

**FEDERALISM AND QUALITY OF PUBLIC SERVICES IN PUNTLAND STATE OF  
SOMALIA: A CASE OF GALKAYO DISTRICT**

**BY**

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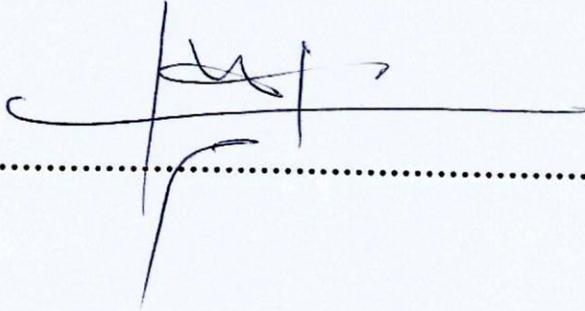
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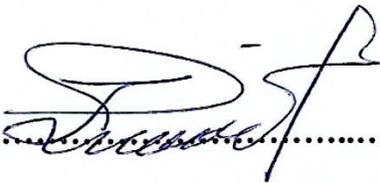
## DECLARATION

I, **Mohamud Mohamed Farah**, do hereby declare that this dissertation is my original work and that it has not been submitted to any other University or institution of higher learning for an academic award. This thesis is the result of my own independent research effort and investigation. Due acknowledgement has been made to other researchers' works.

**SIGNATURE:** .....  
  
**DATE:** ..... 19.10.2023

## APPROVAL

In my capacity as a supervisor of the candidate, I certify that the thesis was done under my guidance and the statements are true to the best of my knowledge. This dissertation has been submitted to the College of Humanities and Social Sciences of Kampala International University, with my approval as the candidate's Supervisor.

Signature: ..........

Date: 19-10-2023.....

**DR. MANSOUR ARBAB**

**SUPERVISOR**

## **DEDICATION**

This thesis is dedicated to my father, Mohamed Farah, and my uncles, Ahmed Farah, Jama Farah, Shafie Farah, for the love and support they rendered to me during the entire period I have gone through writing this book. I am proud of you and may the almighty Allah bless you in a special way.

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## TABLE OF CONTENTS

<b>DECLARATION</b> .....	<b>i</b>
<b>APPROVAL</b> .....	<b>ii</b>
<b>DEDICATION</b> .....	<b>iii</b>
<b>ACKNOWLEDGEMENTS</b> .....	<b>iv</b>
<b>TABLE OF CONTENTS</b> .....	<b>v</b>
<b>LIST OF TABLES</b> .....	<b>x</b>
<b>LIST OF FIGURES</b> .....	<b>xi</b>
<b>LIST OF ABBREVIATIONS AND ACRONYMS</b> .....	<b>xii</b>
<b>ABSTRACT</b> .....	<b>xiii</b>
<b>CHAPTER ONE</b> .....	<b>1</b>
<b>INTRODUCTION</b> .....	<b>1</b>
1.0 Introduction .....	1
1.1.1 Historical perspective .....	1
1.1.2 Theoretical perspective .....	6
1.1.3. Conceptual perspective .....	7
1.1.4 Contextual perspective .....	8
1.2 Statement of the problem .....	10
1.3 General purpose of the study.....	11
1.4 Specific objectives of the Study .....	12
1.5 Research questions.....	12
1.6 Scope of study .....	12
1.6.1 Geographical scope .....	12
1.6.2 Content scope.....	13

1.6.3 Time scope .....	13
1.7 Significance of the study .....	13
1.8 Operational definitions of key terms .....	14
<b>CHAPTER TWO .....</b>	<b>16</b>
<b>LITERATURE REVIEW .....</b>	<b>16</b>
2.0 Introduction .....	16
2.1 Theoretical review .....	16
2.1.1 Soufflé Theory by (Parker, 2015) .....	16
2.1.2 The constructivist theory by J. Bruner in (2020) .....	17
2.1.3 Public Service-Dominant theory .....	19
2.2 Conceptual framework.....	20
2.3 Review of the study concepts .....	21
2.3.1 Federalism.....	21
2.3.2 Quality public service delivery .....	25
2.4 Review of related literature.....	30
2.4.1 Role of federalism on the quality of public services delivery in education sector ....	30
2.4.2 Contribution of federalism on the quality of public services delivery in health service	35
2.4.3 Influence of federalism on the quality of public services delivery in water and sanitation .....	38
2.5 Gaps in literature .....	42
<b>CHAPTER THREE .....</b>	<b>43</b>
<b>METHODOLOGY.....</b>	<b>43</b>
3.1 Introduction .....	43

3.2 Research design .....	43
3.3 Study population.....	43
3.4 Sample Size and determination .....	44
3.4 Sampling Selection techniques and procedure .....	44
3.5 Sampling techniques and procedure .....	45
3.6 Data collection methods.....	45
3.7.1 Survey .....	45
3.7.2 Interviews.....	46
3.7.3 Documentary Review .....	46
3.8 Data collection instruments.....	47
3.8.1 Questionnaire .....	47
3.8.2 Interview guide .....	47
3.9 Validity and reliability .....	48
3.9.1 Validity .....	48
3.9.2 Reliability .....	48
3.10 Procedure of Data Collection .....	49
3.11 Data Analysis.....	49
3.11.1 Quantitative Data Analysis .....	49
3.11.2 Correlation Analysis .....	50
3.11.3 Regression analysis .....	50
3.12. Ethical Consideration.....	50
3.13. Limitations of the Study.....	51

<b>CHAPTER FOUR.....</b>	<b>52</b>
<b>PRESENTATION, ANALYSIS AND INTERPRETATION OF RESULTS.....</b>	<b>52</b>
4.1 Introduction .....	52
4.2 The response rate .....	52
4.3 Background Characteristics of the respondents .....	53
4.3.2: Classification of respondents by age .....	54
4.3.3: Classification of respondents by marital Status .....	54
4.3.4: Respondents level of education.....	55
4.3.5: Respondent’s occupation .....	56
4.3.6: Respondents Period of stay /work in Galkayo district .....	56
4.3 Objective one: Role of federalism on the quality of public services delivery in education sector Galkayo district .....	57
4.4 Objective Two: Contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia.....	63
4.5 Objective three: Influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia .....	70
4.6. Relationship between Study Variables .....	76
4.6.1 Relationship between federalism and education service sector .....	76
4.6.2 Relationship between federalism and health service system.....	76
4.6.3 Relationship between federalism and water and sanitation services.....	76
4.7 Regression analysis results.....	77
<b>CHAPTER FIVE.....</b>	<b>79</b>
<b>DISCUSSION OF FINDINGS, CONCLUSION AND RECOMMENDATIONS .....</b>	<b>79</b>
5.0 Introduction .....	79
5.1 Discussion of findings.....	79

5.1.1 Demographic characteristics of respondents .....	79
5.1.2 The role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia. ....	80
5.1.3 The contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia.....	81
5.1.4 The influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia. ....	81
5.2 Conclusion.....	82
5.3 Recommendations.....	83
5.1.2 The role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia. ....	83
5.1.3 The contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia.....	83
5.1.4 The influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia. ....	84
5.4 Contribution of the study .....	84
5.5 Areas of further research.....	85
<b>REFERENCES.....</b>	<b>86</b>
<b>APPENDICES.....</b>	<b>95</b>
Appendix 1: Questionnaire for international and non-governmental staff, village leaders and other authorized person in Galkayo district .....	95
Appendix II: An interview guide for line ministries directors and local government officials in Galkayo district .....	98
Appendix III: Budget estimate .....	99
Appendix IV: Work plan 2022/2023 .....	100
Appendix V: Sample size(s) required for the given population sizes (N) .....	101

## LIST OF TABLES

Table 3.1: Sampling Procedures .....	45
Table 4.1: presents the summary statistics of the respondent’s marital status .....	54
Table 4.2: illustrates summary statistics on occupation of the respondents.....	56
Table 4.3: Role of federalism on the quality of public services delivery in education sector Galkayo district.....	57
Table 4.4: Frequencies of the contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia .....	64
Table 4.5; Frequencies of the influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia .....	71
Table 4.6: Pearson’s zero order correlation matrixes.....	76
Table 4.7: Regression Analysis Model .....	77

## **LIST OF FIGURES**

Figure 2.1: Showing the conceptual framework.....	20
Figure 4.1: Showing the summary statistics on the gender of the respondents.....	53
Figure 2: Showing the summary of statistics on age of respondents.....	54
Figure 4.3: Showing summary statistics on respondent’s level of education.....	55
Figure 4.4: illustrates summary statistics of respondent’s period of stay or work in Galkayo district.....	56

## **LIST OF ABBREVIATIONS AND ACRONYMS**

APSP	:	Africa Parliamentary Strengthening Programme
AWEPA	:	Association, and European Parliamentarians for Africa
GOPAC)	:	Global Organization of Parliamentarians against Corruption
IMF	:	International Monetary Fund
KNA's	:	Kenya National Assembly's
M&E	:	Monitoring and Evaluation
MP	:	Member of Parliament
NPM	:	New Public Management
PNoWB	:	Parliamentary Network on the World Bank
TCPS	:	Trial Court Performance Standards
UN	:	United Nations
UNDP	:	United Nations Development Programme
USAID	:	United States Agency for International Development

## ABSTRACT

The study was carried out in order to examine federalism and quality of public services in Puntland state of Somalia: A case of Galkayo district. The objectives of the study were to; examine the role of federalism in the quality of public services delivery in the education sector of Galkayo district, Puntland state of Somalia; assess the contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia and evaluate the influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland, state of Somalia. The research design for this study was a cross sectional. This study used a study population of 260 respondents. However for the purpose of this research study, sample selection was a total 158 respondents subject to the Krejcie and Morgan Table of (1970) and the Solven's formula. The study attained information from the field based on questionnaires and interview guides. However the findings from the study revealed that the predictor variables explained at least 34.6% of the variance in federalism (Adjusted R Square = .346). The results further indicated that water and sanitation (Beta = .295, Sig. = .000), was a better predictor followed by health service system (Beta = .279, Sig. = .000), and education service delivery (Beta = -.144, Sig. =.003). This implied that the federal government of Puntland should put high emphasis on water and sanitation and within this, the following should be a priority; Constant access to clean water, access & use of sanitary products and good hygiene practices. The study concluded that that federalism is considered as a comprehensive system of political- relationships which emphasize the combination of self-rule and shared rule within a matrix of constitutionally dispersed powers without basic consensus on some form of federal principles. The study recommended that quality of social service delivery should be improved in Galkacyo district local governance. Galikacyo district Local Government and individual civil servants should undertake to uphold the spirit and practice of job competence development in order to match the changing social service delivery demands.

# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

This study investigated the contribution of federalism on the quality of public service in Galkio District, Puntland state of Somalia. Federalism was the independent variable while quality of public service is the dependent variable. The word federalism refers to the agreement between two or more political entities to form a starting point for the union. Federalism involves at least two autonomous stages of agreement between different governments to share their federal institutions while retaining some authorities (Abubakar, 2016). The study intends to explore the opportunities, perspectives and issues of federalism in Somalia (Reliefweb. Int, 2021). The actual establishment of federalism in Somalia started in 2022 when Hassan Sheikh and his Ministry built a regional state involving four significant regions, such as Galmudug, Hirshabelle, South West and Jubba land (Fidow, 2020). After years of conflict among different clans and the political variance, the nation decided to opt for federalism to develop a territory aided with international community support. Puntland and Somaliland had already established themselves with administered affairs. The unit of analysis is Galkio district, Puntland state of Somalia. Today, there is increasing advocacy for the government at all levels to deliver quality public services that meets the needs and expectations of its citizens and in a bid to realise the sustainable development goals. This chapter introduces the background of the study, statement of the problem, and purpose of the study, objectives of the study, research questions, scope of the study, and significance of the study.

### 1.1 Background to the study

This section addresses the historical, theoretical, conceptual and contextual background of the study variables.

#### 1.1.1 Historical perspective

Federalism is a combined and compound mode of government that combines a general government (the central or "federal" government) with regional governments (provincial, state, cantonal, territorial, or other sub-unit governments) in a single political system, dividing the powers between the two. Federalism in the modern era was first adopted

in the unions of states during the Old Swiss Confederacy. Federalism differs from confederalism, in which the general level of government is subordinate to the regional level, and from devolution within unitary state, in which the regional level of government is subordinate to the general level (Diamond, 2021). It represents the central form in the pathway of regional integration or separation, bounded on the less integrated side by confederalism and on the more integrated side by devolution within a unitary state (Law, 2023). Examples of a federation or federal province or state include; Argentina, Australia, Belgium, Bosnia Herzegoni, Brazil, Canada, Germany, India among others. Some characterize the European Union as the pioneering example of federalism in a multi-state setting, in a concept termed the "federal union of states" (Deudney, 2014).

A public service or service of general (economic) interest is any services intended to address specific needs pertaining to the aggregate members of a community (Ovsey, 2014). Public services are available to people within a government jurisdiction as provided directly through public sector agencies or via public financing to private businesses or voluntary organizations (or even as provided by family households, though terminology may differ depending on context). Other public services are undertaken on behalf of a government's residents or in the interest of its citizens. The term is associated with a social consensus (usually expressed through democratic elections) that certain services should be available to all, regardless of income, physical ability or mental acuity. Examples of such services include the fire brigade, police, air force, and paramedics (Frank, 2014).

The thesis considered federalism because a way through which different groups of people in different parts of the country to live together, share power over common interests, but it also provides for these groups to have a level of autonomy vis-à-vis central state institutions. Federations are protected by a constitution regarding ways in which power is shared in central state institutions, but also regarding the powers and responsibilities of the central state and provinces, states or regions. But federalism is not a panacea. There are specific challenges that federalism alone cannot resolve, e.g. how to protect minorities, or the fact that federalism can be expensive as you need to build institutions not only and the central, but also at the region, state, provincial level. Sometimes the different levels have difficulties coordinating policies or policy responses, such as to pandemics or natural disasters (Diamond, 2021).

The history of federalism starts with the American experience, as it created the first stable federal republic, which was used as an arche-type model for federalist studies, as well as a reference for further federal states (Buchanan (2015) and Inman (2017)). In the attempt to encompass federalism in its historical developments, though, it has to be taken into account that the intellectual dimension of the American federalism had been shaped by earlier thinking. Moreover, other federalist thoughts have been developed in the eighteenth and nineteenth centuries, without being linked to the American federalism (Burgess, 2022).

In addition, Montesquieu is considered as the starting point of this enquiry through federalism, as he was the first to introduce the idea and semantics of federalism in modern political thinking. Thus, Montesquieu presented in *The Spirit of Laws* as the first attempt to conceptualise federalism in the modern political era. Montesquieu is the first to use federalism-related terms, such as ‘federative republic’ and ‘confederation’ in a way of scientific generalisation that will be used afterwards by many authors, in order to refer to that phenomenon (Andrews, 2018). It is notably the case of Daniel Elazar, who sees seeds of federalism in the Hebrew term *brit*, meaning ‘covenant’ and referring to true peace (Montesquieu, 2019).

The federalism is approved to be the best political system once it is well implemented to be the means of solving or minimizing those problems that exist among the nations. In a Federalism state, the power is balanced between the federal government and federal members of states. For instance, countries like the United States of America, Canada, Germany, Ethiopia, Bosnia, South Africa, and the Democratic of Congo adopt the federal government system. The federal government implements balancing of power among the regions and especially when there is entrusting between the communities or the citizens lose the trust of the central government, therefore the federal government is acting as the means to equalize the power between the central government and the citizen (Greenstein and Polsby, 2014). On the same note, like any other country in the world which needs services delivery to its citizen, Puntland Somalia needs local government service who can be transferred to its citizens and this can only be through Federal system and its why this study was opted by the scholar.

Globally, social service delivery concerns have been part of society from the ancient times to the present (Christie, 2016). However, service delivery reforms and standard measures can be traced in Europe during industrial revolution between 1840 and 1870 in Great Britain (Rao, 2019). With the advent of the industrial revolution, service performance became a critical

issue. This was due to the increase in population and the massive migration of people to industrial areas from rural areas during the 18th century was on rise. Thus, there was a consequent increase in industrial activities and social service quality needs which propelled the need to improve public service quality especially in urban areas (Rao, 2019). In the same way Puntland Somalia there is a growing population of citizens who needs services from the government and this can only be through Federalism and quality of public service. However this could be hindered by the ongoing unrest in Somalia which is caused by tribal clashes and attacks from the Al shaabab in Somalia.

In communist nations the local governmental systems was introduced to improve control of social service delivery that had been subdued under tight control of central government. In Russia management of social service delivery at the grassroots was transferred to local administration for efficacy reasons from the very intensive central government control of the Soviet Union era (Richman and Struyk, 2020). In the 1930s the rigidity of controls was such that a local bakery's request for a supplemental flour allotment was passed to higher and higher authority until it finally reached the desk of the premier, and he approved the request himself (Granick, 2020). Documents captured by the Germans in 1941, in the town of Smolensk, also reveal the manner in which the party was used to assert tight control by Moscow over local operations (Fainsod, 2018). The ponderous apparatus needed for detailed Supervision of local operations from Moscow became so expensive and inefficient that in the 1950s efforts were made to decentralize to a limited extent (Jan, 2019). This done in the interest of closer support and monitoring of social delivery which has after the 1 950s and I 960s improved considerably. In Puntland Somalia the issue of how citizens gets services is still unclear because the situation of citizen more especially in Puntland state is not impressing and it's because of this, a researcher was compelled to carry out a study on impact of federalism on the quality of public service delivery in Galkkayo district, Puntland state.

In China, the Chinese commune is a striking experiment in devising local institutions to serve the purposes of dedicated communist regimes (Abdinoor, 2023). The communes were introduced as early as 1920s as instruments of economic planning, educational and cultural activity, as well as governmental control. It was claimed that by 2020 more than 500 million Chinese were in communes continue an impressive device in its totality of involvement of the citizen's life and their potential for economic production where man power so greatly exceeds all other forms of capital (Dikotter, 2020). Whereas in Somalia and Puntland state in particular, the actual establishment of federalism in Somalia started in 2022 when Hassan

Sheikh and his Ministry built a regional state involving four significant regions, such as Galmudug, Hirshabeelle, South West and Jubba land (Fidow, 2020). However much federalism was instituted in these regions the level of service delivery has not been recognised which creates an atmosphere for the need for federalism and quality of public service in Galkayo district.

In Africa, many countries have adopted quality models such as the International Organization for Standardization (ISO) series and Investors in People (IIP) thus disseminating best practice and providing performance benchmarks as ways of improving service delivery (Ijeoma, Naidoo and Nzewi, 2022). For example Kenya has widely gone ISO certified. In South Africa for example, benchmarking has been adopted by local government authorities to seek out best practices from other organizations. Benchmarking seeks out best practices and allows a local government authority to set performance targets based on an assessment of the gap between its own practices and best practice (Naidoo, 2017). Although some African countries have made tremendous efforts in improving public service delivery, Naidoo (2017) believes that there is a need for the training of civil servants, for intolerance of shoddy service to develop, for fair human resource policies, recognition of good work, the strengthening of whistle blowing and protection of whistle-blowers. Public institutions should be capacitated to deal with cases of unprofessional and unethical conduct through further training. And also without leaving out Puntland state of Somalia which has districts like Galkayo a study on federalism and quality of public service was necessary.

In Somali social service delivery reforms evolved since gaining its independence from colonialists in 2020. Until the overthrow of Siad Bare in 1991, post independent governments had initiated reforms in almost all key social welfare departments to restore the lives of people that have been violated earlier during colonialism (Abukar, 2015). This has since stalled due to the intense and decades long civil war. The war has since 1991 led to institutional collapse in the current main Federal Somalia (VOA, 2021). In fact the institutional decline and the need for improved social service delivery were among the reasons for the creation of the semi-autonomous state of Puntland in 1998 (TINJPLG, 2022). Up on its creation, one of the ambitious strategies put in place to improve desperate lives in the new state was the decentralisation of social service delivery district level including Galkacyo North District in 2023 (PDRC, 2016; Puntland State, 2020). In spite of all efforts that have been put in place to ensure the people of Puntland state enjoy the best services through federalism, less has been noticed from the communities because people in these

regions are still crying out for the governments to improve the service delivery to communities.

Since then Galkacyo North District Local Government has been mandated to contribute to the delivery of social services particularly basic services like basic education, primary health care, sanitation services, and transport services (FSNAU, 2020). However, basic service delivery from education health, transport sanitation among others is still poor. These have further been coupled with conflict in country which has also affected the structure of government and generally the entire operation of activities in the public service sectors. To maximise local government potential several strategies should have been consciously adapted to improve capacity to deliver such services for which in the place the district local government was gazetted. One of such strategies relevant for effective social service delivery now brought closer to the grassroots was supposed to sound human resource development (Puntland State, 2020) which before this study however had not been well analysed and assessed. And the research believes that after this study all the departments in the public service sector will under their duties and obligation as far as transferring services to the communities of Galkayo district are concerned.

### **1.1.2 Theoretical perspective**

The study was guided by Soufflé theory proposed by Parker in (1995) and postulates that there are three major elements of decentralization namely; administrative, fiscal, and political decentralization. Parker, (1995) emphasized that decentralization is a multi-dimensional process that proceeds with successes and setbacks. The theory assumes that success needs the right combination of successful program of decentralization that must include the right combination of political, fiscal, and institutional elements to improve rural development outcomes (Farooq, Shamail, & Awais, 2018; Laryea-Adjei, 2016). According to Godda, (2014), administrative decentralization seeks to redistribute authority, responsibility and financial resources for providing services among different levels of government. The central government transfers some of its responsibilities for planning, financing and management to the local level authorities. By doing so the central government gives the local authorities administrative autonomy to respond effectively to the local needs (World Bank, 2018). The local authorities can therefore make changes and enforce regulatory decisions to govern various systems at local offices such as the procurement system and human resources management-including recruitment and performance management (Godda, 2014).

Similarly, Ghazia (2019) contends that fiscal decentralization gives local government authority and power to generate revenues and decide on expenditures. It also transfers some funds from central government to local governments so that the local governments can deliver decentralized function. Fiscal decentralization takes many forms like cost recovery through user charges and expansion of local revenues through property or sales taxes, or indirect charges. Despite the propositions of the Scoufflé theorist that are in favour of decentralization, governance decentralization has been criticized due to several limitations. Buchanan (2015) and Inman (2017) also suggested regional states are incentivized to protect rights and provide services for its constituents because locals could move (and take their tax base with them) if they were not served effectively.

### **1.1.3. Conceptual perspective**

The study was carried out to scrutinize the impact of Federalism on the quality of public service in Puntland state Somalia with specific interest on Galkayo district. The independent variable in the study topic is Federalism which is described as a concept of governance that connotes a political system or arrangement erected on two or more levels of government. These levels deal with common and territorially diverse issues and policies. Such issues include economic disparities, representation and the sharing of resources that often bring forth civil strife (Bagchi & Amaresh, 2023). The study of federalism in Galkayo district was important because the current local government is operated under federalism which was introduced way back in 2022 with an aim of improved the service delivery in different regions of Puntland. This was because of the need to restore the collapsed institutions which had been failed by long civil war that has been going on for several decades in Somalia.

In addition, Watts (2020) in his views about federalism categorized it as a political systems in which there are two or more levels of government, combining elements of shared-rule (collaborative partnership) through a common government and regional self-rule (constituent unit autonomy) for the government of constituent units. However, all these are not in operational in Galkayo district and Puntland state at large because of so many reasons which the researcher strongly based on to carry out a study on the contribution of federalism with an intention of ensuring possible approaches to improves the levels of government which are responsible for delivery of public services in the country. According to Friedrich (2019), federalism is a union of group united by one or more common objectives but retaining their

distinctive group being for other purposes. Thus, it unites without destroying themselves that are uniting and it is meant to strengthen them in their group relations.

Further to note, this study also used the dependent variable as the quality of public service because the state of public service in Galkayo district was appealing. The state of public service delivery in Galkayo district and Puntland state at large was poor and this was due to how federalism was handled in the country respectively. With an intention of understanding what quality of public service delivery means to the communities of Galkayo Bevir (2017), clearly defined quality of service as a value judgment on the results, impacts, and outcomes of what organizations do or deliver to the customers. The definitions of service quality focus primarily on addressing the needs and requirements of the customers and how quality of the delivered services satisfies the expectations of the customers (Bateson & Hoffman, 2021; Yoo & Park, 2017,). Customer expectations are “beliefs about the service that serve as standards or reference points against which the quality is judged” (Wilson et al., 2018).

#### **1.1.4 Contextual perspective**

Service delivery is an essential function in the relationship between government and citizens (Abe & Monisola, 2014). A government is expected to deliver better services to its people, and the indices of measuring service delivery to the people include low inflation, better education, provision of improved health care at affordable rates, provision of clean water, provision of good roads and good road networks to the rural areas for the transport of agricultural products and raw materials (Abe & Monisola, 2014). Nevertheless, in Galkayo district and Puntland state of Somalia the situation was not near to the best. This was because the basic service delivery in the district and country at large was poor in that education was poor where a lot of pupils are not attending school. The health care was poor, road transport network was poor among other sectors in the district and the country at larger. Elsewhere, Carlson et al. (2015) depicted service delivery as the relationship between policy makers, service providers and poor people. Service delivery encompasses services and their supporting systems that are typically regarded as a state responsibility. These include social services (primary education and basic health services), infrastructure (water, sanitation, roads and bridges) and services that promote personal security (Carlson et al., 2015). In Galkayo district and Puntland state at large its lacking the researcher believes at the end of the study approaches to why public services are not reaching the communities would be in place.

In Somalia, Puntland in particular where Galkayo North district is, social service delivery is crippled by the ineffectiveness of civil servants as well as their unethical conduct such as bribery, grafi, patronage, nepotism and influence peddling; conflict of interest, including activities such as making financial transactions for personal advantage, and accepting outside employment during tenure in government without declaring this; misuse of inside knowledge, for example, favouring relatives and friends in awarding contracts or arranging loans and subsidies; accepting improper gifts and entertainment; protecting incompetence; regulating trade practices or lowering standards in such a manner as to give advantage to oneself or relatives; and the use and abuse of official and confidential information for private purposes (Price, 2016). On the other hand, civil war and the current conflict resulting from tribal and clan disputes has greatly affected the social service delivery which this study will tend to address.

The public services were available only in the capital of Somalia. For example, higher education likes universities, big hospitals, and Migration placed in Mogadishu. People have been forced to travel from long distances to apply for a passport or to join one of the universities. These services were not available in other cities in the country. For this reason, many people felt marginalized and advocated empowering local governments to meet the need of the citizens. The second reason for welcoming decentralization is the political grievances that people lost trust in each other. Service delivery through increased accountability has been a significant implicit motivation behind the trend towards decentralization in developing countries (Hasnain, 2020). Further to note, since the services are very far from Galkayo district there was a strong need for them to be brought nearer to the people of Galkayo hence this study to reveal the need for public service nearer to the communities.

The standard theoretical argument for the transfer of responsibilities to lower tiers of government is that the closer proximity of local policy-makers to citizens increases the flow of information and better enables the public to monitor, and to hold to account, government officials. Conversely, elected local policy-makers, responding to this greater citizen vigilance, focus on improving service delivery in order to get re-elected (Hasnain, 2020). A key argument supporting federalism is that it can improve public service provision by better matching finances with local needs. This study on Federalism and quality of public service in Puntland state of Somalia in Galkayo district provides an analytical framework to examine the relationships between federalism and the quality of public service.

To date, the Puntland state government service delivery has faces some serious problems such as inability to provide good services to their customers; and also lack of understanding of the needs of their customers. Other findings illustrate the exterior situation has huge impact on the service quality obtained from government and the quality approach given to the public. The attitude of these types of officers when on duty can be characterized by lateness, lack of commitment, laziness and no discipline in their overall work, causing problems that lead to inefficient service delivery (Selvanathan, Selladurai, Gill, Kunasekaran, & Jun Tan, 2016). Lack of law implementation leads to poor processes delivery (Andrews, 2018); In addition, service delivery quality in Puntland government agencies has long been criticized for inadequacy, red tape, lack of flexibility, ineffective accountability and poor performance (Siddiquee, 2016). Frontline workers regularly experience stress when delivering services to citizens (Osman et al., 2014).

Similar service delivery challenges were also reported by the Somali Community Access Network (Somalican, 2021). According to this report by this local based organization, about 48 % of the funds meant to improve the quality of education are ineffectively used by civil servants; 52 % of the funds meant to improve health facilities are not effectively used; 46 % of the funds meant to develop road infrastructure are recklessly used. These reports clearly point out that service delivery has been affected by civil servants ineffectiveness and unethical conducts, thus, staff development among other measures would help in promoting the performance of civil servants as well as service delivery in Galkayo North district.

Although Price (2016) and Somalican (2021) linked service delivery challenges with ineffectiveness of civil servants and recommended further training as a way of improving staff effectiveness as well as service delivery, these reports did not point out the extent at which federal system can enhance quality service delivery. It is because of this gap that this research sought to the influence of federalism on the quality of public service delivery in Galkayo district Puntland state of Somalia as a case study.

## **1.2 Statement of the problem**

More than any other aspect of U.S. government structure, federalism contributes significantly to innovation in state, local and national government alike (Krislov, 2021). In south Africa for example a federal system prescribe a three-fold distribution of power by recognizing the constitutional powers of local government or by creating complex forms of overlapping territorial and linguistic federalism (Filippov, & Shvetsova, 2023). In Europe and Belgium in

particular, federalism allows distinct communities, defined by their territorial boundaries, to exercise guaranteed autonomy over certain matters of particular importance to them while being part of a larger federal union through which shared powers and responsibilities are exercised over matters of common concern (Anderson, 2014). Therefore, the federal system was adopted to meet the clans' requirement and ensure service delivery reached out to the local Somalis though characteristically different from the world federal system (Abdallah & Abukar, 2021). However in spite of all that was under the federal system to ensure public services in Puntland state reaches out to Somalis in Galkayo district, still little has been realised in that social service standards are characterised by poor education quality, poor health services, lack of enough clean waste sanitation services, and poor infrastructural development (Somalican, 2021). This has particularly been evidenced whereby access to education in Galkayo district is less than 28% by Somali children (1/3 girls) are enrolled for primary education; less than 25% of Somalis have access to clean water as the prices for safe drinking water remains unaffordable especially for the needy and poor in many parts of the district, many roads in the area are poorly maintained and narrow, over 60 % of the public hospitals and health centres are ill-stocked with drugs and have inadequate medical facilities (Galkio district report, 2021). And it's the background that if the study is not carried out on how federalism has had an effect on the public service in Puntland State Galkayo District, many parts of the district will be faced with overuse, misuse and indiscriminate and inadvertent littering of plastic bags besides other household sanitations problems and these lead to high chance of disease outbreaks such as cholera, typhoid and fever in the district. Therefore this call for the study to examines the effect of federalism on public service delivery in Galkayo District in Puntland state of Somalia.

### **1.3 General purpose of the study**

The general purpose of the study was to examine the relationship between federalism and quality of public service delivery in Galkayo district, Puntland state of Somalia. The study used a cross-sectional study design. Therefore, the research was conducted to over the challenges of federalism and governance while proposing certain mitigating aspects simultaneously.

## **1.4 Specific objectives of the Study**

The specific objectives of the study include the following:

- (i) To examine the role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia.
- (ii) To assess the contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia.
- (iii) To evaluate the influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia.

## **1.5 Research questions**

- (i) What is the role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia?
- (ii) What is the contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia?
- (iii) What are the influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia?

## **1.6 Scope of study**

The scope of the study was categorized as geographical, content and time scope. They are;

### **1.6.1 Geographical scope**

The study was carried out in Galkayo district, the city of Galkacyo is divided into two administrative areas separated by a loose boundary (Abdul, 2021). Geographically Galkacyo is divided into four main quarters: Garsoor, Horumar, Israac and Wadajir. Puntland fully controls Garsoor, Israac, and parts of Horumar (other parts of the Horumar are neutral areas and sited by the main Galkayo market and the loose boundary, while Galmudug controls Wadajir in South (Yusuf, 2015). The city has an estimated population of 545,000 inhabitants with the main northern, Puntland-administered section of Galkayo is primarily inhabited by Somalis from the Majeerteen, a Darod clan, while the southern, Galmudug-administered part of the city is mainly inhabited by the Sa'ad Habar Gidir, a Hawiye clan. Leelkase are dominant in Garsor, a village district of Galkayo. Galkayo has a hot arid climate, coldest average temperatures occur during the winter months of November to February ranging from 23 to 25 °C ("Gaalkacyo" Weather-Forecast. Retrieved, 2021). Galkayo district was chosen because it is one of the district under federal administration of Puntland state and one of the most developed towns in the region (Somalican, 2021).

### **1.6.2 Content scope**

The study focused on the role of federalism on the quality of public services delivery in education sector, on the contribution of federalism on the quality of public services delivery in health service and on the influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia.

### **1.6.3 Time scope**

The time scope of research covered the years between 2017 to 2022. This means the study captured information on the recent five years events related to the federalism and quality of public service in Galkayo District. This scope of period was covered in study because it was since 2017 that Galkayo District local government has been demanding worthy quality public service delivery. Besides that, the quality of public service delivery was still under intense public scrutiny (Abdallah & Abukar, 2021).

### **1.7 Significance of the study**

The study will be beneficial to several stakeholders. The specific stakeholders include the government of Puntland state, Federal governments, the society, scholars and researchers.

**To the Federal officials of Galkayo District local government:** The best yardstick to measure government performance is through service delivery to the people. The study will inform national government policy on the devolution and quality public service delivery in district by illustrating the effects of governance decentralization on service delivery in the district. Furthermore, federal government officials might use of the findings to come up with strategic interventions to enhance devolution and quality of public service delivery to citizens.

**To the Puntland State Governments:** The State governments, which took effect with the new constitutional dispensation, may benefit a lot from the study findings primarily because the study addresses the effect of governance decentralization on service delivery. The Puntland government is expected to play critical role in improving service delivery to the people. This study might informs district assemblies and state executive on whether devolution of fiscal power, political power and administrative power has improved service delivery to the people as was expected by the constitution. The members of state government

may use the finding of this study to better align or revise the existing state legal framework, to promote service delivery in the country. Further, the findings may influence the national to develop appropriate policies to enhance devolution processes so as to improve service delivery to the public and thus propel the country towards achieving Vision 2030. Furthermore, national government might use of the findings to come up with strategic interventions to enhance decentralization and the quality service delivery to citizens. This study finally came up with policy recommendations, which can be used by county assemblies and county executives to improve service delivery in county governments.

**To the Society:** This study is of help to the entire society as it seeks to explain the relationship between federalism and the quality of public service delivery. By illustrating the influence of governance federalization on service delivery in districts of Somalia, the finding may shape future decentralization debate in the entire Puntland society. The findings of this study may also benefit the entire Puntland society including private practitioners by providing them with in-depth understanding of the relationship between decentralization and the quality service delivery. Similarly, the finding of this study will be of significance to other African developing countries and especially the members of the others state's community, that are culturally, economically, and politically similar to Puntland state of Somalia.

**To the Scholars and Researchers:** To the scholars, the study will add value to the existing body of knowledge. The study will thus benefit the scholars wishing to undertake further studies aimed at improving Puntland governance decentralization structures in state and global context. Academic researchers will be able to refer to the data used in the study and benefit from the findings, cognizant of the fact that rich literature is unavailable in Puntland relating to devolution and service delivery.

### **1.8 Operational definitions of key terms**

**Federalism** is a mode of political organization that unites separate states or other polities within an overarching political system in a way that allows each to maintain its own integrity. Federal systems do this by requiring that basic policies be made and implemented through negotiation in some form, so that all the members can share in making and executing decisions. The political principles that animate federal systems emphasize the primacy of bargaining and negotiated coordination among several power centres; they stress the virtues of dispersed power centres as a means for safeguarding individual and local liberties (Filippov, 2004).

**Quality.** A quality is an attribute or a property characteristic of an object in philosophy. In contemporary philosophy the idea of qualities, and especially how to distinguish certain kinds of qualities from one another, remains controversial (Cargile, 1995).

**Public Services.** A public service or service of general (economic) interest is any service intended to address specific needs pertaining to the aggregate members of a community (McGregor, et al., 2022). Public services are available to people within a government jurisdiction as provided directly through public sector agencies or via public financing to private businesses or voluntary organizations (or even as provided by family households, though terminology may differ depending on context). Other public services are undertaken on behalf of a government's residents or in the interest of its citizens. The term is associated with a social consensus (usually expressed through democratic elections) that certain services should be available to all, regardless of income, physical ability or mental acuity. Examples of such services include the fire brigade, police, air force, and paramedics (see also public service broadcasting) (McGregor, et al., 2022).

**Quality of public services.** The quality of public services refers to the standard of excellence and effectiveness with which government and public institutions deliver essential services and benefits to the general public. These services can encompass a wide range of areas, including education, healthcare, transportation, public safety, social welfare, infrastructure, and more. The quality of public services is typically assessed based on various criteria, such as efficiency, accessibility, responsiveness, fairness, transparency, and the extent to which they meet the needs and expectations of citizens. In essence, high-quality public services are those that are delivered in a manner that optimally serves the public interest and contributes to the overall well-being and satisfaction of the community or society they are intended to benefit (McGregor, et al., 2022).

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This chapter dealt with the analysis of existing literature that had been explored and studied both theoretically and empirically on effect of federalism on the quality of public service in Galkio district, in Puntland state of Somalia and elsewhere in the world. This was done in line with the specific objectives of the study in order to identify the knowledgeable gaps. It was important to note that the greatest part of the existing literature on the works of other scholars, opinions, suggestions who have written about the topic of the study or those who have addressed similar issues as those of the variable that was available in the study.

#### **2.1 Theoretical review**

##### **2.1.1 Soufflé Theory by (Parker, 2015)**

The study was anchored on the Soufflé Theory proposed by (Parker, 2015) who postulates that there are three major elements of decentralisation namely; administrative, fiscal, and political decentralization. Parker, (1995) emphasized that decentralization is a multi-dimensional process that proceeds with successes and setbacks. The theory argues that like a Scuffle that needs just the right combination of milk, eggs, and heat to rise, a successful program of decentralization must include the right combination of political, fiscal, and institutional elements to improve rural development outcomes (Farooq, & Awais, 2018; Laryea-Adjei, 2016). Therefore for quality of public service delivery to be fulfilled in Galkayo district a combination of political, fiscal, and institutional elements should be effective. Godda, (2014) cited (Hossain, 2020) and opined that administrative decentralization seeks to redistribute authority, responsibility and financial resources for providing services among different levels of government. The central government transfers some of its responsibilities for planning, financing and management to the local level authorities. By doing so the central government gives the local authorities administrative autonomy to respond effectively to the local needs (World Bank, 2018).

The local authorities can therefore make changes and enforce regulatory decisions to govern various systems at local offices such as the procurement system and human resources management-including recruitment and performance management (Godda, 2014). In

addition, Ghazia (2019) contends that fiscal decentralization gives local government authority and power to generate revenues and decide on expenditures. It also transfers some funds from central government to local governments so that the local governments can deliver decentralized function. Fiscal decentralization takes many forms like cost recovery through user charges and expansion of local revenues through property or sales taxes, or indirect charges. Despite the propositions of the Soufflé theorist that are in favor of decentralization, governance decentralization has been criticized due to several limitations.

Saito, (2021) posits that decentralization may foster more local loyalty to regional identities than the national identity, and this may encourage more autonomy from the central government and even a territorial secession in multi-ethnic and multi-religious societies, particularly in Africa. This puts the national integrity itself at risk. Secondly, decentralization may increase corruption at local level and thus this would not improve accountability. Lastly the increased efficiency and effectiveness of public resources may not be realized, since resources (capital, human and even social) available at local level in low-income countries are very limited. These scarce resources are more effectively utilized when they are concentrated at the national level. Therefore, the theory provides in-depth understanding of various decentralization construct namely financial decentralization, political decentralization, and administrative decentralization variables being examined in this study.

The Soufflé theorist was relevant to this study because of the increased efficiency and effectiveness of public resources may not be realized, since resources (capital, human, and even social) available at the local level in low-income countries are very limited. These scarce resources are more effectively utilized when they are concentrated at the national level. Therefore, decentralization may also jeopardize equity among different localities. In Somalia, the Soufflé theory is at the centre of devolution. The devolution process of the three powers (political, fiscal, and administrative) proposed by the Soufflé theory were achieved at once with the ratification of the constitution. Specifically, the theory provides an in-depth understanding of financial decentralization, political decentralization, and administrative decentralization exercised by state governments in Somalia.

### **2.1.2 The constructivist theory by J. Bruner in (2020)**

The study was guided by the constructivist theory which was subsequently revised by Bruner himself (Bruner, 1986; 1990; 1996) and other successive theorists to explain more comprehensive training needs such staff as competency development (Hernez-Bloome and

Huhges, 2014; Manninen and Viitala, 2017). Initially, Bruner (1966) recommended in this theory that training should address four major aspects: i) predisposition towards learning, ii) the ways in which training can be structured so that it can be most readily grasped by the learner, iii) the most effective sequences in which to present material, and iv) the nature and pacing of rewards and punishments. Good methods for structuring training should result in simplifying, generating new propositions, and increasing the manipulation of information.

In his subsequent work, Bruner (1986; 1990; 1996) expanded his theoretical framework to encompass the social and cultural needs of learning as well as policy practice. It was based this background that the theory was used by Hernez-Bloome and Huhges, (2014) to recommend staff development as a function of on-the-job and off-the-job practices of competency development, Manninen and Viitala (2017) identify several on-the-job experiential methods recommended for this purpose as action learning, coaching, mentoring, tutoring, sponsorship, role modelling, job enlargement, job rotation, secondment, special projects, reflective groups, task forces, problem solving team 10 exercises, deputising, networking and visioning. They also specify off-the-job methods of competency development such as readings, refresher courses like seminars, workshops, and conferences, as well as collegiate educational programmes. Other off-job methods include in-company training such as lecturers, ‘academies’ and external providers including specialist packages, customised and outdoor development (Manninen and Viitala, 2017; Woodall and Winstanley, 1998).

Therefore if all that is said above is applied to the federalism system in Galkayo district then there would be improved quality of public service delivery Galkayo and the entire state of Puntland in Somalia. The significance of the constructivist theory is that it is very useful for organisation of any training including staff development as it provides a framework for structuring and options of training activities. This relevant for knowledge and skill development and in fact it is the reason the theory jointly underpinned the current study of the effects of federalism on the quality of public service delivery in Galkayo district in Puntland state of Somalia. However, the theory does not explain possibilities of lack of such opportunity on and off-the-job training opportunities which can be utilized on Galkayo district officials. This is because the theory does not cater for the need and potential of providing such staff development practices. For example, not all local government departments in Galkayo District treated staff development as a must.

### **2.1.3 Public Service-Dominant theory**

The Public Service-dominant theory (PSDT) is a meta-theoretical logic for explaining social value creation through configurations of actors and competencies. The theory was developed by Steven Vargo and Robert Lusch in (2014) and has become a co-created effort of numerous scholars across contributing to the understanding of human and social value co-creation. At the core of this theory is the idea all exchanges can be viewed in terms of service-for-service exchange, the reciprocal application of resources for others' benefit (Vargo and Lusch, 2014).

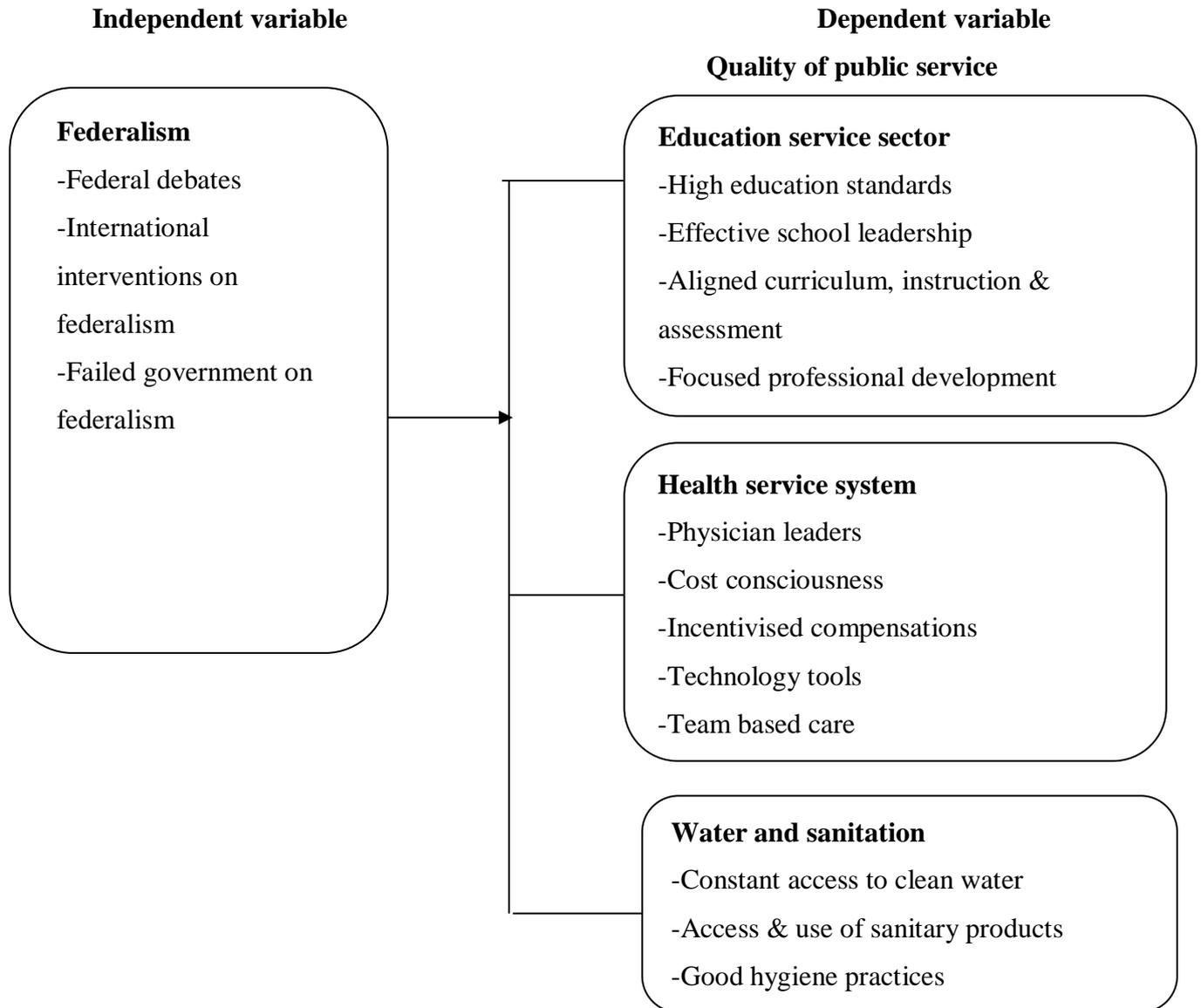
The theory argues that in order to create value, that is to maintain and increase wellbeing and viability, actors engage in interdependent and reciprocally beneficial service exchange (Lusch and Vargo, 2014). Hence, value creation occurs in networks in which resources are exchanged among multiple actors and is therefore more accurately conceptualized as value co-creation (Vargo and Lusch, 2018, Vargo, Maglio and Akaka, 2019). Recently, the theory has been moved toward a dynamic, systems orientation in which value co-creation is coordinated through shared institutions (norms, symbols, and other heuristics), often massive-scale resource integration and service exchange processes (Lusch and Vargo, 2014, Vargo and Lusch 2016). Among the most important extensions have been (1) the development of the service ecosystems perspective that allows a more holistic, dynamic, and systemic perspective of value creation and (2) the emphasis of institutions and institutional arrangements as coordination mechanisms in such systems (Vargo and Lusch, 2016).

The Public Service-Dominant (PSD) theory is relevant to this study of federalism and public service delivery because it recognizes that services are fundamental in both the public and private sectors. When applied to federalism, this perspective helps in recognizing that government agencies at different levels (federal, state, local) are primarily service providers, and understanding this can enhance service delivery across all levels of government in Galkayo district. Also Public Service-Dominant theory encourages collaboration and co-creation of value. In the context of federalism, this approach can promote "cooperative federalism," where different levels of government work together to deliver public services. This can lead to more efficient and effective service delivery by pooling resources and expertise in Galkayo district.

## 2.2 Conceptual framework

**Figure 2.1: Showing the conceptual framework**

The conceptual framework below describes the relationship between federalism and quality of public service while identifying the dimensions and their constructs.



*Source; Researchers conceptualisation, (2023)*

From the conceptual frame work above, federalism is conceived as the independent variable while quality of public services delivery is the dependent variable. Team-based care: In keeping with a common theme we've noted throughout this year, the AMGA states that high performers utilize a team-based care or coordinated care approach to patient care. This team-based approach applies to the care provided within a particular health system, and also throughout transitions of care and across health systems. Technology tools: A health system

that is not “meaningfully using” interoperable health IT and comparative analytics doesn’t make the cut, according to the AMGA. High performers must use such tools to assist with clinical decision making, improve patient safety, monitor and track patients, and prescribe. Incentivized compensation: As the movement from volume to value reimbursement intensifies, health systems need to incorporate new incentives into their compensation plans to encourage their physicians to align with this shift. A high-performing practice does just that, according to the AMGA. It encourages its physicians to improve patient outcomes providing them with compensation incentives, such as those that depend on patient satisfaction scores and quality metrics. Cost consciousness: Physicians and practices are facing a lot of pressure to reduce healthcare costs, especially if they are participating in accountable care organizations or bundled payment initiatives. This style of practicing is reflected in the AMGAs definition. It states that high performing health systems assume shared financial responsibility and risk for managing cost of healthcare, improving the patient experience, and outcomes. Physician leaders: In a recent article, we noted that as reimbursement shifts from volume to value, physicians will play a key role in determining a health system’s financial success or failure. That’s because physicians work closest with patients and they make the key treatment decisions. As a result, they play a key role in determining the quality and cost of care provided.

## **2.3 Review of the study concepts**

### **2.3.1 Federalism**

Kimenyi, (2014) in his study on local government, found out that in the context of an increasingly globalizing world, challenges and requirements of capacity building for local government should always be analyzed and diagnosed taking into account the full range of stakeholders and actors analysis at community, local, national, regional and international level. Such an analysis should always be conducted in a participative manner to make the stakeholders and actors involved in local government to share a common understanding of one another’s strengths and weakness. This would in turn facilitate the process of cooperation, harmonization, and synergy in capacity building activities.

Seabright, (2019) noted that improved information about local needs and preferences is one of the theoretical advantages of decentralization, but there is no guarantee that leaders will actually act on these preferences unless they feel some sort of accountability to citizens. Local elections are the most common and powerful form of accountability, but other

mechanisms such as citizen councils can have limited influence. Accountability can be seen as the validation of participation, in that the test of whether attempts to increase participation prove successful is the extent to which people can use participation to hold a local government responsible for its actions. Second, political decentralization allows for a more direct political accountability. The idea behind this thesis is that local government grants the citizens of each region with the power to decide directly whether to re-elect a government or not, whereas centralization ensures that regions no longer have the same power in the re-election decision. Thus, good performance is directly rewarded with re-election whereas under centralization the accountability mechanism is more indirect (Seabright, 2019).

According to Ehadie, (2016), successful local government requires some degree of local participation, Sub-national governments' proximity to their constituents only enables them to respond better to local needs and efficiently match public spending to private needs if some sort of information flow between citizens and the local governments exist. On the other hand, the process of decentralization can itself enhance the opportunities for participation by placing more power and resources at a closer, more familiar, more easily influenced level of government. In environments with poor traditions of citizen participation, local governance can be an important first step in creating regular, predictable opportunities for citizen-state interaction (Theron, 2015).

According to Kincaid, (2019), local government relies on participation to improve the allocation of services, but it does not require the kinds of broad citizen input mentioned above. In cases where local governments are not elected, the electoral process favours a small group of elites, or low levels of social capital impede active citizen-state interchange, the process of decentralization can be designed to build up more limited types of participation. Issue-specific and project-specific mechanisms for enhancing the flow of information between the government and citizens can often be implemented more quickly and easily at the local level than in central governments. Demand-driven projects are one of the key tools used by the Bank to deepen the decentralization process, (Devas, 2023).

According to Sage, (2021), he noted that African national governments have to be urged and encouraged to acknowledge the right of the local population to local self-government as the surest way to satisfy their needs through their efforts. The national governments in Africa have to recognize their limitations in terms of resources and 20 capacity to mobilize the population sufficiently enough to transform the living conditions in the society without

further delay. Second the adoption of the World. It seems remarkable that local developments gain significance and expansion while globalization expands. They gain significance as an alternative to the state, which in turn changes its significance. They gain expansion because aspects of society traditionally not in the scope of local dimensions are now permeating into local developments (Hinz and Gatter, 2014). The inexorability of globalization is irrefutable, still globalization cannot succeed without functioning states. Disempowered states are of little value to globalization. They must have the capacity to act and react, particularly if globalization should affect their independence and autonomy to decide on their own fate, (Hinz and Gatter, 2014).

Considering the African experience, one can note that the initiatives towards democratic decentralization inherited from the colonial period generally went into decline after independence under the centralizing influence of one-party or military regimes. Since the mid-1980s there have been positive moves towards decentralization led by Ghana and Somalia and followed by other countries in the wake of the restoration of multiparty elections at the national level (Reddy, 2019). Considering the best practices that are taking place on the continent, this research posits that local government can be used as a pillar in strengthening the tenets of democracy in Africa.

Kimenyi, (2014) found out that in the context of an increasingly globalizing world, challenges and requirements of capacity building for local governance should always be analyzed and diagnosed taking into account the full range of stakeholders and actors analysis at community, local, national, regional and international level. Such an analysis should always be conducted in a participative manner to make the stakeholders and actors involved in local governance to share a common understanding of one another's strengths and weakness. This would in turn facilitate the process of cooperation, harmonization, and synergy in capacity building activities. The framework given in the globalization world was used by the author to conduct a governance capacity assessment in Uganda, Rwanda, Liberia, and Tanzania and was found to be very useful.

Agrawal, (1999) found out that most poor populations are quick to agitate for participation but when it reaches the level of participating in the financing they still want some donor or central government to foot the whole bill. Central government on its part gets money from taxes paid by the people. But however efficient and effective a tax system is, if it is taxing a poor population, it will yield poor revenues. There is a

limit beyond which a hungry person can milk a hungry cow. The fundamental problem with most African societies is that they suffer from double weakness. Their central and local governments are weak while at the same time their private and civil society sectors are also weak (vertical and horizontal weakness). This double weakness is not only in terms of resources (human, material and financial) it is also in terms of institutions, systems, information, networking, skills, knowledge, (ibid).

According to the USAID Somalia Local Government Assessment (2019), the CPA, the Republic of Somalia Interim National Draft Constitution, the Interim Constitution of Somalia (ICS), and the Local Government Act of 2018 clearly state that the states has a three-tier structure: Government of Somalia, which is central, the local state governments and "local governments" within each state. Counties are in effect the third tier of government and are subsequently formed by payams and bomas. As the legislation currently stands states have a large degree of autonomy from the GOSS, as the legislation truly describes decentralized states in all three spheres (political, financial and administrative). The 2019 Local Government Act demonstrates interest in deepening political decentralization through implementing elections for a four-year period of the county commissioners (mayors) and members of the legislative councils. This Act also shows the intention to advance the professionalization of the civil service by appointing chief administrators that are required to be career officers with university degrees (USAID, 2019).

According to SAGE (1990) says that African national governments have to be urged and encouraged to acknowledge the right of the local population to local self government as the surest way to satisfy their needs through their efforts. The national governments in Africa have to recognize their limitations in terms of resources and capacity to mobilize the population sufficiently enough to transform the living conditions in the society without further delay. Second the adoption of the World.

It seems remarkable that local developments gain significance and expansion while globalization expands. They gain significance as an alternative to the state, which in turn changes its significance. They gain expansion because aspects of society traditionally not in the scope of local dimensions are now permeating into local developments (Hinz and Gatter, 2016:8). The inexorability of globalization is irrefutable, still globalization cannot succeed without functioning states. Disempowered states are of little value to globalization. They

must have the capacity to act and react, particularly if globalization should affect their independence and autonomy to decide on their fate (Hinz and Gatter, 2016:72).

Considering the African experience, one can note that the initiatives towards democratic decentralization inherited from the colonial period generally went into decline after independence under the centralizing influence of one-party or military regimes. Since the mid-1980s there have been positive moves towards decentralization led by Ghana and Uganda and followed by other countries in the wake of the restoration of multiparty elections at the national level (Reddy 1999:1) Considering the best practices that are taking place on the continent, this research posits that local government can be used as a pillar in strengthening the tenets of democracy in Africa.

### **2.3.2 Quality public service delivery**

There is a general understanding among scholars that “service quality is an elusive and abstract concept” hence, it is difficult to define and measure it (Bateson & Hoffman, 2021, p. 324; Kasper et al., 2016, p. 175; Kotler & Armstrong, 2020, p. 272; Parasuraman et al., 1985, p. 41; Sower, 2021, p. 8). It is for this reason that there have been many debates about quality service and its measurement. Bevir (2017, p. 871) has clearly defined quality service as a value judgment on the results, impacts, and outcomes of what organizations do or deliver to the customers. In the literature, the definitions of service quality focus primarily on addressing the needs and requirements of the customers and how quality is the delivered services to satisfy the expectations of the customers (Gronroos, 1984, p. 36; Zeithaml et al., 1990, p. 2). This definition gives rise to a theory called the “disconfirmation paradigm”. “Expectations are based on individual norms; values, wishes, and needs and therefore, they are very individualistic” (Kasper et al., 2016, p. 184). Customer expectations are “beliefs about the service that serve as standards or reference points against which the quality is judged” (Wilson et al., 2018, p. 155).

Gronroos (1984, p. 36) was one of the first scholars to advocate for the conceptual models of service quality, which is important to understand the concept clearly. Gronroos argued that service providers need to manage perceived service quality based on customer expectations. So, customers are the judges of the quality of services. Service quality involves deciding whether perceived service quality meets, exceeds, or fails to meet customer expectations, though it varies from person to person.

According to Agyapong, (2021), quality service is all about the perception of customers on how services best meet or surpass the expectation of customers. In general, the nature of discrepancies between the normative expectation of consumers about the services provided and the perception of the actual performance of the services rendered is used to measure the quality of public services (Zeithaml et al., 1990). Therefore, the quality of service is determined by the evaluations of the services available to consumers (Eshghi et al., 2018). By those meanings, it can be concluded that quality public service delivery is the degree to which the perception of public service delivery either meets or exceeds the anticipations of the customers.

Chakrapani, (1998, p. 4) also acknowledged how difficult is to define quality but suggested an academic definition of quality by adhering few operational definitions. Chakrapani, (1998, p. 4) stated that “a product or service has quality if customer’s enjoyment exceeds their perceived value for expectation. In a competitive market, the product or service with the highest quality is the one that provides the greatest enjoyment”. Public service delivery remains a challenge in most of African countries. In spite of this negative picture, there are countries that strive to establish adequate systems of local government in order to improve public service delivery.

Studies by Naidoo, (2017) pointed out that the evaluation of service quality levels is critically important in monitoring service quality and customer-focused service delivery that meets community needs. The author also argued that service delivery quality can essentially be thought of as a measure of the extent to which the service delivered meets service users’ or customers’ expectations. However, Kuzek and Rist (2014) contended that a shortcoming of this notion of quality is the inherent presupposition that the nature of most services is such that the customer is present in the delivery process.

Dwivedi and William, (2021) shows that monitoring quality assurance is a popular New Public Management (NPM) tool used to track, evaluate and review service delivery performance. The authors assert that in service delivery reviews, the terms of reference for quality assurance often tend to reflect the service quality and customer satisfaction model and the commodity notion of service delivery. Thus; quality assurance tools seek to measure performance, which is then judged against predetermined standards of acceptability. Kuzek and Rist, (2014) suggested that results-based monitoring and evaluation (M&E) is a powerful

public management tool that can be used to help policy makers and decision makers track progress and demonstrate the impact of a given programme or policy.

According to Price, (2016), common threads evident in public service delivery reform, especially in the United Kingdom, include among other measures, 'entrepreneurial' local governments that promote competition or quasi-competition between service providers. The author also noted that such local governments empower citizens by devolving control from the bureaucracy into the community, measure performance, and focus not on inputs but on outcomes, are driven by goals and their missions, not rules and regulations, and define service users as customers.

Similarly Mafunisa, (2020) also believed that the primacy of the customer dictates that local government provides services that are responsive to the needs of the customer. Thus, a customer-focused approach to service delivery is premised on the setting of sound standards, service delivery plans and targets that achieve measurable outcomes and ultimately customer and citizen needs satisfaction. Conceptually, Mafunisa, (2020) stated that quality is perceived as a function of accepted quality standards and service delivery plan outcomes and service delivery targets associated with a particular sphere of interest, appropriateness to purpose, through the ability to consistently meet or exceed perceived customer and citizen needs.

Diphofa, (2002) pointed out that in an attempt to modernize local government, local authorities in the developing world and in countries such as the United Kingdom specifically, have of late been adopting and utilizing generic quality service delivery monitoring schemes, particularly the ISO 9000 standards series and Investors in People (TiP) (Investors in People, 1997:24). He however noted that there are still pervasive disagreements and contestations regarding the extent to which these schemes can be transferred to service delivery in the public sector.

Dwivedi and Mau, (2019) argued that given that the concept of quality is a subjective impression, it is often argued that it is difficult to measure quality service delivery with a great deal of certainty in the public sector. The problem is furthermore compounded by the fact that perceptions of quality are not static, either within the same individual or between individuals. Dwivedi and William, (2021) presented a similar view as they noted that considering these contestations of opinion, it is worth noting that, firstly, the concept of quality is subjective; those who tend to control decision making in local government also tend

to control how quality is defined. It may thus not come as a surprise that the dominant perspective of service quality is market-driven.

Similarly, the second problem reveals the political dimension of service delivery monitoring and quality assurance, where it is assumed that users can express their interests or needs. Systematic identification of service delivery needs often proves to be problematic and many local authorities either opt out of assessment or rely on 'expert' judgment. Apart from adopting quality models such as the ISO standards series and liP, disseminating best practice and providing performance benchmarks have also become a basis for adding consumer and citizen interests into service delivery (Naidoo, 2017). The author also added that benchmarking seeks out best practices and allows a local government authority to set performance targets based on an assessment of the gap between its own practices and best practice. Benchmarking, however, requires creativity and innovation in that best practices need to be modified to suit a local authority's own specific situation.

Bowen et al. (2021) uses accountability as a measure of services delivery. According to them, accountability ensures that simple, robust information is used to demonstrate performance. In this regard, transparency requires decisions to be open and transparent, with evidence of clear reasoning. Thus, service delivery ownership permits anyone with an interest in local authority services to be involved; it further denotes a reciprocal relationship between public service delivery and its stakeholders. A continuous improvement encourages local authorities to ask questions of themselves, questioning whether they are achieving goals and outcomes and if they could do better in future.

According to Blinder, Alan, (1997), although knowledgeable individuals have some a priori notions of the quality of the whole public sector of countries, it would be difficult or even impossible to get objective measures of that quality. In principle one could conduct surveys of perceptions of such quality using the same techniques adopted, for example, in the surveys of corruption. However, the informational requirements on the part of the respondents to give acceptable results would be extremely high; thus, the quality of the responses would be low. It might be easier to evaluate the quality of each of the major institutions that make up the public sector and somehow weigh their importance to the general quality of the public sector. However, given the number of such institutions and the knowledge required to assess them, such an enterprise would also be very costly and not necessarily successful in achieving the desired results. An alternative way would simply measure the economic and social

performance of a country. This alternative would focus on the output or better on the outcome of the economy and attribute the results to the quality of the public sector. However, this approach would also have its limitations.

In recent years some institutions and some scholars have begun to focus on particular features that capture some significant aspects of the quality of public sectors. The IMF, for example has been focusing on data that countries could produce and make available to the public. Some of these data relate to the public sector. The assumption would be that countries that are willing and able to generate good public sector data, and are willing to make them available on a timely basis to the public, have a higher quality public sector (Braibant, G., 1996)

In recent years, there has been a lot of attention paid to issues of governance and corruption in public institutions. These issues also bear on the quality of the public sector. It has been recognized that lack of transparency in the way institutions operate and lack of controls promote inefficiency and corruption. There is now a large literature on transparency and on corruption. Australia and New Zealand have once again led the way in promoting techniques aimed at increasing transparency. The new “architecture” of the international financial system has recommended that countries become more transparent in their policymaking. More transparency would probably mean less corruption and generally a higher quality and better performing public sector. However, much needs to be learned about these relationships. It must also be recognized that tests of transparency may be superficial or deep. Superficial tests would not be very useful in understanding what is going on in a public sector and deep test may require a lot of highly specialized and costly resources (Charap, et al., 2020).

Corruption is a sign of a public sector’s lower quality. Various groups have been generating corruption indexes for a large number of countries (Tanzi, 1998). These indexes purport to measure “perceptions” of corruption. It is likely that to some extent, and assuming that the perceptions reflect reality, these indexes of corruption can also be taken as proxies for the quality of the public sector. However, caution is needed because, quite apart from the quality of the corruption indexes, a country could have a totally honest bureaucracy or even political leadership and very inefficient policies and institutions. While important, corruption is only one aspect of poor public sector quality.

Some authors, such as (Rauch and Evans, 2020) have provided estimates of bureaucratic performance for many developing countries thus providing measures for yet another variable

that has a bearing on the quality of the public sector. On the other hand, (Keefer and Knack, 1997), after defining institutional quality as “objective evaluations...of the institutions that protect property and contractual rights” attempt a measurement based on various indicators. It is not clear to what extent they measure the quality of public sector institutions.

There are other variables that may provide information on the quality of the public sector. Some would relate to its efficiency, some to the policies followed. For example, the relationship between spending in a given category say health and education and the outcome of that spending such as lives saved, successful operations, reduction in the incidence of certain diseases, educational achievements would be an indication of efficiency (Gupta et al, 1997). On the other hand, measurements of fiscal sustainability might be indications of poor policy rather than of poor quality of the public sector.

## **2.4 Review of related literature**

### **2.4.1 Role of federalism on the quality of public services delivery in education sector**

Federalism has played a central role in charting educational progress in many countries. With an evolving balance between centralization and decentralization, federalism is designed to promote accountability standards without tempering regional and local preferences. Federalism facilitates negotiations both vertically between the central authority and local entities as well as horizontally among diverse interests. Innovative educational practices are often validated by a few local entities prior to scaling up to the national level. Because of the division of revenue sources between central authority and decentralized entities, federalism encourages a certain degree of fiscal competition at the local and regional level. In contrast to the unitary system, federalism values local and regional control of public education (Tucker, 2021). Locally elected entities govern local school systems. In other words, decentralized control places substantial constraints on the exercise of centralized power. According to some analysts, decentralization is found to have contributed to student achievement. Blöchliger, Egert and Fredriksen, (2023) showed that a 10% increase in measures of “decentralization” is associated with a 4-point increase in the results in the Program for International Student Assessment (PISA) for 15-year-old students.

To be sure, the division of responsibilities varies from one federal system to another. The balance of centralization and decentralization also varies across institutional and policy domains, such as the legislative framework for education, drafting of curricula, benchmarking

for accountability, accreditation, teacher training, and administrative responsibilities at the primary, secondary, and tertiary levels. Further, decentralization enables regional variation in policy and practice. Innovative practices at the local level can be scaled up to the national level. Financing of education is particularly important in federal countries due to discrepancies in regional wealth, and thus discrepancies in available resources for education between jurisdictions. For this reason, many countries include federal equalization and transfer schemes as part of the financial framework of their education system (Cameron & Hofferbert 1974). Consequently, researchers have paid attention to how different federal countries address the division of authority, quality of services, and efficiency in the use of resources (Lauglo, 2015; Manna and McGuinn, 2023).

In Canada, Italy, the United States, and the United Kingdom, for example, have developed funding transfer schemes as part of their education system. In Australia, 2022 legislation promotes needs-based funding, providing supplemental funding for students with disabilities, students from lower socio-economic backgrounds, and students of indigenous background. Finally, federalism allows for policy stakeholders to revisit the appropriate balance of power between layers of government. In Australia, for example, the national government and states are revisiting the funding arrangement to support parental choice. In the United States, Congress has replaced the No Child Left behind Act (2001) with the Every Student Succeeds Act (2015), granting more authority to the states in measuring progress and ensuring quality.

Further, Switzerland illuminates the dynamic interplay between vertical and horizontal relationship among governmental entities. Though Switzerland prides itself on providing strong public services, in 2020, the country tested significantly below expectations on the first international PISA examinations. This shock spurred changes in the education system ranging from more targeted reforms such as language training for disadvantaged groups (including students with migrant backgrounds) to larger attempts at harmonizing curriculum across Cantons (the Swiss version of states). As a result, scores improved in the ensuing years, especially in reading and science where Switzerland had tested particularly poorly in 2020. Data suggest that programs targeted at specific groups were particularly effective: the percentage of students with weak reading competency declined by five percent (from 18% to 13%) between the years 2020 and 2022 (Blöchliger, et al. 2023).

Despite these improvements, there is controversy over the role of the Swiss Confederation in education. Cantonal sovereignty is one of the most cherished rights in Switzerland, and thus,

movements towards standardization have been strongly resisted in many Cantons. To avoid the federal government taking on an expansive role in the Swiss education system, many Cantons have formed agreements for inter-cantonal cooperation through mutually supporting teachers' colleges, setting up systems for transfer payments from wealthier Cantons to financially strapped Cantons, and other strategies (Cameron, et al, 1974). The Confederation plays a rather active role in determining which subjects receive the most attention through monitoring learning objectives in the subjects of language, math, and science. Following a similar pattern as the U.S. did after its increases in standardized testing, Cantons have tended to skew their resources away from history, geography, religion, music, and sports because those subjects are not tested or monitored. Such changes disturb many Swiss citizens who believe the classic humanistic curriculum provided the proper balance. However, given international pressures, it seems that further vertical coordination will be all but inevitable (Council on Foreign Relations, 2022).

According to Manna, P. and McGuinn, P. (Edited) (2023), in countries with a history of strong central authority, the process of de-centralizing power in education takes several decades. A good example is Spain, where the post-Franco dictatorship has been replaced by a gradual transition toward regional autonomy. The "historic Autonomous Communities" where co-official languages are maintained, namely, Catalonia, Basque Country, and Galicia assumed the competences in education (non-university education) at the beginning of the eighties. Autonomy in education was granted to the remaining 14 Autonomous Communities between the early 1990s and 2020. In other words, the Spanish experience suggests a multi-phase in the transition from centralization to decentralization.

Similarly, Austria faces the challenge of finding the proper balance between its central authority and the states. A formerly centralized structure rooted in the Austro-Hungarian Empire, Australian federalism tries to move toward a "hybrid" with greater state autonomy. However, states' policy preferences are often overshadowed by larger federal objectives, with laws limiting local school control to influencing only 15% of instructional hours or to only elective courses (in the case of vocational education). Nonetheless, centralization is found to foster successful pre-school activities, foreign language classes in elementary schools, and various remedial programs (Mourshed, 2020).

Lauglo, Jon. (2015) revealed that as a formerly centralized state, Italy has been moving towards distributing governance powers to localities; however, the transition has been mixed

with the central state maintaining control of key policy areas such as the setting of general rules, the recruitment of personnel, and the distribution of finances. The Ministry of Education, University, and Research (MUIR) creates framework laws, which set guidelines that individual schools must follow in the creation of their POFs (Educational Offer Plans). Though the POFs must comply with MUIR standards, they also act as a mechanism of local control: the plans are created by a teachers' council at each individual school and allow for some wiggle room for the council to shape the plan to the specific needs of the region (such as using flexible schedules or including personalized courses). But despite such apparent local control, the central state's control over education finance restricts the regions' power to truly cater education to their own needs. Based on 2017 figures, the central state pays for about

Tucker, (2021) posits that Federal systems do not always highlight education as a national responsibility. In the United States, Canada, Germany, and Switzerland, education is explicitly reserved in the domain of state government. State or provincial constitutions in these countries provide more details on the government's responsibilities and their citizens' right to education. At the same time, several federal systems rely on the national constitution and national legislation to specify the power and function of the shared responsibility between the national and the sub-national jurisdictions. In Spain, the 2023 Organic Act on Education Standards expands the Constitution by providing clarifications on the distribution of powers between the Central Government and the Autonomous Communities. The Spanish Constitutional Court arbitrates policy disagreements between layers of the federal system.

In federal systems, education involves competencies at both the national and the sub-national levels. However, the distribution of those competencies varies case by case. Austria, for example, exhibits higher levels of centralization through maintaining national standards and assessment, while Switzerland and the U.S. are, on balance, more decentralized, granting stronger autonomy at the sub-national level. Over the last 150 years, the 26 cantonal school systems have continued to "harmonize" their competencies and autonomy with the Confederation. Between 2017 and 2016, for example, 7 cantons rejected the national education framework, suggesting substantial cantonal power (Council on Foreign Relations, 2022).

In contrast to Italy, Belgium provides an example in which education policy-making power is non-centralized, yet a history of centralized control has placed limits in the development of local policies. Belgium has two simultaneous sub-state levels of government: there are three Communities (which group Belgians culturally and linguistically into a French, Flemish and German Community) and also three Regions (which group Belgians geographically into Wallonia, Flanders and Brussels) and in 2015, the question of language of instruction in school drove education policy to become a competence of the Communities (rather than a federal competence). However, funding still comes primarily through block grants from the federal government, so Communities are somewhat limited in their financial power.

According to Cameron, (1974), in the devolved system of United Kingdom, England and Northern Ireland are expanding their school choice initiatives, including “free schools” in England that are similar to charter schools in the U.S. In contrast, Scotland and Wales are dominated by principles of democratic socialism, where standardization remains in place to support their substantial number of low-income students. Interestingly, Wales moved away from publishing the annual Transparent Public Rankings (TPR) of school performance following devolution as a symbol of its divergence from central policy. However, Wales reinstated TPR in 2020 when PISA showed declining test scores, especially in the lowest-performing schools.

Governance aspects such as corruption and citizen participation in decision making have been evaluated as the cause of a variety of socio economic outcomes including significant variance in health service delivery outcomes. However, these variables seem to be ignored in most of the literature that evaluates the impact of local governance on health service delivery. Only a few studies like Khaleghian, (2023), which has a variable for political rights in the local governments, consider this type of constraining factors. Administrative corruption can be profoundly damaging to the quantity and quality of service delivery across these key sectors. Corruption is often deeply rooted in public administration and leads providers of services to have unethical behaviours. The health sector, for instance, is characterized by a deep interdependence of providers and clients (Pritchett, 1996). In this relationship there are factors like asymmetric information, divergence between public and private interests and incentives, and other characteristics that provide fertile ground for corruption (Lewis 1999). Patients, especially the poor, are in a distinctively weak position to counter these difficulties (WDR 2014).

#### **2.4.2 Contribution of federalism on the quality of public services delivery in health service**

According to Centers for Medicare and Medicaid Services, (2021b) (CMS) provides beneficiaries with comparative data on kidney dialysis centers, as required by the Balanced Budget Act of 1998. CMS funded the development of clinical practice measures, based on the practice guidelines of the National Kidney Foundation's Dialysis Outcome Quality Initiative and awarded the development contract to Pro-West (Centers for Medicare and Medicaid Services, 2021c). The measures were developed collaboratively with providers, and dialysis facilities were given the opportunity to review their data prior to public release (American Association of Kidney Patients, 2021). There is a strong commitment to public disclosure, and the CMS website provides a rating of dialysis centers as average, below average, or above average (Centers for Medicare and Medicaid Services, 2002a). CMS recently announced its intent to make similar comparative quality information available on nursing homes. Data from a pilot project conducted in six states (Colorado, Florida, Maryland, Ohio, Rhode Island, and Washington) using the Minimum Data Set measures were recently released (Centers for Medicare and Medicaid Services, 2021b).

At present, CMS has very limited authority to link payment to performance for traditional Medicare, other than through demonstration projects designed to test alternative purchasing approaches (MedPAC, 1999). For example, under the Centers of Excellence demonstration, Medicare contracts selectively with a limited number of hospitals or other organizations to provide comprehensive services for specific procedures (e.g., heart transplants, total joint replacement procedures) under a bundled payment scheme (Centers for Medicare and Medicaid Services, 2002b). Providers compete for these contracts on the basis of quality, as well as other factors, such as geographic accessibility, organizational

Cancel capacity, and price. CMS is also conducting disease management demonstration projects that focus on Medicare FFS beneficiaries with congestive heart failure, diabetes, and coronary heart disease. These demonstrations involve innovative care management approaches, expanded coverage for prescription drugs, and the assumption of financial risk by providers (Centers for Medicare and Medicaid Services, 2002c). In addition, CMS has awarded 15 grants for coordinated care demonstration projects focused on Medicare fee-for-service beneficiaries with complex chronic conditions, and these, too, involve care delivery

innovations and alternative payment models (Department of Health and Human Services, 2021).

In 1997, DOD initiated a Centers of Excellence program to select, on the basis of a rigorous evaluation process, a limited number of providers to deliver highly specialized services in selected clinical areas (TRICARE, 2002). This program is not yet operational, but a great deal of work has been done to identify the selected clinical areas and the criteria for selection. The selected areas are bone marrow and solid organ transplants, burn care, cardiac care, complex general surgery, cranial and spinal procedures, gynecologic oncology, head and neck oncology, neonatal and prenatal medicine, and total joint replacement. The criteria for selection emphasize the ability to measure various aspects of quality, adjust for severity, measure outcomes, and report externally on clinical processes and outcomes.

In 1998, DOD began reporting some information on quality and access to beneficiaries (Department of Defense, 2021). The Military Treatment Facility Report Card includes information on waiting times for major services; patient satisfaction; and summary scores from JCAHO accreditation surveys applicable to credentialing, provider/staff competence, infection control, and nursing care. Although beyond the immediate scope of the present study, it should be noted that the federal government has pursued a purchaser approach in carrying out its responsibilities under the Federal Employees Health Benefits Program. For health plans participating in this program, federal employees can access CAHPS and HEDIS data and summary results from NCQA accreditation surveys (Office of Personnel Management, 2002).

It is claimed that Local governance improves health services management. The extent to which local government health service delivery results in better services, however, has yet to be explored. Local governance is one of the most ambitious reforms undertaken by Uganda since its independence in 1962. It is held to be among the most far reaching Local Governance reforms in the developing world. Uganda's desire for decentralized governance structure emanated from its tumultuous past of civil war and brutal dictatorship under Idi Amin (1971-2019) and Obote 11(1981- 1986). It finally embraced decentralization in 1986 under the leadership of Yoweri Museveni who, through the National Resistance Movement (NRM), galvanized local support for participatory local democracy. On his accession to power he formalized the channels of NRM in order to promote local participation and established a unique no party-system' (Astiz, & Baker, 2002).

Uganda promoted Local governance with the objective of empowering its nationals to participate in the process of development to improve their livelihood. This objective is fundamentally geared towards reducing problems related to health services and enhancing inclusiveness (Kayizzi Mugerwa, 1999:42). This law facilitated administrative and financial decentralization, which was soon followed by another act that enabled human resources decentralization. The enactment of the Local Government Act, 1997 provided the way for further decentralization. Currently thinking in health service, the management has focused on decentralization as one of the ways to address the existing inefficiencies and make services more responsive to local preferences. Decentralization is said to be appropriate in health services delivery because of the spatial variation in patient preferences and the ability of local officials to identify needs better

In Bushenyi, Mahal, & Sanan, (2020), found that whereas extension workers had motorcycles to use to visit farmers, they only had a monthly allocation of 25 liters of fuel for extension work. Only 1 percent of farmers were receiving extension services. The same problems of shortfalls in funding and personnel were observed in health, with limited medical personnel and medicine, and in education with limited teaching staff. Spending on public health, as earlier mentioned, fell from 33 percent to 16 percent during decentralization (Masanyiwa (2015) and Tordoff, (1994);), as also noted, increased enrolment of primary school children during UPE resulted in overcrowding and low staff capacity to handle large classes. Another challenge of local governance to improved service delivery is the perception gap between service receivers and providers about the benefits of the policy. According to World Bank, (2020), on the one hand, the public service officials perceive that local governance improves control and the mobilization of resources, and on the other, the service receivers perceive that services have not improved in recent years. Further, decentralization as an approach to service delivery is limited by the failure of politicians to cede political power to the local governments.

The general argument for decentralizing health care services is that greater local participation in health policy and local accountability can lead to improved quantity (including coverage) and quality & service. Yet, exactly how these benefits can be realized and the Impact of different kinds of reforms is not well understood (Utvack and Seddon, 1999). The highly differentiated levels of health provision (i.e. primary, secondary, and tertiary) and several

additional aspects & health care services, such as family planning, information campaigns, and the training and supervision of personnel, make the effects of local governance on this service more difficult to understand, particularly when looking at final outcomes.

Moreover DeMello, (2014) stated that decentralization in the health sector tends to be more complex than in other sectors because diseconomies of scale. He argues that these diseconomies of scale tend to discourage sub-national governments in the provision & costly curative treatments and Immunization. At the same time, he argues, spill over effects tend to discourage the sub-national provision & preventive health care services, particularly immunization and epidemiological controls. Nevertheless, decentralization of the health sector has become appealing to many researchers, international donors, and policy makers because It raises expectations about several advantages including the following (Mills 1994, p.24), A less unified health service that is better tailored to local preferences, Improved success in the implementation health programs. That is, day-to-day overlooking.

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### **2.4.3 Influence of federalism on the quality of public services delivery in water and sanitation**

According to official records, around 5 percent of the Kampala population is served with sewer connections (MWE, 2022), while the absolute majority rely on on-site solutions which are either 3 water toilets linked to septic tanks, or (more often) pit latrines dug out in the ground or constructed above it. Septic tanks and latrines which have been filled up may be emptied through a vacuum truck by one of the city's approximately 45 private cesspool

emptier. Additionally, the authorities have around 10 trucks which primarily serve public premises, but are also occasionally available for households at a subsidized prize.

Sewage effluents are released into Lake Victoria after treatment at a treatment plant managed by the NWSC, where private cesspool emptiers are also required to unload their sludge. However, an estimate suggests that only around 7.5% of total wastewater volumes from Kampala are actually treated (Nyenje et al. 2020). Although important nutrient retention may also take place in local wetlands (Kanyiginya et al. 2020), and it has been suggested that the retention of especially phosphorous may be relatively high in pit latrines (Nyenje et al. 2023), previous statistics imply that urban discharge of nutrients is a significant source of eutrophication in Lake Victoria in addition to the major loads of atmospheric deposition and land runoff (Scheren, Zanting, and Lemmens 2020).

Untreated wastewater does not only affect the lake biology but also local groundwater aquifers and drinking water. A recent study found significant leaching of wastewater and nutrients from Kampala pit latrines (Nyenje et al. 2023; see also Kulabako 2015), and an official assessment of protected springs in Kampala in 2022 found that only half of the springs showed compliance with authority standards for *E. coli* bacteria, and merely 2 out of 44 conformed with WHO guidelines (MWE 2022). The Ministry of Water and Environment comments that: “These results could explain poor health conditions in Kampala where outbreaks of water borne diseases like cholera are common. The contamination is likely due to lack of good sanitation practices and latrines constructed within the catchments of these protected springs” (MWE 2022) Spread of sanitation related disease is however not only subject to groundwater contamination, but also to a wider set of risks associated with sanitation, water quality, and common practices such as (lack of) hand-washing (WSSCC and WHO 2015); risks which are accentuated in the city of Kampala (Kulabako et al. 2020)

Administratively, Uganda is by mandate of its local government act divided into 111 districts (MoLG, 2022), also called ‘local council five’ (LC5), which are in their turn further divided into four sub-levels of popularly elected councils (LC4-LC1) (Local Governments Act, 1997). A recent act from 2020 however puts Kampala in a unique administrative position as the ‘Capital City’, similar to a district, but with its own central government ministry and an executive director directly appointed by the president of Uganda. This newly redefined authority, referred to as the ‘Kampala Capital City Authority’ (KCCA), is further separated into five divisions managed by Division Urban Councils (LC3) with their own offices and

staff. At the community level there are also Parish/Ward Urban Councils (LC2) and Village Urban Councils (LC1)<sup>4</sup> consisting of local residents and managed by elected volunteers. Local byelaws can be stipulated by the LC3 provided that they are not in conflict with other laws or ordinances, and decisions made in the LC1 apply to all residents of the village-level communities (The Kampala Capital City Act, 2020).

Civil-society participation includes both local community-based organizations (CBOs) and nongovernmental organizations (NGOs) engaged in various sensitization, implementation and advocacy oriented activities (Tukahirwa, Mol, and Oosterveer 2020). Organizations are formally required to register with authorities as well as with a national umbrella organization, the Uganda Water and Sanitation NGO Network (UWASNET). In exchange, they are given a voice in various national policy guidance (but not decision-making) fora, such as the National Sanitation Working Group (NSWG), the Water and Environment Sector Working Group (WESWG), and various yearly sector review meetings together with ministries, local governments and international donors (UWASNET 2022).

According to WHO/UNICEF estimates, around 2.5 billion people globally are still not living under the sanitary conditions listed as ‘improved sanitation’ (WHO and UNICEF 2023), leading to massive human and economic losses due to disease, mortality, health care costs, and time loss from limited sanitation access. In Sub-Saharan Africa, around 65 percent of urban population rely on pit latrines of varying standard while unsanitary open defecation is still around 8 percent, and estimates suggest that the expansion of improved sanitation has not been able to exceed urban population growth (Kjellén et al. 2022). Furthermore, pollution from untreated sewage may contribute to the eutrophication of surrounding water bodies, potentially resulting in ecosystem alterations, toxic cyanobacteria blooms, species extinction and oxygen depletion (Nyenje et al. 2020), and on a larger scale encroaches on the ‘planetary boundary’ of nitrogen and phosphorous cycle interference. The sum of these issues positions the sanitation challenge in a nexus of human health, poverty alleviation, and environmental sustainability issues.

Efforts to increase sanitation coverage are lagging behind the Millennium Development Goals (WHO and UNICEF, 2023), and improving sanitation access is a complex problem in several aspects. Isunju et al. (2021) highlight complications in landlord-tenant relationships and conflicting high-level interests as well as intricate drivers of demand from the people on the ground. From a more theoretical point of view, the provision of sanitation services may

be seen as a ‘collective action’ problem, as the negative effects take place at a community level or regional level, while responsibility often lies on the single household. The sanitation-related issues of freshwater pollution and the epidemic spread of disease such as cholera have both been suggested to show non-linear behavior such as surprise, threshold effects and/or cascading consequences; properties commonly associated with complex problems.

This background calls for a management approach that is able to deal with problems at several levels; problems which may in their turn show non-linear behavior and have several nested root causes. In governance literature, such complex problems can often be subject to the ‘diversity hypothesis’ i.e. the idea that complexity and unpredictability in a system is best managed by institutional and organizational diversity (Duit et al. 2020), with theoretical proposals including concepts such as ‘decentralized government horizontal government ‘multi-level governance and ‘adaptive governance.

Corresponding governance arrangements are also common in practice. In the past few decades, governments have increasingly been inviting citizens, corporations and non-governmental organizations (NGOs) into decision-making at various levels to become part of solving problems that may be too complex, diverse or particular for a one-actor, centralized government to manage (for a further elaboration of these governance trends and theories, (Stoker 1998; Smoke 2023; Treib et al. 2017; Burris, Kempa, and Shearing 2018). A specific form of these multi-level and multi-actor policy arrangements has been labelled ‘polycentric order’, referring to systems where independent players act under common rules without any dominating central organization (as expanded upon in the next section).

Polycentric systems may include a mix of government, private, and community-based actors; and have been suggested to facilitate a degree of joint interest and flexibility that is not possible in a system which rests completely on centralization, privatization, or community management ideals alone (E. Ostrom and Cox 2020). Such flexibility within a governance system has been suggested as a crucial quality for responsiveness to change, although they also entail possible costs in the form of inefficiencies and jurisdictional tensions (Chapin et al. 2020). “Matching complexity with complexity” (Duit et al. 2020) hence on the one hand implies a possibility to come up with ingenious solutions to changing circumstances, but on the other hand implies a risk of failure as the inclusion of actors is by no means a fool-proof path to success.

Andersson and Ostrom, (2018) have also highlighted the need for a broader scope in governance research within low-income countries, while noting that polycentric systems theory has not to a high extent been applied within these contexts. They argue that neither centralized or decentralized governance arrangements, although heavily studied, have proven to give universal solutions to collective action problems, and that any governance system needs to identify and balance its specific advantages and imperfections (E. Ostrom, Janssen, and Anderies 2017; E. Ostrom and Cox 2020). Empirical contributions to how the theories on polycentric order fit with modern governance contexts in low-income countries are still largely lacking. Although the trends of decentralization and multi-actor involvement seem to correspond with the basic theory, the question is whether these systems show actual polycentric order. If so, further questions can also be raised to whether the functional attributes which have been observed in other cases are realized, or if these contexts will show new challenges which are not captured in current theoretical descriptions.

## **2.5 Gaps in literature**

The Soufflé theory by Parker in (1995) does not provide practicable strategies to the problems of quality of public service delivery in Galkayo district Puntland state of Somalia. As the foregoing review reveals; federalist debates as a factor that influences federalism in Puntland state has not been extensively tackled. A number of studies such as of Gordon, (2021); Charles and Tansill, (2014) have been done covering the subject of federalism system however, none of them has covered the aspect of promoting quality of public service delivery in Galkayo district Puntland state of Somalia on federalism and failed government on federalism, hence, providing a content gap that this study will cover. The gaps in the literature review will be filled during field data collection, which will be guided by the purpose and the objectives of the current study.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1 Introduction**

This chapter explicitly describes the approaches the researcher investigated the relationship between federalism and quality of public services. This chapter addresses the research design, study population, sample size determination, sampling techniques and procedure, data collection methods, data collection instruments, validity and reliability of the instruments, data analysis and ethical considerations.

#### **3.2 Research design**

The study used a descriptive research design to examine the effects of federalism on the quality of public services in Puntland state of Somalia using Galkayo district as the cases study. A descriptive research design is a type of observational study that analyzes data from a population, or a representative subset Cooper (2014). This design was preferred over the other designs because while using this design, the study took place at a single point in time, while using this design the study did not involve manipulating variables, it also allowed the researcher to look at numerous characteristics at once (age, income, gender, etc.). The design was relatively inexpensive and allowed the researcher to collect a great deal of information quite quickly. Data was often obtained using self-report surveys and researchers were able to collect amass large amounts of information from a large pool of participants. As regards to this Amin (2015) argued that qualitative method helps in giving detailed information, while quantitative design involves the collection of numerical data, which gives facts on a given phenomenon. Further, quantitative methods were used because and this enabled descriptive data to be presented using charts and tables.

#### **3.3 Study population**

According to Amin (2015), a study population is the population to which the researcher ultimately wants to generalize the results. Galkayo city has an estimated population of 545,000 inhabitants with the main northern, Puntland-administered section of Galkayo is primarily inhabited by Somalis from the Majeerteen, a Darod clan, while the southern, Galmudug-administered part of the city is mainly inhabited by the Sa'ad Habar Gidir, a Hawiye clan.

Leelkase are dominant in Garsor, a village district of Galkayo according to UN Population Fund, (2019) OCHA Somalia Information Management Working Group (IMWG).

### **3.4 Sample Size and determination**

This refers to the number of items being selected from the universe to constitute a sample Kothari, (2014). However from the study population 545,000 inhabitants in Galkayo city the Krejeie and Morgan table of (1970) was used to arrive at target population of 260 respondents which included Line ministries directors, Local government officials, International and non-governmental officials and village leaders and other authorized person with the knowledge about the topic or variables of the study. In the same way a sample size of 158 respondents was selected basing on the Krejeie and Morgan table of (1970) and Sloven's formula (1978) the formula to calculate the same was illustrated below-

$$n = \frac{N}{1 + N(e)^2} = \frac{260}{1 + 0.65} = 158$$

Where

$n$  - Sample size

$N$  - Population size

$e$  - Level of precision

### **3.4 Sampling Selection techniques and procedure**

The study used both simple random sampling and purposive sampling procedures. Purposive sampling was used to select key respondents from the area of investigation i.e. Galkayo district in order to get first-hand information from the key informants. Simple random sampling was used because respondents had equal chances of being selected. The sampling process was guided by table below;

**Table 3.1: Sampling Procedures**

SN	Category	Target Population	Sample Size	Sampling procedure
1	Line ministries directors	5	5	Purposive sampling
2	Local government officials	10	10	Purposive sampling
3	International and non-governmental officials	45	40	Simple Random sampling
4	Village leaders and other authorized person with the knowledge about the topic or variables of the study	200	103	Simple Random sampling
	<b>Grand Total</b>	<b>260</b>	<b>158</b>	

*Source: Galkayo district data, (2021) and Krejeie and Morgan table of (1970)*

### 3.5 Sampling techniques and procedure

Sampling techniques refer to the methods used to select a section of the population for the study (Rahi, 2017). The researcher used simple random sampling (Taherdoost, 2016). According to Rahi (2017), Simple random sampling is a sampling technique where each respondent is given equal chance of being randomly selected.

### 3.6 Data collection methods

Primary data was collected using survey and interviews while secondary data was collected through documentary review. These methods complement each other and ensure presentation of accurate and less biased information so as to achieve the objectives of the study (Bailey & Kenneth, 2014).

#### 3.7.1 Survey

A survey is a positivistic data collection method which draws a sample of subjects from a population to make inference about the entire study population (Lau, 2017). The survey approach uses the questionnaire for gathering information where statements to which respondents react are put in writing (Ritchie, Lewis, Lewis, Nicholls & Ormston, 2023). The survey approach allowed data collection from large samples and useful for repeated studies,

easy to quantify and summarize results, quickest and least costly way of gathering information (Shoemaker & Reese, 2014). The researcher used this method because it increased the degree of reliability of the study due to the many items and it also enhanced the chances of getting valid data. In addition, it is quite easy to administer and can be conducted remotely through research assistants (Gillham, 2020).

### **3.7.2 Interviews**

Interviews are recorded purposeful discussions between two or more people where the interviewer asks unambiguous questions and the respondents provide the appropriate responses (Saunders, Lewis & Thornhill (2016). Interviews help to understand the opinions, attitudes, experiences, processes, of the respondents (Rowley, 2022). The researcher collected qualitative data using semi-structured interviews where open ended questions were administered to the respondents (Turner, 2020). The open-ended questions allowed further discussion and exploration into the areas that can generate further responses from the interviewee which provides valuable information from the specific context of the interviewees (Saunders *et al* (2016). Proponents of qualitative study assert that interviews can be used for issues and thematic analysis, useful for small samples, allows subjects to speak for themselves, permits teasing out underlying issues, allows collection of rich and deep knowledge (Robson, 2021; Recker, 2018). On the other hand, the critics of qualitative study strongly argue that interviews are time consuming, requires training for interviewer, normally needs transcribing, potential lack of precision, requires rigorous thematic analysis, trust and confidentiality.

### **3.7.3 Documentary Review**

Documentary review is the process by which secondary data is obtained from published and unpublished sources (Jonker & Pennink, 2020). These sources may include archived reports, development plans, text books and past dissertations and thesis (Ary, Jacobs, Sorensen and Walker, 2023). Document analysis is unobtrusive and non-reactive (Gray, 2023). The documentary data provides a baseline for comparing the primary data collected which leads to logical conclusions and recommendations (Ragin, 2021). Secondary data obtained from documents is relatively cheaper and faster to collect than primary data (Creswell, 2019). The researcher obtained data from road sector, road sector report, road publications and journals.

### **3.8 Data collection instruments**

Authors Mugenda & Mugenda (2022) proclaim that data collection instruments are the tools used in the measurement of study variables. The questionnaire, interview guide and documentary review check list will be the main data collection instruments (Punch, 2016).

#### **3.8.1 Questionnaire**

The questionnaire is a written set of statements with defined options for respondents to choose from (Wang, Hu, Chen, Xiao & Jia, 2016). Authors Wibowo & Taufik (2017) support the use of questionnaire as a tool in conducting research. The questionnaires are easy to administer to large number of respondents, saves time, eliminate bias, ensures anonymity, responses are standardized (Bryman, 2015). However, valuable information and insights may be missed because the respondents cannot express themselves completely (Creswell and Clark, 2021). This method was preferred over other methods because its cost saving compared with a face-to-face questionnaire delivered on site, over the phone, or by post, there are no labour, paper, printing, phone or postage expenses to worry about with the online questionnaire, making it a much more cost-efficient approach.

#### **3.8.2 Interview guide**

The interview guide refers to a written set of questions which the interviewer asks during the interviews to obtain qualitative data in line with the objectives of the study (Gerrish & Lathlean, 2015). The interviews were used to bring out some preliminary issues to the surface so that variables that need further in-depth investigation can be identified (Ragin, 2021). This method was instrumental in gathering in depth information from informants who provide useful insights. Interviews allowed the researcher to discuss meanings to the questions in order to eliminate ambiguity while providing an opportunity to correct any questions misunderstood by the respondents. According to Khotari, (2014) Interviews are particularly useful for getting the story behind participant's experiences. Through interviews, an in depth inquiry was realized; this enabled the researcher to obtain qualitative data. This method was chosen over the other methods because researcher enabled to know what to ask about and in what order, in addition, when all interviewers followed the same steps in the same order this creates structure. This, in turn, reduced the chances of people forgetting to ask candidates certain questions or give them certain information.

### 3.9 Validity and reliability

Testing validity and reliability ensures that the data collected is credible, minimises bias and promotes rigor in the study (Street & Ward, 2022).

#### 3.9.1 Validity

Validity is the appropriateness of an instrument in measuring whatever it is intended to measure (Koocher & Keith-Spiegel, 2016; Leung, 2015). Validity also refers to the truthfulness of findings or the extent to which the instrument is relevant in measuring what it is supposed to measure (Earl-Babbie, 2023). Quantitative validity is achieved if the researcher can draw useful and meaningful inferences from scores produced by a given instrument (Creswell, 2023). The questionnaire itself was designed to assist in checking content validity. In addition, experts judged the nature of the questions in the instrument to justify that the responses would appropriately indicate the measure even when asked in a number of ways. The validity of the instrument was established using the Content Validity Index (CVI) where the relevance of the statements in the close ended questionnaire is scored by the experts (Athanasίου, Debas & Darzi, 2020). A CVI above 0.7 indicates that the instrument is valid.

The Content Validity ratio calculated using the formula:  $CVI = \frac{\text{Total number of items rated}}{\text{Total number of items}}$

The initial draft had 70 (seventy) questions, 62 (sixty two) of which were found relevant under study to the phenomenon as follows:

$$CVI = \frac{\text{Number of items considered valid}}{\text{Number of items on the draft questionnaire}} = \frac{62}{70} = 0.886$$

This made a CVI of 0.886 which complied with the recommended minimum CVI of 0.7 as in according to Coviello & Yli-Renko (2016), a content Validity index of 0.7 and above is good enough for the study. All questions deemed not valid were edited or dropped accordingly per the recommendation of the experts. Consequently, 8 (eight) questions that were deemed invalid were dropped.

#### 3.9.2 Reliability

Yin (2014) proclaims that reliability is the ability of others to repeat a study and achieve similar results. Similarly, Taylor, Bogdan & DeVault (2015) assert that reliability is how consistent the instrument is in relation to measuring the study variables. The researcher employed Cronbach's alpha coefficient test for internal consistency to reveal whether the content of the questionnaire is reliable. The Cronbach's alpha coefficient test value of 0.7 or above is considered reliable (Klontz, Britt & Archuleta, 2014). Similarly, Sekaran & Bougie (2019), corroborates that the value of alpha ( $\alpha$ ) greater than .80 is considered good, between 0.7 and 0.8 is acceptable and below 0.7 is poor. Furthermore, a pilot study using 10% of the sample size was conducted to determine the time it takes to complete the questionnaire, check the instruments' clarity, consistency, adequacy, efficiency and dependability (Molina-Azorin & Fetters, 2017). The pilot test provides feedback to the researcher to detect any ambiguity and refine the questionnaire (Collis and Hussey, 2014).

### **3.10 Procedure of Data Collection**

Before commencing data collection exercise, the researcher approached the respondents of the study with introductory letter from Kampala International University requesting for permission to collect data for the study. The researcher explained to the respondents that the data collected was purely for academic purposes and the questionnaire contains an opening introductory letter to demonstrate authenticity of data collection exercise and justification for the need for the required information. This promotes trust, accountability, transparency and impartiality (Groves, & Tourangeau, 2019).

### **3.11 Data Analysis**

Data analysis is the process by which raw data is organized and transformed into useful information (McNabb, 2015a). Similarly, Zikmund *et al.*, (2023) opines that data analysis is the application of reasoning to comprehend the data that has been collected with the aim of determining consistent patterns and summarizing the information.

#### **3.11.1 Quantitative Data Analysis**

The quantitative data was analysed using Statistical Package for Social Sciences (SPSS) version 26. Field (2023) asserts that SPSS is a technique designed to assess and analyse numerical data which is mostly collected through a series of questions in form of questionnaire. Pallant (2016) opine that SPSS helps in summarizing data and it facilitates

quick analysis and interpretation. The researcher used the cleaned data to generate descriptive and inferential statistics. The descriptive statistics generated using SPSS version 22 included frequency tables, mean, standard deviation and was used to make comparisons from responses (Huisman & Tight, 2015). The inferential statistics included correlations analysis, regression analysis (McNabb, 2015).

### **3.11.2 Correlation Analysis**

Correlation analysis determines the relationships between two or more variables or sets of variables and such analysis explains three fundamental dimensions: significance, direction, and magnitude (Stephen & Jack, 2015). Furthermore, correlation analysis serves as empirical indications of possible relationships between variables. Bivariate correlation analysis using a Pearson Product Moment correlation was run to determine the relationship between federalism dimensions and quality of public services to explain the significance, direction and magnitude of the correlation (Stephen & Jack, 2015). Hypothesis testing was done and the rule of the thumb was that if  $p < 0.05$ , then null hypotheses is rejected and the alternate hypothesis accepted.

### **3.11.3 Regression analysis**

Regression analysis is the determination of the degree of statistical interdependence between federalism and quality of public services (Ayyub & McCuen, (2016). Similarly, Dunn (2015) maintains that regression analysis was used to establish how much the dependent variable (quality of public services) was predicted by the independent variables. Regression analysis was either simple or multiple. The simple regression analysis involved only two variables, the independent and the dependent variable while the multiple regressions involved the independent variables and the dependent variable. In this study, multiple regression was run to ascertain the degree to which federalism influence the quality of public services (Dunn, 2015).

## **3.12. Ethical Consideration**

The Researcher ensured the integrity by reporting only the real situation of the field and analyses systematically in order to write the academic research. The researcher certified the confidentiality and anonymity of the research informants by using their responses only for the purpose of this research. Likewise, the researcher considered conducting the study in secure and furnished rooms. The data collection from the respondents was kept confidential and was

used for the purpose of the fulfilment of the requirement for the award of the degree of Master of Project Planning and Management. Key ethical issues such as privacy, anonymous of the respondents, maintenance of the conditions of the data provided by individuals was given priority. The respondents were also informed of the content of the research and the result of the study was published to benefit the respondents.

The researcher ensured that no information was released to a third party without a written permission from the source. The researcher also ensured data collection was analysed professionally and that there was no intent to fudge to conform to predetermined opinion. Further, to protect the respondents' identities, data was reported as a block instead of highlighting individual cases.

### **3.13. Limitations of the Study**

**The following limitations were encountered during this study.**

Some respondents tried to withhold some information, however, this was overcome by the researcher who convinced them that the information exchanged was to be kept confidential and only be used for academic purposes and the researcher further engaged respondents in interviews.

Sensitivity of information; some respondents felt that the information required was sensitive for their working environment if revealed. The researcher however made efforts of convincing the respondents that the information exchanged was kept confidential and only to be used for academic purposes.

Self-assessment tools; the study was limited by the effects of self-assessment. Some respondents were biased when they come to comment about themselves. This however was managed by using research assistants who continuously explain the questionnaire to the respondents.

## CHAPTER FOUR

### PRESENTATION, ANALYSIS AND INTERPRETATION OF RESULTS

#### 4.1 Introduction

This chapter deals with the presentation and analysis of the major findings from the research instruments that were used for collecting the data with specific emphasis on the relationship between Federalism and quality of public service in Galkayo district. The characteristics of the respondents included aspects of gender, age, marital status and level of education filled on the questionnaire and the results are presented and analyzed in tables and figures for clear clarification.

#### 4.2 The response rate

The response rate of a survey is a measure of how many people approached, 'sampled' actually completed the survey (expressed as a percentage from 0% to 100%). It is usually assumed that the higher the response rate, the more likely the results are representative of the population, provided the sampling is appropriate in the first place and that people who don't respond are roughly the same in their opinions as the people who do respond (Am J Eval, 2018).

$$\text{Response rate} = \frac{\text{total number of tools received}}{\text{Total number of tools given out}} \times 100 = \frac{146 \times 100}{158} = 92.4\%$$

Response rate (also known as completion rate or return rate) refers to the number of people who answered the survey divided by the number of people in the sample. It is expressed in the form of percentages (AAPOR, 2018). In this study, all the 158 questionnaires were distributed to respondents and 146 questionnaires were returned, giving a response rate of 92.4%, respondents included Line ministries directors (5), Local government officials (10) International and non-governmental officials (40) Village leaders and other authorized person with the knowledge about the topic or variables of the study (103). This implied that the sample was representative of the actual population and could therefore be generalized and relied on, as observed by Sekaran (2023).

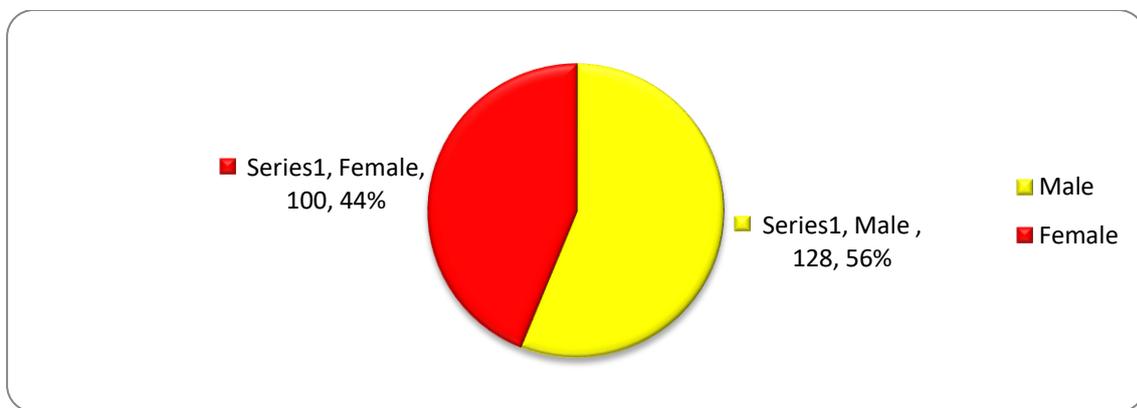
### 4.3 Background Characteristics of the respondents

The background information of the respondents was important because they comprised of both sexes but of different marital statuses and age groups from various settings. This was intended in order to get a variety of views and unbiased responses which made the study a reality. The findings are shown in the figures below;

#### 4.3.1: Classification of respondents by gender

**Figure 4.1: Showing the summary statistics on the gender of the respondents**

The figure 4.1 below illustrates the summary statistics on the gender of the respondents



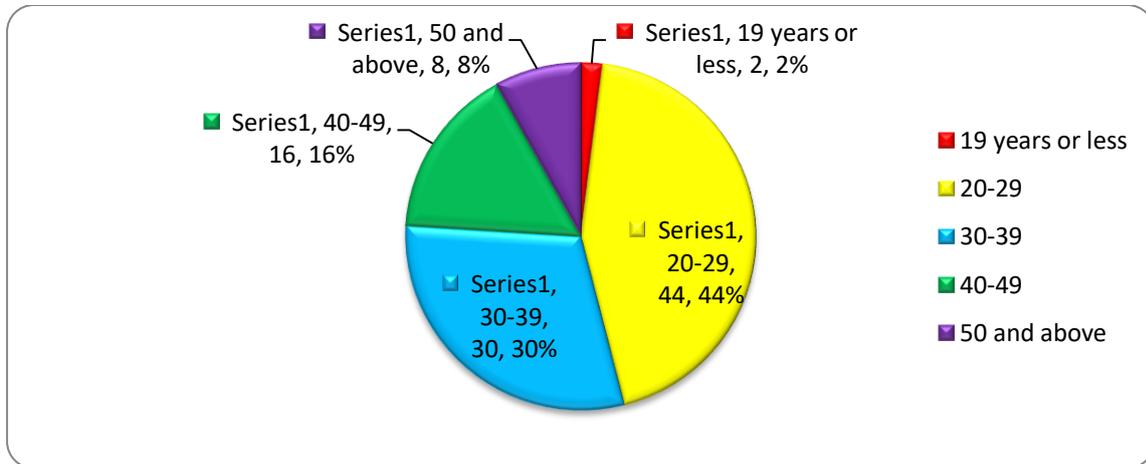
*Source; Primary data (2023)*

The above findings show that; males greatly participated in the study as represented by 56% whereas 44% of the respondents were females; implying that the male respondents actively participated in the study and had good views since traditionally they are the pillars in homes and families hence take control of their families with a lot of concerns in as far as getting good services in terms of having better education for the children, getting the best public health care service from government hospital and having good access to save and clean water. Therefore for this matter it was vital to consider gender because when it comes to who access public service, both male and female are entitled.

### 4.3.2: Classification of respondents by age

**Figure 2: Showing the summary of statistics on age of respondents**

The figure 4.2 below displays the summary of statistics on age of respondents.



*Source; Primary data (2023)*

From the figure above; the biggest percentage of the respondents represented by 44% was found to be 20-29 years these were followed by 30% of the respondents who were in the age bracket of 30-39 years, then 16% of the respondents were between 40-49 years and lastly but not the least were 2% of respondents who were 19 years or less and lastly were 8% of respondents who were 50 years and above. The age group (20-29) comprises of the biggest percentage which reflect a likely high number of youthful group of respondents these high numbers of respondents from the group was due to the fact that they are the feature leader of tomorrow was the main reason which made them to turn out in big numbers.

### 4.3.3: Classification of respondents by marital Status

**Table 4.1: presents the summary statistics of the respondent’s marital status**

The table 4.1 below presents the summary statistics of the respondent’s marital status.

Marital status	Frequency	Percentage (%)
Single	63	39.8
Married	73	46.2
Separated	15	9.4
Widow	7	4.6
<b>Total</b>	<b>158</b>	<b>100</b>

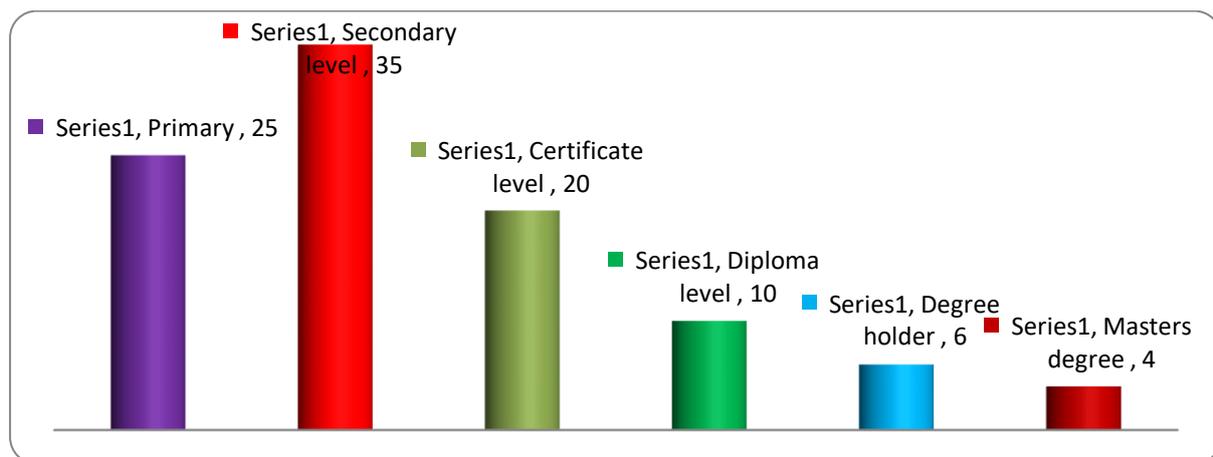
*Source; Primary data (2023)*

An assessment of the respondents' marital status was as follows; the biggest percentage of the respondents were found to be married represented by 39.8% where as 46.2 % of the interviewees were found single, 9.4% of respondents had separated with their partners and lastly 4.6% of the respondents were widowed implying that majority being married, they were responsible people with families and children to look after and hence need for better public service delivery. In this study the researcher disaggregated respondents by marital status because normally under marital status respondents tend to have different motives and opinions based on their status. This is because as regards to this married persons with children would require more access to public service delivery compared to a persons who are single without responsibilities like children to look after.

#### 4.3.4: Respondents level of education

**Figure 4.3: Showing summary statistics on respondent's level of education**

Figure 4.3 below illustrates summary statistics on respondent's level of education



**Source; Primary data (2023)**

In the figure 4.3 above, shows the biggest percentage of respondents were secondary levers constituting 35% of the respondents, followed by 25% as primary school levers whereas 20% of the respondents had attained their certificates in different professional of awards 10% of the respondents were diplomas holders, 6% degree holders and 4% of respondents had masters degrees. Therefore the majority having attained secondary education they were able to read and write and secondly they were a class of majority community members in Galkayo district who are highly in need of basic public service.

#### 4.3.5: Respondent's occupation

**Table 4.2: illustrates summary statistics on occupation of the respondents**

Table 4.2 below illustrates summary statistics on occupation of the respondents

Occupation	Frequency	Percentage (%)
Farmer	60	38
Business person	40	26
Civil servant	33	20
Others	25	16
<b>Total</b>	<b>158</b>	<b>100</b>

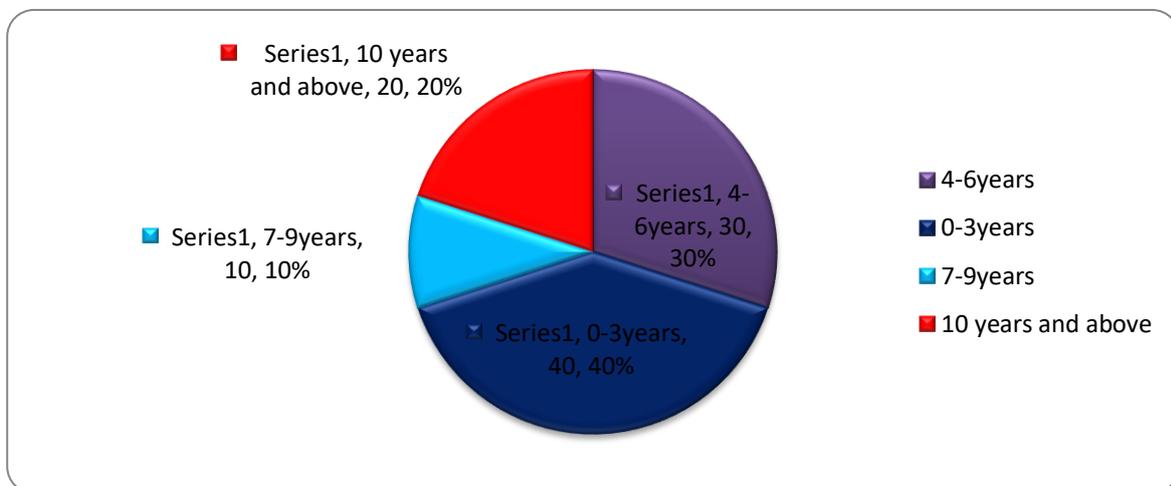
*Source; Primary data (2023)*

According to table above, majority of the respondents represented by 37% were found farmers, followed by 26% who were involved in business activities, whereas 20% of the respondents indicated they are employed as civil servants, and lastly 16% of the respondents are involved in other occupations such transport like driving tuku tuku's, and other means of transport. Thus, majority of respondents being farmers implies that most of them were staying in rural areas of Galkayo district and because of this public service like education, access to safe and clean water, health care were vital to their lives.

#### 4.3.6: Respondents Period of stay /work in Galkayo district

**Figure 4.4: illustrates summary statistics of respondent's period of stay or work in Galkayo district**

Figure 4.4 below illustrates summary statistics of respondent's period of stay or work in Galkayo district



*Source; Primary data (2023)*

Respondent's period of stayed or work in Galkayo district shows 40% of respondents had stayed Galkayo district for between 0-3 years whereas 30% indicated a period of 4-6 years. 20% of the respondents indicated that they had stayed and worked in Galkayo district for 10 years and more, 10% indicated duration of 7-9 years. This implies that majority of respondent having only stayed in the region for 0-3 years; they were not indigenous people of Galkayo district.

#### **4.3 Objective one: Role of federalism on the quality of public services delivery in education sector Galkayo district**

The first objective of the study was to examine the role of federalism on the quality of public services delivery in education sector Galkayo district. The items showed the average response from the respondents for each item in relation to how federalism contributes to the quality of public services delivery in education sector. The items were rated on the 5 point likert scale ranging between strongly disagree, disagree, not sure, agree and strongly agree. The findings are shown in table 4.5 below:

**Table 4.3: Role of federalism on the quality of public services delivery in education sector Galkayo district**

	<b>Statement</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Response mode</b>	<b>Interpretation</b>
B1	Citizens of Galkayo district enjoy Local governance Administration efficiently	3.74	2.01	Agree	High
B2	There are Mechanism for participation, responsiveness, equity, inclusiveness, transparency, and accountability	3.65	2.10	Agree	high
B3	The local governance authority is always supported financially by the central government of Puntland state	4.31	2.02	Strongly agree	Very high
B4	There is capacity development of Puntland state in as far as public service delivery is concerned	4.45	2.71	Strongly agreed	Very high
B5	There is collaborative stakeholder relationships exist in federal administration of Puntland state	4.01	2.70	Agree	High
B6	There efficient, effective, and responsive service in the federal system of Puntland state	4.39	2.06	Strongly agree	Very high
B7	Participatory decision making process is always open and fair to every member in Galkayo district	4.21	2.30	Agree	High
B8	The local governance administration promotes the personal participant of citizens to clearance	2.32	2.04	disagree	low
B9	The local governance administration management is free from corruption	1.22	2.0	Strongly disagree	Very low
	<b>Average mean</b>	<b>4.36</b>		<b>Strongly Agree</b>	<b>Very high</b>

*Source: Primary Data, (2023)*

Descriptive statistics on table; 4.3 regarding to the role of federalism on the quality of public services delivery in education sector in Galkayo district was analysed as follows; Descriptive statistics on whether citizens of Galkayo district enjoy Local governance Administration efficiently revealed that a mean of 3.74 with Std Dev. 2.01 and a response mode of agree which was interpreted as high meaning that the governance system and the service delivery offered by Galkayo district was fairly good basing on the individual responses attained presented in the table above.

Also from the statistics, on whether there are mechanism for participation, responsiveness, equity, inclusiveness, transparency and accountability indicated that a mean of 3.65 with Std Dev. of 2.10 and a response mode agree was attained from individual responses and was interpreted as high which implies that somewhere somehow the administration of Galkayo district takes an initiative of informing the citizens about the budgets and accountability reports of the how the district is performance in as far as service delivery is concerned through various media platforms.

Further statistics revealed that the local governance authority is always supported financially by the central government of Puntland state this was evidenced through the mean 4.31 Std Dev. 2.02 and the response mode of strongly agree which was interpreted as very high according to the individual responses from the field which implies that the financial budget of Galkayo district is always funded by the central government of Puntland Somalia.

Also from 4.3, it was noticed that the local governance authority is always supported financially by the central government of Puntland state the was showed by the mean 4.31 Std Dev. 2.02 and response mode of strongly agree which was interpreted as very high which implies that funds from the central government of Puntland are always allocated to the Galkayo district and results were based on the individual responses from the area of study.

Results on whether there is capacity development of Puntland state in as far as public service delivery is concerned was as follows mean revealed 4.45, Std Dev. of 2.71 plus a response mode of strongly agree which was interpreted as high basing on the individual responses from the field of study implying that Puntland as a state has the capacity but because of other factors such as civil conflict, corruption among others they act as bottleneck to service delivery in Galkayo district.

On whether there is collaborative stakeholder relationships that exist between federal administration of Puntland state and Galkayo district was represented with mean 4.01, Std Dev. 2.70 and a response mode of agree which was interpreted as high basing on individual responses which meanings that there is link between the two administrative units in terms of service provision which is meant to come from the central government of Puntland to Galkayo district.

In addition, there efficient, effective, and responsive service in the federal system of Puntland state, this has been noted by mean 4.39 and a Std Dev. 2.06 with a response mode of strongly agree which was interpreted as high basing on the individual responses analysed from the field implying that Puntland as a state has done its best to ensure Galkayo district get the required service but because of other circumstances such as civil war all is not achieved.

Also on whether participatory decision making process is always open and fair to every member in Galkayo district was as follows mean 4.21, Std Dev. 2.30 and response mode of agree with an interpretation was attained based on individual responses meaning that staff members are aware of most of the decisions made but the citizens are not fully informed of every decision that has been taken on as regards to the district service delivery is concerned.

On whether the local governance administration promotes the personal participant of citizens to clearance, this was represented with mean 2.32 a Std Dev. 2.04 which got a response mode of disagree with an interpretation of low which implies that the local administration of Puntland and the Galkayo district local does not allow personal participant of citizens to clearance.

Also on whether the local governance administration management is free from corruption was represented with mean 1.22 and a Std Dev. 2.0 which got a response mode of strongly disagree and was in interpreted as very low meaning that corruption both at the central and at the district of Galkayo is very high.

## **Qualitative Analysis**

### **Local governance administration efficiency**

Increased local empowerment in promoting desired public goods, we consider whether the hypothesised advantages of decentralisation on public service delivery hold when applied to citizens' satisfaction with public services. From the interviewees it was revealed one of the local government officials revealed;

*“Evaluating the quality of democracy with respect to local governments as units that meet various local citizens' preferences, both the direct and indirect impacts of local decentralisation specified by levels of fiscal and administrative decentralisation on public service satisfaction through the mediating impact of local governments' management capacities” (local government official, 2023).*

### **Citizen participation**

Citizen participation occurs when “governments seek to mobilize citizens to engage in public debate, provide input, and make contributions that lead to more responsive, innovative and effective governance.” When citizens are engaged, governments are more responsive, innovative, and effective. From the interviews;

*“In Galkayo district citizen participation is one of the three OGP values, along with transparency and public accountability e.g of relevant activities include new or improved processes and mechanisms for the public to influence decisions; participatory mechanisms for underrepresented groups; and a legal environment that guarantees civil and political right”.*

Further interviews carried out from one of the local government officials revealed

*“Local governments, therefore, have direct responsibility for planning, implementing, monitoring and reporting on water and sanitation services within their jurisdiction. Central government allocates budgets and it can also solicit extra funding from civil society, the private sector and development partners to supplement official budget allocations. The districts are expected to form functional water and sanitation committees” (Line ministries staff, 2023)*

## Capacity development

Capacity building is the improvement in an individual's or organization's facility "to produce, perform or deploy". The terms capacity building and capacity development have often been used interchangeably. Capacity-building concerns with developing and strengthening the skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt, and thrive in a fast-changing world. From the interviews one of the local government official revealed;

*“Fragile states like Somalia are characterised with governments that are incapable of assuring basic security for their citizens, fail to provide basic services and economic opportunities, and are unable to garner sufficient legitimacy to maintain citizen confidence and trust. Due to these facts the citizens lack the capacity to cooperate, compromise, and trust. When these capacity deficits are large, states move toward failure, collapse, crisis, and conflict”* (local government official, 2023)

He further lamented’

*“On other hand, targets for Capacity Development (CD) can be categorized according to these levels: individuals, organizations, and/or the enabling environment in which they function. These levels are interconnected. In societies that have been fragmented by deteriorating or conflict conditions, people's trust and tolerance levels tend to lower and their suspicion levels are heightened. They are likely to be less willing to cooperate across societal groups and less willing to give others the "benefit of the doubt."* (local government official, 2023)

Stakeholders can be internal or external to the agency. Internal stakeholders may include the program sponsor, steering committee, or governance board, and external stakeholders may include suppliers, investors, community groups, and other government organizations. From the analysed interviews one official from the non-government organisation had this to say;

*“Collaborative stakeholder relationships exist in governments more especially under federal system because globalisation with its complex and interrelated flow of people, information, technologies, ideas, resources and media has changed the way diplomacy is being undertaken. These processes are contributing to elevate the role of sub-national government stakeholders in the global scene. As a consequence, different levels of the public administration (from the regional to the local level) may*

*also play an interesting role in science diplomacy through a wide array of executive actions and implementation channels”. (NGO official from Galkayo district, 2023)*

### **Service delivery in federal system**

From the study field, one of the local government officials revealed;

*“The means of connecting the state and the people is its service delivery. The quality of service delivery of the state is measuring its system of governance. The state and the government will bring the service delivery to the people through staff administration. In this sense, the working style, behavior and service delivery of the responsible employees working in the state administration is guaranteeing the effectiveness, good governance and inclusive governance of the state government”* (Galkayo district local government official,2023).

### **Government decision making**

The centres of government are the support structure serving the highest level of the executive branch of government (presidents, prime ministers and their equivalents). They help the head of government and ministers to make good decisions by ensuring they receive evidence-informed, co-ordinated and coherent advice. They also co-ordinate the various players in the policy process, and to help ensure the quality and capability of the policy system. From the key informant interviews one local government official from Galkayo district revealed;

*“Strengthening decision-making processes is key to realising the objectives of epidemic response. This pilot evaluation contributes towards this goal by the testing what, to our knowledge, may be the first tool designed specifically to assess quality of decision-making processes in epidemic response. The tool has proven feasible and acceptable in assessing decision-making quality in an ongoing response and has potential applicability in assessing decision-making in broader humanitarian response”. (Galkayo district official, 2023).*

### **Local government citizen participation**

Citizen Participation in Local Governance module is design to provide local public officials and civil society representatives with a set of tools and techniques enacted to promote good governance at the local level. Moreover, it will expose participants with conceptual and theoretical explanations of governance and participation, as well as with a series of practical experiences and case studies from local governments where citizens participation have proven to be a success. From the interviews in the field;

*“Participants will also understand a step by step case studies in which the Local Government and Civil Society design an action plan for fighting corruption and development, as well as on to use the tools mentioned in it”.*(line ministries official, 2023)

### **Corruption in local government**

There are several types of political corruption that occur in local government. Some are more common than others, and some are more prevalent to local governments than to larger segments of government. Local governments may be more susceptible to corruption because interactions between private individuals and officials happen at greater levels of intimacy and with more frequency at more decentralized levels.

*In Galkayo districts a few of the incidences have been manifested inform of bribery is the offering of something which is most often money but can also be goods or services in order to gain an unfair advantage. Secondly extortion is threatening or inflicting harm to a person, their reputation, or their property in order to unjustly obtain money, actions, services, or other goods from that person. Blackmail is a form of extortion. Thirdly embezzlement is the illegal taking or appropriation of money or property that has been entrusted to a person but is actually owned by another (Local government official, 2023).*

#### **4.4 Objective Two: Contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia**

This objective two sought to assess the contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia. To achieve this objective, the selected respondents were asked to indicate the extent to which they agreed to the items. Their responses were rated on a five-point Likert scale where 5 represented strongly agree, 4 represented agree, 3 represented not sure, 2 represented disagree and 1 represented strongly disagree.

**Table 4.4: Frequencies of the contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia**

	<b>Statement</b>	<b>Mean</b>	<b>Std. Dev</b>	<b>Response mode</b>	<b>Interpretation</b>
C1.	There a slight improvement in the health services and primary health care	4.45	1.23	Agree	High
C2.	There is increased their involvement in decision making	4.74	3.01	Strongly agree	Very high
C3.	There is improved the education sector performance	4.65	2.10	Strongly agree	Very high
C4.	There is sanitation and garbage collection,	4.45	2.32	Strongly agree	Very high
C5.	There is environment protection, renewal and maintenance.	4.72	2.65	Strongly agreed	Very high
C6.	There is local road maintenance, sewage.	4.22	2.71	Strongly Agree	Very high
C7.	There are flood barrier and soil protection.	4.33	2.19	Strongly Agree	Very high
C8	There is fire protection, prevention and mitigation.	4.10	2.01	Strongly agree	Very high
C9	There are local public infrastructure facilities.	3.90	1.91	Agree	High
C10	There is fight and prevent from infectious diseases of animal.	3.82	1.04	Agree	High
	<b>Average mean</b>	<b>3.85</b>		<b>Agree</b>	

*Source: Primary data, (2023)*

From table 4.4, descriptive statistics revealed the contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia in the following ways; on whether there was a slight improvement in the health services and primary health care was that mean 4.45, Std. Dev. of 1.23 and response mode of agree with an interpretation as high was based on the individual response implying that Galkayo district Puntland state of Somalia tried their best to ensure that the citizens get public service.

Also on whether there was an increased their involvement in decision making was represented by mean 4.74, a Std Dev. of 3.01 and the response mode of strongly agree with and interpretation of

Very high meaning that somehow somewhere the administration of Puntland state endeavored to involve the administration of Galkayo district when it come to making decisions.

Further to note was whether there was an improved the education sector performance was revealed with mean 4.65, Std Dev. of 2.10 and response mode of strongly agree with an interpretation of very high which implies that a lot was being done to ensure schools are built, enrolments are improved as well as the entire performance of students in Galkayo district is of the good standard

On whether there was sanitation and garbage collection in the town of Galkayo district was represented with mean 4.45, Std Dev. 2.32 and response mode of strongly agree with an interpretation of very high which implies that there was a good hygiene in the town of Galkayo and the results were based on the individual response after carrying out a study.

Further descriptive was done on whether there is environment protection, renewal and maintenance, was represented with mean 4.72, Std Dev 2.65 and the response mode of strongly agreed with an interpretation which was very high meaning that responsible authorities in both Puntalnd state and Galkayo district made sure that the environment is protected which included wetland among others.

From the study, findings indicated that there was local road maintenance, sewage system and this was represented with mean 4.22, Std Dev. of 2.71 and the response mode of strongly agree with and interpretation of very high this was based on the individual response from the field which implied that the local government administration of Galkayo district was concerned much about the infrastructure system.

Also on whether there are flood barrier and soil protection in the district of Galkayo was represented with mean 4.33, Std Dev. of 2.19 and a response mode of strongly agree with an interpretation of very high and this response was based on individual which implies that the local government administration cared some much about the surrounding environment

Statistics on whether there was fire protection, prevention and mitigation was represented with mean 4.10, Std Dev. of 2.01 and the response mode of strongly agree with an interpretation as very high which implies that the local government of Galkayo district had enough safety measures against fire outbreaks in the district.

Further statistics on whether there are local public infrastructure facilities were in place and in good condition was represented with mean 3.90, Std Dev. of 1.91 and response mode of agree with an interpretation as high which was based on individual response from the field after carrying out the study.

Statistics on whether there was fight and prevent from infectious diseases of animal around Galkayo district was revealed based on the individual response with mean 3.82, Std Dev. of 1.04 and response mode of agree with an interpretation of high was based on individual response

## **Qualitative Analysis**

### **Primary health care**

This is based on scientifically sound and socially acceptable methods and technology. This makes universal health care accessible to all individuals and families in a community. Primary healthcare and public health measures, taken together, may be considered as the cornerstones of universal health systems. From the findings, this is what was quoted;

*“Healthcare provision in Somalia is a patchwork of solutions. While the situation has improved since the war, services are often expensive and, unfortunately, not entirely trusted by the public. Less than 30% of Somalis have access to health services and only 11% of children receive basic vaccinations”* (one official from the line ministries, 2023).

### **Involvement of citizens in decision making**

The participation of communities in the decision making processes is one of the central element of transparency governance, and enhances local official’s commitment. It is a continuous process that covers the time between the two elections, where the information concerning the municipal decisions and policies occurs in both passages; local residents voice

their concerns about local government and municipal authorities in its turn informs on the execution of the municipal policies. From the field a finding this is was said;

*“Factors hindered local community to take part in decision-making process which includes mistrust between local government officials and the community in Mogadishu city, insecurity, limited resource of local government institutions, and lack of training of local officials. In Galkayo district community participation in the decision making process is very minimal and limited”* (local government official, 2023)..

### **Education sector**

Somalia’s basic social services have been decimated due to civil unrest and years of underinvestment. USAID assists regional authorities and local communities by providing education services that mitigate conflict and improve the capacity of governance institutions to deliver quality and equitable services. From the interviews local government official revealed;

*“In Somalia and Galkayo in particular, more than two decades of conflict have nearly destroyed Somalia’s educational system, which is characterized by poor quality, insufficient numbers of qualified teachers, and inadequate resources. The educational deficit in Somalia is one of the most acute in the world. Of the total 4.7 million school-aged population (12.3m total Somali population), 972,000 children or one out of every five Somali student-aged child is displaced. Specifically, in the months of November 2016 to August 2017, close to 50,000 children lost the opportunity to go to school due to displacement”* (local government official, 2023).

### **Health condition in Galkayo district**

From the field finding indicated;

*“National estimates of coverage for the 6 major vaccine-preventable childhood diseases in Somalia range from only 30-60%. Conducted in Galkayo District, Puntland state, Somalia, this qualitative study investigates limiting factors associated with childhood vaccination uptake from the perspective of both communities and healthcare workers”* (NGO officials, 2023).

He further revealed;

*“In Putland state, 3 strategies are used to reach communities: (i) a facility-based approach that serves communities close to health centres; (ii) planned outreach*

*vaccination sessions for remote rural communities; and (iii) immunisation activities for polio and measles vaccination campaigns, which supplements the routine Expanded Program on Immunization (EPI)” (NGO officials, 2023).*

### **Environment protection in Galkayo district**

Somalia faces water shortages in all the three zones. In addition, water pollution has negatively affected water supplies with the result that people no longer have access to safe drinking water. The demand for water for industrial, agricultural, and human and animal needs is on the rise. Population growth and the high rate of urbanization across the entire country due to migration of destitute people from rural to urban areas, coupled with the severe destruction of the environmental and natural resources through harmful business and pastoral practices, will increase the demand for safe drinking water even more. From the key interviews findings revealed;

*“Water quality is as important as its quantity for human and animal use, and also for commercial and industrial use throughout the world. Honestly speaking most Somalis are constrained to drink unclean and unchlorinated water from shallow boreholes, surface water, springs, rainwater catchments from berkeds (cement catchments) and ballis (earth catchments). The increase in urban populations for instance in Galkayo district leads inevitably to increased demand for water, further draining of aquifers, and the consumption and pollution of whatever surface water resources are available” (NGO official, 2023).*

The term “liquid waste” is used here to refer to wastewater from domestic sources – namely, households and hotels including waste from water closets, septic tanks, latrines and flush toilets. From a public health point of view, this wastewater should be considered as sewage that contains pathogens from latrines, septic tanks, baths, showers, wash basins, laundering of clothes, and dish washing and it should be disposed of appropriately. From one of the local government official in Galkayo district here is what he had to say;

*“The solid waste in town is generally poorly managed. Accumulated heaps of waste can be seen all over town. The municipal authority is committed to improve waste management but lacks funding to set up an adequate waste management and control system. There are insufficient trucks to pick up waste; petrol provided by the local government is only sufficient for three trips to the dumpsite per day; and there are very low incentives (around US\$0.40 a day) for the workers who collect and off-load the waste with their bare hands” (Local government official, 2023).*

### **Flood barrier and soil protection**

Deforestation and desertification are rampant in all zones, particularly in the areas between the rivers in the south. This has resulted in the disappearance of natural forests. The lack of grass in grazing areas has led to soil erosion in many parts of the country. From the interviews this is what was quoted;

*“Somali coastal areas have experienced significant and widespread environmental degradation as a result of increasing pressure from human population growth and expansion, and the intensification of land use”* (local governmental official, 2023).

Fire protection is the study and practice of mitigating the unwanted effects of potentially destructive fires. It involves the study of the behaviour, compartmentalisation, suppression and investigation of fire and its related emergencies, as well as the research and development, production, testing and application of mitigating systems.

*“Fires are sometimes categorized as "one alarm", "two alarm", "three alarm" (or higher) fires. There is no standard definition for what this means quantifiably, though it always refers to the level response by the local authorities. In some towns like Galkayo, the numeric rating refers to the number of fire stations that have been summoned to the fire”. In others, the number counts the number of "dispatches" for additional personnel and equipment”* (local government officials, 2023).

### **Local public infrastructure facilities**

These are facilities for general public use, such as roads, telecommunication, railways, water supply, public parks, schools, and universities, can be commonly mentioned under a single term “public infrastructure.” These essential systems and facilities aid in an economy's continuous, seamless, and smooth flow. From the interviews key respondents revealed;

*“The government of Puntland finances public infrastructure investment by employing distortionary funds collected from taxes, charges, cess, etc. The value of investments is measured based on policy process critical inputs, cost function, and aggregate productions”* (local government official, 2023).

### **Infectious diseases**

Every year, the rains gift Somali communities with much-needed water for their animals and agricultural activities. This causes floods, which destroy homes and roads among other assets

and infrastructure, and exacerbate the spread of water-borne and vector-borne diseases, such as cholera and malaria. Interviews from the key informants revealed;

*“We wanted to provide IV infusion to the child and refer him to another health facility. However, while we were trying to save his life, this young child passed away. This was the first child who died in the health centre since we upgraded it with community support. This made me really sad as these are preventable losses of life. We see that AWD outbreaks happen very often, and they affect many people, as our communities use dirty water in the berkats. If people had the right information about simple things like using clean water, it would really save lives.”*(Official from Galkayo local government, 20230.

#### **4.5 Objective three: Influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia**

The items were rated on the 5 point likert scale ranging between strongly disagree, disagree, not sure, agree and strongly agree. The findings are shown in table 4.7 below: To achieve this objective, the selected respondents were asked to indicate the extent to which they agreed to the items. Their responses were rated on a five-point Likert scale where 5 represented strongly agree, 4 represented agree, 3 represented not sure, 2 represented disagree and 1 represented strongly disagree.

**Table 4.5; Frequencies of the influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia**

	<b>Statement</b>	<b>Mean</b>	<b>Std. Dev</b>	<b>Response mode</b>	<b>Interpretation</b>
D1.	Galkayo district local government rely on central government and donor agencies for resources	4.32	2.34	Strongly agree	Very high
D2.	There is availability and access to health service is one of the main functions of your administration	4.31	2.32	Strongly agree	Very high
D3.	There is increasing inputs lead to improved service delivery and enhanced access to services.	3.65	2.10	Agree	High
D4.	There is physical access and reach ability of services have met a minimum standard.	4.42	2.32	Strongly agree	Very high
D5.	The services are affordable depends on the client's ability.	4.33	2.69	Strongly agree	Very high
D6	Public service project frequently encounter implementation problems in Galkayo district	4.12	2.89	Strongly agree	Very high
D7	Galkayo district Local government gives access to the citizen's free education	4.37	3.01	Strongly agree	Very high
D8	Galkayo district local community require satisfaction in terms of the elements of service delivery such as basic equipment, drugs and commodities among others	4.40	3.04	Strongly agree	Very high
D9	In Galkayo district dimensions of access are a pre-condition for quality	3.89	2.02	Agree	High
	<b>Average mean</b>	<b>4.22</b>		<b>Strongly agree</b>	<b>Very high</b>

*Source: Primary data (2023)*

Statistics from descriptive analysis revealed influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia. On whether Galkayo district local government rely on central government and donor agencies for resources was represented with mean 4.32, Std Dev 2.34 and response mode of strongly agree and interpretation of very high which implies that the local government of Galkayo not only relied on the budgets from Puntland state but also from other donor agencies and other non-governmental organisations.

Also to note was on whether there was availability and access to health service is one of the main functions of your administration was represented with mean 4.31, Std Dev. of 2.32 and a response mode of strongly agree with and interpretation of very was revealed from the study finding and based on individual perceptions.

Further analysis on whether increasing inputs lead to improved service delivery and enhanced access to services was represented with mean 3.65, Std Dev. of 2.10 and response mode of agree with an interpretation of high which implies that whatever was done in Galkayo district to ensure good service delivery was reflected enhanced access and quality of the service.

Also on whether there was physical access and reach ability of services have met a minimum standard was represented with mean 4.42, Std Dev. of 2.32 and response mode of strongly agree and an interpretation of very high implying that there were efforts to ensure access of services at a minimum cost in Galkayo district with the results being based on the individual responses.

On whether services are affordable depends on the client's ability was represented with mean 4.33, Std Dev. of 2.69 and response mode of strongly agree and an interpretation of very high these findings were based on the individual responses and on as far as service delivery in Galkayo district was concerned.

Responses on whether public service project frequently encounter implementation problems in Galkayo district was represented with mean 4.12, Std Dev. 2.89 and response mode of strongly agree with an interpretation of very high on as far as service delivery was concerned.

Further responses on whether Galkayo district Local government gives access to the citizen's free education was represented with mean 4.37, Std Dev. 3.01 and response mode of strongly agree with an interpretation of very high the findings were based on the individual response on as far as service delivery in Galkayo district is concerned.

Also responses on whether Galkayo district local community require satisfaction in terms of the elements of service delivery such as basic equipment, drugs and commodities among others was represented with mean 4.40, Std Dev. of 3.04 and response mode of strongly agree with an interpretation as very high.

Further responses on whether Galkayo district dimensions of access are a pre-condition for quality was represented with mean 3.89, Std Dev. of 2.02 and response mode of agree with an interpretation of high which was based on individual response on as far as service delivery in Galkayo district was concerned.

## **Qualitative analysis**

### **Central government and donor agencies**

Donor agencies are an important financial help when the projects that have been developed shall be carried out to meet the strategic objectives of your sustainable sanitation and water management action plan. Getting funding for your project can take a lot of effort especially if you are not familiar with what is available.

*“As a result of prolonged conflict, Somaliland, Puntland, and Somalia, although only Somalia is recognized by international organizations. Insecurity, drought, food shortages, and the threat of violence have displaced over 1 million people from their homes in the years of conflict. Millions of citizens also suffer the consequences of government corruption in the lack of economic opportunities and the absence of laws to protect people from sexual abuse calls for further government support and various donor agencies to continue supporting the above said countries)”* (local government official, 2023).

### **Access to health service in Galkayo district**

Service provision is a term used to describe a wide range of activities, including the provision of assistive devices, rehabilitation services, and therapy and health services. From key interviews this is respondents revealed;

*“Living conditions are dire for the residents of Galbarwaaqo village, located between Somalia’s Galkayo districts. Most residents in the village, which has a population of around 1,200 households, are pastoralists, and in the last five years the village has experienced recurrent droughts, locust infestations and COVID-19. These issues have drastically reduced residents’ household income and increased the poverty rate”* (local government official Galkayo district, 2023).

Service delivery can be defined as any contact with the public administration during which citizens, residents or enterprises seek or provide data, handle their affairs or fulfil their duties. These services should be delivered in an effective, predictable, reliable and customer-friendly manner. From the field;

*“The state has a vital role in the delivery of a wide array of public services from justice and security to services for individual citizens and private enterprises. Besides traditional public services, such as health care or education, there are administrative services, such as delivery of licences and permissions, which are subject to regulation of administrative proceedings”*(local government officials, 2023).

These services should be delivered in an effective, predictable, reliable and customer-friendly manner. Due to rapid expansion of the use of information and communication technologies, electronic service delivery is an effective means to reduce costs, both in time and money, for the customer as well as the government. Views from the qualitative method reveal that;

*“The government understands the need to promote citizen-oriented administration. Good administration is a policy objective put into practice coherently, through various regulatory and other mechanisms, to ensure quality public services. Accessibility to public services is ensured”*(staff from the line ministries, 2023).

### **Affordable government services**

Governments also grant preferential tax regimes to childcare providers or employers, as well as its uptake by parents. These incentives can help families afford childcare by lowering the cost for parents and easing their participation in the labor force. Key respondents from the field revealed;

*“The lack of affordable childcare in many economies calls for new opportunities to build policy momentum. However, no quick fix or one-size-fits-all solution exists for public support. The necessary institutional and fiscal capacity needs to be put in place to cater effectively to make childcare more affordable”* (Local government officials, 2023).

An implementation program is an action, procedure, program, or technique that carries out general plan policy. However, not all plan policies can be achieved in any given action, and in relation to any decision, some goals may be more compelling than others. On a decision-by-decision basis, taking into consideration factual circumstances, it is up to the decision makers to decide how to best implement the adopted policies of the general plan in any way which best serves the public health, safety and general welfare. Qualitative findings revealed;

*“There has been little progress in attaining socioeconomic transformation and improving the material conditions of the majority poor. Indeed some indicators of*

*Somali' economy display improvement, though, the improvements do not tally with the actual, lived conditions of the wider Somalia society. Many observers have lamented the poor record of policy implementation in a robust and thorough manner as the key reason for the continued dire socioeconomic conditions of Somalis” (Local government official, 2023).*

From the analysed qualitative views;

*“The formation of the district council in Galkayo is taking place under the local governance law approved by the Galmudug authority in January 2018. The principle of the devolution of powers is enshrined in chapter five of Somalia’s provisional federal constitution of 2022. The district formation process is funded by the European Union (EU) through a project that aims to strengthen local governance structures for more accountable and inclusive federal member states in support of the Wadajir National Framework in close partnership with the Ministries of Interior and Local Government of Galmudug and other federal member states across Somalia” (staff from the line ministries, 2023).*

### **Galkayo Community’s satisfaction on services**

Evidence of a strong relationship between programme participation and a positive view of village level governance; there were large attitudinal differences between programme participants and non-participants in Hogaan villages, while there was little difference between non-participants in villages and citizens in non-implementation villages.

*“An increase in participation and in citizens’ perception of inclusiveness in decision-making, as well as a decrease in the difference in participation rates between majority and minority clans. An improvement in the relationship between village authorities and the District Council, an increase in trust in the village and district councils, and an improvement in the resolution of leadership conflicts” (Local government officials, 2023).*

Responses on whether Galkayo district dimensions of access are a pre-condition for quality was represented with mean (mean 3.89 agree) and standards deviation of 2.02. The balance of responsibilities between formal and customary authorities. Responsiveness of local governance institutions. Inclusion with respect to gender and youth, or empowerment of youth or women to participate in decision-making. Overall citizen satisfaction with local governance service delivery or locally governing institutions.

#### 4.6. Relationship between Study Variables

Table 4.6 below presents Pearson’s zero order of correlation

**Table 4.6: Pearson’s zero order correlation matrixes**

<b>Variables</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Education service sector (1)	1			
Health service system (2)	.601**	1		
Water and sanitation (3)	.592**	.412**	1	
Federalism (4)	.687**	.699**	.402**	1
** <i>. Correlation is positive at the 0.01 level (2-tailed).</i>				
* <i>. Correlation is significant at the 0.05 level (2-tailed).</i>				

*Source: Survey data analysis by the researcher, (2023).*

##### 4.6.1 Relationship between federalism and education service sector

The result in the table 4.8 above shows a significant positive relationship between federalism and education service sector ( $r = 0.687$  Probability/p-value  $< 0.01$ ). This implies that a positive change federalism system lead would to improved education service sector

##### 4.6.2 Relationship between federalism and health service system

The result in the table 4.8 above shows a significant positive relationship between federalism and health service system ( $r = 0.699$ , Probability/p-value  $< 0.01$ ). This implies that improved federalism system would have an impact on health service system.

##### 4.6.3 Relationship between federalism and water and sanitation services

The result in the table 4.8 above shows a significant positive relationship between federalism and water and sanitation services ( $r = 0.402$ , Probability/p-value  $< 0.01$ ). This implies that a positive change in federalism system would lead to a positive change in water and sanitation system.

#### 4.7 Regression analysis results.

**Table 4.7: Regression Analysis Model**

Model	Unstandardised Coefficients		Standardized Coefficients	T	Sig.	Dependent Variable: Federalism	
	B	Std. Error	Beta			R Square	0.463
(Constant)	1.630	.239	1.582	8.016	.000	Adjusted R Square	0.346
Education service sector	-.152	.044	-.144	-3.445	.003	Sig.	0.000
Health service system	.345	.044	.279	5.627	.000		
Water and sanitation	.421	.052	.295	6.211	.000		

**Source: primary data, (2023)**

Table 4.7; shows that the predictor variables explained at least 34.6% of the variance in federalism (Adjusted R Square = .346). The results further indicated that water and sanitation (Beta = .295, Sig. = .000), was a better predictor. This implied that the federal government of Puntland should put high emphasis on water and sanitation and within this, the following should be a priority; Constant access to clean water, access & use of sanitary products and good hygiene practices. In terms of emphasis, further focus should be put on health service system and the following should be looked at physician leaders, cost consciousness, incentivised compensations, technology tools and team based care. Lastly, the education sector should also be looked at and here the focus should be on, high education standards, effective school leadership, aligned curriculum, instruction & assessment and focused professional development.

Table 4.10; shows that the predictor variable explained by federal system health service system with (Beta = .279, Sig. = .000). Efforts are underway to set up a coordination mechanism for all health partners to strengthen primary health care and fill gaps in services at the district level, building consensus around a priority package of essential services and critical health system reforms and mapping the availability of services and health workers.

Somalia is prone to emergencies specifically in this case Galkayo district responding to COVID-19 agencies need to explore opportunities to support the finalization and implementation of components of a National Action Plan for Health Security, which includes strengthening of laboratory and early warning systems and ensuring that a package of essential health services and key commodities are effectively delivered in humanitarian settings. This is essential to address fragmented health service delivery and funding arrangements; improve institutional capacity for policy-making, regulation, coordination, planning, management and contracting; and use of data in decision-making.

Table 4.10; shows that the predictor variables explained and education service delivery (Beta = -.144, Sig. =.003). “Local councils in Galkayo district will support State’s development initiatives to decentralize local governance. It will improve the opportunity for citizens to participate and contribute to local decision-making and increase access to education services at the local level. Somalia under Puntland state has worked to rebuild key governmental institutions including the Ministry of Education, Culture and Higher Education (MoECHE). Education is seen as a pillar of this state rebuilding, as it is through investing in its population that the country seeks to build the foundation for economic growth and social development.

Despite the progress made as indicated above, Somalia still faces great challenges in ensuring universal access to education and ensuring that the system functions in the way it is intended. Access to education remains the most significant concern for Somalia with more than 85% of school-age children out of school in 2020. Low GERs were seen across all sub-sectors at 24% in primary and 22% in secondary in 2021, significantly lower than the East African averages of 109% and 41% for primary and secondary respectively. Access is further seen to be greatly affected by poverty levels and associated rural or nomadic status, while girls are also seen to be given less opportunities to access education than boys.

## **CHAPTER FIVE**

### **DISCUSSION OF FINDINGS, CONCLUSION AND RECOMMENDATIONS**

#### **5.0 Introduction**

This chapter dealt with the discussion of findings, the conclusions and recommendations drawn from the study findings from the study objectives which were as follows: examine the role of federalism on the quality of public services delivery in education sector Galkayo district Puntland state of Somalia, assess the contribution of federalism on the quality of public services delivery in health service Galkayo district Puntland state of Somalia and evaluate the influence of federalism on the quality of public services delivery in water and sanitation Galkayo district Puntland state of Somalia.

#### **5.1 Discussion of findings**

##### **5.1.1 Demographic characteristics of respondents**

From the findings it was revealed that males greatly participated in the study as represented by 56% whereas 44% of the respondents were females; implying that the male respondents actively participated in the study and had good views since traditionally they are the pillars in homes and families hence take control of their families with a lot of concerns in as far as getting good services in terms of having better education for the children, getting the best public health care service from government hospital and having good access to save and clean water.

Further findings indicated that the biggest percentage of the respondents were found to be 20-29 years these were followed by respondents who were in the age bracket of 30-39 years, then followed by respondents were between 40-49 years and lastly but not the least were respondents who were 19 years or less and lastly were respondents who were 50 years and above.

In addition, the biggest percentage of the respondents were found to be married where as interviewees were found single, respondents had separated with their partners and lastly were the respondents were widowed implying that majority being married, they were responsible people with families and children to look after and hence need for better public service delivery.

From the findings was that the biggest percentage of respondents were secondary levers constituting followed by respondents who were primary school levers followed by respondents had attained their certificates in different professional of awards, also were respondents were diplomas holders, degree holders and lastly were respondents who had masters degrees.

Also to note, majority of the respondents were found farmers, followed by respondents who were involved in business activities, whereas respondents indicated they are employed as civil servants, and lastly were respondents are involved in other occupations such transport like driving tuku tuku's, and other means of transport.

Based on the above discussion of the qualitative data analysis collected from different informants who were approached through phone calls, the questions were emailed to the informants and their consent forms. The findings can be identified in terms of the fact that federalism as concept in Puntland government has failed to fulfil its conceptual obligation of the federal system and its benefits for the societal development among the common people of Galkayo district.

### **5.1.2 The role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia.**

The findings on the delivery of primary education service the findings indicate that not all teachers were effective teaching secular studies, religious education, and guidance and counselling of students. Most primary education providers in public primary schools in Galkacyo North District were less competent for quality education service. In light of Dwivedi and William (2021), the delivery of such education service in much of the primary education sector in the district was less than the predetermined standards of acceptability.

The statistical inferences on Federal system and education sector indicated that there was a significantly positive and very strong relationship between federal system of Galkayo district and service delivery among schools in the district. Where federal system was effective for local government educationists, the quality of education would improve in Galkacyo District. Thus, light of Joyce and Showers (2002) educationists in the district public primary schools lacked the desired effectiveness and efficiency as long as their competency was not duly developed.

### **5.1.3 The contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia.**

The findings related the quality of social service delivery covered quality of medical service in public health units, quality of public primary education service, quality of public water and sanitation services, and quality of road infrastructural services. The findings on the quality of medical services indicate that only a few of the public health providers were effective enough in diagnosis of any medical complaints, prescriptions of drugs, patient care and counselling and medical service delivery in general. Most of the health workers in the local government health centres in Galkacyo North District provided less quality medical services compared to the health needs of the community. In view of Naidoo's (2017) argument, medical service delivery quality was never consistent with expectations of most users in the district.

The inferential findings on federalism and health service delivery were positively and significantly associated with federal system of governance in Galkayo district and service delivery among civil servants in the public health centres. The more effect the federal system of Galkayo district the better was the delivery of medical services in Galkacyo District. Basing on O'Flynn (2015) this inference was valid; it could not surprising that medical service delivery was low quality among civil servants with little or no competency development.

### **5.1.4 The influence of federalism on the quality of public services delivery in water and sanitation in Galkayo district Puntland state of Somalia.**

The study findings on the delivery of public water and sanitation services reveal that only a few of the local government employees in the department were effective enough for constant clean and safe water supply, instant repairs in case of breakdown on a water supply systems, routine and steady cleaning services, and stable garbage disposal and collection. More than half of the service providers in the water supply and sanitation department were less effective in those respects. In turn delivery of water and sanitation services was not good enough in areas where such less effective local government employees operated. Thus, in much of Galkacyo District, the delivery of such services didn't conform to policy expectations basis on assertions in Kuzek and Rist (2014).

The inferences related to federal system of Kalkayo district and public water supply and sanitation show that there was a significantly strong positive connection between the effective federal system and delivery of service among local government employees. An upturn in the civil servants improved the quality of water and sanitation service delivery in Galkacyo District. As reflected in Kuzek and Rist (2014) the quality of delivery of such essential social in the district was dependant on the sufficiency of staff development.

## **5.2 Conclusion**

The study concludes that federalism is considered as a comprehensive system of political-relationships which emphasizes the combination of self-rule and shared rule within a matrix of constitutionally dispersed powers without basic consensus on some form of federal principles and processes it is likely that the concept could become too flexible and any regime could call its system 'federal' on the basis of the mere existence of the structures alone.

The study also concludes that diplomatic mediation in Somalia has sometimes confused these episodic processes with moving to the next stage of the resolution, which is the establishment of a transitional government. The haste to create a central government is perhaps informed by what Moller describes as the "relentless quest for state building" .because the entire international system is constructed around states to such an extent it is unable to handle stateless territories inhabited by people who cannot be classified as citizens of any state.

The study concludes that the fall of a government does not necessarily signal the collapse of a state in democratic societies. The basic assumption is that the threat of state collapse unsurprisingly arises in countries in which the preconditions for state formation and maintenance were most uncertain in the first place and derives from the relatively recent assumption that the entire world should be divided into states.

It also concludes that the collapse of the Somali state was not a chance event, but a process, which began at the time of independence in 2020. Thus, it can be stated that the state "collapse was triggered when the Siad Barre government fell in 1991. When the Somali state collapsed in 1991, there was no formidable political formation capable of filling the vacuum left by the weak government of Siad Barre. The country was

fragmented in terms of clan lineage and patronage and the devastating drought and ensuing famine introduced food security as source of conflict.

### **5.3 Recommendations**

#### **5.1.2 The role of federalism on the quality of public services delivery in education sector in Galkayo district Puntland state of Somalia.**

The need for a civic education campaign to raise awareness among Somalis on the issues pertaining to federalism and to the constitution. It was noted that the process of drafting and discussing the Somali constitution has up until now been reserved for the political elite. It was proposed that 'constitutional patriotism' was needed in Somalia In order to capture popular support for the constitution making process this involves investing in a process to enable buy in and understanding after the constitution is written. Overall, concern was expressed about the fact that thus far the constitutional process in Somalia has been deadline rather than subject driven. It was argued that some members of the international community have had too much influence on the discussion to date, which could have significant repercussions, for the, future of the Somali state.

#### **5.1.3 The contribution of federalism on the quality of public services delivery in health service in Galkayo district Puntland state of Somalia.**

The study recommended that the quality of social service delivery should be improved. This should be done to address the social and personal needs of the grassroots community which in the first place were the primary reason for institution of Galkacyo district local governance. The district is part of the strategy of decentralising social service delivery in Puntland. In particular due attention should be put on the most primary social services which the current study investigated. These include medical service in public health centres, education service in public primary schools, public water and sanitation services and road infrastructural services.

#### **5.1.4 The influence of federalism on the quality of public services delivery in water and sanitation in Galkacyo district Puntland state of Somalia.**

There is need to aligning and sustaining staff development vis-a-vis social service quality needs. Galkacyo district Local Government and individual civil servants should undertake to uphold the spirit and practice of job competence development in order to match the changing social service delivery demands. This can be realised through staff competency evaluation and social needs assessment surveys to track staff development needs that are socially consistent. This will enable to sustainably undertake the right staff development compliant with the social service decentralisation targets of Galkacyo District.

#### **5.4 Contribution of the study**

Findings on the federalism and quality of public services in Puntland state of Somalia serve as a policy tool to improve the efficiency of public service delivery, of the education sector, health sector and water and sanitation sector.

Regarding to the education sector findings would lead to increased access to education for crisis-affected girls and boys, Improved learning and skills outcomes for crisis-affected girls and boys, Safe and protective learning environment and education ensured for all crisis affected children and youth, Increased continuity and sustainability of education for crisis affected girls and boys, Education management systems are strengthened and Gender equity and equality are increased.

Regarding to health sector this study on federalism and quality of public services in Puntland state of Somalia this study serves to increase reliable information on the dynamics of the private health care market, Limit harmful practices and improve the quality of service provision in the private health care market, Strengthen the regulatory framework and its enforcement, and Develop cooperation between public and private health care providers.

Regarding to the water and sanitation study findings on federalism and quality of public services in Puntland state of Somalia serves to guide on the Puntland state to put more emphasis on identifying additional sources of water and producing a master plan for the state. On the state to add capacity building in differentiated departments across the regions as the needs vary. Furthermore, support for vocational training in the water and sanitation profession should be emphasised. The legal and institutional framework is relatively well developed in Puntland and in the FGS. The main constraints are on regulating existing water

providers. The report should be updated to take into account other donors' recent interventions in certain urban centres as regards to water and sanitation programs in Somalia.

### **5.5 Areas of further research**

The study did not exhaust all the dependent variables that quality of public service as apart from federalism thus the need for other researchers to conduct an exhaustive study on variables under listed.

- Decentralization and political stability in Mogadishu, Somalia
- Good governance and political stability in Mogadishu, Somalia
- Public policy and political stability in Mogadishu, Somalia

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## APPENDICES

### Appendix 1: Questionnaire for international and non-governmental staff, village leaders and other authorized person in Galkayo district

#### Introduction

I am **Mohamud Mohamed Farah**, a student of Kampala International University and currently collecting data for compilation for my thesis as a partial requirement. The research I am conducting is about *“federalism and quality of public services in Puntland state of Somalia using a case of Galkayo district”*. The information is purely for academic purposes and all the answers will be handled with utmost confidentiality and you do not need to indicate your identity anywhere on the questionnaire. I therefore humbly request that you complete this questionnaire correctly in the spaces provided or options given.

#### **SECTION A: DEMOGRAPHIC CHARACTERISTICS**

Tick / fill in the most appropriate answer.

1. Gender:

a) Female                       b) Male

2. Age

a) Below 20 years     b) 20 – 25 years     c) 26 – 30 years   
d) 31 – 35years     e) 36 – 40 Years     f) Above 40 years.

3. Highest level of education Qualification

a) Certificate     b) Diploma     c) Degree     d) Masters   
e) Others (specify) .....

3. Marital Status

a) Single     b) Married     c) Divorced     d) Widowed   
e) Separated

4. For how long have you worked or been in Galkayo district?

a) Less than a year     b) 1-5 years     c) 6-10 years     d) 11-15 years   
16 years and above

5. What is your source of income?

a) Farming/agriculture     b) business     c) civil servant     d) others specify   
.....

Please indicate the extent to which you agree or disagree to the following statements' by ticking the appropriate number.

**ROLE OF THE ADMINISTRATIVE DECENTRALISATION ON THE QUALITY OF PUBLIC SERVICES DELIVERY IN GALKAYO DISTRICT PUNTLAND STATE OF SOMALIA**

Evaluate the following statements by ticking the appropriate alternative of your choice.

Strongly agree	Agree	Not sure	Disagree	Strongly disagree
1	2	3	4	5

	Statement	1	2	3	4	5
1	Citizens enjoy Local governance Administration efficiently					
2	There are Mechanism for participation, responsiveness, equity, inclusiveness, transparency, and accountability					
3	The local governance authority is always supported financially by the central government of south Sudan					
4	There is Capacity development of western equatorial state					
5	There is Collaborative stakeholder relationships exist in Local governance administration					
6	Efficient, effective, and responsive service in your local governance are always practiced in your administration					
7	Participatory decision making process is always open and fair to every member					
8	The local governance administration promotes the personal participant of citizens to clearance					
9	The local governance administration management is free from corruption					

**CONTRIBUTION OF THE FISCAL DECENTRALIZATION ON THE QUALITY OF PUBLIC SERVICES DELIVERY IN GALKAYO DISTRICT PUNTLAND STATE OF SOMALIA**

Evaluate the following statements by ticking the appropriate alternative of your choice.

Strongly agree	Agree	Not sure	Disagree	Strongly disagree
1	2	3	4	5

	Statement	1	2	3	4	5
1	There improvement in the health services and primary health care					
2	There is increased their involvement in decision making					
3	There is improved the education sector performance					

4	There is sanitation and garbage collection,					
5	There is environment protection, renewal and maintenance,					
6	There is local road maintenance, sewage,					
7	There are flood barrier and soil protection,					
8	There is fire protection, prevention and mitigation,					
9	There are local public infrastructure facilities,					
10	There is fight and prevent from infectious diseases of animal.					

**INFLUENCE OF POLITICAL DECENTRALIZATION ON THE QUALITY OF PUBLIC SERVICES DELIVERY IN GALKAYO DISTRICT PUNTLAND STATE OF SOMALIA**

Evaluate the following statements by ticking the appropriate alternative of your choice.

Strongly agree	Agree	Not sure	Disagree	Strongly disagree
1	2	3	4	5

	<b>Statement</b>	1	2	3	4	5
1	Your Local government rely on central government and donor agencies for resources					
2	Ensuring availability and access to health service is one of the main functions of your administration					
3	Increasing inputs lead to improved service delivery and enhanced access to services.					
4	The physical access and reach ability of services have met a minimum standard.					
5	the extent to which the service is affordable depends on the client's ability.					
6	Public service projects frequently encounter implementation problems in Galkayo district					
7	Local governance gives access to the citizen's free education					
8	local community require satisfaction in terms of the elements of service delivery such as basic equipment, drugs and commodities, health, housing and infrastructure, sewages and clear water.					
9	Dimensions of access are a pre-condition for quality					

Thank you very much for your cooperation

**Appendix II: An interview guide for line ministries directors and local government officials in Galkayo district**

Dear respondent

I am **Mohamud Mohamed Farah** a student of Kampala International University. I am conducting an academic research on *“federalism and quality of public services in Puntland state of Somalia using a case of Galkayo district”*. You have been selected as a suitable respondent in this study basing on the expertise in this area and portfolio. Your contribution, opinion and experience will be highly appreciated.

1. What is your Gender?
2. What is your age?
3. What is your Marital Status?
4. What is your level Education?
5. For how long have you been in Galkayo district/or working in this area?
6. How do you understand by the term federalism?
7. How do you understand by the term quality of public service delivery?
8. Could you please in details describe the aspects of administrative decentralization as regard to effective Basic services delivery in Galkayo district?
9. What is the role of the administrative decentralization on the quality of public services delivery in Galkayo district Puntland state of Somalia?
10. What is the contribution of the fiscal decentralization on the quality of public services delivery in Galkayo district Puntland state of Somalia?
11. What is the influence of political decentralization on the quality of public services delivery in Galkayo district Puntland state of Somalia?

**Thank you very much for your cooperation**

### Appendix III: Budget estimate

The study costs will total up to Ushs 1, 260, 000/=

ITEM	COST PER UNIT	TOTAL COST (UGX)
Library	50,000	50,000
Transport	200,000	600,000
Communication	50,000	50,000
Photocopy	100,000	100,000
Printing	150,000	150,000
Binding	50,000	50,000
Internet	50,000	50,000
Miscellaneous	200,000	200,000
Total		1,260,000

**Appendix 1V: Work plan 2022/2023**

<b>ACTIVITY</b>	<b>TIME IN MONTHS</b>				
	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MARCH</b>	<b>OCTOBER</b>
Proposal writing					
Questionnaire design					
Data collection					
Coding and analysis					
Submission					

**Appendix V: Sample size(s) required for the given population sizes (N)**

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	266	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20200	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2020	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	10000	384

**SOURCE:** Krejeie and Morgan (1970), Determining sample size for research activities, Educational and psychological measurement, 30,608, sage publications.