



WOLKITE UNIVERSITY

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

**THE ROLE OF ETHICAL VALUES IN PROMOTING GOOD GOVERNANCE: IN
CASE WALISO TOWN MUNICIPALITY.**

**A SENIOR ESSAY SUBMITTED TO THE DEPARTMENT OF CIVIC AND ETHICAL
STUDIES IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE
DEGREE OF BACHELOR OF ARTS IN CIVIC AND ETHICAL STUDIES.**

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Abstract

This study is carrying out in Woliso Town and focused on the relationship between ethical values and good governance and the role of ethical values in promoting good governance under study. The data was gathered for this study from both primary and secondary sources. The primary information was gathered through questionnaire and interviews where as secondary data gathered from different types of documentaries, published materials and internet (websites) resources. The gathered data were analyzed and interpreted by using tables and percentages. The overall objective of good governance is to ensure good conduct with the concern for values, practices and behavior. These values are inculcated in an individual by his/her parents, teachers, religion, society and the environmental of work place. The essential duty of governance is to effectively and equitably implement what is called social contract. Hence, it demands highly competent, well informed administration, participatory and have good deal of sound policy formulation and distinct citizen orientation. The promotion of ethical values in good governance implies legality of government action; rationality in policy and decision making; evolving a sense of responsibility; creating excellence; facilitating spirit of individual and organizational goals; developing responsiveness; protecting the national interests; and bringing and elevating integrity. This study identified the role of ethical values in promoting good governance in Woliso Town Municipality. It is recommended by the researcher that the officials give high attention to ethical values for promoting good governance in the study area.

Acronym

NEPAD	New Partnership for African's Development
SAP	Structural Adjustment Program
UNDP	United Nation Development Program
WB	World Bank

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CHAPTER-ONE

1 INTRODUCTION

1.1 Background of the Study

Ethics means mood, nature, temper, and such things which are used as inner part of human and it can be understood by insight in comparison to "people" which is used to appearance of human and it can be seen with eyes. Also ethics has been defined as the collection of human spiritual and inner characteristics which arise from inner features of human. Ethical values are a set of values that govern virtuous behaviors, actions and characters of an individual. Ethical values are important to determine our character and they are central to our profession and guide our lives as we serve our nation (Judith, 2003).

These values are a requirement for human life. It is our means of deciding a course of action. Without those values; our actions would be random and aimless. There would be no way to work towards a goal because of unable to pick between a limitless number of goals; even within ethical standards can be unable to pursue our goals with the possibility of success. To the degree which a rational ethical standard is taken; we are able to correctly organize our goals and actions to accomplish our most important values (Ibid).

The 1995 constitution of Ethiopia instituted radical reform of governance structure including devolution of significant resources and responsibilities from central agencies to nine regional administrations. An explicit goal of the new constitution is to bring government closer to the people through a process of decentralization intended to increase public participation and responsiveness to the local needs. Municipality is one of local area with its own incorporated government for local affairs and its governing officials. It is a political unit, such as a city, town, or village and is a body of officials appointed to manage the affairs of local political unit. Municipality also defined as a political subdivision of a state within which a municipal corporation has been established to provide general local government for a specific population concentration in a defined area (WB, 2001).

The emerging role of Municipalities in Ethiopia's comprehensive development framework is potentially enormous; the revival of municipal administration in Ethiopia is required to meet the demands (resulting from a very rapid rate of rural to urban migration and an overall urbanization rate). Municipalities merely play their conventional roles in urban planning, urban plan implementation and municipal service such as urban utilities (i.e. water supply, electricity etc), waste disposal green area management and many others (Ibid).

Good governance perceived as a normative principles of administrative law; which obliges the state to perform its function that promote the values of efficiency; non-corrupibility and responsiveness to civil societies. It also grounded on certain predicates in which citizens expect the government to respond to their material and non-material needs through a process of accountability and transparency. Good governance is epitomized by predictable ,open and enlightened policy making, a bureaucracy imbued with a professional ethos; an executive arm of government ; which are accountable for its actions; and a strong civil society participating in public affairs ; and all having under the rule of law. It encompasses the role of public authorities in establishing the environment in which economic operators function and in determining the distribution of benefit and burdens as well as the relationship between the ruler and the ruled. It also effective and equitable, participatory, transparent, accountable and promotes the rule of law (Julius, 2000).

Better governance promotes gender equality; sustains the environment; and provide tools to reduce poverty, deprivation, fear and violence. In recognition of the imperative of good governance for development; African countries have made remarkable strides and commitments towards good governance in Africa. Evidence from the past decades; since the 1980s; showed that in exception of few countries such as china, Malaysia and Singapore have made progress. In the majority of countries in Africa, china and Latin America; have poor governance with a cause of continuous poverty and underdevelopment (Ibid).

African countries have taken a number of necessary and bold initiatives on governance as one of the essential elements for sustainable economic development for the alleviation of poverty, but these initiatives are still constrained by a number of critical challenges that should be tackled to enhance the prospects of good governance. Good governance and ethical values are highly interdependent concepts. Good governance promoted through laws and codes of conduct.

Correspondingly unethical behavior and misconduct are considered as a challenge of good governance. In general, ethical values are a crucial instrument for an individual by expressing what is right and wrong action. Thus, good governance can be promoted through the improvement of ethical values (Ibid).

1.2 Statement of the problem

Good governance guarantees political, social and economic priorities on the basis of the aspiration of the public; and the most marginalized groups are given priority in decision making over the distribution and provision of development resources. By generating and defending broad commitment to the public welfare; a high quality democracy with good governance increases the likelihood that public resources would be used to generate public goods that stimulate investment and commerce and raise the quality of life. Therefore, good governance is promoting values for an organization; and demonstrating those values through behavior and putting them in to practice. Ethical values shall become a habit and effective values to promote good governance by testing the action and character of an individual as well as professionals; and form the basis for all policies, procedures, and actions of its governing body members and other staff. Those values are more general and universal in nature. In other words, ethical values are a set of guiding principles that encourage individuals in the organization to make decision (Danni's, 1999).

There are several international charters, conventions, declarations, and decisions which African countries struggle to implement good governance. In this endeavor, they are confronted with various limitations in human and financial resources. In the way forwarded, there is a need for reliable external resources to support all process of governance to make it sustainable. Even though, there is an intensive focus on replacing bad governance with good, and on the reform of political, economic, social and legal structures, it has been significant progress, but the way ahead is potholed with challenges (Alphonse, 2005).

In Woliso Town, the public administration is failure to promote sustainable human development and to an atmosphere highly conducive to instability, and corruption affects its management system. Also, accountability and good governance are promulgated in the absence of complementary and supportive mechanisms aimed at embedding modes of governance in societal and extra governmental structures.

There have been a number of valuable studies on good governance and ethics. For instance, According to Howard, issues like, the definitional framework of ethics and corruption; cause of corruption; elements of the code of conduct and principles of code of conduct are dealt (Howard, 2001). In addition, on "Ethical infrastructure for good governance in the public pharmaceutical sector" also issues like, moral and ethical framework; elements of ethical framework and ethical principles are dealt (Eloy, 2006). However, there is no research on the role of ethical values in promoting good governance in the study area. Therefore, this paper identifies the role of ethical values in promoting good governance need to be addressed as a gap in Woliso Town Municipality.

1.3 Objectives of the study

1.3.1 General objective

Generally, the study was designed to assess the role of ethical values in promoting good governance in Woliso Town Municipality.

1.3.2 Specific objective

- ❖ Identify the existing situation of ethical values and good governance in the town;
- ❖ Describe the relationship between good governance and ethical value;
- ❖ Identify the challenge of good governance in Woliso Town Municipality; and
- ❖ recommend solutions for the improvement of ethical values in the municipality

1.4 Research question

- ❖ What is the existing situation of good governance and ethical values?
- ❖ What is the challenge of good governance?
- ❖ What is the relationship between good governance and ethical values?
- ❖ What are the solutions for the improvement of ethical values?

1.5 Significance of the study

One of the major means to enhance good governance is improving ethical values as one instrument. Good governance can be ensured when ethical values are implemented effectively; because of these values define our rights and duties to which it applies and provide training for officials and civil servants should be

expected to guide their private and professional life in accordance with the values so as to promote ethical standards and good governance. The establishments of ethical values are a central condition to build effective governance in the organization. Ultimately, the quests for organizational transformation must begin with a profession commitment within each individual to pursue ethical excellence. Therefore, the study was important to provide possible information about ethical values and good governance; create awareness about ethical values and give a ground for other persons who want to make further investigation; and would be valuable for academicians and researchers as spring board for the study of the issue.

1.6 Scope and Limitation of the study

1.6.1 Scope of the study

The study was spatially delimited to the area of Woliso Town Municipality, and ideally delimited to the role of ethical values in promoting good governance.

1.6.2 Limitation of the study

Even though different efforts have been made; the researcher faced some challenges while doing this study .These are few of the respondents educational background was low which creates difficulty to understand the idea of the questionnaire; in adequacy of required documents in the archives of Woliso Town and lack of appropriate coping mechanisms are faced because it became possible to come up with valuable research out comes.

1.7 Organization of the study

The study was organized in to five chapters. The first chapter deals with the background of the study ;statement of the problem ;objective of the study ; Research question ; significance of the study ; scope and limitation of the study. The second chapter focuses on literature review and theoretical frame work. Chapter three deals on research methodologies applied in the study. The fourth chapter focuses on method of data analysis and interpretation and the last chapter, chapter five deals on conclusion and recommendation part of the

CHAPTER -TWO
REVIEWOFRELATEDLITERATUREANDTHEORETICAL
FRAMEWORK

2.1 Introduction

This chapter deals with relevant literatures referring literature review from books and internet sources. It is concerned with the conceptual definition of ethical values and good governance; categories of values; components of ethical values; theoretical approach of good governance and ethical practice and challenge of good governance were discussed.

2.1 CONCEPTUAL FRAMEWORK

2.1.1 Definition of Ethics and Values

Ethics derived from Greek word "ethos" to mean character of a person. It is a discipline that attempt to provide a frame work for conducting essential information and functions for service.

Ethics also refers to a set of rules and principles that guide us to identify acceptable action, behavior and character from unacceptable ones. Ethics is designed

to educate people, to help them to behave properly with others; to communicate at the work place; etc. These are adopted in order to regulate human behavior and navigate the appropriate personal qualities. This is because of ethics can be defined according to its effects, continuation of a specific manner shows that, this manner has an inner root in person's life and spirit which called morals. The area of moral is considered as individual, but the individual behavior develops, when the social behavior has changed to collaborative morals that affects on culture and society (Richard, 2001).

Values are the foundation of life or national interest as dominating the behavior of people, institutions, political parties in setting goals for administrative or development of any nation. They are the rules which we make decisions about right and wrong; should and should not; good and bad; that have significant role to trade off one value over another. Therefore, values denote some degree of importance with the aim of determining what action is good and bad (Allen, 1998).

Values are universal, because of human beings have lived in community, they have had to establish principles to guide their behavior towards others. In this sense, honesty, responsibility, truth, solidarity, cooperation, tolerance, peace etc are considered in universal values. There are a lot of values that have nothing to do with ethics, so it is important to differentiate ethical values from non-ethical values as follows (Michiel, 2011):-

Personal values; are values, which are endorsed by an individual and considered as essential principles on which we build our life and guide us to relate with other people. They are performed by one's own individual ones in order to live or interact with others. **Family values;** these are values with in family and considered as either good or bad. They are derived from the fundamental beliefs of the parents, who use them to educate their children; and they are manifested through our behavior within the family (Ibid).

Socio- cultural values; are prevailing values of societies, which change from time to time with in family. They are constituted by complex mix of different values and contradict one another from society to society. For example, if a certain work is not valued socially as a means of

personal fulfillment, then the society can label it as dishonesty. **Spiritual values**; refers to the importance we give to non-material aspects in our lives. These values include beliefs in how we should behave including caring of one another and do religious beliefs. **Ethical/Moral values**; are the values; that help to determine what is right and wrong conduct. These values are considered as important values for coexistence, order, and general well-being. Generally, values are standards that enable us to identify the morally acceptable from morally unacceptable behavior and which guide actions, people, things or situation. Honesty, justice, peace and beauty are examples of values that people endorse (Ibid).

The study was highly focused on ethical values and dealt issues like, the meaning of ethical values; which values are included under ethical values? ; How it is important for? ; And when the values are used? Were discussed on this paper.

2.1.2 Definition of Ethical Values

Ethical values are a set of rules, which an individual use to govern his /her activities and actions. Those are important to determine our behavior and they are central to our profession in order to guide our lives as we serve our nation. In other words, Ethical values are a means to evaluate the actions of professional by encourage individuals in an organization to make decision based on the stated beliefs and attitudes towards their practices. In addition, it helps to creating ethical work place and encourages professionals to perform their job responsibility accordingly (Paul, 2006).

Ethics is important for the human social life of the society .Ethics is also an instrument for moral problems, practices, and policies for; Satisfying basic human needs; being fair, honest and ethical are basic human needs. Every employee desires to be such himself and in the organization; should work in fair and ethical manner in its practices. Creating credibility; Ethical values have potential to create conducive environment among the workers and the business or organization by providing guiding principles among them. Generally, Ethical values are not designed for bad people; but for all people generally. The bad person will not want to follow ethical values; while most people especially public servants welcome to ethical guidance in difficult or unclear situations. Ethics can have a demonstrable role on the behavior of bad people in the organization. When everyone clearly knows the ethical standard of an organization ; they are more likely to

recognize the right and wrong doing and also people are hesitate to commit an ethical act ; if they believe that everyone else around them (Singer, 2000).

2.2 Approaches of Good Governance and Ethical practice

2.2.1 Definition of Good Governance

Governance is defined differently by development and academic institutions. The United Nations Development Programmed (UNDP) defined Governance as "the exercise of economic, political, and administrative authority "to manage a country's affairs at all levels .Moreover, according to the WB, governance is "the manner in which power is exercised in the management of a country's economic and social resources for development". On this meaning, the notion of governance is considered directly with the administration of the resource of development (UNDP, 2007).

Good governance also effective in people's participation; rule of law; accountable and transparent process as well as impartial to the entire public .Different organizations have been identified different dimension of good governance. For instance, United Nation Development Program (UNDP) acknowledges the following characteristics of good governance as follows: **Transparency;** the government must provide information about its actions; procedures; strategies; and programs to the people. It allows that the government encourages the free flow of information to the public and the active engagement of the people to provide the necessary feedback to the government in order to address the common good of the society. Therefore , transparency limits corruption ; which tends to develop well in closed systems that are ridden with ambiguity and discretion behavior ; and it also add force to the accessibility of infen to the general public ; in order to know the behavior of the government officials(Ibid).

Accountability; Is the significant instrument of good governance that makes government officials are responsible for their actions and deeds to the society from which their authority is derived from. The decision makers from the governmental and non-governmental organizations should be answerable for their actions and decisions to their stake holders to the people at large.

Rule of law; Refers effective functioning of institutions such as a formally independent and

impartial judiciary, legislature, police force and prosecutors. It encourages the legal framework should be fair and enforced impartially; particularly the laws made on human rights. Rule of law is also the exercise of power respects the provision of accepted laws (WB, 2001).

Responsiveness; Public institutions and processes should have to serve all stake holders under the principle of responsiveness. This encourages increasing activities of government officials to the desires of the public and it also includes government agencies responsive to their appeal; views; comments and recommendations of the people by changing the process or introducing the best service delivery strategies. **Consensus orientation and equity;** Good governance reconciles different conflicting interests to bring a common agreement on the policies, procedures, and mechanisms that are taking place within the environment. Good governance also seeks to benefit the people from the well operating social, economic, and political process to maintain their well-being (Ibid)

Effectiveness and Efficiency; good governance achieve the expected goals by providing different policies and strategies to the country. While efficient government also focus on the usage of county's resource successfully to bring available development or the government take into consideration that the state should produce and distribute resources to their people with a cost effective means by reducing of information asymmetry. **Participation;** Refers to the involvement of stakeholders and citizens at large in the making; monitoring; review and termination of policies and decisions that affect their lives. It is about the creation and sustenance of mechanisms by which individuals; the private sector and civil society can participate in their own governance. Governmental policies stimulate human development only if they bring policies into mainstream of society that involves participation in decision making at the regional and local levels and legitimacy also goes hand in with participation (Ibid).

Strategic Vision; The society and the government should have an enduring stand point on sound governance and individual development; besides with a view and knowledge of what is the required for their prosperity. Their perspective should be grounded on their historical, cultural, moral, political and social complexities. This also helps to develop one's own region based on a clear vision and strategy; with participation of the citizenry in all the process of development (Lewis, 2000).

Ethical values are more general and universal in nature; they provide the frame work for the development of practical operational procedures that accord with good governance. Good governance could be ensured when code of ethics are implemented effectively, because of ethical values define the professional right and responsibilities to whom it applies. There are reasons; why code of ethics are important?. Among these the major ones are, it provides a clear statement of values , roles and duties ; it serve as a guide line to identify what is acceptable and un acceptable conduct at work place ; it help to resolve ethical barriers in an organization . Ethical values also promote public trust and confidence in government through controlling unethical behavior and corruption. It clarifies sanctions when there is breach of a code. Therefore, ethical values are the basis for analyzing and making decision on certain issues and problems in the organization and are instrumental for the development of good governance (Kidder,2003).

2.2.2 Overview of Good Governance in Africa

Governance is understood to mean the exercise of power for the management of a nation's affairs. According to WB, governance is the instrument used to do so the security forces; civil services; and justice system. The system of government in our globalized world involves a multiplicity of actors (which are local and global); who shares responsibility to govern. This is especially so in Africa where relatively new and sometimes fragile states are often dependent upon external partners; and organizations for technical support; resources and access to markets. This includes membership at multilateral organizations such as the WB; which has remained central to the promotion of good governance in Africa for several decades. Since 1989, the governance narrative has been centered on development and the reform of governance institutions to achieve sustainable growth after the failure of Structural Adjustment Program (SAP) (WB, 2000).

There were Africa led initiatives for change, the logos plan of Action and the final act of logos (1980s) set out a local vision centered on the indigenization of development policy; an attempt by African leaders to harness political control of their own density and claw back the right to exercise power. The New Partnership for Africa's Development (NEPAD) was an attempt to build a more constructive relationship with the global north .But; good governance cannot take

root on a continent mostly devoid of the necessary continent to make it a success (NEPAD, 2007)

2.2.3 Overview of Good Governance in Ethiopia

The significance of good governance in achieving social and economic prosperity has recently attracted different literatures on development studies. It has been widely asserted that without good governance structures; poor and developing nations cannot reduce poverty as well as address their multi faced social and economic problems. The idea of good governance was initially introduced into international policy debates in the late 1980s; following the realization that getting the institutions right was as important as to the success of policy reforms. But the meaning and scope of good governance is contestable and diverse. Different authors and multinational organizations have defined the concept of good governance in different ways. The European Commission defined as; " good governance is transparent and accountable management of all a country's resources for its equitable and sustainable economic and social development (Semahagn, 2002).

Good governance is established when public institutions act efficiently providing an enabling environment for economic growth and development. It requires the improvement of accountability and transparency of public sector agencies with effective fight against corruption .The effective performance of democratic institutions; including legislatures are central elements of good governance .The fundamental challenge of developing economies is ensuring effective governance that provides an enabling environment that insures social and economic prosperity (Joseph, 1999).

In 1943 two imperial orders set up eleven ministers and office the prime minister and in 1966, the Emperor assigned the prerogative to select ministers to the prime minister .The Emperor was in particular instrumental in terms of expanding education from primary to territory education. The 1995 revised constitution was also enacted in an effort to catch up with international and national socio- political development. Beginning from the end of 1960s university students began openly challenging the legitimacy of the monarchy and the repressive and tenure system .Furthermore, the most destructive political practice discourse; since the revolution of 1974 is the

obsession with destroying every government policy and structure of past regimes (Andrew, 2004).

2.7 The Relationship between Good Governance and Ethical Values

Ethical values are a very crucial instrument to solve common human problems for survival by comparative rankings of value, the results of which provide answers to questions of why people do ?; what they do?; and in what order they choose to do them? .These values are also serve as a guide line to make decisions. The following is good explanation;"Ethical values are a statement concerning the conduct ; that is required for the fulfillment of value and with generating mode of action .For example , impartiality is one significant value ; to mean that ; treat equals equally and unequal unequally . If all adult citizens are politically equal they should all have the same political right and obligation; and if one has right to vote; then all must have it (Jeremy,1998).

The concept of good governance refers to the entire gamut of political and economical framework. It has primarily been constructed as an aid criterion and has consequently procedural in nature. The governance framework is inter related with the application of ethical values ; like transparency , accountability , access of information and responsiveness in the long run are assist in the fulfillment ethical values in general . Therefore, ethical values encourage the application of good governance framework as administration; which in return provides the request infrastructure to realize the goal of good governance. Both ethical values and good governance are interdependent .One cannot exist without the other. Further, ethical values are inherent within the concept of good governance and widely tied to the successful operation of its system. Therefore, ethical values need to be implemented in order to justify the governance framework. From another direction, good governance can also be seen as a set of ethical principles in the public administration as a whole. In that cases the basic principles of good governance would appear as a broad and general ethical value in the public administration. At present, ethical values are spoken agenda and prioritized nationally and internationally as a key instrument for promoting good governance (Ari Salminen,2011).

2.3. Challenge of Good Governance

Good governance is primarily concerned with the process of decision making and implementing whether the decisions are wrong or right. It is one of the pillars of democracy and indicates the exercise of fair management in society. Transparency and accountability are the most indicators of good governance among the others. This does not mean that these are the only indicators; but necessary in the implementation of good governance in the organization. Those indicators are important for individuals as well as organizations to be responsible for their actions and to build openness or direct and free flow of information to the public (UNDP, 2011).

Good governance cannot be attained only through the efforts made by the government; civil society organization; the entire public; institute of higher learning; the private sector and religious organizations should be able to find their niche in contributing to the enhancement of good governance. There are a number of challenges that obstacle to enhance good governance in the country; and briefly discussed as follows:

Lack of accountability and transparency; The elected representatives and officials are not responsible to their deeds and the actions and decisions of government and the officials are not in the better condition to open to the public. If the activities of the government are not transparent and the civil servants cannot answerable for their decisions; this affects the flourishing of good governance (Ibid).

Corruption; Refers to abuse of entrusted power for private gain. The high level of corruption has been widely perceived as a major challenge in improving the quality of good governance, the complex and non-transparent system of control; monopoly of the government as a service provider; underdeveloped legal framework; and weak notion of citizen right have provided incentives for corruption (Julius, 1999).

Lack of rule of law and human right protection; the concept of good governance is undoubtedly linked with the citizen's right to life liberty and pursuit of happiness. This could be secured in a democracy only through rule of law. Therefore, lack of respect by leaders and citizen's right often poses a great challenge to stability.

Mismanagement of public assets and government revenue; improper payment; work and supply in accordance with specifications; unreasonable delay; and lack of monitoring the contractor's performance are the constraints that impede to build good governance. Generally,

the above all listed challenges of good governance and are highly associated with ethical values. So failing to adopt, deploy and enforce corporate code of ethics are the main challenges to promote good governance. Weak accountability including lack of time management is also other related limitation that obstacle the flourishing of ethical values for good governance (Ibid).

CHAPTER - THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter deals with description of the study area, research design; method of data collection instrument; source of data; sample and sampling frame; sampling technique and sample size. Besides this, method of data analysis and interpretation were described in a logical flow and details were presented below.

3.2 Description of the study area

Woliso is a town located in the southwest shewa zone of the Oromia Region, 114Km southwest of Addis Ababa, it has a latitude 8°32'N 37°58'E and longitude of 8.533°N 37.967°E with an elevation of 2063 meters above sea level. The 2009 national census reported a total population for Waliso of 59,685 of whom 18,880 were men and 18,998 were Women. The majority of the inhabitants said they practiced Ethiopia Orthodox Christianity, with 63,29% of the population reporting they observed this belief, while 19.06% of the population were protestant, and 16.36% were Muslim(woliso municipality)

3.2 Research Design

Research design is essential as it determines the method of data collection; data source; and the sample methodology .In attempts to assess the role of ethical values in promoting good governance; the researcher were incorporate both approaches (i, e, quantitative and qualitative approaches).This is in order to address different objective of the study, as part of the overall design, descriptive research design would be used. According to creswe(2006);descriptive research design is a type of design used to obtain information quantitatively and qualitatively concerning the current status of the phenomena to describe "what exists " with respect to variables in a situation .

3.3 Data collection instrument

In order to gather the required data; the researcher was used both Questionnaire and interview data collection instruments.

3.4,1 Questionnaire

The researcher was prepared well-structured questions and includes both open ended and closed ended questions were administered that sought information concerning the existing situation of ethical values and good governance. The closed ended questions was used to capture direct answers from respondents ; while the open ended questions require reflection on the existing situations and allow the respondents to express their views . It could helped to the researcher to triangulate the information obtain through closed ended questions.

3.4.2 Interview

Interview is the instrument of data collection; which is best to qualitative data ; and for illiterate people as well as children . It was employed to conduct information to support data which are collected through questionnaire.

3.5 Data type and Source of data

The study was employed both qualitative and quantitative data type. Quantitative data was important to quantifying the current status the phenomena and qualitative data used to triangulate information about issue for quantitative data. Both primary and secondary sources of data have been used by the researcher. Primary source of data were questionnaire and interview. Clients Woliso Town Municipality were source of questionnaire and civil servants of the municipality were source of interview questions. The secondary sources of data used in collecting this data were books, internet websites, articles and other published materials.

3.6 Sample design

As Kothari (2002) noted; sample design is a definite plan for obtaining a sample from a given population. For this study; the techniques that the researcher were adopt in selecting items for the sample

3.7 Sample techniques

the study was employed purposive sampling technique. The reason behind using this technique is based on various criteria which includes; experience, capacity, responsibilities and as its name suggests, the sample has been chosen for a specific purpose; i.e., clients are purposely selected because of the Municipality deliver service to the society the researcher used to take relevant information about the issue as well as available data by hoping they have appropriate knowledge and experience about the topic.

3.8 Sample size; The researcher was selected 37 respondents for the sample from the current clients of Woliso Town Municipality Office per year .From this sample, the researcher was prepared 37 questionnaire for the clients and interview questions for civil servant of the Municipality; and select civil servants from the employees with the other left officials.

3.9 Method of Data Analysis and Interpretation

After collecting the necessary data through various techniques, the researcher was analyzed and interprets the obtained data through various mechanisms. Mainly the study needs the quantitative approach in nature .There by ,the obtained data were analyzed and interpreted by sorting out the information and by giving meaning to those data based on the approach of quantitative research method .In addition, the qualitative data was presented in narrative form and the quantitative data also interpreted by using tables and percentages.

3.10 Ethical consideration

The researcher will try to get first an informed consent of respondents. The interview shall give their permission in full knowledge of the purpose of the research. In addition, the name of individual respondents will not disclose and they demand in the report to offer them some protection of privacy and confidentiality. The researchers will establish report with informant by using effective communication skills, this help to the researcher will obtain genuine xelation with the respond

CHAPTER –FOUR

METHEOD OF DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter deals with data analysis and interpretation of the collected data through questionnaire and interview on the role of ethical values in promoting good governance in Woliso Town Municipality.

The municipality serves as an instrument to the public by doing the functions like, provide public infrastructure and development activities; public health (water supply, sewerage and sanitation); and welfare (public facilities like, recreation). It also do other regulatory functions such as, prescribing and enforcing building regulation; birth; registration; and death certificate.

Table 4.1: Sex and Age Distribution of the Respondents

Variable	Respondents	Frequency	Percentage
Sex	Male	20	54%
	Female	17	46%
	Total	37	100%
Age	20-33	18	49%
	34-46	11	30%
	46-55	8	21%
	55 and above	-	-
	Total	37	100%

Source: Questionnaire Survey, (2020)

As presented in the table above, 20(54%) of the respondents were Male and 17(46%) of the respondents were Female. 18(49%) of the respondents were found in the age interval of between 20-33; 11(30%) of the respondents were found in the age interval of between 34-46; 8(21%) of the respondents were found between 47-55; and none of the respondents responded for 55 and above. Therefore, most of the respondents were male in the study area, because as a matter of

fact, most of the respondents were found to be in male population. And most of the respondents were in the age interval of between 20 and 33 in the study area

Table 4.2: Educational Background of the Respondents

Educational Level	Respondent	Percentage
Illiterate	-	-
Primary education	9	24%
Secondary education	17	50%
Diploma	8	18%
Degree	3	8%
MA and above	-	-
Total	37	100%

Source: Questionnaire survey, (2020)

The above table 4.2 presented the level of education of the respondents. 17(50%) of the respondents were completed secondary education; 9(24%) of the respondents were completed primary education; 8(18%) of the respondents have diploma; 3(8%) of the respondents have degree; and none of the respondents were illiterate and MA and above. Therefore, 50% of the respondents were complete secondary education. So, I can say most of the respondents in the study area were educated.

4.2 Analysis of Research Questions.

Table 4.3: Good Governance in the Study Area

Question 1	Alternative	No- of respondents	percentage
	A. Yes	6	16%

Do you believe Good Governance in WolisoTown	B.No	31	84%
	Total	37	100%

Source: Questionnaire Survey, (2020)

According to table 4.3, 31(84%) of the respondents were responded No, that means they are saying there is no good governance in the study area, and 6(16%) of the respondents were responded Yes, that means they are saying there is good governance in the study area. This indicates, the majority of the population in the study area was challenged by good governance with in the town. There were lack of human right protection; corruption; does not have access to opportunities and information; low budget to ensure social, economic political requirement; and weak system of accountability including inappropriate time management are constraints that impede the flourishing of effective governance in the study area. The others 16% of the respondents consider themselves as having opportunities and information access; accountability system; and effective time management system in the town according to the above collected data.

According to UNDP, good governance is among other things, participatory, transparent, accountable, effective and efficient, promote rule of law and protect and preserve human right. It also ensures that an organization or partnership fulfills its overall purpose; achieves its intended outcomes for citizens and service users; and operates in an effective, efficient and ethical manner. Thus, the municipality was unable to fulfill the above listed function according to the respondents. Therefore, has some problem in relation to good governance in the study area.

Challenge of Good Governance in the Study Area

Table 4.4: The Responsibility of Municipality in Service Delivery

Question 2	Alternative	No-of Respondents	Percentage
Does the municipality give the expected service	A. highly give	6	17%
	B. give	8	25%
	C. sometimes give	18	50%
	D .not give	3	8%
	Total	37	100%

Source: Questionnaire Survey, (2020)

As shown in the table 4.4 above, 50% of the respondents were replied sometimes give; 25% of the respondents were replied give; 17% of the respondents were replied highly give; and 8% of the respondents were replied not give.

Therefore, 50% of the respondents replied the Town Municipality gives the expected service sometimes. This indicates, the Municipality is weak in relation to service delivery and has some problems in their work and managerial system of administration.

According to the interviewee, the town municipality play crucial role in promoting good governance. It is the key instrument in all affairs of the town by giving appropriate solutions to the raised problems. But, the municipality has less public participation; fail to managing and modeling good conduct(establishing standards of good governance and ethics); and not on the better condition of providing leadership and build positive relationship. Thus, I can say the Municipality of the town were faced some challenges to deliver service to the entire society; and does not responsible to discharge their responsibility as shown above.

Table 4.5: the Response of Civil Servants to Hear societies Problem in the Municipality

	Alternative	No-of Respondents	Percentage
Question 3 Do you get appropriate response to your problem from civil servants	A. yes	28	76%
	B. No	9	24%
	Total	37	100%

Source: Questionnaire Survey, (2020)

According to the above table 4.5, 76% of the respondents were said yes, that means they get appropriate response to their problem; and 24% of the respondents were said No, that means they cannot get appropriate m response from the civil servant of the Municipality in the study area.

This point out, the Municipality has effective in relation to responsiveness. Thus, I can say the civil servants of the Municipality were open to hear or accept the public problems in order to make solution for them. They were able to exercise their leadership as a role model of others and serve the public interest.

Table 4.6: Role of Municipality to give Solution for Raised Problems.

	Alternative	No-of Respondents	Percentage
Question 4 The municipality give enough solutions to the raised problems from the societies	A. very high	8	21%
	B. high	7	19%
	C .medium	14	39%
	D. low	8	21%
	Total	37	100%

Source: Questionnaire Survey, (2020)

As shown in table 4.6, 39% of the respondents were replied medium; 21% of the respondents replied very high; 19% of the respondents were replied high; and the other 21% of the respondents were replied low in the study area.

Therefore, most of the respondents were replied medium, which means there has some problem in relation to its effectiveness. Thus, I can say that the town’s Municipality is too late to decide solutions accordingly the people’s integrity; and the Municipality fail to do their work properly, because their effectiveness is measured by giving fast and enough solutions to the society.

Table 4.7: Contribution of Municipality to held Different discussion to Receive Relevant Information

Question 5	Alternative	No-of Respondents	Percentage
Held different discussion to receive information	A. always take	4	11%
	B. take	6	16%
	C. sometimes take	20	54%
	D. not take	7	19%
	Total	37	100%

Source: Questionnaire Survey,(2020)

From listed alternatives in the above table 4.7, 54% of the respondents were responded receive information sometimes; 16% of the respondents were responded receive information; 11% and 19% of the respondents were responded receive information always and does not receive from the society respectively. This indicates, the Municipality receives information sometimes. That means the Municipality has some problems in relation to transparency.

According to the interviewee, the municipality has less contribution to open its action, procedures, mechanisms and activities for the people in order to get compliance for its policies, strategies and programs. The municipality also did not provide necessary feedbacks to address the common goal of society and were unable to open its decisions and policies on the disclosure

of information to its employees and public. Thus, I can say that, has some challenges of transparency in the study area.

Table 4.8: Saving of Resource When Deciding Decision

Question 6	Alternative	No-of Respondents	Percentage
Save resources when deciding decisions	A. highly save	7	19%
	B. save	19	51%
	C. sometimes save	5	14%
	D. not save	6	16%
	Total	37	100%

Source: Questionnaire Survey, (2020)

According to the above table 4.8, 51% of the respondents were said save; 19% of the respondents were said highly save; 14% and 16% of the respondents were said sometimes save and not save respectively. Therefore, as the respondents confirm this fact, the Municipality save resources when deciding a decision. This showed that, the Municipality produce and distribute resources to the people with a cost effective means by reducing the wastage; and making the best use of resources to the entire society in the study area.

Table 4.9: Answerability of Municipality to their Delayed Decisions.

Question 7	Alternative	No- of Respondents	Percentage
Save resources when deciding decisions	A. highly take	4	11%
	B. take	8	22%
	C. sometimes take	19	51%

	D. not take	6	16%
	Total	37	100%

Source: Questionnaire Survey, (2020)

As presented in the above table 4.9, 51% of the respondents replied, the Municipality were answerable sometimes; 22% of the respondents replied, the Municipality were answerable; 16% of the respondents replied, it does not answerable; and 11% of the respondents replied, highly answerable in the study area. As a result, the Municipality was not accountable, because the majority of respondents were confirming this fact in their reply.

According to the interviewee, accountability is helps to expose corruption and ensures engagement that is central to citizen participation. The municipality was not answerable for their delayed decisions and wrong actions; and the officials were not responsible for their deeds to the public in the town. Thus, I can say that, has a challenge in relation to accountability in the study area.

Table 4.10: The practice of rule of law in the Municipalities' service delivery.

Question 8	Alternative	No-of Respondents	Percentage
Does the civil servants, do their work based on rule of law	A. highly work	4	11%
	B. work	8	22%
	C. sometimes work	19	51%
	D. not work	6	16%
	Total	37	100%

Source: Questionnaire Survey, (2020)

From the above table 4.10, 51% of the respondents were responded they work sometimes; 22% of the respondents were responded they work; 16% of the respondents were responded they were not work; and 11% of the respondents were responded highly work in the study area.

According to WB, the laws, regulations, and code of conduct should be fair and enforced impartially. One the effective ways of tackling weak governance is to look at the disconnection between institutions with in the broader governance environment including the slope of operation of the society in general. The availability of information is critical to good governance. Rule of law is important to map the future with viable options. Therefore, the officials were not follow rule of law as confirmed this fact in their reply. So I can say that, has some limitations in relation to rule of law in the study area.

Table 4.11: Discrimination among Clients

	Alternative	No-of Respondents	Percentage
Question9 Discrimination like sex ,race, religion etc are shown	A highly shown	8	22%
	B .shown	19	51%
	C. sometimes shown	6	16%
	D.not shown	4	11%
	Total	37	100%

Source: Questionnaire survey, (2020)

As shown in the above table 4.11, 51% of the respondents said, there was discrimination in the Municipality; 22% of the respondents said, the discrimination was high; 16% of the respondents said, the discrimination was frequently happened; and 11% of the respondents said, there was no discrimination in the study area.

Therefore, as the majority of the respondents confirmed this fact in their reply, there was discrimination regardless of race, sex, color, religion etc. This indicates, has some problems in

relation to impartiality in the Municipality; the officials did not enforced impartially; and the office and legal framework could not be fair in the study area.

4.3. The Interviewee's Question Response.

4.3.1 Role of Civil Societies to Promote Good Governance

As the interviewee said that, promoting good governance in the administration is not easy, but it is attainable. That means it is not one time occurrence, rather it require time. Therefore, civil societies play crucial role by promoting government policy, program and project formulation, monitoring and evaluation. Also citizens are complement to government role by taking ownership of government programs and strategies in their localities and ensuring its sustainability. The response that got from the respondents was:

Understanding their strength, weakness, opportunities and threat in relation to their community and engagement with the Municipality

Participation: citizens should have a voice in policy decisions either directly or through legitimate institutions that represent their interest

Citizens should feel that the developmental activities performed by the municipalities are the people centered approach

Participation on national matters

Engage in policy making: because of it allows for the municipality to tap new source of ideas, information and resource when making decisions

Education is crucially important, with better education people's voting preferences might have better bases

4.3.2 Implementation of Ethical Values for Good Governance in the Municipality

As presented by the interviewee, ethics provide for the professionals as a means of integrating rights and duties of them to build efficient and effective governance in the organization. As a .result, the municipality have list of ethical values in their office, but the question that I forwarded for the respondents was how those values are implemented in the office? Were responded as:

Most civil servants in the municipality have their own work ethics, discipline and possession of skills to provide service in relation to the client's interest and demand. But, others on one hand fail to have this ethics. That means, the values are known within the institution, and ordered to do their job accordingly those values, they were unable to implement the principle. However, there are few professionals who were not willing to provide and treat clients in a good conduct and ethical behavior. In this regard, have some challenges in relation to the implementation of ethical values properly in the study area. Thus, I can say, the workers in the municipality do not consider ethical practice as a tool so as to promote good governance and run the well-articulated management system.

CONCLUSION AND RECOMMENDATION

5.1 CONCLUSION

Based on the findings of the study, the following conclusions have been drawn.

The promotion of ethical values in good governance implies legality of government action, rationality in policy and decision making, ensuring accountability. It also strength the work commitment, creating excellence, facilitating spirit of individual and organizational goals, developing responsiveness, protecting the national interest and bringing transparency. As good governance and its principles concern for the issues of public administration, they certainly have related to the public sector ethics as well. Transparency and accountability are the most indicator of good governance as well as elements of ethical values. These are important to all levels of governance to deliver service to the public.

If the activities of government are transparent; and officials and civil servants are held accountable for their decisions; then, the chances for promotion of good governance will be increases. Therefore, the establishments of ethical values are a central condition to build good governance in the organization. Ultimately, the question for organizational transformation must begin with a personal commitment within each individual to pursue ethical excellence in Woliso Town municipality,civil servants were

fail to accountable and transparent to the public; corruption; lack of impartiality; lack of participation and responsiveness are the main challenges that impede the exercise of ethical values for good governance. These listed principles are the components of ethical values as well as good governance. Since good governance and ethical values are interdependent concepts, one cannot exist without the other.

But, Ethical values state what kind of action is to be avoided and done. These cannot be limited to any smaller group rather it requires high moral and ethical consideration. On the other hand, the principle of good governance in relation to ethical values can be operational through equity, transparency, accountability, responsiveness, rule of law, leadership etc. Therefore, ethical

values have a potential to foster trust; articulate the management system; and are building ladder for good governance.

5.2 RECOMMENDATION

On the bases of the summary of findings and conclusions drawn, the following recommendations are forwarded to the town administration and other concerned bodies, to use as a remedy

For the promotion of good governance, ethical values should be put in to practice. In the Municipality, ethical values are given high attention, but less implementation to ensure good governance.

Building ethical climate in the work place is very important to monitor and evaluate actions of professionals and build good governance; which ensures accountability, transparency, and treat equally without any bias and discrimination.

Professionals should be confidential to keep the secret of clients and be sensitive to the right and wishes of their client.

Ensure the empowerment of citizens and their participation in the development process.

A commitment to build, strengthens, and consolidates the system of democracy and good governance in any administration system is essential.

Ethical values should be stated in a general manner that does not limit their application with reference to specific individuals or associations.

Professionals must be open to individuals and must be capable of serving a public interest of a well ordered society within a given place.

Encouraging the leaders and professionals to maintain ethical principles and should be expected to guide their private and professional life in accordance with the principle so as to enhance good governance.

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Wolkite University

College of Social Science and Humanities

Department of Civic and Ethical Studies

For the client of the town

Dear Respondents:

This questionnaire is prepared to gather information from Woliso Town for the role of ethical values in promoting good governance. The study is carried out for the partial fulfillment required to the award of BA in civic and ethical studies and it is for academic purpose only. You genuine

responses will have great value for the success of the study. Therefore, I kindly request you to respond for each question honestly and kindly.

(Graduating student)abera Demise

Guide line

No need of writing your name

Put the sign of (x) from the given alternatives that you choose

Answer the open questions to the provided space.

Part-One Personal Information

Sex	male		female				
Age	20-33	34-46	47-55	56 and above			
Educational level	illiterate	G1-G8	G9-G12	diploma	degree	MA and above	

Part -Two Questions Related to the Study

Do you believe good governance in Kobo town?

Yes No

If your response is No for question number 1, how? Please give your reason-----

Does the town give the expected service?

Highly give give sometimes give not give

If your response is not give for question number 3, why?

Responsibility_____

This interview is prepared to examine the role of ethical values in promoting good governance in case of to Woliso Town in order to get required information the researcher asks you to answer the question that you think in the reality, thank you for your cooperation.

1. To enhance good governance is not the only responsibility of governmental and non - governmental organization, but it is also the responsibility of civil societies. So what is their contribution?
2. How do you describe the responsibility of town in service delivery to the entire society?
3. What is the implementation of ethical values for good governance in the town?
4. In the town, what is the degree of openness of policies and actions to the public or the civil servants are work in transparent way?