

Full Length Research

Assessment on the challenges and prospects of good governance: the case of Wolaita Sodo Town Administration, Arada Sub-City, Southern Ethiopia

Mesele Woldemichael

Assistant Professor of Governance, Head of Department of Civics and Ethical Studies, College of Social Sciences and Humanities, Wolaita Sodo University, Wolaita Sodo, Southern Ethiopia. Email- meselew.michael@yahoo.com

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Governance in the world of Globalization and competition matters in accelerating development and in reducing poverty particularly in most developing countries across the world. In line with this, good governance allows efficient resources for equitable and sustainable development. The objective of this study is to assess the challenges and prospects of good governance in Wolaita Sodo Town Administration. Quantitative and qualitative method approach was employed. Both primary and secondary data were used. In addition to that, simple random and purposive sampling techniques were used. The major findings of the study is that existence of rent seeking, lack of commitment and lack of qualified man power was considered. It can be concluded that the condition of good governance in the study area is not satisfactory. Therefore the following recommendation was drawn: the administration should promote accountability, transparency to enhance the participation of local communities.

Key Words: Good governance, Accountability and Transparency, Sustainable development, Globalization.

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INTRODUCTION

Back ground of the study area

The world Bank adopted the concept of good governance in 1989 to connote "exercise of political power to manage nations affairs" and governance was considered to comprise "a public service that is effective, judicial system that is reliable and administration that is accountable to its public. In 1992 the World Bank defined governance as "manner in which the power is exercised in management of country's economic

and social resources for developments" and was considered to be synonymous with a sound of development management (Linda governance.2000).

Governance is accountable and transparent management's of human, natural, economic and financial resources for the purpose of equitable and sustainable development. It entails a clear procedure at the level of public authorities, transparent and accountable institution. According to the organization for economic and development (OECD), good governance has eight characteristics. These are participatory, consensus oriented, equitable and inclusive, accountable,

transparent, effective and adherence of rule of law (Dollar Mathews 2003).

Good governance, as expressed through the factors like, reliability, predictability and accountability is increasingly seen as the factor in ensuring national prosperity. However, many aspects of the relationship between good governance and national prosperity are still poorly understood and many ended very across country (Ibid).

The concept of good governance has already come to occupy the central stage in the development divorce. Today concept is totally new. Yet, the current become popular mainly with World Bank reports on the sub Sahara African country in 1989 and governance and development in 1992. The world Bank document (1989 call good governance" adequate government caring for human right rule of law, participatory changes and voluntary transformation. Good governance is the central to creating and sustaining the environmental which is faster strong and equitable development and it's an essential complement to sound economic policies .The world Bank also cited good governance primary with the capacity building and exercise political power need for efficient and effective managements of concrete national program, but the concept of governance are not independent (Bilu, 2007).

Ethiopia is one among the members of New partnership for African development ,which has been striving for alleviating bad governance at all levels of government since 1990s. The installation of the decentralized governance in Ethiopia since 1990s indicates one of the initial steps in the history of the nation; it has shifted a highly centralized authority to the regional and local units to develop a good governance that makes the local people participatory on their all affairs (Helvats of Ethiopia, 2008).

Besides the promulgation of the 1985 Federal Democratic Republic of Ethiopia constitution is one of the beginning starts where the governance of Ethiopia has incorporated some tenets good governance. Decentralization and good governance remain critical issues for national led development programs in Ethiopia. Therefore in order to achieve the sound development in countries of Ethiopia, good governance is not a matter of choice. Taking in to account this, Ethiopia has been also introduced good governance package in its development plans especially since 2005 (FDRE Constitution, August 1995).

Statement of the problem

Although the government of Ethiopia has introduced the concept of good governance in different levels of

government, there are many problems related with its application. Ethiopian cities and towns face complex social and economic problems. Most town administrations are poorly staff and experience shortage of professional personnel, including quality of town managers, planners and architects, accountants and people adequately skill in the management and delivery of urban service. In addition to service budgetary and financial constraints have hamper the capabilities of town governments for under taking meaningful local government programs and providing critical town service such as clean water, housing, urban transport (Taye, 2008).

Most of the researchers have conducted their research on the accountability, participation and equity aspects of good governance. Therefore the main problem for initiating this research is the existence of knowledge gap and practical implementation of good governance attributes in the study area. Therefore, the researcher focused on the eight characteristics of good governance and hence this motivates him to conduct research on challenges and prospects of good governance the case of Wolaita Sodo Town Administration, Arada Sub-City.

Objectives of the study

General objective of the study

The general purpose of this study was to assess the challenges and prospects of good governance: the Case of Wolaita Sodo Town Administration, Arada Sub-City, Southern Ethiopia.

Specific objectives of the study

The studies have the following specific objectives:

- To analyses how good governance practiced in Wolaita Sodo Town Administration, Arada Sub-City.
- To identify the strong and weak side of the office in implementing good governance Wolaita Sodo Town Administration, Arada Sub-City.
- To examine the major challenges of good governance in Wolaita Sodo Town Administration, Arada Sub-City
- To examine prospects of good governance in Wolaita Sodo Town Administration, Arada Sub-City.

Research Question

- How good governance is implemented in the study area?

- What are the strong and weak sides of implementing good governance in the study area?
- What are the challenges of good governance in the study?
- What type of method shall be needed to bring good governance in the study area?

Significances of the Study

The research indicates the current view of and problems with good governance in the study area.

- It will serve as reference material for those who would have been interest in conducting future study relate to good governance.
- The study will help other stake holders how to minimize the challenges of good governance in this town.
- It will be relevant in showing directions on how to promote the practice of good governance in the study area.

The scope of the study

This study was focused on the challenges and prospects of good governance in Wolaita Sodo Town Administration, Arada Sub-City due to limited availability of resources, and shortage of time to undertake the study on a wider scale.

Limitation of the study

During conducting this research the researcher faced different problems. These are:-

- Fear of respondents to give adequate data from the organization or problem associated with the willingness of the office to give information.
- Shortage of data from different sources, shortage of finance and time is difficult to gather all relevant data as the study area.
- The some of the workers were reluctant to frankly respond to some of the questions and they do not keep records due to memory lapse so that, some of the questions lacked the exact answers.

RESEARCH METHOD

Research Design

The researcher used mixed research design. Then different charts and tables would be used to present the quantitatively analyzed data. On the other hand, the

qualitatively data was analyzed and presented in narration.

Sources of Data

The researcher used both primary and secondary data to conduct the study. The primary data was collected for the sake of first hand information from the respondents. The primary data includes; questionnaire and interviews. While the secondary data includes; the review of relevant documents like, books, website, magazines and all written materials about good governance.

Sampling Procedure

Sampling is the process of using small number of population from the numbers of population to represent all population (David Dooley, 2005). Therefore the researcher was used simple random sampling techniques and purposive sampling techniques. The rationality behind using these techniques is to give equal chance of selection, because the research takes the representative of those who have adequate information about the town. The population of the study area is 24,133 from this population 12,225 are male and 11,908 are females For the purpose of this study 30 officials were selected, from those 17 of them were males and 13 were females.

Instruments of Data collection

To conduct this research the researcher was used different instruments of data collection. These includes; questionnaire, interview and document review and the researcher was used these instruments because it helps to gain adequate data about challenges and prospects of good governance in the study area.

Data analysis procedure

The researcher was analyzed the data by using quantitative and qualitative data analysis methods. Primary data was interpreted through quantitative data analysis techniques like table, graphs, percentage and frequencies. Secondary data was interpreted and analyzed through qualitative method of data analysis.

RESULT AND DISCUSSION

This chapter deals with analysis and presentation of data which obtained through different sources like: interview and questionnaires in which the researcher was used to collect data from the respondents.

The vision, Mission and Values of Sodo Town administration

Vision

The vision of Sodo Town administration office includes:

- ✓ To expand good governance
- ✓ To beauty the town
- ✓ Favorable working and industrializing the town as possible by taking accountability responsiveness and transparency.
- ✓ To ensure good governance by insuring efficient and effectiveness of infrastructure services and fighting poverty.

Mission

According to the plan of the Sodo Town administration office, they have different mission to serve their society: those are

- Expanding the habits of working together or team working
- Expanding investments.
- Decreasing un employment
- Modernizing city and to justly the good governance.

Values

To realize the vision and mission, the leader ship and employees of each level accepted the following values as the guiding principles.

- Strong belief for ensuring good governance.
- Exercising principle of responsibility and transparency.
- Being disciplined and serving the people.
- Making society participation.

By using their own budget resource, the office set its goals of ensuring development, social services they using and providing infrastructure. (Own survey of 2019)

Characteristics of the respondents.

This section presents the personal information the respondents. It includes sex, age and level of education of the respondents.

Table 1. Backgrounds of the respondents

Variables	Catagory	Frequency	Percentage
Sex	Male	17	56.7%
	Female	13	43.3%
	Total	30	100%
Age	18-25	4	13.3%
	26-30	9	30%
	31-35	10	33.3%
	Above 35	7	23.3%
	Total	30	100%
Level of education	Certificate	6	20%
	Diploma	8	26.6%
	Degree	10	33.3%
	Above degree	6	20%
	Total	30	100%

Source: own survey, 2019

As indicated in the table 1.1, The 17(56.7%) of the respondents are male. However, the remaining the respondents 13(43.3%) are female. Regarding to Age distribution of the respondents, 4(13.3%) of the respondents were between the age of 18-25 age, 9 (30%) were between the age 26-30, and 10(33.3%) of the respondents were between the age 31-35 which are the largest group of the respondents. As shown in the same table 1.1 regarding to Level of education 6(20%) of the respondents were certificates, 8(26.6%) of the respondents were diploma holders and 10(33.3%) of the respondents were degree holders. The remaining respondents were 6(20%) above degree holders. In general all of the respondents have knowledge about good governance.

The method indicated to bring good governance in Wolaita Sodo Town Administration, Arada Sub-City

The Administration is the public institution established by the government body and serve to fulfill the public interest and its function of administration may be varying. According to the respondents claims that the town administration office give general service related to urban land administration, rendering social service; like water supply, electric power, clean drinking water and creating conducive environment for life, administering and controlling the kebeles and ffacilitate all social and economic activities like team work are the function of Town administration office.

In addition to that, the town administration office gives many different services to the community, such as building rental house for old age and homeless, Soldiers who serve government for considerable year, for the HIV patients, beautifying the town and integrate the unemployed youngsters in packages and facilitate credit services...etc to promote good governance in the town.

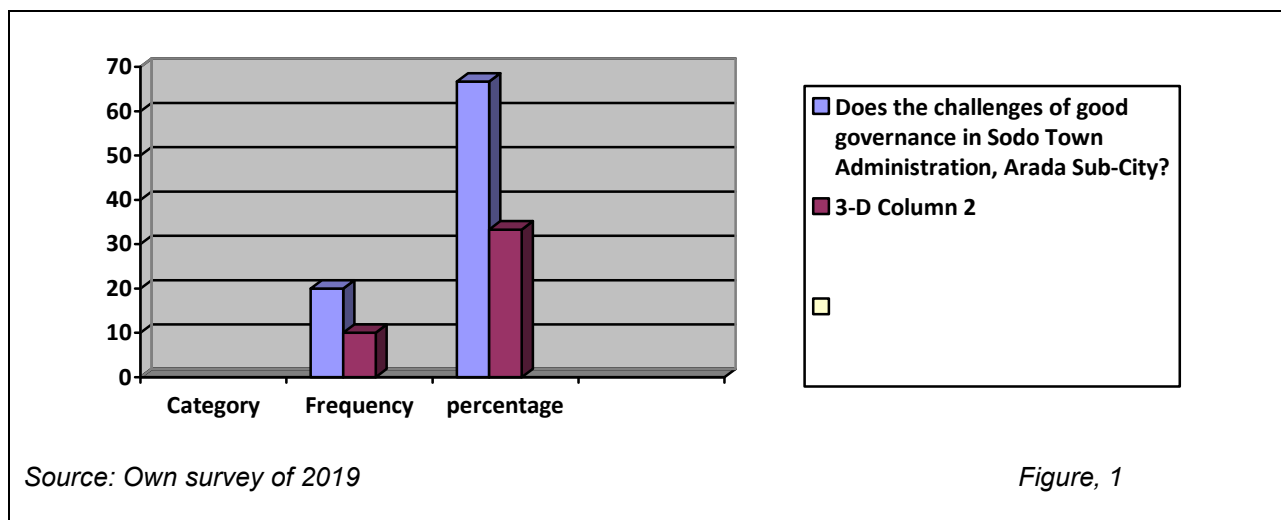
Strength and Weakness of Wolaita Sodo Town Administration, Arada Sub-City

The town administration office has under take different activities to the society that help to promote good governance, making proper decision for the problem happened and decreasing the habit of partiality service with in the society without separation. According to the respondents, the strength of the town administration is greater than weakness because they succeed their activities as much as possible.

Generally Wolaita Sodo Town Administration, Arada Sub-City officers' uses their time properly and work loyalty to their institution that made them successful by their service. Even if there is progress in the town administration office by delivering service for society, the town administration is not free from weaknesses.

Challenge of Wolaita Sodo Town Administration, Arada Sub-City office.

Any institution can face different challenges, that is become a hindrance for the successful implementation of its objectives and that organization cannot give sufficient service to society.



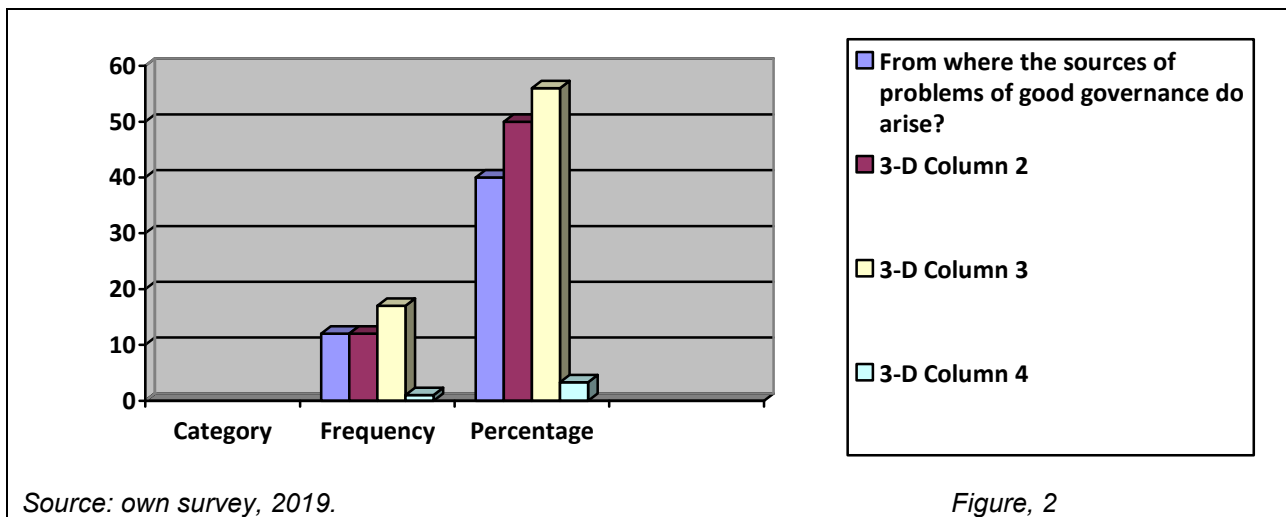
As shown on the above graph, the majority of the respondents 20(66.6%) agreed that there is a challenge in the town administration office that becomes hindrance for the success of institution. The remaining 10(33.3%) agreed on that there is no any challenges in the town administration office, rather administration perform activities success fully. Respondents are argued that there are a lot of problems that occurred in the town administration office. The society also has lack of awareness about the sense of administration and its function, lack of budget to perform their tasks , the society have no trust on the institution to take responsibility, shortage of skilled man power, lack of attention to do action from the concerned bodies are the main challenges in the town administration office. Generally the researcher concludes that the town administration office did not give sufficient services to the society as a whole.

Possible measurements taken by the town administration office to solve the challenges.

According to the respondents' arguments, different measurements have been taken by the town administration office. Even though the magnitudes of the problems varies, those measures were: applying check and balance in order to create accountable officials, appointment based on merit rather than ethnic background, providing panel discussion in fixed period of time to those who are careless in the office. In addition to this, some respondents stated that even though, there is a problem in the town administration; the institution tries to solve problems. In general, the researcher concludes that there should be different mechanisms are needed to solve the challenges as possible.

Sources of problems in the town administration office.

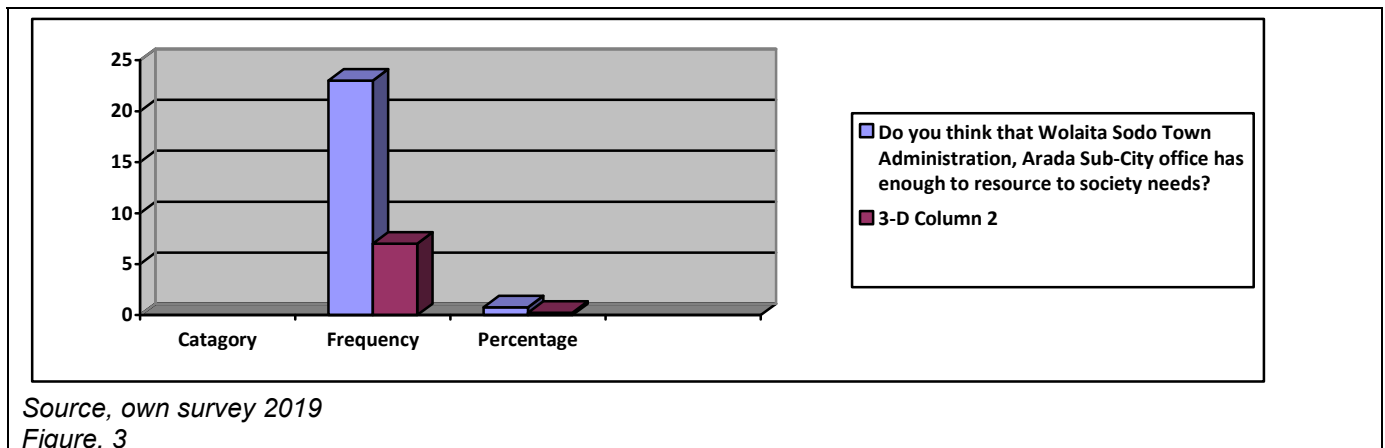
The challenges arise from different sources that may be varied from one institution to other institution due to varies reason. In some case, the source of the town administration office has different sources of problems.



As the above graph indicates, majority of the respondents stated that, the sources of problems of Wolaita Sodo Town Administration, Arada Sub-City office arises from external officers. This implies that the customers may not hold the responsibility and responsiveness which expect from them. Such as paying tax, proper use of urban land as possible and respondents also claim that, the customers does not give emphasis for their responsibility. So this leads them as the source of problems of administration face. Other respondents also argued that, the main source of problems of the institutional activity of the employee. The employ may not fulfill their responsibility in the office, prolonged appointment; they do not give quick response for the emergency cases and partiality are the problems which reflected the town administration office arise from both employees and customers. Generally, the researcher can conclude that the problems in Wolaita Sodo Town Administration, Arada Sub-City office arises from external or customers.

The services provided by Wolaita Sodo Town Administration, Arada Sub-City

Office of the town administration delivers different services to the customers, but it does not mean that the town administration office is free from limitation.



As the above graph indicate, the majority of the respondents were 23(76.6%) stated that, the town administration office renders services to customers as much as possible and in contrary 7(23.3%) of the respondents the town administration office did not renders services to customers. Generally the researcher can conclude from the claims of the respondents there is good rendering of services to customers because of the majority of the respondents agreed on it. Based on interview of key informants, the office gets revenue from tax, annual budget from regional government, from urban land, from kebeles house by preparing different programs. But the major problem is that improper use of budget that influences good governance in administration.

Based on other interview informants said the decline of the amount of tax may leads to the decline of revenue. Therefore the administration to solve the problem that exist in the relation to budget is solved by collecting the real amount of tax from the community by checking whether the individual pay tax in their income level to enhance good governance.

Major finding of the study

The major purpose of the study was to assess the challenges and prospects of good governance in the town administration. From the analysis interpretation of the data the following finding were identified.

➤ It is agreed by majority of the respondents that implementing the tools of management, providing training to their employees on issue and principle of good governance and conducted employment of qualified and skill man power were some the measures taken by the administration to solve the challenges of good governance .

➤ The majority of total respondent agreed that the greatest concern for good governance at the country level, strong implementation of the tools of management determination o current leadership in taking initiation to realize the principle of good governance and formation of different grouping and its effective implantation of in the process of providing efficient and effective service to customer are the major prospects that can effectively be used by the add ministration to realization and success of good governance.

CONCLUSION

According to the study, the researcher observed the number of objective that faced the practice good governance in administration. Among this obstacle one is the attribute of governance are not exercised in adequate level in administration and low level of accountability, transparency and responsiveness. This is due to the carelessness the employees in order to promote good governance. Partiality of the town administration also one obstacle .As the study also indicates that the participation or involvement of customers in decision making it is not considered. There is also a little amount of seeking the consent of customers by the administrators to launch any particular program. This little participation on evolvment of customers and employees in decision making can affect equality of the desiccation and practices of the governance.

In addition to the above problems there is also improper utilization and material resource and weak rules and regulation of the administration and there's no equal treatment of the customers and also administration does not fulfill all necessary free conditions to sustain the practice of good governance. Therefore, lack of technical and managers' competence. Lack of effective use of the

organizational rule and improper use of budget are the major factors that affect the practice of good governance in the organization. Generally based on the information obtained from both customers and employees it is possible to conclude that the practice of good governance in the town administration is not well developed.

RECOMMENDATION

Based on the finding and conclusion of the study, the following solutions were suggested for the concerned bodies to handle the problems that challenge the good governance system in the study area.

- The administration office should appoint the skilled man powers which are competent enough to respond public interest.
- The administrations have to provide series of trainings to the official, employees and community to solve the major challenges of good governance.
- There should be better to promote accountability, transparency, participation and rule of law in administration.
- The administration should give job for professional according to their profession for success.
- There should be a panel discussion with in the official and between the employees of the institution and customers.
- The administration must give advice for the society of this area in order to strength the act of transparency in the town administration.

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