

1 Corruption and Public Service Delivery in Ethiopia: Evidence 2 from Jimma Town Water Supply and Sanitation Sector

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6

7 **Abstract**

8 Water supply and sanitation sector corruption remains one of the most pervasive and the least
9 confronted issues. Especially it becomes more devastating and serious in developing countries
10 like Ethiopia. Therefore, study assess the current situation, depth, types and main causes of
11 water supply and sanitation sector corruption in Jimma town. To this end, the study
12 employed descriptive research design. This survey was conducted over 400 respondents in
13 Jimma town using multistage stage sampling method. Personally administered questionnaires,
14 interview and desk review were mainly used to collect both primary and secondary sources of
15 data. The study reveals corruption remains problematic in the town water supply and
16 sanitation sector. Especially administrative or petty corruption is the very common and
17 become serious challenge in Jimma town water supply and sanitation service delivery. It is
18 quite evident that time, cost factors and red-tape procedures are the major constraints in
19 water supply and sanitation service delivery. Thus, setting systems and structures that can
20 reduce incidences of corruption and ensure efficient delivery of services, use modern
21 information communication technologies, awareness creation, support the participation of
22 stakeholders, creation of strong cooperation between governmental and non-governmental
23 actors, developing institutional anti-corruption strategy are highly recommended to fight
24 against water supply and sanitation sector corruption.

25

26 **Index terms**— corruption, public service delivery, water supply and sanitation sector, administrative
27 corruption, political corruption.

28 **1 I. Introduction**

29 Water supply and sanitation service corruption remains one of the most pervasive and the least confronted issues.
30 It engulfs many region of the world, but more devastating and serious in developing countries like sub-Saharan
31 Africa countries, not because their people are different from people elsewhere, but because conditions are ripe
32 for it. It makes water and sanitation service scarce, absent, inaccessible, unaffordable and unsafe for both urban
33 and rural poor ??Global Corruption Report, 2003). In this regard, Ethiopian has no exception.

34 In Transparency International's Corruption Perception Index for 2005, Ethiopia ranked 137 th out of 158
35 countries and its civil services were considered as bureaucratic, inefficient, and lacking transparency and good
36 governance ??Pathak J, et al., 2008). According to the corruption survey that conducted by the Addis Ababa
37 University ??2001), corruption is believed to be rampant in areas where financial resources are transferred from
38 the private to the public sector and vice versa. Other agencies where corruption is believed to be flourishing
39 include those engaged with the allocation of land and government housing, provision of water, telephone and
40 electric services, granting of loans, licensing and issuance of permits, collection of taxes and procurement of
41 consumable and fixed assets.

4 III. LITERATURE REVIEW A) CORRUPTION IN WATER SUPPLY AND SANITATION SECTOR

42 Water supply and sanitation sector is highly vulnerable to corruption and mal-governance crisis. The key
43 drivers of corruption in Ethiopia water and sanitation sector are poor governance, lack of accountability and
44 transparency, low levels of democratic culture and traditions, lack of citizen participation, lack of clear regulations
45 and authorization, low level of institutional control, extreme poverty and inequity, and centralization of authorities
46 and resources (Pathak R, et al., 2008).

47 In Ethiopia water supply and sanitation sector corruption looked from political and administrative perspective.
48 Political corruption occur at the highest level of political authority amongst politicians and political decision
49 makers, who one entitled to formulate, establish and implement the laws in the name of the people. These
50 people are greedy because they displace the common interest with private interest. The bureaucratic/
51 administrative corruption on the other hand, occurs in water supply and sanitation service delivery particularly
52 at the implementation ends of politics or water supply and sanitation service delivery including connection,
53 disconnection, reconnection , meter reading etc. ??FEACC, 2003).

54 Currently, administrative and political corruption still remain the main challenge in water supply and sanitation
55 service delivery and manifested in terms of bribery, extortion, embezzlement, nepotism, theft, cheating, trickery,
56 fraud/ speedy money and prejudice in water and sanitation service delivery process (Schacter and ??hah, 2000).
57 Corruption tends to diffuse across all regions of the country, whereas the scope and degree of its occurrence varies
58 from region to region. Specially it is persistent in urban area and makes water supply and sanitation service
59 inadequate, unsafe, and unaffordable for urban poor. It drains valuable economic W resources, creates resentment
60 and frustration among the staff as well as reduces organization efficiency in providing accessible, adequate, safe
61 and affordable water and sanitation services to the community (UNDP, 2006). Such inadequate sanitation, poor
62 hygiene and unclean water supply result in sickness and death of many urban people every year (FEACC, 2011).

63 Moreover, corruption result in higher health costs, lower productivity, lower school enrollment and retention
64 rates of girls and perhaps most importantly the denial of the rights of people to live with dignity ??UNICEF,
65 2006). This also true for Jimma town where corruption affects healthy provision of water and sanitation service
66 and intensify the crucial challenge of water and sanitation governance. The existence of corruption increases
67 competition for water & sewerage services in the town.

68 Some researchers like Lambdorff, 2001, Ndou, 2004 ??nd Pathak J, et al., 2008 have conducted on corruption
69 in different sectors but most of them indicate how to curb corruption and increase transparency, accountability,
70 responsiveness, & integrity in public service delivery. However there is no research that undertaken regarding
71 to corruption practices especially the type, forms and range of corruption that occurs and afflicts water supply
72 and sanitation service delivery. Therefore, this research is expected to assess the current situation of corruption,
73 types and its main drivers in Jimma town water supply and sanitation sector.

74 2 a) General objective

75 The main objective of this study is to assess the current status, intensity, and type of corruption that recognized
76 in Jimma town water supply and sanitation service delivery.

77 3 b) Specific objectives

78 The Specific objectives of the study are:

79 To assess the current status of corruption that occurs in Jimma Town water supply and sanitation service
80 delivery To identify the main causes of corruption in Jimma town water supply and sanitation service delivery
81 To examine types and forms of corruption that exist in Jimma town water supply and sanitation service delivery

82 4 III. Literature Review a) Corruption in Water Supply and 83 Sanitation Sector

84 Water supply and sanitation sector corruption can generally be understood in terms of bureaucratic or petty
85 corruption in which a vast number of officials abusing public office extract small bribes and favors/special
86 treatment; grand corruption meaning the use of vast amounts of sector funds by a relative small number of
87 officials; or state capture seen in the collusion between public and private actors for private benefit. These
88 corruption practices take the form of (i) abuse of resources -theft and embezzlement from budgets and revenues,
89 (ii) corruption in procurement which results in overpayment and failure to enforce quality standards, (iii)
90 administrative corruption in payment systems, and (iv) corruption at the spot of service delivery (Schechter
91 and Shah, 2004).

92 Corruption in water and sanitation sector varies substantially in size and incidence, but it is likely that
93 somewhere in the region of 20-40% of water and sanitation sector finances is being lost to those tasked with the
94 decision-making and delivery of water and sanitation services (Davis J, 2003). The type, size and incidence of
95 corruption in service delivery in urban area may be a function of the path of legislative reform, the nature of the
96 water market, or the way the sector has been managed, or it may be an outcome of decentralization, the role of
97 social structures and civil society. Unmonitored, low capacity, lack of competition, all potentially contributes to
98 local level corruption, capture and collusion that practiced in water supply and sanitation service delivery (WB,
99 2003).

100 5 b) Causes of Water Supply and Sanitation Sector Corruption

101 Corruption takes place in water supply and sanitation sectors due to the presence of a number of factors.
102 An understanding of such factors requires, among other things, a kind of general framework for a clearer
103 understanding of the causes of corruption, especially from a broader perspective. Genesis of corruption can
104 be explained by looking at three levelsinternational, national and individual institutional levels ??Goudie and
105 Strange, 1979).

106 Like all corruption in developing and transitional economies, corruption in water and sanitation sector in
107 Africa is founded in historical, political and social realities. The causes of corruption are not sectoral because
108 always it's contextual, rooted in policies, bureaucratic traditions, political development, and social history of the
109 country. However, TI (2012) describes corruption as the most prevalent and insidious product of poor governance
110 such as lack of accountability, responsiveness, and transparency among water and sanitation service providers
111 and facilitators (Davis J., 2003). Lack of check and balance; complex service delivery system; less transparency in
112 government policies, rules, strategies, and regulations; lack of supervisions; poor compliant handling mechanism;
113 limited access to information for citizens; inadequate training and equipment for water supply and sanitation
114 sector departments and political wills or political pressures that exist in a country are a common contributing
115 factors for corruption in water supply and sanitation service delivery (Ibid).

116 6 II. Objectives of The Study

117 In many parts of the African countries, water supply and sanitation sector has been overwhelmed with the
118 widespread of corrupt practices because of monopoly power, wide discretionary power, and lack of accountability
119 and transparency among the water and sanitation service providers and facilitators (Telmon, 2002). Klitgaard's
120 definition of corruption: Corruption = (Monopoly + Discretion) -(Accountability+ Integrity + Transparency)
121 is very relevant to recognize water supply and sanitation sector corruption in Africa in that it highlights the
122 aggregate effect of monopoly and discretionary power. A strong characteristic of agencies and officials involved
123 in the sector and their enormous discretion in planning, design, contracting, implementation and monitoring of
124 water supply and sanitation service delivery compounded by a lack of clarity of rules and regulation ??klitgaard,
125 1998).

126 In contrast to other sectors water supply and sanitation sector is highly vulnerable to corruption because
127 of the large flow of public money; often uncoordinated donor, national and local funds; the opacity, political
128 interference and discretion in investment decisions; the monopolistic nature of service delivery, coupled with the
129 failure of sector financing and cost recovery, problematic tariffs and subsidies, and the increasing role of the
130 informal market; the cost of sector assets; the asymmetry of information between user and provider, and the
131 complexity of sector stakeholders, systems, levels of service, institutional roles and functions ??Lambsdorff,2001).

132 The main reason behind all this, the problems of governance crisis in which transparency, accountability,
133 responsiveness, and effective management are lacking. In addition to this, little political commitment, little
134 private sector involvement, excessive centralization of power and limited engagement of civil society, community,
135 NGOs and media in water supply and sanitation service delivery process increase the opportunity for corruption
136 because corruption loves multiple and complex regulations with ample and un-checkable official discretion (J.
137 Plummer & P. ??ross, 2005).

138 7 c) Types of Water Supply and Sanitation Sector Corruption

139 Corruption in the water sector comes in many different forms and the scope varies substantially across types
140 of water supply and sanitation sector practices, governance structure and the perceptions and norms of actors
141 involved. The typical examples of corruption include falsified meter reading, distorted site selection of boreholes
142 or abstraction points for irrigation, collusion and favoritism in public procurement, and nepotism in the allocation
143 of public offices (Davis J, 2003).

144 The variation in sorts of corruption activities is partly explained by the large number of different kinds
145 of actors engaged in the water sector. In the public domain, this includes political leaders, policy makers,
146 procurement and regulation officials, law enforcement agencies, and technical staff, as well as international
147 development partners. Civil society plays a vital role via stakeholder facilitation, allowing demands and discontent
148 to be voiced and playing a key role in advocating reform. Notable actors include the media, water stakeholder
149 associations, environmental protection groups, as well as religious leaders concerned with social justice and
150 sustainable development (P. Cross and J. Plummer, 2009).

151 Political corruption occurs when political elite change either the national policies or the implementation of
152 national policies to serve their own interest. It occurs when the behaviors deviate from the principles that
153 guide politics and policies, adapting decisions with abuse of power, which means that the private interests
154 displace the public and common interests. Political corruption distorts policies or central functioning of the state,
155 enabling leaders to benefit at the expense of the water supply and sanitation services ??Bardhan, 1997). Political
156 corruption mostly common in the award of large contracts for construction works, equipment, or concessions to
157 operate major water and sewerage systems as well as frequent in the purchase of equipment and materials. The
158 city mayor and an executive of the multinational water company together participated in accepting and paying
159 bribes in the letting of concessions to run the city's water supply and sewerage services (Cisar, 2003).

12 F) METHOD OF DATA ANALYSIS

160 Administrative corruption results in transfer of public benefits to private benefits taking advantage of the
161 entrusted power, as for example, in the form of nepotism that results in the transfer of benefits from society
162 to family members. Mostly it occurs at the implementation end of politics, where the public officials or
163 bureaucrats meet the public. It also involves bribery, fraud, embezzlement, favoritism, and other benefits generated
164 at the expense of public benefits. Petty/ administrative corruption reported most frequently in meter readings
165 (payments for falsifying meter readings), connection, disconnection and reconnection of water supply and sewerage
166 systems ways as well as when the As the cause of corruption is always contextual, rooted in political social,
167 cultural, economic, historical and bureaucratic tradition, the corruption that occurs in water supply and sanitation
168 sector are also differ in type, scope, extent and consequences.

169 According to Federal Ethics and Anti Corruption Commission (FEACC) political/grand, bureaucratic
170 /administrative corruption, state capture, economic corruption are highly recognized and documented in water
171 supply and sanitation service delivery. But, the study mainly focuses on grand and administrative corruption
172 because of perverseness and seriousness in the provision of water and sanitation service ??FEACC, 2003)
173 household made payments to expedite attention to repair work ?? Bardhan,1997).

174 8 IV. Research Design and Methodology a) Research Design

175 The methodology applied for this study was a mixed approach consisting of qualitative and quantitative research
176 methods with descriptive theme. The rationale for the use of descriptive research method is that it is more
177 helpful to describe and interpret the current trends, types and main drivers of water supply and sanitation sector
178 corruption. It was also more appropriate and relevant in order to achieve the objectives of the study. b) Sources
179 of data Both primary and secondary data was mainly accessed from various sources so as to generate appropriate
180 information for this study. Primary data was mainly collected from Jimma town residents whereas, secondary
181 sources of data were collected from both published and unpublished materials in reference to the issues under
182 investigation.

183 9 c) Target population

184 The targeted populations for this study were permanent residents of Jimma town which are clients of water
185 supply and sanitation sector and legally registered on their respective kebeles. In addition, Jimma town water
186 supply and sanitation sector officials, and other concerned bodies included and interviewed to probe further and
187 to validate the findings.

188 10 d) Sample and sampling method

189 Multi-stage sampling was adopted and used to select sample respondents for the study. This sampling method
190 was selected in order to draw representative sample for the study. Population density, economic status and
191 geographical location were considered as the defining variables to set administrative units or kebeles in to seven
192 (7) clusters. Then, a random sampling method was used to select one kebele from each cluster. Totally seven
193 kebeles (BosaKito, Hermata, Merkato, Ginjo, Mendarra Kochi, Hermata, Bacho Bore and GinjoGuduru) were
194 selected as sample kebeles from which respondents drawn. Finally, 400 total households were proportionally
195 selected from those seven selected kebeles using convenience sampling method.

196 11 e) Method of Data Collection

197 Personally administered questionnaire (both close-ended and open-ended questionnaires), interviews (semi-
198 structured interviews), and document analysis were used to obtain relevant and all necessary data for the study.

199 12 f) Method of Data Analysis

200 For this study both quantitative and qualitative methods was used to analyze, describe and interpret data. The
201 analysis of quantitative data was carried out first and the qualitative data followed. The quantitative data were
202 analyzed through descriptive statistics such as frequency, percentage, means, and standard deviation whereas;
203 qualitative data were analyzed by using qualitative method of data analysis. Corruption has been cited as one of
204 the most prevalent and persistent challenges in public service institutions including water supply and sanitation
205 sectors or agencies. The motivation to earn income through corrupt practices is extremely strong, exacerbated
206 by lack of accountability, transparency, and integrity; poverty and by low and declining civil service salaries
207 (Pathak et al., 2008). In the light of this, the respondents were asked to indicate current status and ranges water
208 supply and sanitation service corruption in Jimma town and their response is presented, analyzed, discussed
209 and interpreted as hereunder. The above Table1 deals with the respondent's response towards current status
210 of water supply and sanitation service corruption. Accordingly, the perceptions of corruption in water supply
211 and sanitation sector were found to be widely prevalent in Jimma town and a large majority of respondents
212 277 (69.3 percent) were responded that corruption is increasing in water supply and sanitation service agencies
213 whereas, the rest 123 (30.7%) of Jimma town respondents felt otherwise. Similarly it also depicts the range of
214 water supply and sanitation service corruption in Jimma town. Out of 277 respondents, a sizable majority of
215 respondents 159 (57.4%) rated water supply and sanitation service corruption as fairly high and the rest 25.0 %

216 and 17.6% of the respondents rated it very high, and moderately high respectively. In contrast to this, of 123
217 total respondents who described corruption as it was increasing in water supply and sanitation service delivery,
218 the majority 70(56.9%) were rated the range of water supply and sanitation service corruption as low and the
219 remaining 53(43.1%) of respondents rated it as very low.

220 **13 V. Results and Discussion**

221 In addition to this, mean, standard deviation and standard error were computed to infer the current status of
222 water supply and sanitation service corruption in Jimma town. Accordingly, average means that calculated for
223 the increasing group was 4.46 and 1.60 for the decreasing group. When we compare the average mean calculated
224 for each group, the average mean of increasing group (4.46) was two times more than the average mean calculated
225 for the decreasing group.

226 From this, we can conclude that presently the status of corruption is high in Jimma town water supply and
227 sanitation service delivery and perceptions about water supply and sanitation services appear to be negative
228 because of high corruption. This is similar with the findings of Pathak R al., 2008 study conducted on Ethiopia
229 public service sectors.

230 **14 b) Types of Water Supply and Sanitation Service Corruption**

231 Corruption practices come in many different kinds/types in water supply and sanitation service delivery. Figure1
232 below depicts the most common types of corruption currently acknowledged in Jimma town water supply and
233 sanitation service delivery.

234 **15 Source: Own survey, 2014**

235 The chart clearly deploys the dominance of administrative/or petty corruption in water supply and sanitation
236 service delivery consisting 70.9 percent, followed by political or grand corruption accounts for 21.3 percent. The
237 rest insignificant number of respondents 7.8 percent were identified other types of corruption (economic and state
238 capture) in the provision of water and sanitation service. This is similar with the finding of Davis (2003). She
239 found administrative and political corruption in South East Asia water supply and sanitation sector. FEACC
240 (2003) also identified administrative or bureaucratic corruption as the most dominant type of corruption in water
241 supply and sanitation sectors.

242 As water and sanitation is an immensely political issue, wide open to manipulation, globally, nationally, and
243 locally open to capture and conflict among communities and households. The dialogue over corruption in water
244 supply and sanitation service delivery must reflect the diversity in forms, practices, and actors, their motivations
245 and levels of impact. It is vital that water supply and sanitation sector and their officials need to learn about the
246 forms of corruption taking place in water supply and sanitation service delivery in order to identify the impacts
247 and develop practical and targeted anti-corruption policies and tools. Thus, the effort has been made to identify
248 the most common forms of corruption in Jimma town water supply and sanitation service delivery. Accordingly,
249 bribery, nepotism, fraud/ speedy money, trickery, embezzlement, extortion, theft, collusions and prejudice were
250 practiced in Jimma water supply and sanitation sector. However, bribery, nepotism; fraud and theft were very
251 common and highly practiced in water supply and sanitation delivery.

252 Generally we can conclude that administrative corruption is currently very common and remain a great
253 challenge in Jimma town water supply and sanitation service delivery and it manifest itself in the form of
254 bribery, nepotism, fraud or speedy money and theft.

255 **16 c) Concentrated area of water supply and sanitation service 256 corruption**

257 The survey result reveals that water supply and sanitation service corruption was the result of public to public,
258 public to private, and public to consumer interactions and these interactions occur along the five cycles of
259 water supply and sanitation sector starting from high level policy making to household payments. According
260 to FEACC (2003) all functions of water supply and sanitation sector (policy making& regulation; planning,
261 budgeting & transfers; design, tendering & procurement; construction, and management and payment systems)
262 are exposed to the problem of corruption and governance crisis. However, its degrees varies among water supply
263 and sanitation service delivery functions or stages based on the number of actors or stakeholders involved in
264 corrupt practices. In relation with this, management and payment for service; construction and operation;
265 design, tendering and procurement, and planning, budgeting and transfers were consecutively perceived as the
266 highly corrupted functions of water supply and sanitation service delivery Some study like Davis J, (2003) Figure1:
267 Types of water supply and sanitation sector corruption supply and sanitation sector that exposed to corruption
268 and governance related problems.

269 Despite the structures (reforms) put in place to combat the dissatisfaction or at least reduce it to its barest
270 minimum, corruption stills continues to be endemic, in Ethiopia water supply and sanitation service particularly
271 in payment and access, construction and operations, planning, budgeting and fiscal transfers with its attendant
272 implications for effective service delivery and welfare of the people ??FEACC, 2003).

17 VI. CONCLUSION AND RECOMMENDATIONS

273 d) The main causes of water supply and sanitation service corruption
274 The main causes of corruption in water supply and sanitation service delivery were discussed as hereunder.
275 Table ??: The main causes of water supply and sanitation service corruption As indicated in the above table
276 (result of independent simple t test), monopolistic nature of service delivery; discretionary power of water supply
277 and sanitation sector officials; faulty governance (where accountability, transparency, integrity, & responsiveness
278 are lacking); and lack of punishment and effective corruption reporting mechanism in water supply and sanitation
279 sector were significantly observed as the main drivers of water supply and sanitation service corruption. However,
280 poor institutional incentives, and inflation, social, culture and custom of the society were considered as in
281 significant in promoting corruption in Jimma town water supply and sanitation service delivery.

282 As per the information obtained from the interview results, lack of effective corruption reporting mechanism;
283 lack of honesty; complex and unclear rules, regulations and procedures; acceptance of bribe as a way of life;
284 ineffective judiciary; lack of punishment, and inadequate training of officials and lack effective supervision
285 also generate the problem of corruption in Jimma town water supply and sanitation service delivery. The
286 Klitgaard (1998) corruption formula: Corruption = (Monopoly power + Discretionary power) -(Accountability
287 + Transparency) that provided in the context of Bolivia municipal water supply and sanitation service delivery
288 was also supported by this study to describe water supply and sanitation service corruption in Jimma town.
289 This is also related with what has been found by Davis J (2003) in South East Asia water supply and sanitation
290 sector. She identified that monopolistic nature of service delivery; discretionary power given to water supply and
291 sanitation sector worker; and lack of transparency, accountability, capacity, responsiveness and integrity, inflation
292 and low salaries as the main drivers of water supply and sanitation service corruption. However, inflation and
293 low payment of salaries were insignificant in promoting corruption in Jimma town water supply and sanitation
294 service delivery. Thus, the study supports the findings of Davis J except inflation and low payments of salaries
295 because they were insignificant in describing water supply and sanitation service corruption in Jimma town. e)
296 Constraints in water supply and sanitation service delivery

297 In literature corruption has been cited as one of the major challenges that affect water supply and According to
298 the survey result shown in above bar chart, the majority 349 (87.3%) of the respondents were viewed corruption
299 as it was the most common and serious constraints in water supply and sanitation service delivery. Only small
300 number of respondents 30(7.4%) were described corruption as it was less common and less problematic in water
301 supply and sanitation service delivery , only small respondents 21(4.3%) were fail to say anything as corruption is
302 problematic or not in water supply and sanitation service delivery. From this, one can conclude that corruption
303 is persistent and continue to be a problematic in water supply and sanitation service delivery because of lack
304 of accountability and transparency among water and sanitation service providers and facilitators. In spite of
305 recent increases in transparency and accountability in water supply and sanitation sector, numerous challenges
306 affect capacity to meet sector needs as well as its internal working in the provisions of services ??Pathak B, et
307 al.,2008)). Among these, cost, time factors and red tape procedures are the major one. f) Time, cost and red
308 tape procedures in water supply and sanitation service delivery

309 The prevalence of corruption increases bureaucratic (red tape procedures), time and cost factors and pose great
310 challenges in providing water and sanitation services. Thus, the challenges of time, cost and red tape procedures
311 in water supply and sanitation service delivery are summarized as hereunder. The study result in the above table
312 revealed time and cost factors in securing services was the biggest obstacle or problematic in dealing with water
313 supply and sanitation service delivery and the major cause of concern. Time and cost factors refers to the cost
314 service users of time spent in going to water supply and sanitation service agencies or offices and awaiting results
315 and the majority of respondents in Jimma town found it difficult to get their grievances redressed in time.

316 In the view of respondents, red-tape was also found to be a major problem in Jimma town water supply and
317 sanitation service delivery because of excessive centralization, corruption and favoritism. In water supply and
318 sanitation service delivery there are cumbersome procedures and rules to follow that leads to issues of red-tape,
319 corruption and favoritism (preferential treatment). This, impacts the time factor in service delivery, as it becomes
320 slow and unresponsive to customer needs. This further affects the cost factor. For instance running back and
321 forth to water supply and sanitation service agency, includes lots of money and time resource wastage; which
322 further occurs as a result of the rules/procedures.

323 17 VI. Conclusion and Recommendations

324 Water supply and sanitation service delivery has received due policy attention by the Ethiopian Government.
325 The adoption of the national water and sanitation policy, and the water and sanitation strategy and water and
326 sanitation sector development program (WSSDP) are evidences of the emphasis given to the sector. Furthermore,
327 the new national growth and transformation plan (GTP) aspires to achieve coverage of 98 and 100 percent for
328 rural and urban areas respectively by the year 2015. However, the current performances of Jimma town shows
329 that it's impossible to reach the targets set because of the wide spread of corruption and governance related
330 problems in water supply and sanitation sector.

331 The study found that administrative and political corruption is common in Jimma town water supply and
332 sanitation service delivery. Regarding the major forms corruption, the study recognized bribery, theft, fraud or
333 speedy money, embezzlement and collusions as the most common forms of corruption in which administrative
334 and political corruption manifest itself in water supply and sanitation service delivery. Among functions of water

335 supply and sanitation sector, management and payment for service; construction and operation; design, tendering
336 and procurement, and planning, budgeting and transfers were consecutively perceived as highly corrupted areas
337 in water supply and sanitation service delivery.

338 This mainly because of monopolistic nature of service delivery; discretionary power of water supply and
339 sanitation sector officials; faulty governance (where accountability, transparency, integrity, & responsiveness are
340 lacking); and lack of punishment and effective corruption reporting mechanism in water supply and sanitation
341 sector. Moreover, the problem of corruption increases of the problem of bureaucracy (red tape procedure),
342 time and cost constraints in Jimma town water supply and sanitation service delivery. Thus, setting systems
343 and structures that can reduce incidences of corruption and ensure efficient delivery of services, use modern
344 information communication technologies, awareness creation, support the participation of stakeholders, creation
345 of strong cooperation between governmental and nongovernmental actors, developing institutional anticorruption
346 strategy are highly recommended to fight against water supply and sanitation sector corruption. Generally, based
347 on the average mean computed in the above table 3, the survey confirms that time, cost factors and public red-
348 tape procedures were perceived as the major problems in Jimma town water supply and sanitation sector because
349 of excessive centralization, corruption and favoritism.

350 **18 Volume XVII Issue IV Version I**



Figure 1:



Figure 2:



Figure 3:

351 1 2

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²Corruption and Public Service Delivery in Ethiopia: Evidence from Jimma Town Water Supply and Sanitation Sector

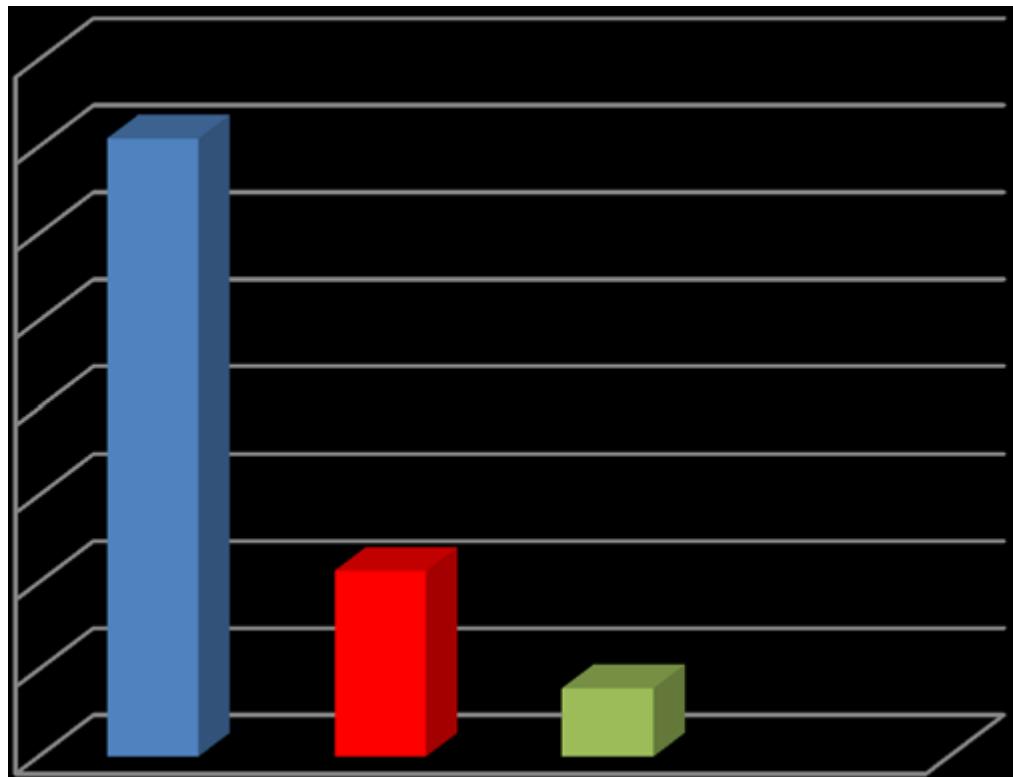


Figure 4:

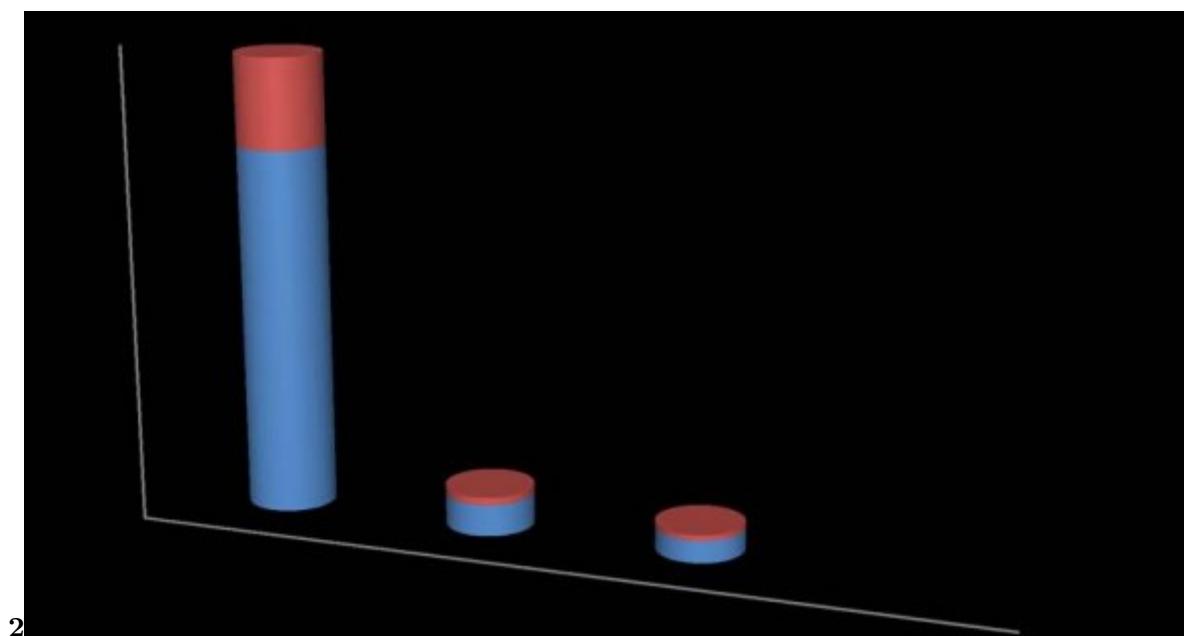


Figure 5: Figure 2 :

1

| Items | Ranges of water supply and sanitation service corruption | | | | | | Total | | | |
|-------|--|---|---|---|-------|---|-------|---|---|---|
| | V L | | L | | MH VH | | F | | | |
| | N | % | N | % | N | % | N | % | N | % |

Figure 6: Table 1 :

Corruption and Public Service Delivery in Ethiopia: Evidence from Jimma Town Water Supply and Sanitation Sector
sanitation service delivery.

| Items | Responses | | | | TAN | MD(t) | sig. | at N |
|---|-----------|----|----|-----|--------|-------|------|------|
| | TDDASA | MA | | | | | | |
| 1. Monopolistic nature of service delivery | N | N | N | N | | | | N |
| | 9 | 63 | 75 | 157 | | | | 96 |
| 2. Wide discretionary power given to water supply and | 47 | 52 | 48 | 99 | 154400 | .000 | | .328 |

TD= totally disagree, DA= disagree, SM= somewhat agree, MA= mostly agree, TA= totally agree, MD= r

[Note: Source: survey, 2014]

Figure 7:

3

Year 2017
77
Volume XVII Issue IV Version I
(H)
Global Journal of Human Social Science -

Figure 8: Table 3 :

352 [Cross and Plummer ()] *A Framework for Tackling Corruption in Water Supply and Sanitation Sector in Africa*,
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