

WOLKITE UNIVERSITY

COLLEGE OF SOCIAL SCIENCE AND HUMANITY

DEPARTMENT OF GOVERNANCE AND DEVELOPMENTAL STUDIES

ASSESSMENTS OF GOOD GOVERNANCE IN THE PUBLIC SECTOR AND ITS IMPLICATION IN THE CASE OF BUTAJIRA TOWN ADMINISTRATION

A SENIOR ESSAY SUBMITTED TO THE DEPARTMENT OF GOVERNANCE AND DEVELOPMENTAL STUDIES IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE DEGREE OF BACHELOR OF ARTS IN GOVERNANCE AND DEVELOPMENTAL STUDIES

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DECLARATION

We, the undersigned, declare that this senior essay entitled on – Assessment of Good governance in the public sector: The case of Butajira Town. This study submitted in partial fulfillment for Bachelor of Arts Degree in Governance and Development Studies in Wolkite University is entirely our original work and has not been presented for a degree in any other university or organization and that all sources of material used for the essay have been duly acknowledged.

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ACRONYMS

APEC: Asia Pacific Economic Cooperation

FDRE: Federal Democratic Republic of Ethiopia

GDP: Gross Domestic Product

IFAC: International Federation of Accountants

IIA: Institute of Internal Auditors

SNNPRS: South Nations Nationalities and Peoples Regional State

TESEV: Turkish Economic and Social Studies Foundation

UN: United Nations

UNDP: United Nations Development program

UNO: United Nations Organization

USAID: United State Assistance for International Development

WB: World Bank

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ABSTRACT

This study was concerned with the assessment of good governance in the public sector in SNNPRS, Gurage Zone, Butajira Town. Good governance enhances considerable participation of community and equal without differentiation in their public sector affair. It facilitates public sector enhancement of any nation in the Town and also contributed for peaceful existence and coordination of the community for their common goal. This paper intended to study the assessment of good governance in the public sector of in the study area.

The data obtained from both primary and secondary data; the primary data was collected through interview and questionnaires, the secondary data was collected from documents and references. The researchers used simple random sampling techniques and also used purposive sampling techniques to select the respondents and both descriptive and correlational methods of data analysis to analyses the data gathered from the respondents. Based on the result of the study good governance has different role; the improvement of basic infrastructure and the provision of good and service of the Town, enhance the participation of private sector, civil society and community as a whole in the public sector activities in the study area. It was found that to achieving good governance in the public sector the Butajira Town provides both financial and technical support for vulnerable section of the society and changes their public sector status. Thus, good governance could improve public sector activities and protect the prosperity all individuals' communities by initiating them to work hard. The researchers also recommended some mechanism to reduce the existing problem of good governance in the public sector of Butajira Town.

Key words: Good governance, Vulnerable, Assessment, Enhance, improve

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CHAPTER ONE

1.INTRODUCTION

1.1. Background of the study

One major issue regarding the application of governance concepts to economic development is the role of government in economic development. Good governance is term that has become a part of the vernacular of a large range of development institutions and other actors within the international arena. To enhance the economic development different researchers have studied the application of good governance in many developed and developing countries. Good governance is perhaps the single most important factor Eradicating poverty and promoting development. Good governance addresses economic institutions and public sector management including transparency and accountability, regulatory reform and public sector skills and leadership (D.rkutsai Tom pious, 2007).

The statistical argument of economic development indicates that the successful experience of industrial countries on the operation of activity role of government directives and private resources to change of the structure of their economy. Good governance is comprehensive strategic planning process that includes important policy components. Such as understanding political, social and economic institutional environment of central and local government (Aoki, 2002). But for this paper it was limited to see good governance in the public sector implication aspect primarily.

Good governance become a concept being increasingly important for donors in the context of their development co-operation, it is the interest what the concept really means for development management and state reform in African countries. Almost all major development institutions today say that promoting good governance is an important part of their agendas. this is an extremely elusive objective: good governance means different things not only to different organizations, but also to different actors within these organizations. Working uses of the term _good governance‘ by donor institutions tend to highlight seven key areas: democracy and representation, human rights, the rule of law, efficient and effective public management, transparency and accountability, develop mentalist objectives, and a variety of particular economic and political institutions. In other words, they reflect a variety of generally _good‘ things that do not necessarily all go together in any meaningful way. Thus, while donors purport to support governance reforms as a means of promoting development and purport to condition aid on the quality of governance, their fuzzy thinking on the concept of good governance affects their ability to do both (Rachel M. Gisselquist, 2012).

Modern Ethiopian state has so far experienced three major government systems: these are Monarchy, military, and current Federal Democratic Republic of Ethiopia (FDRE) all of which have their own economic policies which contributed to the current and future development of the country (Alemayehu , 2004).

Good governance has resulted in important roles of regional and local government in the process of economic development. Local official has become actively involved in economic development promotion activities. They recognized many business development opportunities resulting from changes in the advancement of communication technology and globalization of world economy (Rubin,2003).

Good governance created and strengthens the relationship between citizens and government. This means people and government of the country are able to work with each other‘s in order to bring above all community development in general sustainable economic development that meet (Alemayehu,(2004).

The public sector plays a major role in society. In most economies, public expenditure forms a significant part of gross domestic product (GDP) and public sector entities are substantial employers and major capital market participants. The public sector determines, usually through a political process, the outcomes it wants to achieve and the different types of intervention. These include enacting legislation or regulations; delivering goods and services; redistributing income through mechanisms such as taxation or social security payments; and the ownership of assets or entities, such as state owned enterprises (IFAC public sector committee,2001).

Good governance takes place at four levels in societal life: 1) Public level, 2) Private sector level, 3) NGO level and 4) Individual level. Good governance at the public level, which is the main concern of this study paper; depends on the ability of state organs and public service organizations to encourage participation. It also depends on a consistent, transparent, and accountable public administration that ensures the fairness and effectiveness of decisions and their implementation. The cure to almost all problems that we face in the society such as corruption, inefficiency, and improvidence is to fully adopt and implement the principles of good governance (Turkish Economic and Social Studies Foundation, TESEV 2008).

The study concerned in South Nation's Nationalities and people‘s regional state Gurage Zone in Butajira Town administration specially targeting on the town resident people. Therefore the researchers tried to assess good governance in the public sector implications.

1.2. Statement of the problem

In practical speaking the complete achievement of good governance overnight is difficult because, it required a systematic approach to make a give organization or sector transparent, honest and democratic uncorrupt, efficient and equity and oriented in continues money within strong collaboration. In the development community governance come to be means government capacity to manage society and economic resource to attain development. Good governance would come to effective government decision making, governance by rule, accountability, Transparent and participation. The wide spread of absence of good governance emerged as a central social problem. This would be seemed a new perception of the start of the development era, the collapse of colonialism most developing countries leaders view the central social problem, the absence of elements of welfare state such as school, hospitals, potable water, housing road, public transportation(UN,2005).

Effective governance in the public sector encourages better decision making and the efficient use of resources and strengthens accountability for the stewardship of those resources. Among others, effective governance is characterized by robust scrutiny, which provides important pressures for improving public sector performance and tackling corruption. Effective governance can improve management, leading to more effective implementation of the chosen interventions, better service delivery, and, ultimately, better outcomes. People‘s lives are thereby improved. In order to fulfill its wide range of functions, the public sector must satisfy a complex range of political, economic, social, and environmental objectives. This subjects it to a different set of external and internal constraints and incentives from those in the private sector, all of which affect its governance arrangements (IFAC public sector committee,2001).

After the dawn fall of the military regime, the present government of Ethiopia has introduced various decentralization reforms with the intention to improve the involvement of community in administering their own affairs. Various researchers still indicated that there are problems concerning the issue of good governance practices in the country; local governance are not full empowered in terms of finance and human resources, the presence of weak partnership with other stakeholders, insufficient services delivery and lack of community participation. The presence of these problems has negatively affected the practices of good governance (Gizachew, 2012). Active participation in a public policy, a recognition of the rule of law, fair judiciary system, institutional check and balances through the balanced separation of powers, responsiveness, inclusion and equity, accountability, transparency, effectiveness and efficiency, reducing corruption are some of the indicators of good governance practices. However, difficulties are encountering

developing countries, like Ethiopia, in its implementation because of good governance crises (Obikeliven,2012).

It is being widely appreciated that good governance is dependent not merely upon good policy advises but more importantly on the processes and mechanisms to design and implement good policies themselves. Furthermore, dysfunctional and ineffective public institutions are increasingly seen to be at the heart of good governance challenges. In line with these bottlenecks, misguided resource allocation, excessive government intervention and widespread corruption have helped the perpetuation of poverty and accelerate weak governance practices. Hence, the weak institution of governance makes an adverse impact on public service delivery (Singh, 2009).

As the above explanation of problems of good governance concerned, such situations of good governance practices can also be reflected in the towns of the country. It is in line with this that this study would focus on assessments of good governance in the public sector and its implications by taking Butajira Town administration as the center of study. Butajira Town has struggling to apply good governance in the town. Due to the fact that the town has some improvement on economic, infrastructure provision, entrepreneurship activities and also the provision of public good and service (Butajira Town culture and tourism, 2010).

There are some studies that were conducted on the practices of good governance activities but they did not address dimensional good governance and related problems. In this study, the researchers tried to suggest some mechanisms to solving the existing problems of good governance on the Public sector in Butajira Town Administration.

1.3. Objective of the study

This study has both general and specific objectives:

1.3.1. General objective

The general objective of study was to assessing good governance in the public sector implication in the case of Butajira Town Administration of Gurage Zone, Southern Nation,Nationalities and Peoples Regional State /SNNPR –Ethiopia.

1.3.2. Specific objectives

- To assess the practice of the good governance in the public sector of Butajira Town.
- To identify the linkage of good governance up on public sector in Butajira Town Administration.
- To identify the challenging factors of good governance in the public sector of the study area.

1.4. Research questions

- what are the practices of good governance in the public sector of the study area?
- How does lack of good governance affect public sector of Butajira Town?
- What are the challenges of good governance and how to prevent it from public sector in Butajira Town?

1.5. Scope of the study

The study focused on good governance in the public sector and its implications in South Nation Nationalities and People Gurage Zone Butajira town administration. Therefore, the research was design to get information from, different employees in the public sector, managers, Town Administration offices of the official staff members and town residents in Butajira Town.

1.6. Limitation of the study

To conducting this research, we were encountered with variety of problem. The problem include lack of sufficient data on the issue of the good governance in the public sector implications, lack of experience in conducting research, Lack finance, and unwillingness of respondents to fill the questionnaires. However, the researchers would be tried to do all of their best to minimize this constraint.

1.7. Significance of the study

This study would provide important insight though government improves its performance in each sectary of the public by intervening in public sector activity of town. This study may help administration of Butajira Town strength its functions that‘s important for public sector improvement. In addition to this, the study would indicate good governance in the public sectors Strength and weakness of the Town in the study area.

1.8. Organization of the study

This research contains five chapters. The first chapter was deal about introductory part. The second chapter focuses on the review of related literature. The third chapter would be the research methodology and design. The fourth chapter was concern about analysis and interpretation of the data and the last chapter was contains conclusion and recommendation of the study.

CHAPTER TWO

2. REVIEW RELATED LITRATURE

2.1. The concept of Governance and Good Governance

2.1.1. Governance

Governance is a complex system of interactions among structures, traditions, functions (responsibilities), and processes (practices) characterized by three values of accountability, transparency and participation. A cursory review of the literature on governance and good governance reveals lack of consensus on its definition. Governance is a very broad concept and operates at every level, such as household, village, municipality, nation, region or globe. Governance refers to all processes of governing whether undertake by a government, market or network, whether over a family. Tribe formal or informal organization or territory and whether though laws, norms, power or language, It relates to the processes of interaction and decision making among the actors involved in a collective problem that lead to the creation, reinforcement or reproduction of social norms and institutions, governance is complex system of interaction among structures, traditional functions (responsibilities) and characterize by accountability transparency and,participation.(Ogundiya,2010:123).

2.1.2. Good governance

Good governance is described elsewhere as the striving for rule of law, transparency, responsiveness, participation, equity, effectiveness and efficiency, accountability and strategic vision in the exercise of political, economic and administrative authority(UNDP,2002;2). Recently, the concept of good governance predominates contemporary national and globally political discussion. It is not a concept that is easy to define, as it requires a value judgment, whether in socioeconomic development or politico administrative framework. It might entail structure and processes that support the creation of a participatory, responsive and an accountability policy embedded in a competitive, non-discriminatory, yet equitable economy. Good governance requires prudent allocation of resource generated by the people to serve their basic human needs, which will in turn expand the opportunities open to them (UNDP, 2002).

The concept of good governance emerged mainly because of practice of bad governance characterized by corruption, accountable government and lack of respect and human rights. And this had become increasingly dangerous, the need to intervene in such cases had become urgent, and thus, the issue has become essential ingredient in any socio-political agenda and development discourse throughout the world. Good governance is defined as the exercise of economic political an administrative authority to manage a countries affairs through participatory, transparent,

accountable, effective, and equitable manner which promotes the rule of law, ensures that voices of the poor and the most vulnerable are heard in decision making over the allocation of development Resources (Abdellatif, 2003).

Good governance is perhaps the single most important factor in eradicating poverty and promoting development. Economic development is the progressive change in socioeconomic structure of country view in this economic development involves steady decline agricultural share GDP and confidence increase in shares duties, trade and bank service. Good governance is an indeterminate term used in the international development literature to describe how public institutions conduct public affairs and manage public resources. Governance is the process of decision making are implemented or not implemented. Governance can apply to corporate, international, national, local governance or to interactions between other sectors of society (UNESCAP, 2009).

2.2. Definition of Good Governance

According to the academic approach, the generic understanding of governance is the management of resources and policy-making by means of exercising authority (power). Thus, it entails all instruments through which different policy stakeholders exercise legal rights with the aim to achieve political, economic, cultural and social objectives. In this sense, the term ―governance‖ appears to be more and more used in order to denote a complex set of structures and processes (at the public as well as at the private level), which are generally associated with national administration. However, its definitions offer a rather broad horizon of interpretation: wherever we can find this term, its definition varies slightly. ―Good governance‖ is a normative conception of thevalues according to which the act of Governance is realized, and the method by which groups of social actors interact in a certain social context (Abdellatif (2003).

The lack of a generally accepted definition of the concept is compensated by the identification of principles that strengthen good governance in any society. The most often enlisted principles include: participation, rule of law, transparency of decision-making or openness, accountability, predictability or coherence, and effectiveness. The international donor community generally shares the view that these principles stand at the foundation of sustainable development. The first characteristic refers to equal participation by all members of society as the key element of good governance, with everyone having a role in the process of decision-making. Secondly, good governance implies the rule of law maintained through the impartiality and effectiveness of the legal system. Rule of law also means the protection of human rights (particularly those of minorities), independent judiciary and impartial and incorruptible law enforcement agencies. The rule of law involves a variety of conditions, being strongly connected to good administration of justice, good legal framework, verified dispute mechanisms, equal access to justice, and the

independence of judiciary workers (lawyers, judges). Good governance is also based on the transparency of the decision-making process, which ensures that information is freely available and accessible to those involved or affected by the decisions taken. Transparency therefore means free access to information. Last, but not least, accountability and responsibilities (of the institutions, just as much as of the civil society) are key requirements of good governance, with all of the participants in the political and economic processes being accountable for their decisions to each other (World Bank report, 2008).

According UNDP (2003) report good governance means political, legitimacy, cooperation with institution of society, freedom of association and population participation. The concept of good governance as defined by this organization United Nation development program (UNDP) is based on the normative judgment that democratic system is one best study to reach the objective of sustainable human development. Good governance implies accountability, transparency, participation, openness and rule of law. Generally, as the process characterized by communication and consolation though conflict are resolved, and performance is reviewed on continuous persistence basics. Good governance implies aspect of economic, social and political right of citizen. Good governance is defined high level of organization effectiveness in relation to policy formation and the policies actually pursued especially in the conduct of economic policy and it is contribution to growth, stability and popular welfare (Rachel, 2012).

2.3. Indicators of good governance

Good governance has 9 major characterizes and indicators of good governance include; participation is both men woman inclusive of the physical challenge, should have a voice in decision making, either directly or through legitimate intermediate institution that represent their interest. Rule of law is regulation code of conduct should be fair and enforced impartially particular the law on human rights. Transparency is built on the free flow of processes, institutions and information are directly accessible to those concerned with them and enough information is provided to understand and monitor them. Responsiveness good governance requires that institutions process tries to serve all stake holders within in reasonable time frame responsiveness government are synaptic to community need and responsible for individual and collective action. Consensus orientation is need of medication of different interest in societies to reach a broad consensus in society on what is the best interest of the whole community and how this can be achieved .Equity is all men and women have opportunities to improve or maintain their wellbeing. Effectiveness is the process and institutions produce result that meet the needs of society while making the best uses of resource and the protection of the environment. Accountability is decision making in government, the private and public sector and civil society organizations are accountable

to the public. Vision is the leader and public have a long term prospective on good governance and human development along with a sense of what is needed for such development (Sintayehu, 2001:65).

2.4. Aspects of good governance

Good governance depends on an ability to exercise power and to make good decision over time across a spectrum of economic social environmental and other area and its capacity of knowledge, mediation, resources allocation, implementation and maintenance of key relationship. According to (World Bank, 2008) there are three aspects of good governance, such as:-Technical and managerial competence, accountability, and reliability; Technical and managerial competence is technical and managerial of civil servants in an obvious factor of good governance. This may be less of constraints that it used to be as access to education has improved but rapid change requires ongoing development of training and qualifications skills .Accountability is a key way to ensure that this power is used appropriate and accordance with public interest. It also both an end of itself representing democratic value and the development more efficient and effective or organization politicians and public servants are given enormous power through the laws and regulation they implement resources they control and the organization manage (Sintayehu, 2001: 67) Third types, Reliability, is free from dictatorial incentives through corruption, nepotism; patronage or capture by narrow private interest groups guarantees property and personal right and archive some sort of social stability. This provides a degree of reliability and predictability that is essential from firms and individuals to take good decision. The rule of law refers to the institutional process of setting interpreting and implementing law and other regulation (World Bank (WB) reports on the elements of good governance, 2008:8).

2.5. Challenges for good governance

According to (brindle (2008),good governance is a good idea and it has growing rapidly to became a measure ingredients in analysis of what is missing in countries struggle for economic and political development. Every nation is guided by certain values which are shared by people and government and national commitment to such values greatly influence the content and quality of governance. Good governance is created an environment in which sustainable economic growth becomes achievable condition of good governance allows citizens to maximize their return on investment (Dinka, 2016).

Most countries currently experimenting with the requirements of good governance, their country constitution also includes provisions also formation of three branches of government:-multi -party political system, acceptance of the international human rights conviction in the constitution and

anti-corruption efforts. However most of government institution and laws of the country related to good governance face challenge such as :-one party dominated politics, as exhibited in the legislature, in adequate of results in decentralization efforts, government controlled media; under developed civil society lacking conclusive environment to flourish; an impressive record of human right protection by the government, lack of transparency. According to the world Bank (1992) as cited in Ogundiya, 2010) bad governance has many features, among which are: failure to make a clear separation between what is public and what is private, hence tendency to divert public resources for private gain; failure to establish a predictable framework for law and government behavior in manner that is to development, or arbitrariness in the application of rule and law,
Excessive rules, regulations, licensing requirements, etc (Ogundiya, 2010).

2.6. Good governance in Ethiopia

Ethiopia is a part of Africa, treating our history separates form other African countries and makes the subject relevant to our case. After several movements, uprisings, resistances, coup attempts and bloodshed wars by different peoples and parties in the past regimes, good governance in Ethiopia come to new force. This constitution protects human and democratic rights of the people. It guarantees the rights of nations and nationalities through self-determination. It ensures gender equality. It also decentralized power various regions of the country and established federal government (MezegebeGebrekiristos, 2007) Even though democracy and good governance are interrelated we cannot say absolutely if there is democracy it also exist or followed good governance, since good governance is an endless process, which it need a lot of activities (Ibid).

2.7. Definition of public sector

Public sector is the part of national economy providing basic goods or services that are either not, or cannot be, provided by the private sector. It consists of national and local governments, their agencies, and their chartered bodies. the public sector is one of the largest sectors of any economy. the public sector is that portion of an economic system that is controlled by national, state or provincial, and local governments. The public sector consists of governments and all publicly controlled or publicly funded agencies, enterprises, and other entities that deliver public programs, goods, or services. It is not; however, always clear whether any particular organization should be included under that umbrella. Therefore, it is necessary to identify specific criteria to help define the boundaries. The concept of public sector is broader than simply that of core government and may overlap with the not-for-profit or private sectors. For the purposes of this guidance, the public sector consists of an expanding ring of organizations, with core government at the center, followed by agencies and public enterprises. Around this ring is a gray zone consisting of publicly funded

contractors and publicly owned businesses, which may be, but for the most part are not, part of the public sector. Public sector organizations may exist at any of four levels: International (multistate entities or partnerships), National (an independent state), and Regional (a province/state within a national state), Local (a municipal-level body such as a city or county (Institute of Internal Auditors (IIA),2011).

2.7.1. The objective of public sector

The main objective of public sector entities is to achieve outcomes—enhancing or maintaining the well-being of citizens—rather than generating profits. Most public sector entities seek to provide services to individuals and companies and deal with laws and regulations. There is no profit motivation in the public sector. Some of the main objective of public sector as follows: transformation of the economy, redistribution of income and wealth, source of capital formation, development of socio-economic infrastructure, achievement of balanced regional development, reduction of concentration of wealth and economic power in private hands and attainment of the Planned resource allocation (IFAC public sector committee,2001).

2.8. Public sector Governance

Public sector governance encompasses the policies and procedures used to direct an organization‘s activities to provide reasonable assurance that objectives are met and that operations are carried out in an ethical and accountable manner. In the public sector, governance relates to the means by which goals are established and accomplished. It also includes activities that ensure a government‘s credibility, establish equitable provision of services, and assure appropriate behavior of government officials- reducing the risk of public corruption. The public sector plays a major role in virtually all economies. Hence, a properly governed public sector can contribute immensely towards both improving the lives of its citizens and using resources more efficiently. Therefore governments pursuit of effective public sector governance is of critical importance. Public sector governance aims to ensure that an organization achieves its overall outcomes in such a way as to enhance confidence in the organization, its decisions and its actions. Good governance generally focuses on two main requirements of the public sector entities: Performance – the effective and efficient delivery of goods, services or programs. Conformance – adherence to the law, regulations, published standards, and community expectations of probity, accountability and openness (Asia Pacific Economic Cooperation (APEC), 2011).

2.8.1. Key Principles of good governance in the Public Sector

Both governing bodies and individuals working for entities must act in the public interest at all times, in order to deliver good governance in the public sector. Acting in the public interest implies a wider benefit to society, which should result in positive outcomes for service users and other stakeholders. Consistent with the requirements of legislation and government policies, avoiding self-interest and, if necessary, act against a perceived organizational interest. Some of the key principles of good governance in the public sector as follows: Strong commitment to integrity, ethical values, the rule of law, openness and comprehensive stakeholder engagement, defining outcomes in terms of sustainable economic social and environmental benefits, determining the interventions necessary to optimize the achievement of intended outcomes, developing the capacity of the entity including the capability of its leadership and the individuals within it, managing risks and performance through robust internal control and strong public financial management and implementing good practices in transparency and reporting to deliver effective accountability (IFAC public sector committee,2001)

CHAPTER THREE
3. RESEARCH METHODOLOGY

3.1. Introduction

This chapter outlines the methodology of the study. This includes: description of the study area, the research method and procedures, the research design, population and sampling design, sample and sample size determination, method of data collection, data analysis.

3.2. Description of the study area

Butajira is a Town and separate woreda in south- central Ethiopia, Gurage Zone Administrations, Southern Nation, Nationalities and Peoples Regional State (SNNPRS). Located at the base of the Zebidar massif, the Town is located at the distance of 130km away from Addis Ababa to the south-central part of Ethiopia. Astronomically, this town has a latitude and longitude of 8°07′N 38°22′E / 8.117°N 38.367°E and an elevation of 2131 meters above sea level (Gurage Zone Socio-Economic Profile, 2007). It is surrounded by Meskanworeda. It was part of former Meskan&Marekoworeda. Based on the 2007(G.C) Census conducted by the CSA, this town has a total population of 37,388, for this numbers the numbers of men and women relatively equal. Now a day based on, the 2007 census and by calculating the population growth of the town, the population is projected to be around 60,000. The majority of the inhabitants were reported as Muslim, with 51.27% of the population reporting that belief, while 39.58% practice Ethiopian Orthodox Christianity, and 8.72% were Protestants. The Towns have 2 sub cities, 5 Kebeles, and 51 Villages. The 22 reform town of Southern Region Butajira is one of them. According to the Gurage Zone government, Butajira is one of 12 towns with electrical power, one of 11 with telephone service and one of nine that have postal service. Drinkable water is provided by 4 boreholes. The Town has a weekly market on Fridays (Butajira Town Administration Culture and Tourism Office, 2010).

3.3. Research design

Descriptive and co-relational research design was used its design while the design was a mixed one, in that it uses both qualitative and quantitative approaches. The quantitative aspects of the research refer to generalization of descriptive statically analysis the survey to be carried out from response of the respondent using questionnaire and also the researchers would be used qualitative approach due to the attitude of research design to find out how respondents feel or think about good governance in public sector implications in Butajira Town administration.

3.4. Source of Data and Instruments of Data Collection

To conduct this study, the researchers collected relevant information needed both from primary and secondary sources of data. In order to get adequate and pertinent data, the researchers collected primary information from public sector administration, employees and residents of Butajira Town. Secondary sources of data and information obtained from different materials; such as: different books, journals, and other written materials including internet, websites and unpublished materials.

3.4.1 Primary Data

Primary data were obtained through interview, questionnaires, focused group discussion and personal observation. This is the first hand information that is directly collected from the respondents or informants.

3.4.2 Secondary Data

The secondary data were collected both from published and unpublished materials. The published materials included: books, journals, report documents and literatures.

3.5. Data Gathering Tools

In order to get adequate and relevant information to the study, the researchers used the following data collection instruments. Questionnaire consisting of both open ended and close ended questions were prepared and distributed to the respondents, especially public staff and employees of the Town. Questionnaires were prepared in English language and beside document review would be used to substantiate what was collected through interview. In addition to this the researchers used direct observation method. The researchers tried to observe the real practice of good governance in the public sector of in the study area.

3.5.1. Interview

The researchers used interview as an instrument of data collection because of its expected to fulfill those data which may not gathered by questionnaire and to support data which is gathered by questionnaire, and to understand more about the response of the respondents as well. The key informant interviewees for this study were contained the chairperson of; Education service, Electricity service, Healthcare service, Infrastructure service, and Law Enforcement service and other concerned bodies. Purposively knowledgeable respondents were selected to provide detail information regarding to the interview would be used as gap filling. In this interview the researchers took 5 respondents, 1 respondent in 1 kebele, and selected the chairperson of the one public sector by purposively.

3.5.2. Questionnaire

The methods of collection realized data were used both open and close ended questionnaires employed in the data collection procedures. The quantitative data collection was use making direct personal contact with informants and interviewing them about issue, quantitative data collection instruments were conducted by distributing open and close ended questionnaires to respondents.

3.5.3 Observation

The other tool, which researchers used in this research was observation. In was used to get reliable data for the successful accomplishment of the research. Observation was another major tool of data gathering system to get valuable information. Because what peoples say and do may sometimes contradict with each other. Thus, direct observation was the best solution.

3.6. Target Population

To conduct this study, the researchers took administration in Butajira. Hence, the populations of this study were employees, the Town administration and its residents.

3.7. Techniques of Data Collection

Researchers used both purposive sampling for administrative official leaders and random sampling civil servant officials as well as town residents. Purposive sampling means to judgment or expert sample types of non-probability sample. Random sampling means subset of individual randomly selected by researches to represents an entire group as whole. The goal of sampling is to get people representative of the longer population.

3.8. Sampling size

The researchers took 5 kebeles of the Town, the total populations of those kebeles were 60000, the Population numbers of male and female relatively equal. To conduct this study, the researchers used simple random sampling approach this is simplest form of probability sampling method in which each unit has equal chance of being selected. From the total number of population 67 respondents would be selected by using Kothari (2004) formula.

$$n = \frac{Z^2 * q * p * N}{e^2(N-1) + Z^2 * p * q}$$

$$n = \frac{2.6896 * 0.25 * 60000}{0.01 * 59999 + 2.6896 * 0.25} = 67$$

Where n =sample size

N = population size

e = Margin of Error

Z = confidence level

P = proportion

q = proportion of failure

The researchers took 67 respondents from the total population of the study area by using simple random techniques. The researchers took 62 respondents for the questionnaires, and the researchers took 5 respondents for the Interview. To select the administrative official leaders for interview the researchers would be used judgmental sample design to collect the data.

3.9. Methods of Data Analysis

Method of data analysis and presentation the researchers collected carefully edited, coded tabulated and organized depending on type of basic question and nature of data prior to analysis. Appropriate interpretation and analysis from primary and secondary data were made.

3.10. Ethical Consideration

Ethics is a primary requisite for everything, so the researchers would be gathered the data's through winning the good will of the respondents and giving full explanation about the purpose of the study before interviewing or giving the questionnaires to the respondents, and also respecting the values norms and culture of the respondents. Finally the researchers were acknowledging respondents for their participation.

CHAPTER FOUR

4. DATA ANALYSIS, INTERPRETATION AND PRESENTATION

4.1. Introduction

This chapter contains the results and discussion of the main findings of the study that are gathered primary, interviews, and observations data method. The primary data is collected by using questionnaires that are distributed to the respondents in the Butajira Town. The interviews data are by using face to face communicating the respondents in the Butajira Town. This is done in order to collect reliable information about good governance in the public sector and its implication inButajira town. The research findings contain percentages, tabulation and arranged sentences.

From the total number of 62 questionnaires that are distributed to the selected sample employees and residents of respondents only 55 were returned back. But the researchers tried to collect by observation and interview. So, the analysis based on the questionnaires data was from 55 respondents which is a response rate of 88.7%.

4.2. Demographic information of the respondents

The personal information includes the data on sex, age, years of service, and educational status of the respondents that was used to identify properly the respondents characteristics and background information before going to the basic parts of the study. The following table indicates the demographic characteristics of respondents.

Table 1: General Background of the Respondents

No	**Item**	**Respondents**	
		N	**%**
1	**Sex**		
	Male	30	55
	Female	25	45
	Total	**55**	**100**
2	**Age**		
	18-24	10	18
	25-30	15	28
	31-40	19	35
	41-50	8	14

	51-60	3	5
	Above 61	_	_
	Total	**55**	**100**
3	**Level of education**		
	Above Degree	2	3
	Degree	20	36
	College Diploma	13	24
	Certificate	5	9
	High School Completed	12	22
	Illiterate	3	6
	Total	**55**	**100**
4	**Years of Service**		
	Less than 2 years	13	24
	2-4 years	22	40
	5-7 years	9	16
	8-10 years	6	11
	More than 10 years	5	9
	Total	**55**	**100**

Source: Survey Data (2019)

As indicated in the above table 1, item 1, out of the total respondents 30(55%) of them were male and 25(45%)of respondents were female. This result show that majority of the respondents were males.

Age is also other demographic variables that indicate the proportion of people by dividing in to Different section as youth, adult, and old. As the table 1, item 2, revealed out of the total respondents 10(18%) of respondents lied between the age range of 18-24, 15(28%) of them lied between 25-30, 19(35%) of the respondents were between 31-40, 8(14%) of the respondents were between 41-50 and the remaining 3(5%) were above 51 years of age. This indicates that majority of the respondents lie between 31 – 40 years of age who are adult.

As the table 1, item 3 indicated out of the total respondents 3(6%) are illiterate, 12(22%) of the respondents were high school completers, 5(9%) of respondents held certificate, 13(24%) of respondents held Diploma and the remaining 20(36%), 2(3%) of respondents were First Degree and

above first Degree respectively. Based on this fact it is undoubtedly possible to conclude that majority of the percentage of the respondents were Degree helders.

The researchers also identified the respondents years of service. According to table 1, item 4, 13(24%) of respondents had less than 2 years of service, 22(40%) of them held 2-4 years of service, 9(16%) of respondents had 5-7 years of service, 6(11%) of respondents had 8-10 years of service and the remaining 5(9%) of respondents served more than 10 years. From this scenario we can understand that the significant sections of the respondents or 40% of them had 2-4 years of service.

4.3. Analysis of Findings of the Study

4.3.1. The presence of Good governance in the public sector of the study area

Table 2: Presence of Good governance

No	Item	Respondents	
		N	%
5	Is there good governance in Butajira Town public sector?		
	Yes	25	45
	No	30	55
	Total	**55**	**100**
6	If your answer for question 5"yes"to what extent you agree with the presence of good governance		
	Strongly agree	4	16
	Agree	18	72
	Neutral	3	12
	Disagree	-	-
	Strongly dis agree	-	-
	Total	**25**	**100**

Source: Survey Data (2019)

According to table 2, item 5, 25(45%) of respondents responded that there is good governance, 30(55%) of them responded there is no good governance in the public sector of the town. This implied that a little more than half of the respondents thought that there was no good governance in Butajira town public sector.

As the table 2, item 6 revealed 4(16%) of the respondents strongly agreed on the presence of good

governance.18 (72%) of respondents agreed on the presence of good governance, while 3(12%) of the respondents were neutral on the issue.

For question five the highest percentages of respondents disagreed on the presence of good governance in the public sector. This shows that the majority of the people affected by the absence of good governance in the town. The researchers also observed that low level of presence of good governance in the public sector of the study area. Lack of good governance in the town raised different problems on residents of the town. Among them lack of access of public sector, lack of efficiency and quality in the services provided by the sector and prevalence of corruption were the problems that the investigators could observe the public sector. Those problems which are the researchers observe in the study area public sector.

4.3.2. The role of Good governance to Enhancing public sector of Butajira Town

Table3: Role of Good governance to Enhancing public sector

No	**Item**	**Respondents**	
		N	**%**
7	Do you think that good governance has role to enhancing public sector of Butajira town?		
	Yes	52	95
	No	3	5
	Total	55	100
8	If your answer for question number “7”is yes to what extent?		
	Strongly agree	38	73
	Agree	12	23
	Neutral	2	4
	Disagree	-	
	Strongly Disagree	-	-
	Total	**52**	**100**

Source: Survey Data(2019)

As indicated in the table 3,item 7, 52(95%) of respondents are replied that good governance have role in enhancing public sector while 3(5%)respondents responded that good governance have no

role in enhancing the public sector. This implies that the majority of respondents feel good governance have a role in enhancing the public sector. According to table 3, item 8, 38(73%) respondents strongly agreed on the role good governance in enhancing the public sector, 12(23%) of respondents agree with the role of good governance in enhancing the public sector, while the rest of the respondents 2(4%) were neutral in the role of good governance in enhancing the public sector. The above statistics indicated that majority of respondents are strongly agree on the role of good governance in enhancing the public sector. We observed that there is no doubt on good governance role in enhancing the public sector. To ensure the delivery of goods and services in effective and efficient manner and to adhere for the laws and regulations the presence of good governance is very crucial. Good governance plays a vital role in boosting the public sector performance.

4.3.3. The Challenges of Good governance in the public sector of the study area

Table 4: The Challenges of Good governance

No	**Item**		**Respondent**
		N	**%**
9	. What is/are the challenges that hindered the improvement of good governance in the public sector of Butajira Town?		
	Unsuitable government policy	8	15
	Lack of community participation	7	13
	Lack of motivation administrative office	9	16
	Shortage of human and capital resource	3	5
	Other	28	51
	Total	**55**	**100**

Source: Survey Data(2019)

According to the above table 4, item 9, 8(15%) of respondents elaborate unsuitable government policy are challenges that hindered the improvement of good governance in the public sector. Some respondents elaborate these, some of the government policy not the interest of the people. Those policy challenges that hindered the improvement of good governance in the public sector.7(13%) of respondents were lack of community participation one of the challenges of the improvement of good governance in the public sector, 9(16%)of respondents of lack motivation of administrative office were challenges to enhancing good governance in the public sector, 3(5%)for respondents were said the challenges of good governance was shortage of human and capital resource, whereas the rest 28(51%) respondents said that, unsuitable government policy, lack of community participation, lack

of motivation administrative office, shortage of human and capital resource all are the challenges that hindered the improvement of good governance in the public sector. Most respondents said that all the above mentioned problem were the challenges that hindered the improvement of good governance in the public sector. The observation result yield that unsuitable government policy, lack of motivation administrative office, lack community participation, rising prevalence of corruption, and also the local government's lack of implementation of public sector policies were challenges that hindered the improvement of good governance in the public sector.

4.3.4. The Implementation of public sector policy in Butajira Town

Table 5: Public Sector Policy and Implementation

No	**Item**	**Respondents**	
		N	**%**
10	Do you think that public sector policy properly implemented in Butajira Town?		
	Yes	17	31
	No	38	69
	Total	55	100
11	If your answer is "yes" for question number 10 so to what extent it is implemented accordingly.		
	Very highly	-	-
	Highly	3	18
	Moderate	4	23
	Low	8	47
	Very lowly	2	12
	Total	17	100
12	. If your answer for question number 10"No"what is the reason		
	Lack of knowledge and awareness how to implement public sector policy	7	19
	Lack of human and capital resource	5	13
	Lack of responsibility and accountability	18	47

	Not giving training the employees to upgrade their performance about implementation of public sector policy	3	8
	Specify it any	5	13
	Total	**38**	**100**

Source: Survey Data(2019)

According to the above table 5, item 10, 17(31%) of respondents were replied as public sector policy properly implemented in Butajira Town, 38(69%) of respondents were replied as public sector policy not properly implemented in Butajira Town. Majority of the respondents implied that public sector policy is not implemented in Butajira Town.

As indicated in table 5, item 11, 3(18%) 0f respondents replied as highly implemented public sector policy of the study area, 4(23%) of respondents were moderately implemented public sector policy, 8(47%) of respondents were said low level implemented public sector policy, the rest 2(12%) of respondents are very low level implemented public sector policy. This indicates that most people replied that low level implemented public sector policy in Butajira Town.

As indicated in the above table 5, item 12, 7(19%) of respondents said lack of knowledge and awareness is the reason for not implement public sector policy, 5(13%) of respondents are lack of human and capital resource were affect not implement public sector policy, 18(47%) of respondents were said lack of responsibility and accountability the reason for not implement public sector policy, 3(8%) of respondents were dedicate not giving than implementation of public sector policy, and the remaining 5(13%) of respondents said all the above mentioned problems: lack of responsibility and accountability, Not giving training the employees to upgrade their performance about implementation of public sector policy, Lack of human and capital resource, and Lack of knowledge and awareness how to implement public sector policy were the reason for not implement public sector policy. Most respondents said lack of responsibility and accountability were the main reason for not implement public sector policy. The researchers observed that public sector policy is not properly implemented in Butajira town. The researchers' also observed that the reasons for not implement public sector policy were: lack of responsibility and accountability of the administrative officials, lack of check and balance, and lack of community participation in the implementation of public sector policy.

4.3.5. Actively Involving Actor to Promoting Good governance in the study area

Table 6: Actor Involving to promoting Good governance in the Public Sector

No	Item	Respondents	
		N	**%**
13	. Which one is/are actively involved to promoting good governance in the public sector of Butajira town?		
	Government	23	42
	Civil Society	9	16
	Private Sector	4	7
	Community	12	22
	Specify if any	7	13
	Total	**55**	**100**

Source: Survey Data(2019)

According to table 6, item 13, 23(42%) of respondents elaborate government is actively involved to promoting good governance in the public sector , 9(16%) of respondents elaborate civil society are actively involved to promoting good governance in the public sector, 12(22%) of respondents dedicate community are involved to promoting good governance in the public sector, 4(7%) of respondents are private sector participate to promoting good governance in the public sector, remaining 7(13%) of respondents replied that government, civil society, private sector, and community are actively involved to promoting good governance in the public sector.The data indicates that government is the most involvement to promoting good governance in the public sector. This is true that government the most promoter of good governance any sector. We observed that government and community are the major involver to promoting good governance in the public sector. But which are not mean that government and community the only involver to promoting good governance in the public sector. Every individual have a responsibility to promoting good governance in the public sector.

4.3.6. The Reason for That Hindering Good Governance from Persistently Contributed for Improving the Public Sector Performance in Butajira Town

Table 7: The Reason for That Hindering Good Governance from Persistently Contributed for Improving the Public Sector Performance

No	Item	Respondents	
		N	**%**
14	. What is the major reason that hindering good governance from persistently contributed for improving the public sector performance in Butajira Town?		
	Lack of political commitment	25	45
	Lack of responsibility among the town office	13	24
	Lack of financial and material support from higher level government	10	18
	Not participate civil society, private sector and community in the public sector	5	9
	Specify if any	2	4
	Total	**55**	**100**

Source: Survey Data(2019)

According to table 7, item 14, 25(45%) of respondents elaborate lack of political commitment is the reason for not persistently contribution of good governance to improving public sector performance, 13(24%) of respondents were replied that lack of responsibility among the town offices are hindering good governance from persistently contributed for improving the public sector performance, 10(18%) of respondents said lack of financial and material support from high levels of governments are the reason of hindering good governance from persistently contributed for improving the public sector performance, 5(9%)of respondents dedicate not participation of civil society, private sector and community in the public sector is the reason for not continuous contribution of good governance to improving the public sector performance, The remaining 2(4%) of respondents were replied that: Lack of political commitment, Lack of responsibility among the

town office, Lack of financial and material support from higher level government, and also Not participate civil society, private sector and community in the public sector the reason that hindering good governance from persistently contributed for improving the public sector performance. The data indicate that lack of political commitment is the major and the most reason of hindering good governance from persistently contributed to improving the public sector performance. The researchers also observed that lack of transparency and accountability of the public sector administrative officials, lack of political commitment, lack of long term plan to promote good governance in the public sector, lack of community participation in enhancing good governance in the public sector are some of the reason that hindering good governance from persistently contributed for improving the public sector performance.

4.4 Analysis of Interview

4.4.1. The organization and the residents of the Town work collaboratively to enhance public sector performance.

The key informant interview revealed that, the Town not works together to the resident in previous year but currently they working together by pre-request of good governance plays great major role in enhancing public sector performance. The Town all individual, private sector and community are some extent work together with government in order to enhance public sector of the Town.As resident said that the Town and the resident after starting working collaborate through different areas such as people participate in their administration systemand in the public sector program of the Town infrastructure activities, implementation or an evaluation of the performance of the Town public sector programs they start to enhance public sector performance in butajira town. But it is not enough and the town administrators and the town officials hardly work with residents to enhance public sector performance.

4.4.2. Factors that Affect the Town Residents not Creating Partnership with the Public Officials to Improve the Public Sector Performance.

The key informant interview revealed that, the town public officials are lack responsibility and accountability to creating partnership with the Town residents. And also lack of political commitment and lack of implementation different public sector policy that affect Town residents not creating partnership with public officials. Sometimes the Town officials not to work together with the resident absence of frequent participation with the resident and the employees of the Town less motivation with residents. The researchers also observe that the major problem is affecting the Town residents and Town employees not creating partnership with public officials are lack motivation.

4.4.3. Public officials overcome the challenges that hinder them from creating partnership with Town residents to improve public sector performance

The respondents replied that, the public officials of the Town overcome the challenges that hinder them from creating partnership with Town residents to improve public sector performance: by creating common activities, by establishing different meeting programs, by creating awareness for the residents about the significance of partnership and collaboration, creating opportunity to concerning the vulnerable section of the communities, motivating the employees, encouraging the participation of community, civil society, and private sector, and also providing good and services for the town residents. We also observed that the town public sector officials have a great role to creating partnership with the town residents. But in practically the Butajira town public officials very little work to creating partnership with the residents.

4.4.4. Contribution of Good Governance to Enhance Public Sector Performance

The respondents elaborated that, the contribution of good governance has: initiating and motivating the employees who are increase access of public sector and also to enhance the delivery of good and service of the Town residents, provide financial support for administration office, to create awareness and education for employees to implement any public sector policy. It also create participation of community, civil society and private sector and other involving to enhance public sector performance , expanding communication system among the Town sector and creating job opportunity for unemployment of the Town. These are major role of good governance to enhancing public sector performance.

CHAPTER FIVE

5. CONCLUSTION AND RECOMMENDATION

5.1. Introduction

This chapter presents summary, conclusion and recommendations based on the findings of the previous chapter. Accordingly, the overall analysis is summarized and conclusions drawn from the study based on the finding of the study and lastly recommendations are also forwarded by the researchers.

5.2. Conclusion

Good governance has major roles to play in enhancing and improving public sector performance of any communities in the Town. The aim of Good Governance in the Public Sector is to encourage better service delivery and improved accountability by establishing a benchmark for good governance in the public sector. The function of good governance in the public sector is to ensure that entities act in the public interest at all times. Good governance enables the communities to work collaboratively for the common goals to enhance public sector, it create partnership the public officials with the town residents, and enhance the sustainability and presentation as well as health functioning of social structure. Good governance has different role for the Town residents such as; initiating and motivating the employees who increase access of public sector and also to enhance the delivery of good and service of the Town residents, It also create participation of community, civil society and private sector and other involving to enhance public sector performance, expanding communication system among the Town sector and creating job opportunity for unemployment of the Town. To promoting good governance in the public sector government and community are the most involved in the Town.

There are different challenges that hindered the improvement of good governance in the public sector. Among them; lack of motivation administrative office, lack community participation, unsuitable government policy, lack of political commitment, rising prevalence of corruption, and also the local government's lack of implementation of public sector policies. The reasons that hindering good governance from persistently contributed for improving the public sector performance are; lack of transparency and accountability of the public sector administrative officials, lack of political commitment, lack of long term plan to promote good governance in the public sector, lack of community participation, and Lack of financial and material support from higher level government. Among them lack of political commitment the most one reason that hindering good governance from persistently contributed to improving the public sector performance in the Town. In the Town the factors that affect the residents not creating partnership with public officials are; lack motivation, lack of political commitment, and absence of frequent participation.

In Butajira Town the majority of residents are negatively affected by absence of good governance. Lack of good governance in the town raised different problems on residents of the town. Among them lack of access of public sector, lack of efficiency and quality in the services provided by the sector, lack of affordability of public sector and prevalence of corruption. In the Town public sector policy not properly implemented. The reasons for not properly implement public sector policy are: lack of responsibility and accountability of the administrative officials, Lack of knowledge and awareness how to implement public sector policy, lack of check and balance, and lack of community participation in the implementation of public sector policy. In the Town the residents and the Town officials compare to the previous time some extent collaboratively work. The public officials of the Town have different strategies and programs to overcome the challenges that hinder them from creating partnership. Among them, creating opportunity to concerning the vulnerable section of the communities, establishing different meeting programs, and providing good and services for the town residents. But those strategies and programs very low level implemented in practical.

5.3. Recommendation

In order to achieving good governance in the public sector and also enhancing and improving the public sector various administrative and political adjustment and improvement are needed in the Town. In order to deliver good governance in the public sector, both governing bodies and individuals working for entities must act in the public interest at all times, consistent with the requirements of legislation and government policies, avoiding self-interest and, if necessary, act against a perceived organizational interest. Acting in the public interest implies a wider benefit to the Town, which shouldresult in positive outcomes for service users and other stakeholders. The Town administrations should they need political commitment, they need motivation, surmount the responsibility; they become transparency and accountability in order to achieve good governance in the public sector. The policy of the public sector should be must the interest of the people and properly implement those policy in practical to achieving good governance and enhancing public sector in the town. The Town administration should also work in coordination with the town Administration and the public sector office to enhance the public sector performance in the Town. The public sector officials should work collaboratively with the town residents and also create partnership with different sectors to promote good governance in the public sector. The administration of Town should expand communication network among the public sector in order to enhance public sector. The public sector officials should also ensure that feedback from citizens and service users is considered when making decisions about service improvements or when services are no longer required, in order to balance and prioritize competing demands within limited available resources.

The town administration and the public sector officials should also demonstrating strong

commitment to ethical values, and respecting the rule of law, ensuring openness and comprehensive stakeholder engagement their activities, ensure that its decisions further the entity's purpose, contribute to intended benefits and outcomes, and remain within the limits of authority and resources, determining the interventions necessary to optimize the achievement of the intended outcomes, developing the entity's capacity, including the capability of its leadership and the individuals within it, managing risks and performance through robust internal control and strong public financial management, implementing good practices in transparency, reporting, and audit, to deliver effective accountability those are the necessity of in order to enhancing public sector performance and achieving good governance in the public sector. Finally the researchers recommend to the study area of Administrators, public institutions ,employees as well as the Town residents; they should be must collaboratively work to eliminating corruption in the public sector as well as the Town. The most dangerous enemy of building democratic governance is corruption. Institutions highly infected in corruption cannot be productive and will never have good performance rather they deter the process of the building good governance in institutions. Corruption as endemic enemy for social, economic and political enemy of any country especial attentions should be given to it. As it strongly deters institutional performance capacity public institutions needs to cautious in eliminating from institutions. In addition to this the administration of the Town should find out different researchs and take experience from other well experienced Town how to improving public sector performance and achieving good governance in the public sector.

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APPENDIX

WOLKITE UNIVERSITY

FACULTY OF SOCIAL SCIENCE AND HUMANITY

DEPARTMENT OF GOVERNANCE AND DEVELOPMENTAL STUDIES

QUESTIONNAIRE

These questionnaire is prepared by; AlamirewTefera, SenbetoAdugna, MelkamDemil Graduated students Department of Governance and Developmental studies.

The objective of this questionnaire is to collect data concerning " good governance in the public sector implications" taking the case of Butajira Town administration to fulfill the partial requirement of the degree of Bachelor of art Department of Governance and Developmental studies. So are kindly requested to give the real information. Your co-operation and good response to all the items in the questionnaire is highly appreciated. The information collected will be purely for academic purpose (exercise). You will not be identified by name and all information provided by you will be treated as strictly confidential. We thank you for your contribution on the behalf of Wolkite University.

Instruction:

- Your name is not needed.
- All questions have to be answered.
- Please, tick (√) in **only one** of the given choices.
- Writing your answer for open ended question the given space.

Part I: Personal Background of Respondents

1. Sex A. Male B. Female

2. Age A. 18-24 B. 25-30 C. 31-40 D. 41-50 51-60 F Above 61

3. Education background A. Illiterate B. High School completed C. Certificate D. College Diploma E. Degree F. Above

4. Years of service: A. Less than 2 years B. 2-4 years C. 5-7 years D. 8-10 years E. over 10 years

Part II: Good governance in the Public sector

5. Is there good governance in Butajira Town public sector? A. Yes B. No

6. If your answer for question number 5"Yes" to what extent you agree with the presence of good governance?

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

7. Do you think that good governance has role to enhancing public sector of Butajira town?

A. Yes B. No

8. If your answer for question number “7”is yes to what extent? A. Strongly agree B. Agree C. Neutral D. Disagree E. Strongly Disagree

9. What are the challenges that hindered the improvement of good governance in the public sector of Butajira Town? A. unsuitable government policy B. Lack of community participation

C. Lack of motivation to administrative office

D. Shortage of Human and Capital Resource E. If other specify……..……

…….…….

10. Do you think that public sector policy properly implemented in Butajira Town?

A. Yes B. No

11. If your answer is “yes” for question number 10 so to what extent it is implemented according?

A. Very highly B. Highly C. Moderate D. Low

12. If your answer for question number 10”No” what is the reason?

A. Lack of knowledge and awareness how implement the public sector policy.

B. Lack of human and capital resource to implement the public sector policy.

C. Lack of responsibility and accountability to implement public sector policy.

D. Not giving training the employee to upgrade their performance about implementation of public sector policy. E. Specify if any…….....

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13. Which one is actively involved to promoting good governance in the public sector of Butajira town? A. government B. Civil Society C. Private Sector

D. Specify if any……

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14. What is the major reason that hindering good governance from persistently contributed for improving the public sector performance in Butajira Town?

A. Lack of political commitment. B. Lack of responsibility among the town office.

C. Lack of finance and material support from high level of government.

D. Not participate private sector, civil society, and community in public sector. E. All

15. If you have any other suggestion or comment…….

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IN- DEPTH KEY INFORMANTS INTERVIEW QUESTIONS

1. Are the organization and the residents of the Town work collaboratively to enhance public sector performance?

2. What are thefactors that affect the Town residents not creating partnership with public officials to improve the public sector performance?

3. How can public officials overcome the challenges that hinder them from creating partnership with Town residents to improving the public sector performance?

4. What are the contributions of good governance to enhance public sector performance?