



**PRACTICES AND CHALLENGES OF GOOD GOVERNANCE IN  
RENDERING CLEAN WATER SERVICES IN THE CASE OF BODITTI  
TOWN, WOLAITA ZONE, SNNPRS, ETHIOPIA**

**MA THESIS**

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**MAY, 2021**

**HAWASSA, ETHIOPIA**

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**EXAMINER APPROVAL SHEET**

(Submission sheet-1)

We under signed members the Board of Examiners of the final open defense by **DerejeSataSaworre** have read and evaluated his Thesis entitled **”Practices and Challenges of Good Governance in rendering clean water services in the case of Boditti Town ,Wolaita Zone,**and examined the candidate. This is therefore; to certify that the thesis has been expected in partial fulfillment of the requirement for the degree of **MA**.

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## DECLARATION

I hereby declared that the research project entitled **Practices and Challenges of Good Governance in rendering clean water in the Case of Boditi Town Wolaita Zone**, submitted by me in partial fulfillment for the requirement of the award of the degree of Masters of Arts in Studies, specialization in Civics that is submitted to Hawassa University College of Governance and Law through school of Governance and Development Studies in my own original work and has not been submitted earlier either to Hawassa University or to any other institutions for the fulfillment of the requirement for any course of study. I also declared that no chapter of this manuscript in whole or in part is lifted or incorporated in this report from any earlier work done by me or others without paraphrasing or quotation.

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## ***Abstract***

*The purpose of this study was to investigate the practices and challenges of Good governance in rendering Clean water services in Boditti Town wolaita, zone. For this study the descriptive survey research design was employed. For the study Boditti town was selected through purposive sampling technique due to its population expansion with low provision of clean water. From the town the two sampled kebeles selected based on their high number households and intensity of problems in clean water services. Using purposive sampling from two kebeles 55 households selected proportionally for data collection. In with the questionnaire was used as main tools of data collection and interview as used to triangulate data gathered through questionnaire. Observation and document analysis also part of data collection techniques. using the descriptive survey design the qualitative data was also analyzed. In order to analyses data 55 sample sized households from two kebele selected purposively. Using Slovene formula the qualitative data were analyzed using descriptive study. The study revealed that government lacks, transparency, accountability, fairness lack response to household's questions and lack awareness creation in clean water services. The government has to give more attention to household's regarding clean water questions. The study concluded with, the recommendation that the government and households have to make cooperative efforts in all aspects of clean water services. In this discussion was conducted in Amharic according to the group circumstances. The researcher did a lot of clarification and probing to get more information in the course of discussion. Researcher believed that, the information collected through focuses group discussion, helped to evaluate how the challenges of good governance and its impacts on clean water provision. The focuses group discussion in the study involved respondents from each kebele male and female with equal in number through voluntary. The participants of focus group discussion selected through purposive sampled techniques considering their education, perception, age and elder of the town. From this the researcher selected two male and two female from each kebele totally eight from two kebeles considering their education, perception, age and elder of the town.*

***Key words: - clean water provision, challenges, Good governance, households, and practices***

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## ACRONYMS AND ABBREVIATIONS

**AICD:** Australian Institute of Company Directors

**AICD:** Australia Instruction Company Direction

**CSA:** Central Statistics Agency

**EDPF:** Enterprise Development Promotion Fund

**FDRE:** Federal Democratic of Ethiopia.

**FDRE:** Federal Democratic Republic of Ethiopia

**FGD:** Focused Grouped Discussion

**GGA:** Good Governance of Africa.

**GIS:** Geographic Information System

**GGA:** Good Governance of Africa

**HH:** House Holds

**IWA:** International Water Association

**IMWR:** Integrity of Water Resource Management

**IEPA:** Illinois Environmental Protection Agency

**MDG:** Millennium Development Goal

**MOFED:** Ministry of Finance and Economic Development

**OECD:** Organization for Economic Cooperation and Development

**SERVQUAL:** Service Quality

**UNDP:** United Nations Development Program.

**UNESCAP:** United Nations Economic Social Commission for Asia and Pacific.

**UNICEF:** United Nations International Emergency Fund.

**USAID:** United Nation Agency for International Development

**WB:** World Bank.

**WHO:** World Health Organization.

**WODA:** Wolaita Development Association.

**WSO:** World Safety Organization

# CHAPTER ONE

## 1. INTRODUCTION

### 1.1. Background of the Study

Good governance is an approach to create a system founded in the justice and peace that protects individual human rights and civil liberties. In international development good governance is the way of measuring how public institution conduct of public affairs in perfect way (UNESCAP 2009). Good governance is an all approaches to governance committed to creating a system that protects human rights. Good governance is a new concept it has existed since the early days of civilization, in this both eastern and western civilization recognized and preached the principles. Good governance is impossible without diverse perspective approach. It is a process of institutions produce the need of society while making the best use of resources for their disposal. The efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of environment, (John S, 2018).

The philosophy of good governance can be related also to various religious studies. Good governance insures that overall direction, effectiveness, supervision and accountability of an organization, demonstrate a willingness and ability to act in best. It is determinant term used in international development literature to describe various normative accounts of public law institutions ought to conduct public affairs and manage public resources (Creative learning org. blog 2016). The World Banks good governance agenda is concerned with the relation between the states, the market, and civil society in loan-receiving countries. In this the ideas of minimalist states have been replaced with that of the effective state. Financial support from the knowledge for change program for greatly acknowledged. In international development good governance is a way of measuring how public institution conduct public affairs and manage public resources in a perfect way(JSTOR Jan. 2019). Good governance is the heart of any successful business and organization to achieve its objectives and derive improvement as well as to maintain legal and ethical standing in the eye of shareholders, regulatory and the wider community (AICD, 2020).

Good governance has gained significant attention in the world especially: to preserve and strengthen the stockholders confidence, to provide the foundation for high performing

organization to goal and sustainable success, to ensure the organization is well placed to respond to changing extra environment(Government Today 2020).

Transparency (citizen's survey) effectiveness of government interventions,(implementation), corruption. According to the United Nation Good Governance measured by eight factors of participation, Rule of Law, transparency, responsiveness, consensus oriented, Equity and inclusiveness, Effectiveness and Efficiency and accountability (Creative Learning Nov, 2016).

Good governance practices provides from work for planning, implementation for essential of any successful organization and to maintain legal and ethical stockholders (Carmel Maloney, 2017).After World War II, the United States experienced strong economic growth which had a strong impact on the history of corporate governance. But later Corporation were thriving and growing rapidly. The governance structure of good governance devices good products which in turn lead to good business performance and manage public resources in perfect way. Then ideas of good governance thus proved useful and flourished from the late 1980's to the present. In this the government bodies established mission, vision, set of principle that guide decisions at the management and working level, example Sustainability, minimizing environment impacts and etc. They met the need of the society while making the best use of resources at their disposal (AICD, 2020). In this accountability is a key requirement of good governance.

In Africa poor practice of good governance the fragile nature of policy, less mobilizing of organization and public service especially clean water, transportation, health, electricity and security service is common. This causes crises in sustainable growth and the wave of raising good governance. is impossible without diverse perspectives and an inclusive approach in 1989. The World Bank published report titled sub- Sahara Africa: from crises to sustainable growth, which declare Africa witnessing crises and it had been the base of a new wave of polices oriented to raise of good governance (Lancaster, William Young, 2021).

The governments in Africa have to seek to build a bridge in the control of corruption and the design and implementation of effective regulatory. They strive to strengthen civil society and promote the grass root democracy (GGA Allan Survey writes, 2007). Good governance as reflection of well-functioning multi-party democracy system assuring separation of power and check and balance .The concept of good governance emerged as a development agenda by World Bank 20 years ago and it's as reflection of well functioned multi-party democratic system assuming separation of power and check and balance. Good governance as a guiding

principle for all newly formed states and regions as one of the basic drivers of the statehood request in the administration (World Bank, 1990). Africa remains below 50% including Ethiopia. As the result people suffering by lack of access to safe drinking water and sanitation services.(UNDP, WHO, UNICEF,2006)

Ethiopia recent history has gone through three government system those includes monarchy, military dictatorship and a divisive federal without participatory democracy and in each case the continuing of the system was challenged by popular uprising. Then later multi party democratic system assuring separation of power and check and balance in the government of Ethiopia, calls for participatory, transparent, accountability and decentralized government system reinforce by the rule of law with evaluating good governance (Getachew Begashaw, 2020). The 1995 FDRE constitution as described by Asefa Fisseha, has the implicit notion of the separation of power to effect that the judiciary has crucial role in resolving disputes impartially, ensuring the rule of law and setting limits to power. In Ethiopia attempts for instituting good governance are already in place, but still there is more to be desired. Radical improvement in good governance and democracy also requires for anti-terrorism law, independent political participation and active participation in the development of common goods. In Ethiopia still there is poor, hungry, ill and illiterate, because she is poorly governed public services (Ethnos opinion of Journals, 2007).

## **1.2. Statement of the problem**

Good governance cannot attain by only effort of government, but requires the participation of all citizens of the countries. Good governance is very significant to achieve social political and economic development of the nation and it enhances to protect human and democratic rights. The problems regarding good governance includes, delivering of clean water services, transportation, health, electricity, security and like. In the world about 1.6 billion populations live in the areas of economic water scarcity. This is due to poor institutional services especially in utilization of water. Furthermore about 50,000 children die from clean water related problem disease every day on our planet clean water coverage in Sub-Sahara (Angella Gurria, 20080). Ethiopia is also one of in the world have abundant water resources with have major rivers and largest Lakes. The country has an estimated 2.6 billion m<sup>3</sup> of usable ground water with very low water access for its different needs especially clean water services (MOFED, 2005).

Good Governance is very important for human development and to motivate people actively participate in social, political, economic and different other issues of the nation. Good governance creates positive or ownership sense of people to their national issues (EDPF 2020). Good governance has contractive effort and offers an important opportunity for improving human progress and providing good quality of social services, for sustainable development and keeps the nation with long stable peace. Good governance needs the ideas of ensuring accountability, transparency, equal allocation or fair distribution of public resources, effective resource management and prioritizes the demand of the people. The growing role of society, their consultation and other organization may contribute to better service delivery (Carioca and Raj Kumar, 2008). The major characteristics of good governance are participatory, consensus, equitability oriented transparency, responsive, effectiveness and efficiency, inclusive and follows the rule of law.

The issue of poor governance in the Africa public sector has also been well documented in the other study in the field of public management. Considering the fragile nature of governance policy in Africa public institutions public service delivery in many African countries is riddled with bureaucracy, corruption selfishness and poverties that tends to benefit the privileged few at the expense of the impoverished many. These have the effect of undermining the quality of service offering by different institutions (Mughal, 2005). Good governance of Africa will built on existing experience to insure continuity, consistency and sustainability, without reinventing the wheel thinking differently means that we embarrass common built different responsibility. It

is the reflection of well-functioning multi-party democracy system assuring separation of power and check and balance of law (UNDP, 1997).The growing role of society and their consultation and other organization may contributes to better service delivery. Therefore every attempt to establish good governance is evaluated in the line with public benefit and failure in Africa. Corruption, poor relation insecurity, democratic erosion and state capture of the relevant intuitions are the main challenges of Africa to ensure good governance (Timothy and Maître, 2005).

Major challenge of governance to clean water provision is managing balance between water supply and demand. This is due to in sufficient water sources and poor distribution of water infrastructure (Ethiopian Civil Service University, 2018). The practice of good governance in Ethiopia not an exception what was prevail in other Africa countries, they share one common characteristics of challenges i.e scarcity of water sources and poor distribution of water infrastructure. Under failure in public services especially in clean water provision, Ethiopia is suffer by out came of clean water problems (Tewodros, 2015).

The historical condition of good governance in Ethiopia is not an exception to what was prevalent in other African countries and most developing countries share common characteristics in terms of good governance and in rendering public service especially in clean water provision. (Tewodros, 2015). After 1991 the Ethiopia government has mainly focus on decentralization policy is a crucial to bring good governance. The devolution of power to lower level of government and ties with the top government helps ruling the people and more convince way how to practice. It makes people to ownership sense for their local resource and to effective management. However it emphasized decentralized and also work only for political decision makers. The goal of good governance is difficult to achieve, if there is no or without skilled man power to each sector of profession, the result of law, civil society involvement and media (M J M Mafunisa, 2004).

In Ethiopia the major challenge of governance to clean water provision is managing balance between water supply and demand. This is due to in sufficient water sources and poor distribution of water infrastructure (Ethiopian Civil Service University, 2018). Good governance pointed out as one of the target of Millennium Development Goal (MDG) agenda for poverty alleviation and sustainable development (KASSA-H, 2001). Good governance considered as the single most important factor in eradicating poverty and promoting development. To achieve economic and social development Good governance is assumed to

play a key role mobilizing human and capital resources especially in clean water facilities (HailuS, 2018).

According to MDG there should be strong reputation and to address clean water to the people. Its' facilities determines public health, domestic food production, recreational purposes, countries' economic growth, and contribution greatly for poverty reduction and in general social, political and economic improvement of the nation. In Ethiopia only 42% of the population has access to clean water supply and only 11% access to sanitation services (Behailu Shifaraw, 2015).

In Wolaita Zone, there are sixteen districts and six town administrations; these are Soddo, Boditti and Areka, Humbo, Gesuba, Gununo. Boditti is second large town in Wolaita Zone next to Soddo. There are multi-faceted problems in delivering public services especially in clean water facilities in most areas Wolaita Zone. The challenges are wide in Boditti town due to rapid increase of town resident (WODA, 2012). The gap represents the weak relationship between rendering clean water services and Good governance in study area. Increasing of dissatisfaction in clean water service is one of the major factors for absence of good governance in the study area. Therefore; this study ought to assess the practices and challenges of good governance in rendering public services especially in clean water facilities in Boditti town Wolaita Zone, Southern Ethiopia.

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

#### **1.3.1. General objective**

The general objective of the study is to assess the practices and challenges of Good Governance in rendering clean water services in the study area.

#### **1.3.2. Specific Objectives**

Based on specific objectives above the specific objectives of study are:

- To assess the practices of good governance in clean water services in the study area.
- To assess the perception of households to clean water.
- To identify the relationship between good governance and clean water provision in the study area.
- To find out the challenges of Good Governance in rendering clean services.

## 1.4. Research questions

Based on the objectives outlined above, the studies answer the following questions.

1. What is the practice of good governance in clean water provision in the study area?
2. What is the perception of households towards clean water in the study area?
3. What is the relationship between good governance and clean water provision in the study area?
4. What are the challenges of Good Governance in rendering clean services?

## 1.5. Significance of the study

The study will be significant for the town resident to use and adequate drinking water in household level. It will indicate the local government the gap in relation with clean water provision, it will help for the NGO's as benchmark for intervention in clean water provision and it will serve as base for further study in the same area.

## 1.6. Definitions of key terms

**Clean water:**-The water free from dirty, drinking water also known as potable water, is water that is safe to drinking or use for food preparation.(Lange Salvia, 2020).

**Governance:** It is an exercise of political, economic and administrative authority in the management of a country's affairs at all level and also comprises the complex mechanisms, process and institution through which citizen and groups articulate their interest, mediate their differences and exercise legal rights and obligations (UNDP, 1997).

**Good governance:** is an approach to create a system founded in the justice and peace that protects individual human rights and civil liberties. In international development good governance is the way of measuring how public institution conduct of public affairs in perfect way (EDPFB 2020).

**Public service:** Is a service directly or indirectly by to its citizens or it is the system of governmental departments, agencies and employees in public sectors; also called civil services (Vinyle1981)

**Rendering:** it is derives from Latin means give, present of perform something assistance to someone a need (Seattle Times July, 2020).

## **1.7 Delimitation of the study**

In order to make the study more manageable, its scope was delimited to Boditti town, out of six towns administration of Wolaita zone. Furthermore, the study was delimited to assess the practices and challenges of Good governance in clean water provision in Boditti town Wolaita zone. This study is not addressing every aspects of Good governance in clean water facilities in the study area. The study was also delimited to Boditti town of the following reasons.

Because the town characterized by several critical problems related to clean water provision example lack of sanitation, cooking, drinking and for life and health of people. Moreover; it has to be noted that this study attempts to assess the condition of good governance, to assess, the practices, to identify the challenges and to find out, the solution for challenges of clean water provision in the Boditti town. To make the study manageable the researcher focuses on 2 Kebeles and delimited to use selected households and experienced water and town administration officials.

## **1.8 Limitation of the study**

Any study cannot be free of a limitation and the study is not exceptional. The following were major limitations encountered the study, most of the researcher respondents were busy and had no enough time to respond to questionnaires and interview. Some of them who had enough time been also reluctant not volunteer to fill in and return the questionnaire as per the required time. Thus, researcher was attempting to arrange convenient time and contact respondents repeatedly. Reliance on self-reliance on self-report of the respondents is one of such limitations. However; to minimize such limitation the student researcher used different mechanisms such as properly ensuring the respondents confidence and volunteer. Other limitation to the study also includes the sample size involved in the interview and shortage of well-organized documented data with related to the study. Despite all these challenges, the researcher has tried to critically analyze the available data to answer questions raised in the study.

## **1.9 Organization of the Study**

The thesis is organized into five chapters. The first chapter is devoted to introductory part that deal with Back ground of the study, Statement of problem, Objective of the study, The Research Questions, Significance of the Study, Definition of key terms, Delimitation and Limitation of the Study. The second chapter discusses The Review of literature pertinent to the study. The third chapter show Methodological section, The study area, The Research design and approaches, Data sources, Sampling design, technique size, Data instruments, analysis, Interview, Questionnaire and Ethical consideration are presented. Chapter Four deals Data analyzing and Interpretation of the result of the study. And finally chapter five presents Summary of major findings of the study, Conclusion and Recommendation of the study was presented. Finally Appendix and References are attached at the last part of the study.

## **CHAPTER TWO**

### **2. RELATED LITERATURE REVIEW**

#### **2.1. Literature Review**

##### **2.1.1. Meaning and Concept of Good governance**

Good Governance is the way of measuring how public institutions conduct public affairs and manage all aspects. Good governance is indeterminate term used in the international development public resource in a perfect way that have a much wider and more positive impacts on literature to describe how public institutions conduct public affairs and manage public resources (EDPF, 2020).The concept of good governance merged mainly because of practice of bad governance characterized by corruption, unaccountable and lack of respect of human rights. And this had become increasingly dangerous, and the need to intervene in such case had become urgent and thus, the issues had become essential ingredient in any socio-political agenda and developmentdiscourses through the world (Shinkeiye, 2006). However there is no single and exhaustive definition of “good governance” nor is there a delimitation of its scope, that command universal acceptance. Depending on the context and the overriding objectives sought, good governance has been said at various time to encompass full respect of human rights, transparent and accountable process and institutions, an efficient and effective public sectors, legitimacy, access to knowledge, information and education, political empowerment of people, equity, sustainability and attitude and value that faster responsibility, solidarity and tolerance (Tarekegn, 2007). It basically refers to the component management of countries resource and affairs in the manner that is open, accountable, equitable, and responsive to people need.

According to (UNDP, 1997), good governance is defined as the exercise of economic political and administrative authority to manage a country’s affairs through participatory, transparent, accountable, effective and equitable manner which promote the rule of law. Good governance refers the ability of governance to develop an efficient and effective and accountable public management process .However; lack of good governance is leading numerous problems that are; the political, social and economic problems that affect the quality (USAID, 2005).

The issues of poor governance in the Africa public sector have also been well documented in the other study in the field of public management. Considering the fragile nature of governance policy in Africa public institutions public service delivery in many African countries is riddled with bureaucracy, corruption selfishness and poverties that tends to benefit the privileged few at the expense of the impoverished many. These have the effect of undermining the quality of service offering by different institutions (Mughal, 2005). Good governance of Africa will built on existing experience to insure continuity, consistency and sustainability, without reinventing the will thinking differently means that we embarrass common built different responsibility. It is the reflection of well-functioning multi-party democracy system assuring separation of power and check and balance of law (UNDP, 1997). The growing role of society and their consultation and other organization may contribute to better service delivery. Therefore every attempt to establish good governance is evaluated in the line with public benefit and failure in Africa..(Timothy and Maîtres 2005).The practice of good governance in Ethiopia not an exception to what was prevail in other Africa countries, they share one common characteristics and under failure in public services (Tewodros,2015).

### **2.1.2. Principles of good governance**

Good governance is the responsive conduct of public affairs and manages public resource. According to Avenue de i Europe (2020), the major principles of good governance are participatory, representation efficiency and effectiveness, openness and transparency, rule of law and ethical conduct. Each principle contributes the most valuable idea to build the organizational governance system. All have direct link to management of stock holders in making accountability real and all concerned to be clear about the functions of governance their own roles. It is the development of shared value, policy and plan of organization, (Charles Institute of Public, 2013).

### **2.1.3 Practices of Good governance**

Good governance is the responsive conduct of public affairs and manages public resource and it is a way of majoring how public institutions conduct public affairs and manage public resource in perfect way. Governance is the ideas uses to determine measure the condition of good governance either decision or the processes by decision are implemented or not implemented. Good governance strives to strengthen civil society and promotes the grass root democracy (GGA Allan Survey, 2007).

Good governance mutually linked with human rights and principles provides a set of values to guide the work of government and other political and social sectors (GGA Allan Survey,2007). The civil are servants supposed to be neutral partner who work to carry out the policy of executive's legislatures and the Judiciary regardless of whether they support the government in power or not in order to achieve high moral among employees, low cost of production for people satisfaction. The major Good governance practices are: transparency of the decision making process, sound management and leadership strategic direction, awareness and commitment to accountability developing an effective sustainable people management framework (Yirga, 2012).

### **2.1.4. Water Sources and Management**

Water resource systems have benefited both people and their economies for many centuries. The services provided by such systems are multiple. Yet in many regions of the world they are not able to meet even basic drinking water and sanitation needs. Nor can many of these water resource systems support and maintain resilient biodiversity ecosystems. Typical causes include inappropriate, inadequate and/or degraded infrastructure, excessive withdrawals of river flows, pollution from industrial and agricultural activities, eutrophication resulting from nutrient loadings, salinization from irrigation return flows, infestations of exotic plant and animals, excessive fish harvesting, flood plain and habitat alteration from development activities, and changes in water and sediment flow regimes. The inability of water resource systems to meet the diverse needs for water often reflect failures in planning, management, and decision-making— and at levels broader than water. Planning, developing, and managing water resources to ensure adequate, inexpensive, and sustainable supplies and qualities of water for both humans and natural ecosystems can only succeed if we recognize and address the causal socioeconomic factors, such as inadequate education, corruption, population pressures, and poverty. Over the centuries, surface and ground waters have been a source of water supply for

agricultural, municipal, and industrial consumers. Rivers have provided hydroelectric energy and inexpensive ways of transporting bulk cargo. They have provided people water-based recreational opportunities and have been a source of water for wildlife and their habitats. They have also served as a means of transporting and transforming waste products that are discharged into them.

The quantity and quality regimes of streams and rivers have been a major factor in governing the type, health, and biodiversity of riparian and aquatic ecosystems. Floodplains have provided fertile lands for agricultural crop production and relatively flat lands for the siting of roads and railways and commercial and industrial complexes. In addition to the economic benefits that can be derived from rivers and their floodplains, the aesthetic beauty of most natural rivers has made lands adjacent to them attractive sites for residential and recreational development. Rivers and their floodplains have generated, and, if managed properly, can continue to generate, substantial cultural, economic, environmental, and social benefits for their inhabitants. Human activities undertaken to increase the benefits obtained from rivers and their floodplains may also increase the potential for costs and damages such as when the river is experiencing periods of droughts, floods, and heavy pollution. These costs and damages are physical, economic, environmental, and social. They result because of a mismatch between what humans expect or demand, and what nature offers or supplies. Human activities tend to be based on the “usual or normal” range of river flow conditions. Rare or “extreme” flow conditions (D.P Lucks and E. Van Beek, 2017)

### **2.1.5 Clean water Use and Its Impact on People on lives**

The provision of public services, such as clean water and others is important to develop the measurement of good governance. Clean water is, also known as potable water, is water that is safe to drink or use for food preparation. Clean water indicators are plants and animals that live in and around the Lake and rely on it for survive. Water especially clean water is indispensable element for life and social development. It is also underpinning enabler for many development Goals. Sustainable development without free access of clean water is quite simply inconceivable. From these imperatives the integrated water resources management (IWRM paradigm has emerged in recent year as part of the derive for ‘good governance’ (Ronaldo Munck March, 2019). The international decade for clean water and sanitation sought to implement the ideology and practices of developmentalism in the field of clean water and sanitation was launched on need of great confidence with a commitment to the eminently

achievable goal of safe water and sanitation for all by 1990(Munck,2015). Sustainable water resource system is those designed and managed to best serve people living in the future as well as those of us today. Water resource management problem at river basin are rarely purely technical and interest only to those living within the individuals river basins where those problem exist (D.P Locky and E. Van Beek, 2017).

Water can help kill germs and curb pathogenic. Washing your hand doesn't just get them clean. It can also save your life. In fact the centers for disease control and is prevention say that good hygiene is the best way to prevent infection and diarrheal diseases (Jenifer Nolen, 2021). Water is life as the saying goals. We rely water for our food, our health, our lives hood and for fun and leisure. But water can also take away life. And the absence of water can be even worse. Currently majority of the developing world population live in water stressed area. It is the major cause for Food and Agricultural insecurity (Gavin Doulas, 2020).

Many Africa countries part of Ethiopia face water shortage, poor sanitation, and lack of access to clean water source. Collecting water is a task that falls largely to women and girl as part of keeping house. Added as however; the time spent on chore often means g girl miss school and women miss out on the chance to earn decent living. Solving this issues a key to breaking the cycle of poverty (UNICEF, 2021). In most place Ethiopia the average women spends over three and half hours each day collecting water, that's three and half hours she could be putting towards any number of other activities. It mostly affect children often late far school and women late from communal farm work (Concern World Wide 2021).

## **2.2. Historical development of good governance**

Good governance as a basic government agenda has got significant momentum in the world especially the last decades and has become the issues that attracts the attention of different economist, political scientists, lawyers, politician, international, regional and national organizations various donor agencies. It surfaced in 2004 in the World Bank's report on sub-Saharan Africa, which characterized the crises in the region as crises of governance (WB 2004). In 1989 the World Bank published report titled sub-Saharan Africa: form crisis to sustainable growth; which characterized that Africa was witnessing a crisis of governance. This observation comes at the end of nearly decades of structural adjustment, which had been the base of a new wave of Policy oriented loans by the world bank, international monetary fund, and other western donors to several developing countries. Then the notion good governance

emerged as a necessary instrument enabling that launch of a new generation of political conditionality (Lancaster 1993, Williams and Young, 1994).

The rise of good governance agenda served a very particular purpose for donors like WB. It allowed them to move away from narrow focus on the market, approach which had proved to be disastrous through the 1980s' and engage more broadly with other types of institutions as well in the world (WB 1989:60). It is a basic development agenda has got significant momentum in the world especially in the last decades and has become the issues that attracts economic and political scientists, lawyer politicians international regional and national organizations and varies donor agencies. It surfaced in 2004 in the World Bank report on Sub-Saharan Africa which characteristics the crises in the region as crises of good governance (World Bank, 2004).

The FDRE Constitution of 1995 provides for check and balance between the executive and other branches of government in order to foster horizontal accountability. Yet in practice the executive branch in Ethiopia has tended to wide greater power vis-à-vis other branches of government. Since 1990s, the government of Ethiopia has perused sound macroeconomic policy and has shown a remarkable commitment in good governance. Worldwide governance indicators show that in 2006, Ethiopia performance in governmental effectiveness was relatively better than the rest of sub-Saharan Africa. Ethiopia ranking on the control of corruption dimension was also higher than for sub-Sahara Africa, (Minster of Capacity Building, 2004).

There are many research needs in the areas of water quality in distribution system. This can be classified in to three general areas. These are improving efficiency of agriculture, Industry and Domestic water use. It needs to improve our understanding of varies roles of these factors and how to effectively control them. Developing of Technology to use safe water and economic policy promote effective water conservation (IWA Publishing 2006).

### **2.3 Theoretical Literature Review**

This section encapsulates the theory literature review of the study Intuitive, Service quality of customer satisfaction and Stockholders theory were discussed.

### **2.3.1. Intuitive Theory**

This is the theory which was developed from the philosophy of Institutionalism defined by (Gagster and Squires, 2003). As philosophy which stated that more and particular dilemma can be solved by means of institutions or the basic truth which tends to be intuitively known. The intuitive theory was developed in reaction to the theory rationalism. According to institutions one does not need to go through any kind of logical or experiential process to discover what is right wrong since everyone has been born with certain basic understanding ethical truth. According to the philosophy one native intuition of capable of informing him immediately when something wrong as the result of being transparent to our natural moral laws that are influenced by outside factors such as health environment, sound political institutions, good economic situation, adequate education and religious belief as one of a fruit of one's institutive inner power (Gagster, Squires, 2003). A good code of ethics may be of great important in including the principles of good governance such as transparency and accountability. Therefore a code of conduct is significantly beneficial as enabling public officials to regain their correct intuitive power and became transparent, responsible and accountable in their services to community (Agues al, 2007). Thus, this theory enable the study to understand how public officials are supposed to act when rendering services to the community, where they are guided by a code of ethics in implementing polices that will contribute to the social and economic development of the nation.

### **2.3.2. Theory of customer satisfaction**

The proposed service quality be function of pre-purchase customer expectation, perceived process quality and perceived output quality. This instrument has been widely used by both managers and academic to access. They define service quality as the gap between customers' expectations of service and their perceptions of the service experience, ultimately deriving the now standard of customer satisfaction multiple-item survey instrument (Parasuraman et al., 2000:18). SERVQUAL is one of the prominent measures of service quality customer satisfaction. Quality, reliability, responsiveness, competence, access, courtesy, communication, credibility, security, understanding the customer and the tangibles are main components of SERVQUAL.

The Theories of Customer Service is based on identifying and satisfying your customers, needs and exceeding their expectation. The essential elements for customer satisfaction:

- Be aware of things every customer expects from you, Customers wants to be heard.
- SCC (Smile, Contact and Comment).
- Emphasize with your customer.
- Create solution for your clients, issues and complains.
- Clarify the situation with your clients.
- Follow up all your customers.

Dealing directly or indirectly with customer is important to testing to keep client satisfied with the kind of services you provide. Customers wants be heard all the time especially when they are concerned about your product or services. So let them complete what they want to say and to ask relevant questions. The customer's interaction is crucial part of generate satisfaction and to ready to help them. Emphasizing and ensuring them what they tell fell and how they understand.

SERVQUAL scale is a principal instrument in assessing service quality. The instrument has been widely utilized by both managers and academics to asses' customer perception of service quality for variety of services (L. L Hamino, 2010). Based on the (Paramassumeeet al ,2000) conceptualization of service quality as noted above the origin of SERVQUAL instrument included item design to measure, customer, service receiver, expectation of service quality for varies aspects, customer perception of the services they actually receive from the service organization .It is based on the gap theory and good governance that customer perception of service quality is function of the difference between the expectations about of the performance of a general class of service providers and assessment of the actual performance of a specific organizations with in that class (Cronin Taylor ,1992). The result of the initial publication of the SERVQUAL instrument indicated that five dimensions of service quality emerged across a variety of services. These are tangibility, reliability, responsiveness, assurance and empathy (Parmasuramanet al., 2000). Tangibles are the physical evidence of the service e.g. Approaches, service delivering. Reliability involves consistency of performance and dependability e.g. Right and honor to responsibility. Responsiveness concerns the willingness or readiness of service provider's employees to provide service. E.g. Time lines Assurance corresponds to the knowledge and the knowledge and courtesy of service providers and their ability to inspire trust and confident and Empathy is the individual attention to organization and to their customers (Parasuramanet al., 2000). According to this theory the study understood, what customers expect in terms of quality of the service provide by selected public intuitions in the study area especially water supply, transportation, municipality, health.

### **2.3.3. Stockholders theory**

Are based on the assumption that shareholders are not the only groups within a company or cooperation stockholders theory argued that client, customer, suppliers and the surrounding communities also has stake in cooperation. They can be affected by the success or failure of the intuitions. Therefore leaders have especially obligation to ensure that all the stockholders not just the shareholders and receive a failure return from their stake in the intuitions (Donaldson and Preston 1995). The stockholders theory advocates for same form of cooperation social responsibility it is duty to operate in ethical ways, even if that mean reduction of long term benefit for a institutions (Jones, Freeman and Wicks, 2002). To be the guardian of the interest of all stockholders by ensuring that cooperation of the organizational practice take into account the principles of sustainable for surrounding community. According to this theory the study understood the organizations cooperation from two sides i.e. customers and leaders plays valuable role for sustainable benefit and satisfaction from intuitions.

### **2.4. Empirical Review**

The Empirical Review is the varies researches done by other researchers concerning your topic or people research works that are similarly to your research work. The name of varies researcher should be attached to their findings or statement. Empirical Literature Review commonly called a systematic Literature Review and it examines past Empirical studies (NaziaHassen University of kulaLampur Jan. , 2021).

Empirical review means that the observed phenomena and acquiring knowledge from real experience rather than from theory. To curve the challenge of good governance Ethiopia government has taken a number of measures. That could be considered has opportunity this includes adaption of FDRE constitution, amendment of domestic law, development plan that enhance development of the country in many access that help society participate on government and related commitment of government. Luck of knowledge in a skill of the officer on right implementation of good governance has impact on social outlook (Gizaw, 2012).

Holosko,(2006) The Outer of Empirical Literature were expected to report, the fact as observed , where or not these facts support the investigators Original Hypothesis. Research of integrity in that information provided an objective manner, reducing sources of investigators bias to the greatest possible extent.

Nelson Mandela (2007), thought that if you want make peace with your enemy, you have to work with you enemy. Then he becomes your partner. I should add that your enemy becomes your friend and your ally. It is perfect time to shake hands, imbrues each other and get out noise to the grind stone to build a new democratic Ethiopia.

Meles Zenawi (2007) expressed his hope that (his) legacy would be not only sustained and accelerates development that would pull Ethiopia out of the massive deep poverty, but also radical improvement interim of good governance and democracy. Today is the day to begin earns radical improvement in good governance and democracy. This improvement must begin with the release of all political prisoners, repeal anti-terrorism civil society and other oppressive laws and decoration of allegiance to rule of law.

Adane (2013) in Africa the government of Malawi state that corruption is a series that destroys people confidence in public institution. More than half of the people believed that it is common the bribe public officials in order to served. There is a share of corruption in each institution according to the level. The survey get Malawi society perceived public institution has delivery of inferior service and need greatly emphasize establishment of good governance.

#### **2.4.1. Practices of clean water provision**

Access of safe drinking is fundamental to health human survival of development of any society and it is basic necessities. Safe dirking water and sanitation are essential to good health and development. They have not been the political prosperity they deserved.

In Uganda the share of national budget for the water prevision in 2004/5 is 49 %, but had dropped dramatically to 28% in 2007/8. This indicated that the government no longer commitment to prosper the country (Uganda T.L News, 2007).

In Africa, leading to increased costs users for water supply and sanitation services provision. The water sector is venerable to corruption for several reasons. The existence of numerous agencies, actors and government institutions in a single sectors bluer line of accountabilities and reduce transparences. The water sector involves procurement of significant qualities of good with large volume of public money; informal service providers, key role service delivery (Report of Co-Water International, 2008).

Ye et al (2015) conducted a study in two rural areas of in Beijing China to assess implementation of WSP principles and applications. The goal was to develop a methodological

guide to allow a replication in other rural water system. The study remands the adaption of control measures for strengthen water source protections, monitoring water treatment process, establishing emergency mechanisms improving chemical input and operating system management. The result showed that water quality improved after the implementation of plans, not only in terms of technical parameters, but in terms of satisfaction of end users.

RASARP, 2016) Water utility in Portugal established multi Municipal system. Each of these organ is responsible for providing services to several municipalities which serve as shareholders in the company management and provide water and sanitation services directly through municipal system. The legal frame work defining the management and operation of multi-municipal and municipal system has been gradually set up corporatization of the water sectors began in 1990s. The first generation of this movement targeted system located in the costal of more densely populated areas, while the second generation targeted the rest of the country. Currently, all water utilities that supply the whole sale water service are of a corporate nature and the model that clearly dominates the sectors is one of the concessions. These indicators of the service quality in water supply have evolved positive over the last couple of decades as a result of significant investment efforts, sustained by consistent legal frame work and co-financing European Union Funds. The national coverage of water supply services about 80 % in the early 1990s, and has increased continuously, reached 95 % in 2011. That fulfilling the objectives defined in the national strategy.

Dating from 2007, the national requirement for water quality in Nigeria demands that all management bodies adapted WSP. The main goal is to minimize the contamination of public water supply system from the source by reducing or removing thought the treatment process, storage and distribution cycle. The study: Ezenwaji et.al (2014) investigates the different levels of implementation of WSO in six selected urban areas of Nigeria. The result showed that, only two causes had same degree of success. In the cause of a country where most health problem of urban resident can be contributed to water born disease, and the study concluded that all efforts should be dedicated to implement the system effectively.

## **2.4.2 The Challenges of Clean Water provision**

There are five major challenges to provide clean water on global bases: These are, 1, Contamination of water in distribution system 2, Growing water scarcity and the potential for water re-use and conservation 3, Implementing Innovative low cost sanitation system 4, and providing sustainable water supplies. It is most important that the water which people drink and

use for other purpose is clean water, this mean that the water must be free of germinate and chemicals and be clean (not cloudy).Water that is safe for drinking is called potable water. Disease causing germs and chemicals can found their way into water supplies. When this happen the water becomes polluted and contaminated and when people drink it and come in contact with it in other ways they can became very sick. Water that is not safe to drink is said to be not potable. If the water is not safe to drink it is treated and people make sure the safe and treatment of water before drinking. Lack of accountability, Transparency, government structure, budget and technical problem can measure negatively the good governance standards ( CL Moe 2006).

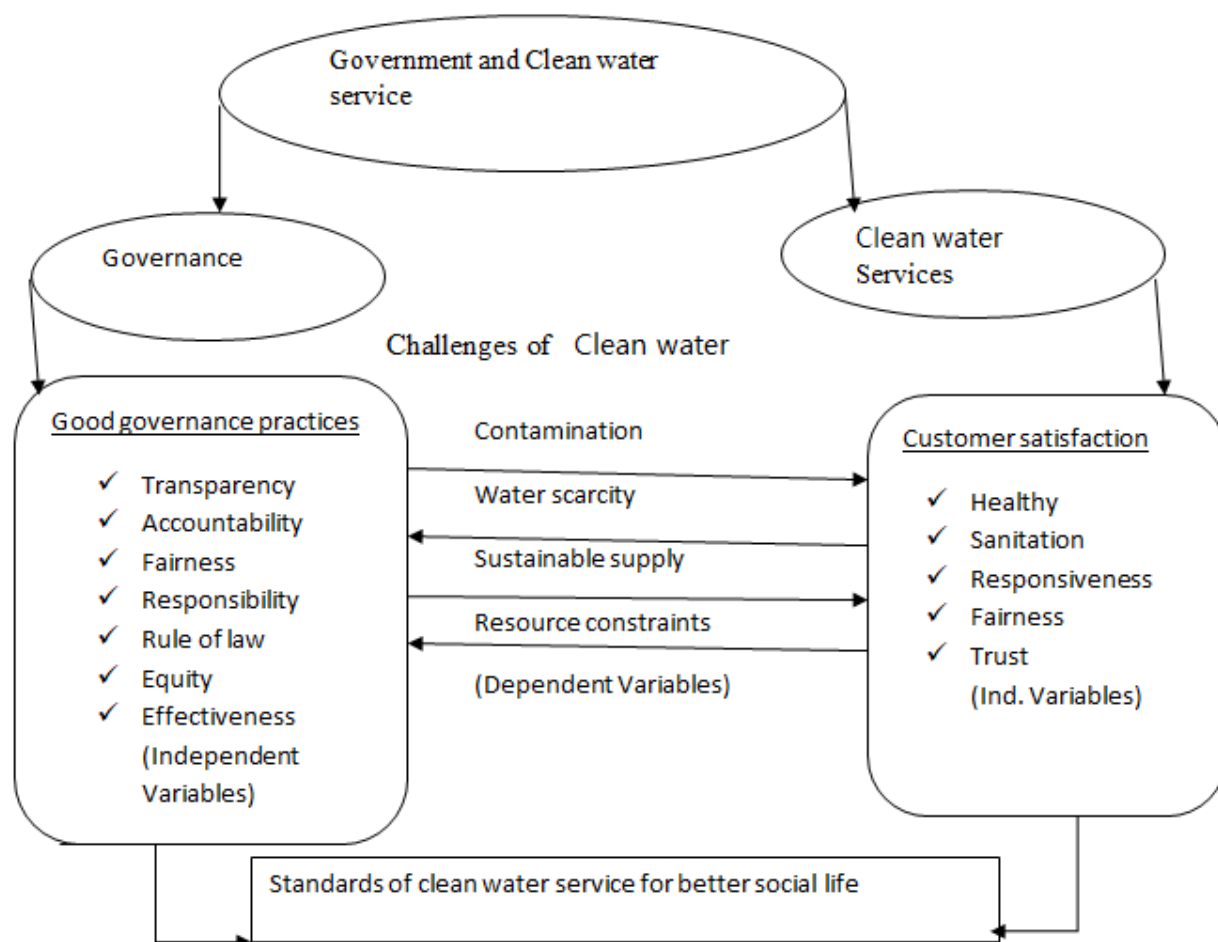
### **2.4.3 The Relationship of good governance and clean water provision**

People wants water, sanitation and hygiene service that are sustainable, in which stockholders, including the vulnerable is society, have a say in key decisions and water access to the service is equitable and faire. This requires good governance. Good governance involves constructive cooperation between the different sectors and result is efficiently use of resource responsible use to power and effective sustainable services provision. Goodgovernance can only emerge when stockholders engage and participate with each other in an inclusive, transparent accountability, manner to accomplish better services free of corruption and abuse and within the rule of law. Although good governance is difficult to put in to practice, it is important towards good or good enough governance in order to achieve sustainable services. The basic characteristics of good governance are met when; there is participation of all stockholders, rules and regulations in transparent, equitable, inclusive, faire legislation, responsive consensuses, efficient, effective and accountable.

### **2.5. Conceptual frame work of the study**

The conceptual model is known as the approach that shows the important variable to be study and research either in graphical or narrative form. It structure from a set of broad ideas and theory that help the researcher to properly identify variable that person looking at, frame a person questions and identify the relevant literature. A conceptual frame work helps their searcher to clarify his research question and aims. In this view this, based on literature review the researcher developed conceptual frame work as shown below in figure. Conceptual frame work of the study shows that public institutions are expected to deliver effective and efficient services and customer having satisfaction thus the quality of services delivered to community

by public officers working in public institution depends on the existences of good governance within a given institution with measuring with the pillars of good governance namely transparency, accountability, participation, responsiveness, rule of law, equity, effectiveness and effectiveness.



**Figure 1: Conceptual Frame Work of the Study**

Source: - Researcher Based Literature 2020

The quality of service determines Healthy, sanitation, Responsiveness, Farness, Trust and quality design. Reliability of service given by institutions used to perform the promised services accurately. Responsiveness is willingness to help customers and give priority to them.

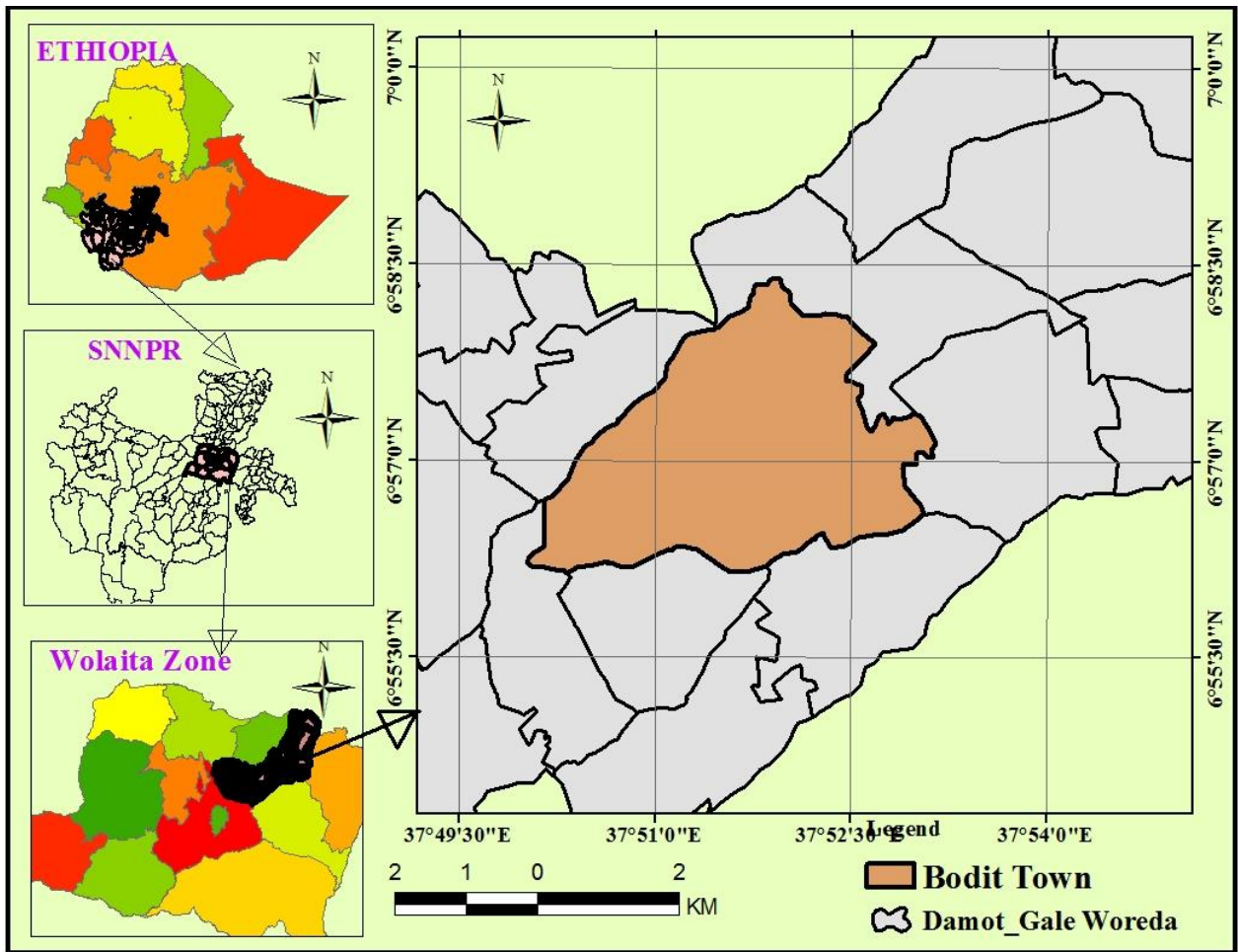
## **CHAPTER THREE**

### **3. RESEARCH METHODOLOGY**

This chapter concerned with the methodology of the study. Accordingly, it deals with study area, the research design and approach, types and source of data, sample design, techniques and size, sample size determination, FGD, key informants, data analysis and presentation and ethical consideration.

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

This study conducted in the Boditti Town Wolaita Zone Southern Ethiopia. It located 318 km South of Addis Abeba and at 17.8 km North of Soddo. in the Wolaita Zone SNNPR, Ethiopia and has a latitude of 6<sup>o</sup>56' N to 58' N and longitude 37<sup>o</sup> 50' E to 37<sup>o</sup>53' E with an elevation 2050 meters above sea level. According to Central Statics Agency (CSA) of 2007 Boditti Town has estimated total population of 24,133 of whom 12,225 are men and 11,908 are women with 2,603 households. The area coverage of the town is 27.7Km<sup>2</sup>. The town has six Kebeles includes: Fate, Gido, Chaw-kare, Doge, Chocha, Sibaye,. The area characterized by moderate climatic condition the so-cold Woyna Dega with average annual temperature of 18<sup>0c</sup> and 17<sup>0c</sup>. In the town there are many investment opportunities and the economic activities' mainly in cash crops such as coffee, wheat, maize, sugarcane and trade activities. Due to rapid expansion of urban population there are challenges in social services especially in facilities of clean water. This is because the challenges of good governance to take effective measures in order to alleviate the issues in the study area. (Asrat et al, 2013).



**Figure2. Map of Study Area**

**Source:** ETHIO\_GIS CSA, 2021

Clean water is means water free from dirty and contamination. Drinking water also known as potable water is water that is safe to drinking or use for food preparation. Clean water is essential for health and all life process of people (Lange Salvia, 2020). In Ethiopia the major challenge of governance to clean water provision is managing balance between water supply and demand. This is due to insufficient water sources and poor distribution of water infrastructure. Increasing of dissatisfaction in clean water service is one of the major factors for absence of good governance in the country as well as in study area. (Ethiopian Civil Service University, 2018)

### **3.2. The Research Design and Approach**

In this study, attempts were made to assess the practices and challenges of good governance in rendering clean water service in Boditi Town Wolaita zone. Based on these variables of the study the researcher was employed descriptive survey design. This is because of descriptive survey method allows the researcher to gather data from relatively large number of respondents within a short period of time with minimum cost and also used to obtain general overview of the research and to generalize study finding from sampled population. Descriptive research attempts to describe systematic situation, problem, phenomena or attitude towards issues (Kumar, 2005). This study was used both qualitative and quantitative approaches through collecting and analyzing data.

### **3.3. Sources of Data**

To answer the basic research questions of this study, the required data collected from both primary and secondary sources. Primary sources of data were Boditi town households, water and town administrative officials. These respondents were selected as sources of data, because they were directly concerned with the issue under the study. Secondary sources of data were Magazines, reports, journals, published and unpublished materials, such as internet, book, and brochures.

### **3.4. Sampling design and techniques, size**

The sample size refers to specific number of individuals or cases that are used as the representative of the target population. In this study, the population of the study was officials and households of the kebeles. This is because the researcher believed that they are directly linked and the right source of information on the issues under investigation. In Boditi town, there are six kebeles and under these 2,603 are households (CSA2007). From these the researcher selected two Kebles namely Fate and Gido Boditi Kebles. The selection is purposively based on their center of location, dense and large size of population and to get sufficient information about the study. The households of Fate Keble are 396 and Gido Keble 497. In order to select the sample from targeted population, the researcher used purposive sampling to get accurate information from targeted respondents. From the total households of each kebele, 20% of the sample size selected purposively. The researcher used it because of time constraints and to get accurate information from selected respondents.

### 3.4.1. Sample size determination

In order to collect data, from total six kebeles, the two sampled kebeles were selected, the researcher used the sample size determined by Slovene’s sample size formula to determine total sample size.

$$\text{Slovene's formula (Mark Slovene's, 2020) } n = \frac{N}{1 + Ne^2}$$

n= is the estimated sample size

N= is population size

e= is marginal error

l = is the probability of event occurring E.g.  $n = \frac{N}{1 + Ne^2}$

$$n = \frac{893}{1 + 893(0.05)^2}, \quad n = 276, \text{ therefore, the researcher decided to take 20\% of}$$

the households in two kebeles i.e. 55.

**Table 1: Purposively sampled households in the study area**

Name of sample kebele	Households in sample Keble	Proportional sample size
Fate kebele	396	24
Gidokebele	497	31
Total	893	55

Source: Field survey 2021

### 3.4.2 Sample Size Determination for Focused Group Discussions

Focused groups discussions were conducted to collect basic information from respondents to identify about challenges of government in clean water provision. In this the study conducted in Boditti Town and used FGD and Key informants as the right sources of information. The FGD in the study involved respondents from each Kebele male and female with equal in number through voluntarily. The participants of focus group discussions selected through purposive sampling techniques considered their Educations, perception, age and elder the of Town. From this the researcher selected four males and four females totally eight numbers from each kebele, considering their education level, perception and long lives. In this each FGD contained nine respondents and discussed the interview freely and voluntarily.

### **3.4.3 Key informants interview**

Key Informant Interview is the qualitative in-depth interviews with people who know what is going in the community. The purpose of key informant Interviews is to collect information in wide range people including community leaders, professional or residences that has knowledge about the community (The access project 1999). In this interview took place in order to get information from targeted groups. The point of discussion focused on Practices and Challenges of Good Governance in clean water provision. The discussion took within face to face conversation. According to their settlement they were grouped in each village and discussion took place in Amharic considering their education level and interest.

### **3.4.4 Focused Group Discussion**

Focused Group Discussion where conducted to collect basic information from respondents through face to face conversation in order to identify about the challenges of Good Governance in clean water provision. The participants of focus group discussions selected through purposive sampling techniques considered their Educations, perception, age and elder the of Town. From this the researcher selected four males and four females totally eight numbers from each kebele, considering their education level, perception and age and elder of the Town. In this each FGD contained nine respondents and discussed the interview freely and voluntarily.

### **3.5. Data collection instruments**

In this study the combination of questionnaires, interviews document analysis and observation were employed as data collection tools. This was done because of using data gathering instruments allows a researcher to obtain complete picture to the study and helps to cross check data obtained through different tools.

### **3.6. Data analysis and presentation**

The method of data analysis that the researcher used in simple statistical tools such as: percentage frequency, pictures, table and. This was done to assess both qualitative and qualitative data. All the data goatherd by interview, questioners, observation and document reviewwere analyzed after coding, sorting and organizing the information goatherd. Qualitative data were analyzed using descriptive method to identify the relevant information to the research questions and objectives.

Descriptive statistics also conducted to narrate the collected data and then statistical analysis has done through calculating to verify possible results for the respondents with considering of probability values. The analyzing and interpretation were made in relations to basic questions of the study then the finding of the study was compiled. Finally, summary, conclusion and recommendation was presented.

### **3.7. Interview**

An interview is a tool mainly collection for qualitative data and essential structured conversation where one participant ask question and the other provides answer. It is one on one conversation between an interviewer and an interviewee (Uxmatters, 2009). In addition, it helps a researcher to support and check findings from the survey questioners. In line with these ideas, interview questions prepared to gather relevant and additional information from eight targeted male and female households and groups. They were selected as interviewees, because their numbers are limited and expected to get accurate information.

### **3.8 Questionnaire**

This study was questionnaires to collect data from teacher and students. The questionnaire was contained of mainly closed ended and open ended. This is because to realize its appropriateness to obtain data from many people at a time and its recent characteristics that it provides an opportunity from informants to express their ideas and opinions confidentially and freely. The close ended items were provided for the respondents to freely express their ideas. The questionnaires had two categories: the respondent's personal characteristics and items relevant to the issue under the study.

In addition of limitation local government facilities to clean distribution the households had a great gap in using clean water. Properly by preparing water storage and keeping it clean.

### **3.9. Ethical consideration**

In ethical consideration the researcher informed the respondents about the aim of the study and they were participated based on their willingness. Privacy and confidentiality should be maintained. In which all legal permissions will secured as work plan and schedule effectively under taking the research process.

## CHAPTER FOUR

### 4. ANALYSIS AND INTERPRETATION OF DATA

This chapter deals with presentation and analysis of data that are categorized in to two major parts; the first presents the characteristics of respondents and the second part deals the analysis and interpretations of the data that obtained through questionnaires, interview and document analysis.

#### 4.1. Questionnaire return rate

**Table 2:-Response rate of questionnaire**

Sampled kebeles	Respondent type	Frequency	%
Fate kebele	Male	10	18.18%
	Female	15	27.27%
Gido-Boditi	Male	16	29.09%
	Female	14	25.45% %
Total		55	100%

Source: Field survey 2021

The questionnaires were distributed to 55 households. Among the distributed questionnaires 55 (100%) of households questionnaire were filled and returned correctly. The response given by them were analyzed and interpreted. Thus, in the following section analysis and interpretation of data was presented in the following sub-sections corresponding to the basic questions and characteristics of respondents. Key informants and focus group discussion such as educated and experienced town residents and water institution officials engaged to participate in interview to response about the status of clean water. Thus, the interview in the study area has informed well the condition of the services and the challenges.

#### 4.2. Characteristics of the respondents

The summary of information about the respondents' village, sex, age, marriage, and family size presented for the better understanding of their background. The data collected on the characteristics of the respondents are presented in table three below.

## 4.2.1. Characteristics of household respondents

**Table 3: Household respondents by Sex, age and family size.**

No.	Item	Type	Respondents(N=55)	
			frequency	%
1	Sex	Male	23	42
		Female	32	58
		Total	55	100
2	Age	21-30	20	36.4
		31-50	26	47.2
		≥51	9	16.4
		Total	55	100
3	Family	1-3	17	30.9
		4-6	28	50.9
		>6	10	18.18
		Total	55	100

Source: Field survey 2021

As it is depicted in table 3 above, among 55 household that filled the questionnaire 23(41.8%) were male while 32(58.18%) of majority among them were females. In relation to age pattern, 20 (36.36%) of house hold in the age categories between 21-30 year, 26 (42.27%) of households are in the age categories between 31-50 years old and only 9(16.4%) of house hold 51 and above years old. This means the majority of working age groups under the problems of clean water services. On the other hand about 17(30.9%) of the household have 1-3 family number, 28(50.9%) of households family number between 4-6 in number and 10 (18.18%) household have 6 and above family number.

So, the study indicates that majority of the household size between 1-6 needs clean water facilitates. The rest 10(18.18%) household family size is 6 and above needs water. The special observe of the researcher that the village of 10 family sizes mostly found in the so called “**MenoriaSefer**” and due their first settlement better land slope comparing to others, have better distribution of clean water and water available three day per week.

## 4.2.2 Practices of good governance in clean water provision

The following table describes about the major challenges of Good governance in clean water provision, these includes accountability and transparency, government structure, lack of quick response and awareness creation. These have importance, meaning how to use clean water effectively and efficiently.

**Table 4: Practices of good governance in clean water provision**

No	Item	Respondent type (N=55HH)		
		Frequency		%
1	Accountability	Yes	12	21.81
		No	43	78.18
2	Transparency	Yes	9	16.36
		No	46	83.63
3	Quick response	Yes	2	3.63
		No	53	96.36
4	Awareness creation	Yes	10	27.27
		No	45	81.81

Source: Field survey 2021

Transparency enables accountability in which the information should made public available and to get effective services and it is widely proclaimed raise of state.(Majone, 1997). As illustrated in the table above and describe of respondents, absence of accountability and transparency major problems to effective provision of clean water. About 43(78.18 %) of the respondents deal, absence of accountability and transparency as main problems to provision of clean water in fair distribution.On the other hand 53(96.36 %)absence of quick response and 45(81.81 %) awareness to clean water service is also main problem of clean water provision and it increases complain and less trust between households and local governance in the study area.As one of the respondents in the interview replied, accountability and transparency play a significant role the provisionof the clean water.

Expansion the delivery of clean water is corn stone to sustainable development and equitability. Water and sanitation were formally recognized as human right under UN system. The efficiency of Good Governance related with maximizing of sustainable water management. The adequate water facility built people confidence and ensures inclusiveness of stockholders

through democratic legitimacy and fairness of societies at large (Integrity Environment Planning Act,2018).

### 4.2.3 Challenge of Clean Water Provision

There are two key interrelated water challenges: First, this vital resource is mismanaged and unsustainable used. Secondly the international community is not living not living up to its promise of ensuring access to adequate water and sanitation services for all. The sufficient and chief water meet human need environmentally sustainable scenario unfortunately not clean without maintaining and facilities. Managing the balance of water supply and demand is major challenge of government. Therefore, solving scarcity of clean water needs cooperative effort of all stockholders (Angella Gurria, 2008).

Table 5: Response of Government challenges in clean water provision

S N.	Items	Respondents type(N= 55 III)		
			Frequency	%
1	Water scarcity	Yes	37	67.27
		No	18	32.72
2	Problem of rule	Yes	41	74.54
		No	14	25.45
3	Water contamination	Yes	22	40
		No	33	60
4	Technical problem	Yes	49	89.09
		No	6	10.9
5	Resource constraints	Yes	39	70.9
		No	16	29.09

Source: Field survey, 2021

Water scarcity is compounded by declining water quality. In OECD countries surface water pollution has been addressed primarily from large point sources and investing in municipal waste water treatment (IWRA13th c., 2008).

As illustrated in the table five above regarding 37(67.27 %) water scarcity caused by unfair distribution and in same amount by seasonal changes. Good government strategy has a significant value to better management and provision of clean water provision. Therefore, the

government has to consider the questions of households on clean water service of town. Regarding problem of rule 41(74.54 %) of respondents of households stated about the problems of practices of good governance regarding clean water service. This shows that there is a need of new government structure, especially the strategy on using of clean water services.

Technical problem 49(89.09 %) and resource constraint39 (70.9 %) also caused the problems of accountability and transparency in provision of clean water in the study area.

An effective leader is opposite to bureaucracy and means someone with a dream and a vision to society at portion of integrity, ability to delegate communication; self-awareness, learning each other, gratitude, influence and empathy are the questions of good governance and leaders (Sarah Macfadyen, 2021). Therefore, it is possible to conclude that good governance and effective leader are very important to make attention for quick response of public questions, especially to the provision of clean water in the study area.

#### 4.2.4 The Perception of Household towards Clean Water

Perception of water quality has a significant impact on household level treatment choices. Drinking water to be characterizes of, colorless, odorless and test less, free from photogenic organisms, free from toxic substances, free from excess of minerals and organic matters, contain high enough oxygen and suitable temperature. In this the calcium ion did not present, because it make the water hard and unfit for drinking (Admin, 2012).

**Table 6: The perception of households towards clean water**

No	Items	Respondent (N= 55 HH)		
			frequency	%
1	Lack of the concepts	Yes	43	78.18
		No	12	21.81
2	lack of awareness on the importance's	No	19	34.54
		Yes	36	65.45
3	lack of awareness	Yes	33	60
		No	22	40
4	Problem of distribution of clean water	Yes	47	85.45
		No	8	14.54

Source: Field survey 2021

On the above table 6, due to lack of concept to clean water, 43(78.18) do not know importance of clean water provision and how to use it properly. About 47(85.45%) respondents responded that the practice of good governance was affected by lack of fair distribution of clean water, which by and large affect the health of people in the study area.

As one my informants, Boditi Town is rapidly increasing population than other town administration with poor public service facilities especially on clean water provision. This is due to lack of proper management of budget and not make attention to the clean water problems.

#### 4.5. The relationship between good governance & clean water provision

Managing and securing access of clean water and sanitation for all is one of the most challenging items in the world agenda. It requires as rethinking the governance structure to water to deal with in to only at the national level, but also globally. At OECD water is as priority issue before all service rendering (OECD Water Congress, 2008).

The following part of analysis discusses about in the relationship between good governance, clean water provision, lack of participation in quick response, problem budget planning, low promotion of household questions, lack of accountability and transparency. Accordingly, the respondents provided their responses in the way summarized in the following table.

Table 7: The response of households regarding good governance in clean water provision.

No	Items	Respondents type( N= 55HH)		
			Frequency	%
	weak quick responses	Yes	46	83.63
		No	9	16.36
	Technical problem	Yes	41	74.54
		No	14	25.45
	low promotion of HH question	Yes	32	58.18
		No	23	41.81
	lack of accountability	Yes	43	78.18
		No	12	21.81

Source: Field survey, 2021

On the above table 7, item 1 regarding weak quick response by house hold, about 46(23.63%) of the interviewed response showed that governances are week for quick response on clean water provision. This showed that there is a problem on clean water provision and the governance not take positive means and immediate response for household questions regarding clean water provision.

Item 2 regarding technical problem, 41(74.54 %) of the respondents showed that the governance have technical problem on clean water provision, have to be a basic and primarily given attention from government than other public service, because it was related with daily health and life of society. Therefore concerning the issue the government has to give attention & better budget supply than other public services.

In the same table item 3, concerning promotion of the household question, regarding clean water problems, there was low promotion of governance. As it indicated in the table, 32(58.18%) of respondents showed that, there is no free discussion and dealing of the responsible bodies with households regarding the issues of clean water. Therefore, it showed that it was one of the aggravating factors for clean water provision problem. The responsible bodies not deal deeply about the issues in the beginning. As it can be seen in the table, in the town there is problem in promotion of household questions and these may increase negative relation and satisfaction on clean water provision between households and responsible bodies (Interview 20 March, 2021). On the above table item 4, with regard to accountability and transparency also 43(78.18%) of the respondents showed that there is lack of accountability and transparency regarding distribution and giving attention to clean water provision. This showed that the households ensure low timely access to information flow between water institutions and low trustful communication due to negative relationship regarding accountability and transparency. This is due to either lack of fairness. In connection to the issue, the FGD household respondents argued that most of the time households come the institution to raise questions about the cleanwater problem, but the responsible person not give attention and time to the issues and no result of response for subsequent questions of households (Informants 20 March, 2021) .

## **4.6 Observation**

Clean water facilities and provision is the primary issue to the people rather than other public service in or day to maintain human life and health. Therefore give attention to provision of clean water should be the main categories indication of good governance. Regarding clean

water provision observed in study that area the damaged water pipe due to its old age and most of the public water pipe also damaged and interrupted. In the town most of households get the water through buying water from carter took from other place.

The pipe water in most area distributed at mid- night one's per week or a month in the town mostly people uses water from open well for cooking and drinking purpose. The households whose economy poor and unable to prepare the well in their compound get the water by buying in litter example 20 litter 5 birr from neighbor and rivers or after going 10 km from the town and in their the female households are most exposes to the problem. In general clean water facilities problem is very wide in the town. The issue needs immediate solution due to the increasing of population with corresponding demand of clean water provision.



**Fig.3 Damaged water pipe and water distribution site.**



**Fig 4 People search water out of the village**

Clean water is important to maintain human health and life. As figure represents in the above in the Town due to scarcity of water many people get water from out of the town after going five up to seven kilometers. As one of the key informant interview revealed majority of the town resident gets water for drinking, washing and cooking from the protected well and river along the Town. Most of Households get tap water by buying 20 liters of water in 5-10 birr. Informant revealed as majority of the household get tap water distribution maximum one's a week at mid night and at the day time it distribute intermittently. The volume of problem is extensive in winter season than that of summer.

## **CHAPTER FIVE**

### **SUMMERY CONCLUSION AND RECOMMENDATIONS**

#### **5.1. SUMMARY**

In this study an attempt has been to assess the practices and challenges of good governance in clean water provision in the case of Bodit Town, Wolalita zone. The descriptive survey design and largely used primary data obtained through conducting house hold survey. In order to assess the study, data collected from 55 respondents. The samples were selected by using purposive sampling techniques and the data were analyzed by using the descriptive statistics methods.

The descriptive analysis of this study revealed that the majority of households in the study area under the problem of clean water provision due to lack of accountability and transparency to take measure in clean water provision.

As the majority of the study participants replied, the structure rule problem, lack of accountability and transparency as major causes for the challenge of clean water provision. On the other hand sometimes water scarcity occurs due to seasonal variation or continuous water supply.

Lack of positive responsive to the households increases the challenges to resolve clean water provision. In general, the findings of the study showed that the government structure problems, accountability and transparency as the leading factors to the challenges for distribution of clean water rather than occurrences of water scarcity due to seasonal variation to supply continuous and adequate supply.

#### **5.2. Conclusion**

Based on the finding of this study the following conclusions were drawn. As water is the major source of life and health of the people, the local government has been paying attention to the water institution in order to solve the major challenges includes, accountability, to solve the problems distribution, contamination, scarcity and develop awareness of the people about the concepts and how to use clean water properly. Thus, the clean water strategies have to be implemented in extent by giving attention through assessing the areas of problems from

different sources. The Local Government and Households have been cooperatively participate in all maximize efforts of clean water provision.

### **5.3. Recommendation**

Based on the finding of the study the following recommendation was drawn.

- The Government mainly lack accountability and transparency of administration, lack a mechanism to disseminate the problems regarding clean water. Therefore; the town clean water institution officials and Local should create better facilities in clean water services
- Based on the findings the study recommended all stockholders should be aware on proper use of clean water
- The household involvement is needed in the contribution of and cooperation of clean water provision with water institutions to ultimately improve the proper use and perception of clean water.
- The local government should focus on improving the accesses to clean water to households in the study area.
- The budget facilities should be improved by government and contribution of households to effective utilization of clean water.
- The local government should give more focus to improve clean water provision
- The local government should properly implement on policy, rule and strategy of clean water provision..
- Assessment to clean water should more focuses for people to maintain the life and health.
- The government of should develop comprehensive effort and strategies to improve water provision.

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# Appendix A

## School of Governance and Development Studies

### Department of civics and Ethical Education

#### Questioner to be filled by households

**Dear respondents:** The purpose of this questionnaire to collect the relevant data that will be uses to write my master’s Thesis on the study in the titled “The Assessment of the practices and challenges of Good Governance in rendering clean water services in Boditti Town Wolaita Zone southern Ethiopia. Your response are vital for the success of the study, so you are kindly requested to read all questions and fill the questioner with genuine response . Please be confident and frank to give your response to the best of your perception.

**Thank you in advance for your valuable time and thoughtful response.**

#### General Direction

- 1 You don’t need to write your name in the questionnaire.
- 2 Read all the instructions before attempting to answer the questions.
- 3 Please read each item carefully and patiently, and give your answer for each question sequentially based on your knowledge.
- 4 Please do not leave any questions unanswered.
- 5 Any information obtained from you will be used for this research only.
- 6 Provide your response by using tick mark in the space provided

#### Part 1: - General information of Households data.

- 1) Kebele and village \_\_\_\_\_
- 2) Sex \_\_\_\_\_
- 3) Age \_\_\_\_\_
- 4) Marriage \_\_\_\_\_
- 5) Family size \_\_\_\_\_

**Part 2:- The Practices of Good Governance in clean water provision.**

1. Is the local government Accountable in provision of clean water?

A. yes                      B. No

2. If the answer is no for the above question, do you Know the reasons for the absence of accountability in the provision water?-

3. Is the government transparent in providing clean water to the local people?

A. yes                      B. no

4. if your answer is no, what the reason for lack of transparency in the provision of clean water ?

5. To what extent the government is giving quick response to the household question?

A. low      B. high

6. If your answer is low for the above question,what is the reason for not giving quick response?

7. Is the people in the study area have better understanding about clean water?

A. yes                      B.no

8. If your answer is no what is the reason for not understanding the problem?

**Part 3: - The perception of households towards clean water**

1) Is there the problem of lack of concept of clean water?

A. Yes      B.no

2) If your answer is no for the above question, what is the reason?

3) Do the households have better understanding about distribution importance of clean water?

a, yes                      b, no.

4) If your answer for the above question is no, what is the reason?

5) Do households have lack of awareness about the use of clean water?    A. yes    B.no

6) If your answer is yes for the above question, what is the reason?

7) Is there fair distribution of clean water in the study? A.yes    B.no

8) If your answer is yes for the above question, what is the reason?

**Part 4:- The relationship between good governance and clean water provision.**

- 1) What kind relationship exists between good governance and clean water provision?  
A. good B. bad
2. If your answer is bad for above question, what is the reason to answer?
- 3) To what extent there exist technical problems there in relation with clean water?  
A. high B. low
4. If your answer is low for above question, to what extent the distribution of clean water is there in the study area?
5. Is the government have better means to promote the household questions of clean water?  
A. yes B. no
6. If your answer is no for the above question, what is the reason?
7. How much the government is accountable and transparent in clean water provision?  
A. high B. low
8. If your answer for above question is low, what is your reason?

**Part 5:- The response in Challenges of good governance in provision of clean water provision.**

1. Is there shortage of water in your locality? A. yes B. no
2. If your answer is yes for the above question, what is the reason?
3. Is there government structure problem? A. yes B. no
4. If your answer is yes for the above question what is the problem?
5. Do you know the causes of water contamination? A. yes B. no
6. If your answer is yes for the above question, what are they?
7. Is there technical problem in providing clean water in your locality?  
A. Yes B. no
8. If your answer yes for above question, what is the reason?
9. Do you know the causes of problem of continuous clean water supply?  
A. Yes B. no
10. If your answer is yes, what are the reasons for problem?

### **Part 5:- Open ended Questions to Households**

1 How does you describe the Practices of Good Governance in Rendering Clean water Services?

2 What is your perception about clean water?

3 How do you describe the Good Governance in provision of clean water?

4 What is your suggestion to solve the problems of clean water?

# **Appendix B**

## **School of Governance and Development Studies**

### **Department of civics and Ethical Education**

#### **Interview Guide for Households**

**Dear respondents:**The purpose of this interview to collect the relevant data that will be uses to write my master's Thesis on the study in the titled''The Assessment of the practices and challenges of Good Governance in rendering clean water services in Boditti Town Wolaita Zone southern Ethiopia. Your response are vital for the success of the study, So you are kindly requested to read all questions and fill the questioner with genuine response . Please be confident and frank to give your response to the best of your perception

**Thank you in advance for your valuable time and thoughtful response.**

#### **Part 1: Genera Information about the Interview Participants**

1) Keble and village\_\_\_\_\_

2) Sex\_\_\_\_\_

3) Age\_\_\_\_\_

4 Marriage \_\_\_\_\_

5 Family size\_\_\_\_\_

#### **Part 2:- Interview Questions guided for household;**

1 What does clean water mean to you?

2 How you describe the importance of clean water?

3 What source of clean water is best to use?

4 What consequences do you think do to the lack of clean water?

5 How do you describe the relationship between practices of clean water provision?

6 How do you suggest as a remedy to tackle the problems?

### **Interview question for focus group**

1. What do you mean cleanwater
2. How about the provision of clean water in your village
3. What is the consequence do to the lack of clean water
4. What are the socialfactor causes by lack of clean water

### **Interview for key informants**

1. What a clean water mean?
2. Where do you get the source of clean water
3. What are the influences of clean water problem in your family?
4. What do you tell to solve the problems clean water?

**ሀዋሳዩንሸርሲቲ**  
**ሕግናአስተዳደርኮሌጅ**

**የስነ-ዜጋናስነ-ምግባርትምህርትክፍል**

የቤትአባዎራወይምእማዎራቃሌ-መጠይቅ:-

**ውድመላሽ:**ይህቃለመጠይቅየተዘጋጀውለጥናቱዓላማብቻሲሆን፤እርሶየተጠየቁትንበታማኝነትናበአገባብ ለጥያቄዎችምላሽመስጠትብቻነው።የጥያቄዎችምላሽበግለሰብደረጃይስተናገዳሉ።በየትኛውምቦታየእርሶ ንስምመጻፍአይጠበቅበትም።እባከንእያንዳንዱንጥያቄበጥንቃቄአንብብውበቤትዎናበመንደርዎንጸህው ሃንበሚመለከትበማዛመድምላሽይስጡ።

ስለትብብርዎበቅድሚያእናመሰግናለን።

ክፍልአንድ:- የአባዎራ/እማዎራየግልህይዎትንበተመለከተ

ቀበሌ\_\_\_\_\_

መንደር\_\_\_\_\_

ጾታ\_\_\_\_\_

ዕድሜ\_\_\_\_\_

የጋብቻሁኔታ\_\_\_\_\_

የቤተሰብብዛት\_\_\_\_\_

**ክፍል 2 :- ስለንጹህውሃአገልግሎትንበተመለከተየተጠየቁጥያቄዎች።**

1. አብዛኛውየንፅህውሃምንጭከየትያገኛሉ ? ሀ/ ከቧንቧውሃለ/ ኮሮቶ/ ከታንኬርሐ/ ከተከደነጓድጓድመ/ ከተፈጥሮምንጭ
2. በግብዎየቧንቧውሃአገልግሎትአለ ?አለየለም
3. ከላይለተጠየቁትጥያቄመልሰዎለምየሚልከሆነምክንያቱ ? ሀ/ የውሃምንጭእጥረትለ/ ኃላፊነትንአለመወጣትሐ/ የቧንቧብልሽትችግርመ/ የቧንቧውሃየለም
4. በመንደርምየንፅህውሃበፍትሐዊነትይሰራጫል ? ሀ/ አዎላ/ አይደለም
5. ከላይለተጠየቁትጥያቄምላሽምየለምየሚልከሆነምክንያቱ? ሀ/ የፍትሐዊነትችግርለ/ የክፍያአለመመጣጠንችግርሐ/ የቧንቧመስመርብልሽትችግርመ/ ሌላ
6. በንፅህውሃስርጭትናአጠቃቀምምንያህልይረካሉ ? ሀ/ አጅግበጣምጥሩለ/ ጥሩነውሐ/ በጣምዝቅተኛመ/ ምንምእርካታየለም
7. ስለንፅህውሃበተመለከተየግንዛቤስልጠናወስደዋል? ሀ/ አዎበደንብለ/ አዎአንዳንዴሐ/ የለምበፍጹም
8. ከቤትዎውሃለመቅዳትየሚጓዙበትጊዜምንያህልነው?



5 አብዛኛው ጊዜ ን ፅሁፊው ሃክዮትኛው ምን ጭንጭ ያገኛሉ? ሀ/ ከቧንቧ ለ/ ከከተማው ጭብጭ ገዢ ለ/ ከጓድ ጓድ ለ/ ከዝናብው ሃናከውን ዝ

6 ስለን ፅሁፊው ሃን አጠቃቀም ን በተመለከተ ግንዛቤ ትምህርት ተስጥቷል? ሀ/ አዎ ለ/ አይደለም

7. ከላይ ለተጠየቁት ጥያቄ መልሶ ምን አይደለም የሚል ከሆነ ምክንያቱ ሀ/ ከውሃ ተቋም ፍላጎት አለመኖር ለ/ የቤት አባዎ ራዎች ፍላጎት ማነስ ለ/ በመንግስት መዋቅር ችግር ለ/ ሌላ

8. በአሁኑ ጊዜ የውሃ አቅርቦት ችግር እንዴት ያዩታል? ሀ/ እየጨመረ ይገኛል ለ/ ችግሩ አልተቀረፈም ለ/ አስከፊ ደረጃ ላይ ይገኛል ለ/ ለመገመት ያስችግራል

**ከአባዎ ራ/ እማዎ ራዎች ጋር የተደረጉ ጎንጎቃ ለመጠይቅ**

1. የውሃ ተቋም ለህብረተሰብ የሚሰጠው አገልግሎት ምን ያህል ነው?
2. ስለን ፅሁፊው ሃን በተመለከተ ያለውን ግንዛቤ ጥቅም ይግለጹ?
3. መንግስት ን ፅሁፊው ሃ አገልግሎት ችግር ን ለመቅረፍ ያለው ተነሳሽነት ምን ይመስላል?

**ለተመረጡ ቡድን የተዘጋጀ ቃለ-መጠይቅ**

1. ስለን ፅሁፊው ሃ ያለው ግንዛቤ ን ይንገሩ?
2. የን ፅሁፊው ሃ አገልግሎት ሃ አቅርቦት በመንደር ምን ይመስላል ?
3. የን ፅሁፊው ሃ እጥረት ምን አይነት ችግሮች ን ይስከትላል ?
4. የን ፅሁፊው ሃ ችግር በማህበራዊ መስተጋብር ላይ የሚያመጡ ችግሮች ምን ድንገቶች ናቸው?
5. ችግሩ እንዲቀረፍ ምን ያህል መፍትሔ ያለ ይመስልዎታል?

**ለቤት አባዎ ራ/ እማዎ ራብ ቻ የተዘጋጀ ቃለ-መጠይቅ**

1. ን ፀሁፊው ሃ ማለት ምን ድነው?
2. ን ፀሁፊው ሃ መኖር ለቤት ዎ የሚሰጠው ጥቅም ይዘርዝሩ:
3. የን ፀሁፊው ሃ እጥረት መኖር በቤት ዎ ላይ የሚያደርሰው ተፅእኖ ምን ድነው ?
4. የን ፀሁፊው ሃ እጥረት ችግር እንድቀረፍ ምን መፍትሔ ያስፈልጋል ይላሉ ?



**Fig 5 .People to search water out of the villageand Present of Water Scarcity**



**Fig.6. Critical Site to Water Preserve and Households under Water Scarcity**



**Figure: 7** Damaged Water Pipe and un answered households questions



**Fig 7.Unfinished water pipe stretch distribution strategies**



**Fig. 8...Damaged water pipes and insufficient water source station**



**Fig 9.Old and Long Water Pipe Challenges to water distribution**

*Thanks!!!*