It would be advisable if you answer all questions
- ✓ Honestly speaking, be aware that this investigation has nothing to with your religious and political affiliations.
- ✓ General direction: Put ‘√’ mark in the box and write your responses for the discussion questions.

Thank you in advance!

Signature.....

Date.....

Munira Mossa

M.Sc. student Wolkite University

Part 1: general background of the respondents

1. Gender: 1. Male [] 2. Female []
2. Age: 1. 18 - 28 [] 2. 29 – 39 [] 3. 40 – 50 [] 4. Above 51 []
3. Educational Background 1. No formal education [] 2. Certificate []
3. Grade 1 - 8 [] 4. Diploma [] 5. Grade 9 – 12 [] 6. Degree and above []
4. Religion: 1. Christian/ orthodox [] 2. Muslim [] 3. Protestant [] 4. Catholic []
5. Others.....
5. Marital status A. Married [] B. Single [] C. Divorced [] D. Widowed []

Survey Questionnaires

1. Did you feel corruption is the challenges that hinder the prevalence of good governance in justice sector?
A. Strongly agree C. Indifferent E. Strongly disagree
B. Agree D. Disagree
2. To what extent do you agree that the court decision is free from partiality in Wolkite town justice sector?
A. Strongly agree C. Indifferent E. Strongly disagree
B. Agree D. Disagree
3. Do you think court decisions are made based on convincing evidence?
A. Strongly agree C. Indifferent E. Strongly disagree
B. Agree D. Disagree
4. To what extent do you believe that decisions are made speedily in the study area?
A. Strongly agree C. Indifferent E. Strongly disagree
B. Agree D. Disagree
5. Do you think that justice sector is independent from political intervention?
A. Yes B. No

If you say yes, for question number 4, what are your justifications?

If you say no, for question number 5, what are your justifications?

6. The Judges, court officers, assistant court officers, prosecutors, registrars and police are responsible in performing their job and discharging their duties?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
7. Appointment of judiciary body (judges) is transparent and based on accountability.

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
8. Does lack of accountability is a problem that constrains the prevalence of good governance in justice sector?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
9. There is a transparency of justice delivery process in justice sector of wolkite town administration?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
10. It is easy to comment, Questioning, suggesting, and complaining the justice sector of wolkite town administration?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
11. Laws are applied in a transparent & predictable manner?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
12. Annual performance reports are announced to the people?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
13. Public offices in the town do provide the necessary information to service users?

A. Strongly agree	C. Indifferent	E. Strongly disagree
B. Agree	D. Disagree	
14. The justice sector has a framework that enables the community to participate in the wolkite town administration

A. Strongly agree	B. Agree	C. Indifferent
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D. Disagree

E. Strongly disagree

15. How do you rate the community or service users' participation in the justice sector?

A. Their level of participation is very high

B. Their level of participation is medium

C. Their level of participation is low

D. Their level of participation is very low

E. They never participates

16. In the town citizens have freedom to express their opinion in public?

A. Strongly agree

C. Indifferent

E. Strongly disagree

B. Agree

D. Disagree

17. Did you feel lack of participation is the challenge that affects the prevalence of good governance in justice sector?

A. Strongly agree

C. Indifferent

E. Strongly disagree

B. Agree

D. Disagree

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Department of Governance and Development Studies

Appendix B: Focus Group Discussion Check List

Date of the discussion _____

Time started _____ ended _____

Place where the discussion conducted _____

Name of the facilitator _____

1. What do you say about the practice of good governance in wolkite town in justice sector? Is there any progress in promoting good governance in your town in general?
2. What are the major challenges that constrain the prevalence of good governance in justice sector in your town in general?
3. What do you say about rule of law in justice sector of the wolkite town, are there problems please identify them?
4. Do you think corruption in justice sector is a serious problem? How to fight corruption?
5. What do you say about the fairness of justice service delivery in the study area?
6. What do you think should be done to promote good governance in justice sector?

Thank you for your cooperation!!

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Appendix c: Interview Guideline for Judges, Police and Prosecutors

Dear Respondent!

My name is Munira Mossa. I am a student at Wolkite University and I was undertaking the thesis in partial fulfillment of the requirements for the degree of Masters of Arts in Development studies entitled: to assess the practice and challenges of good governance in justice sector Wolkite town in Gurage Zone, Central Ethiopia. You have been selected to participate in this study to obtain your perceptions and views regarding various aspects of the justice sector. Your honest participation in answering the questions will assist in the practice and challenges of good governance in justice sector Wolkite town. The information provided will be treated confidentially and your personal information will keep secret.

Thank you in advance for your cooperation!!!

1. Personal data

1.1. Gender

1. Male [] 2. Female []

1.2. Educational Background _____

Date of the interview _____ Time started _____ ended _____

Place where the interview conducted _____

1. What do you say about the challenges and practice of good governance in justice sector in your town?

2. Can you mention some problems that affect the prevalence of good governance in justice sector?

3. What do you say about rule of law in the justice sector at wolkite town administration

4. Please suggest possible solutions to curb corruption? What does the government and the public must do to curb corruption and other challenges?

5. Are there, competent, sufficient and ethical judges in the study area? -----

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በፍትህ ሴክተር ደንበኞች የሚሞላ የጽሁፍ መጠይቅ

መግቢያ

ውድ የጥናቱ ተሳታፊዎች፡- እኔ ወልቂጤ ዩኒቨርሲቲ የድህረ ምረቃ ትምህርት ቤት ዴቭሎፕመንታል ስተዲስ ፕሮግራም የድህረ ምረቃ ተመራቂ ተማሪ ስሆን፤ በአሁን ሰዓት የመመረቂያ ፅሁፌን በማዘጋጀት ላይ እገኛለሁ። የጥናቴ ርዕስ “በወልቂጤ ከተማ በፍትህ ዘርፍ ያሉ የመልካም አስተዳደር ችግሮች ለመገምገም ነው።” እርስዎም በዚህ ጥናት እንዲሳተፉ ተመርጠዋል። እርስዎ የሚሰጡት ትክክለኛ መረጃ ለጥናቴ ውጤታማነት በጣም አስፈላጊ መሆኑን በመገንዘብ መጠይቁን በጥንቃቄ እንዲሞሉ እጠይቃለሁ። ተሳትፎዎ በእርስዎ በጎ ፈቃዳችነት ላይ የተመሰረተ ነው። በመጨረሻም የሚሰጡት መረጃ ሚስጥራዊነቱ የተጠበቀና ለዚህ ጥናት ዓላማ ብቻ እንደሚውል አረጋግጣለሁ። የማንኛውም መልስ ለጩማንነት በማንኛውም መልኩ የማይታተምና የማይሰራጭ ይሆናል። ሁሉም መረጃዎች ትምህርታዊ ዓላማ ብቻ ይውላል። ጊዜዎን ሰውተው ስለሚያደርጉልኝ ትብብር በቅድሚያ አመሰግናለሁ።

አጠቃላይ መመሪያዎች

- ስም መፃፍ አይጠበቅም
 - ከአማራጮች መካከል እንድትመርጥ ለሚጠይቁቸው ጥያቄዎች ምርጫዎትን ይክበቡ
 - ለክፍት ጥያቄዎች መልሶትን በባዶው ቦታው ላይ ሊነበብ በሚችል የእጅ ፅሁፍ ያስፍሩ
 - ሁሉንም ጥያቄዎች አንበው ምላሽ ለመስጠት ይሞክሩ
- ይህ ጥናታዊ ፅሁፍ ከእርስዎ ሃይማኖታዊ እና ፖለቲካዊ አስተሳሰብ ጋር ምንም ግንኙነት የለውም ።
- በሳጥኑ ውስጥ ምልክት ያድርጉና ለውይይት ጥያቄዎች ምላሾን ይፃፉ

ስም - መኪራ ሞሳ

ፊርማ.....

ቀን.....

የሁለተኛ ድግሪ ተማሪ ወልደጤ ዩኒቨርሲቲ

ክፍል 1:- የመልስ ሰጪዎች አጠቃላይ ዳራ

- | | | | |
|--------------|-----------------------------------|---------------------------|--------------------------------|
| 1. ፆታ | 1. ወንድ () | 2. ሴት () | |
| 2. እድሜ | 1. 18-29 () | 2. 30-40 () | 3. 41-50 () |
| | 4. 51 በላይ () | | |
| 3. ትምህርታዊ ዳራ | 1. መደበኛ ትምህርት የሌለው () | 2. ከ3-12ተኛ () | |
| | 3. ሰርተፍኬት () | 4. ዲፕሎማ () | 5. ድግሪና ከዚያ በላይ () |
| 4. ሀይማኖት | 1. ኦርቶዶክስ () | 2. ሙስሊም () | 3. ፕሮቴስታንት () |
| | 4. ካቶሊክ () | 5. ሌላ..... | |
| 5. የጋብቻ ሁኔታ | 1. ያገባ () | 2. ያላገባ () | 3. የተፋታ () |

ክፍል 2:- የዳሰሳ መጠይቆች

- 1) በፍትህ ዘርፍ የመልካም አስተዳደር መስፋፋትን የሚያደናቅፉ ተግዳሮችን ሙስና እንደሆነ ተሰምቷችኋል?
- | | |
|-----------------|---------------|
| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |
- 2) የወልደጤ ከተማ አስተዳደር ፍትህ ሴክትር የውሳኔ አሰጣት ከወገንተኝ ነት የፀዳ ነው ብለው ያምናሉ ?
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|-----------------|---------------|
| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |
- 3) የፍርድ ቤቱ ውሳኔዎች አሳማኝ ማስረጃዎች ላይ የተመሰረቱ ይመስላችኋል ?
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|-----------------|---------------|
| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

4) በፍትህ ስርአቱ የሚወሰኑ ውሳኔዎችም በፍጥነት እንደሚደረጉ ምን ያህል ያምናሉ ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

5) የፍትህ ሴክተሩ ከፖለቲካ ጣልቃ ገብንት ነፃ ነው ብለው ያምናሉ ?

1. አዎ
2. አይደለም

መልስዎ አዎ ከሆነ ለጥያቄ ቁጥር 5 ማረጋገጫዎ ምንድነው ?

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6) ዳኞች፣ የፍርድ አፈሰሮች፣ ረዳት ፍርድ አፈሰሮች፣ አቃብያነ ህጎች እና ፖሎሶች ስራቸውን በአግባቡ ይወጣሉ ብለው ያምናሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

7) የዳኝነት አካሉ (ዳኞች) ሹመት ግልፅና ተጠያቂነት ላይ የተመሰረተነው ብለው ያምናሉ ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

8) የተጠያቂነት እጦት በፍትህ ዘርፍ ላይ የመልካም አስተዳደር መስፋፋትን የሚገድብ ችግር ነው ብለው ያስባሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

9) በወልቂጤ ከተማ አስተዳደር በፍትህ ሴክተር ውስጥ የፍትህ አሰጣጥ ግልፅኝነት አለ ብለው ያስባሉ?

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|-----------------|---------------|
| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

10) በወልቂጤ ከተማ አስተዳደር በፍትህ ጉዳዮች ዙርያ አስተያየት መስጠት፣ መጠየቅ፣ መጠቆም እና ቅሬታ ማቅረብ ቀላል ነው ብለው ያስባሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

11) በፍትህ ዙርያ የወጡ ህጎች ግልፅና ሊገመት በሚችል መልኩ ይተገበራሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

12) በወልቂጤ ከተማ አስተዳደር በፍትህ ዘርፍ የተሰሩ ስራዎች ሪፖርት በተገቢው ለህዝቡ ይቀርባል?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

13) በወልቂጤ ከተማ አስተዳደር በፍትህ ዘርፍ ውስጥ ያሉ የመንግስት መስሪያቤቶች ለአገልግሎት ተጠቃሚዎች አስፈላጊው መረጃ ያሰጣሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

14) በወልቂጤ ከተማ አስተዳደር በፍትህ ዘርፍ ላይ ህብረተሰቡ እንዲሳተፍ የሚያስችል ማእቀፍ አለ ብለው ያስባሉ?

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| 1. በጣም እስማማለሁ | 4. አልስማማም |
| 2. እስማማለሁ | 5. በጣም አልስማማም |
| 3. ምንም ውስኔ የለኝም | |

15) በወልቂጤ ከተማ አስተዳደር የህብረተሰቡ ወይም አገልግሎት ተጠቃሚዎች በፍትህ ዘርፍ ላይ ያላቸው ተሳትፎ እንዴት ያገመገማል?

1. የተሳትፎ ደረጃቸው በጣም ከፍተኛ ነው
2. የተሳትፎ ደረጃቸው መካከለኛ ነው
3. የተሳትፎ ደረጃቸው ዝቅተኛ ነው
4. የተሳትፎ ደረጃቸው በጣም ዝቅተኛ ነው
5. በጭራሽ አይሳተፉም

16)በወልቂጤ ከተማ አስተዳደር ዜጎች በፍትህ ጉዳዮች ዙርያ ሀሳባቸውን በአደባባይ የመገልፅ ነፃነት አላቸው ብለው ያምናሉ?

1. በጣም እስማማለሁ

4. አልስማማም

2. እስማማለሁ

5. በጣም አልስማማም

3. ምንም ውስኔ የለኝም

17)ወልቂጤ ከተማ አስተዳደር በፍትህ ዘርፍ ላይ የመልካም አስተዳደር መስፋፋትን የሚጎዳው የተሳትፎ ማነስ ችግር እንደሆነ ያስማምታል?

1. በጣም እስማማለሁ

4. አልስማማም

2. እስማማለሁ

5. በጣም አልስማማም

3. ምንም ውስኔ የለኝም

ወልቂጤ ዩኒቨርሲቲ

በወልቂጤ ዩኒቨርሲቲ የማህበራዊ ሳይንስ እና የሰብአዊነት ኮሌጅ አስተዳደርና ልማት ጥናቶች ክፍል የተዘጋጀ

የዚህ መጠይቅ አላማ ለጥናቱ አስፈላጊ መረጃ ለመስበሰብ ነው የጥናቱ ርዕስም በወልቂጤ ከተማ በፍትህ ዘርፍ ያሉ የመልካም አስተዳደር ችግሮች ለመገምገም ነው። ይህ ጥናት የሚካሄደው ለአካዳሚክ ዓላማ ማለትም ለኤም ኤ ድግሪ በከፊል ለመጨረስ ነው።

የውይይቱ ቀን..... ሰዓት.....

የውይይቱ ቦታ.....

የአመቻቹ ስም.....

የቡድን ውይይት ዝርዝር ጥያቄዎች

1. በወልቂጤ ከተማ አስተዳደር በፍትህ ሴክተር ውስጥ ስላለው የመልካም አስተዳደር አሰራር ምን ይላሉ?
2. በፍትህ ሴክተሩ ላይ መልካም አስተዳደር እንዳይስፋፋ የሚገድቡ ዋና ዋና ችግሮች ምንድናቸው ብለው ያምናሉ?
3. በፍትህ ሴክተሩ ላይ ከህግ የበላይነት አኳያ ምን ምን ችግሮች አሉ እባኩትን ይለዩ?
4. በፍትህ ዘርፉ ላይ ሙስና አለ ብለው ያስባሉ ካለስ ምን ያህል የፍትህ ስርአቱን ይጎዳል ?
5. በወልቂጤ ከተማ አስተዳደር ስላለው የፍትህ አገላግሎት አሰጣት ፍትህዊነት ምን ይላሉ?
6. በፍትህ ዘርፍ ላይ የመልካም አስተዳደርን ለማስፈን ምን መደረግ አለበት ብለው ያስባሉ?