

**The Role of Civil Society Organizations in Sustainable Development and
Poverty Reduction: the Case of Dire Dawa Administration**

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INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Month and year of submission: November, 2016

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**The Thesis is submitted in partial fulfillment of the Master of Arts in Public
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DECLARATION

I hereby declare that the Dissertation entitled

THE ROLE OF CSOs IN SUSTAINABLE DEVELOPMENT AND
POVERTY REDUCTION, THE CASE OF DIRE DAWA
ADMINISTRATION

Submitted by me for partial fulfillment of Master of Arts in Public Administration to Indira Gandhi National Open University, (IGNOU) New Delhi is my own original work and has not been submitted earlier either to IGNOU or any other institution for the fulfillment of the requirement for any course of study. I also declare that no chapter of this manuscript in whole in part is lifted and incorporated in this report from any earlier work by me or others.

Place: Addis Ababa, Ethiopia Signature_____

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Acronyms

BoFED	Bureau of Finance and Economic Development
BRAC	Bangladesh Rural Advancement Committee
CBO	Community Based Organization
CSO	Civil Society Organization
CRDA	Christian Relief and Development
DANIDA	Danish International Development Agency
DFID	Department of International Development (United Kingdom)
IGA	Income Generating Activities
IGNOU	Indira Gandhi National Open University
IMF	International Monetary Fund
NGO	Non Government Organization
NNGO	Northern Non Government Organization
NPM	New Public Management
OECD	Organization for Economic Co-operation and Development
SNGO	Southern Non Government Organization

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Abstract

Sustainable development and poverty reduction is not come overnight; it is a progress which needs strong integration effort of all stake holders. There are several actors that involve in achieving sustainable development and reduction of poverty in Ethiopia as a whole and particularly in Dire Dawa Administration. Mostly the government, CSOs and privates sectors are the primary actors in sustainable development and poverty reduction. In this study paper, the researcher have focused on the role of CSOs in sustainable development and poverty reduction through analyzing and interpreting the primary data collected from CSOs respondent, beneficiaries of CSOs and respondents of concerned government bodies in Dire Dawa Administration . Regarding the research methodology, the researcher has used both quantitative and qualitative methods of data collection that involved in questionnaire and interviews.

The CSOs have come up with several challenges which hinder sustainable development poverty reduction these are; dependency of CSOs on donors for budget, untimely occurring of natural disasters or climate change, deep-rooted and complex problems of poverty, dependency syndrome of the beneficiaries, geographic setting of the target area and also less attention was given to IGA programs.

Therefore, even if sustainable development and poverty reduction will not be come overnight, so CSOs should strength their collaboration with the concerned government bodies and also the concerned government bodies should support, create more conducive environment and give up-to-date information to CSOs to solve the problems of duplication of effort and dependency syndrome in order to achieve sustainable development and reduction of poverty in the Administration.

Chapter One

Introduction

In this Preliminary chapter issues such as background of the study, statement of the problem, objectives of the study, methodology of the study, scope and limitation, significance of the study and organization of the paper were discussed briefly.

1.1 Background of the study

As in other African countries, Ethiopia is also rich in associational life. Traditional civil society organizations such as idir, mahber, senbete, etc... existed from time immemorial. What is unique about these civil society organizations in Ethiopia is that their role is strictly confined to social, economical and or religious activities only because of Ethiopia's history of not being colonized, unlike other African countries. Traditional CSOs in Ethiopia were concentrated on addressing either self or neighborhood/community interests, focusing mainly on social issues. The formal and non-traditional CSOs (mainly NGOs) in Ethiopia started emerging during the 1950's their numbers increased exponentially in the 70's due to the famine the country experienced. During this period, welfare type NGOs and faith-based organizations were established. They played a leading role in providing emergency relief service mostly to the community affected (Dessaegn, 2002).

In the 1990's as a result of the change in the political landscape, the number of NGOs increased fast. NGOs that address development issues in addition to welfare activities also increased. Some NGOs that started addressing human rights issues began to emerge. (Diagnostic Survey on Ethiopian NGOs, November 2003).

Engagement of civil society at national, regional city administration and global levels has long been recognized as an essential and complementary precondition for development and poverty reduction. Dire Dawa Administration is located in the eastern part of Ethiopia 515 K.M away from Addis Ababa and it is enclosed by Ethiopia Somali Regional Governmental State in the east, west and north, and Oromia Regional Governmental State in the south and east. According to 2004

G.C conducted by Central Statistical Authority the total population of Dire Dawa Administration is 341,834 of which 171,461 (50.15%) are male and the remaining 170,373 (49.85%) are female. According to Dire Dawa Administration BOFED report of 2015 G.C unemployment and poverty rate is 14.9% and 21.3% respectively. Currently, the numbers of CSOs that are operating in Dire Dawa administration are 80(eighty).

The total amount of budget agreed between these CSOs and the administration in all project activities in birr 500,688,143.35 during 2003-2007 E.C. and the total number of direct beneficiaries is about 202,608 (Source, Dire Dawa Administration BoFED). Therefore, this research will fill the gap of CSOs and have a great contribution in their performance toward development and poverty reduction in Dire Dawa Administration.

1.2 .Statement of the problem

Civil Society Organizations /CSOs/ has a very little collaboration with the government sectors. Many Civil Society Organizations /CSOs/ have weak systems of transparency and public information, which limits their credibility and a very little participation of workers in making decision. A large number of CSOs have to depend on the public funds or international donor agencies support which reduces their autonomy. Civil Society Organizations /CSOs/ working on social accountability has often have lacked targeted media strategies and also seeks a solution to factors that facilitate and hinder the role of CSOs in sustainable development and poverty reduction.

1.3 Objectives of the study

1.3.1 General objective

The general objective of this study is to explore document, and analyze the role of CSOs in sustainable development and poverty reduction in Dire Dawa Administration.

1.3.2 Specific Objectives

- To enhance the viability of the CSOs and make them more participatory.

- To examine functions effort and roles of CSOs in poverty reduction and sustainable development.
- To ensure the entitlements reach the poor and unprivileged communities both at urban and rural.
- To strength the relation of CSOs and Concerned bodies of the government in the Administration.

1.4 Scope and Limitation of the Study

- Even though there are many CSO organizations in the country this study is limited in Dire Dawa administration.
- On the other hand, the limitation of this study is the difficulty to administer question to the CSOs, beneficiaries of the CSO and CSOs stakeholders of government sector workers. Therefore, sample representations of the beneficiaries were used.

1.5 Significance of the study

This study will be significant in providing new findings for practical and academic purposes in helping to reconsider earlier assumptions and arguments, and in giving insights into problems and limitation of CSOs in poverty reduction and sustainable development and indication remedial measures to be taken by all concerned stakeholders.

1.6 Organization of the Paper

The study is structured in five chapters. The first chapter deals with the problem and its approach, which comprises of an introduction, statement of the problem, objectives methodology of the study, scope and limitation of the study, significance of the study and organization of the study paper. The second chapter concerned with review of related literature and the third chapter deals with the research design and methodology. The fourth chapter deals with data presentation and analysis, while the last chapter contains conclusions and recommendations based on the findings as a solution for the problems investigated.

Chapter Two

Review of Related Literatures

2.1. Definitions of Sustainable Development

In 1987 the World Commission on Environment and Development sought to address the problem of conflicts between environment and development goals by formulating a definition of sustainable development:

Sustainable development is development which meets the needs of the present without compromising the ability of future generations to meet their own needs.

Economic: An economically sustainable system must be able to produce goods and services on a continuing basis, to maintain manageable levels of government and external debt, and to avoid extreme sectoral imbalances which damage agricultural or industrial production.

Environmental: An environmentally sustainable system must maintain a stable resource base, avoiding over-exploitation of renewable resource systems or environmental sink functions, and depleting non-renewable resources only to the extent that investment is made in adequate substitutes. This includes maintenance of biodiversity, atmospheric stability, and other ecosystem functions not ordinarily classed as economic resources.

Social: A socially sustainable system must achieve fairness in distribution and opportunity, adequate provision of social services including health and education, gender equity, and political accountability and participation. (World Commission on Environment and Development, 1987)

2.2. Definition of poverty

The state or condition having little or no money, goods, or means of support; condition of being poor. Synonyms: privation, neediness, destitution, indigence, pauperism, penury. Antonyms: riches, wealth, plenty.

1. Deficiency of necessary or desirable ingredients, qualities, etc.: poverty of the soil. Synonyms: thinness, poorness, insufficiency.

2. Scantiness; insufficiency: Their efforts to stamp out disease were hampered by a poverty of medical supplies. Synonyms: meagerness, inadequacy, sparseness, shortage, paucity, dearth. Antonyms: abundance, surfeit, sufficiency, bounty, glut.

There is no one single definition of poverty. One figure which has been suggested is that an income of half the national average indicates poverty. In Scotland this would be an income of £7,000. "Poverty is defined relative to the standards of living in a society at a specific time. People live in poverty when they are denied an income sufficient for their material needs and when these circumstances exclude them from taking part in activities which are an accepted part of daily life in that society."

"The most commonly used way to measure poverty is based on incomes. A person is considered poor if his or her income level falls below some minimum level necessary to meet basic needs. This minimum level is usually called the "poverty line". What is necessary to satisfy basic needs varies across time and societies. Therefore, poverty lines vary in time and place, and each country uses lines which are appropriate to its level of development, societal norms and values."(Townsend, 1992)

2.2.1 Absolute vs. Relative Poverty

Like all statistical indicators, poverty measurements are not just a technical matter but are also a reflection of the social concerns and values attached to the subject in question. What it means to be poor and who defines it is a topic that researchers and policymakers from a cross-section of disciplines have grappled with over many years. In dealing with this issue, there are two broad concepts that have emerged: that of absolute poverty and that of relative poverty. While absolute poverty refers to the set of resources a person must acquire in order to maintain a "minimum standard of living," relative poverty is concerned with how well off an individual is with respect to others in the same society. In theory, therefore, while an absolute poverty line is a measure that could, adjusting for price fluxes,

remains stable over time, a relative poverty line is one that could be expected to shift with the overall standard of living in a given society. In reality, however, terms such as “absolute” are much less definitive than may seem suggested. As far back as 1776, Adam Smith recognized the relativity of absolute measures by defining “necessaries” as “not only the commodities which are indispensably necessary for the support of life, but whatever the custom of the country renders it indecent for credible people, even of the lowest order, to be without.” More recently, Townsend (1992) defined economic poverty as a deprivation of income that may enable people to “play the roles, participate in the relationships, and follow the customary behavior which is expected of them by virtue of their membership in society.” Surely, what is “indecent” or “customary” in society is much less objective a measure than what may, for example, be biologically necessary to maintain physical nourishment. Yet, such definitions were devised to guide the construct of an absolute minimum standard of living. It is easy to see, then, how the process of agreeing upon a single measure of absolute income poverty on an international level in the face of multiple cultures with multiple norms could yield so much debate with regards to such subjective perceptions of what is “necessary” and “minimum.” Indeed, this has been the challenge. The Bank’s \$1/day definition, conceived of as an absolute poverty line based on international standards, has been met with much controversy in recent years by those who question not only the methodology utilized to obtain such a standard, but also the adequacy of the standard itself. According to the latest Bank figures, 1.2 billion people live on less than \$1/day and approximately 2.8 billion people live on less than \$2/day. While these facts rightly draw reactions of great concern among the public, equally worrisome is the often misunderstood meaning of these figures. There is significant confusion about the interpretation of the Bank’s definition, with many believing that \$1/day is measured in nominal exchange rate terms (Nye 2002; Reddy 2002).

In actuality, however, the \$1/day definition reflects what is known as “purchasing power parities,” or PPPs, essentially basing the poverty line as the equivalent of what a person could buy with one dollar in the United States. It is important to

note, therefore, that the \$1/day definition does not reflect “how far a dollar could go” in local currency, but rather is an indication of what a dollar could purchase in the United States adjusted for differences in domestic price levels by what is known as the World Penn Tables (Lipton 1996). In light of this understanding, it is difficult to comprehend by any subjective measure what the Bank considers a feasible “minimum” standard for subsistence and how it has reached its conclusions.

2.3 Definition of Civil Society Organization

Civil society is the arena outside of the family, the state, and the market where people associate to advance common interests. It is sometimes considered to include the family and the private sphere and then referred to as the "third sector" of Society, distinct from government and business. Dictionary. Com’s 21st Century Lexicon defines civil society as the aggregate of non-governmental organizations and institutions that manifest interests and will of citizens or individuals and organizations in a society which are independent of the government. Sometimes the term is used in the more general sense of "the elements such as freedom of speech, an independent judiciary, etc, that makes up a democratic society" (Collins English Dictionary).

2.3.1 Definition and classification of CSO in Ethiopia

Internationally, the definition of civil society has been provided by several authors (Cohen and Raito 1992). The 1998 Code of Conduct accepted and adopted by several NGOs in Ethiopia define civil society as “formal and informal groups and associations that are not of the public and business sectors” (CRDA 1998). Civil society institutions, in Ethiopia, include NGOs, advocacy organizations, professional associations, cooperatives, trade unions, religious organizations, business institutions and the independent press (Dessalegn2002) and possibly also the traditional self help associations, local and human rights organizations (Paulos 2005) and networks. The civil society institutions in Ethiopia have also been classified by several authors including Clark (2000). In this discussion paper they are classified as 1. Non Governmental Organizations both national and

international engaged in a) Relief and development b) Addressing environmental issues with or without also dealing in relief and development 2. Community Based Organizations 3. Interest Group Institutions (Dessalegn 2002) (excluding profit making organizations) and 4. Religious organizations. Also the different phases of engagement of civil society can broadly be summarized as follows 1. Phase of engagement in relief and humanitarian work 2. Phase focusing on basic service provision 3. Phase where in addition to service delivery, focusing on rights based approach, governance and advocacy agendas (Ketete and Amare 2006). The authors would like to add a fourth phase where in the NGOs starting to focus on environmental issues considering the fact the above mentioned issues are interlinked with the sustainability of the environment to a greater extent.

Prior to the coming of NGOs many informal institutions such as Iddirs and Mahbers and many others have been there from time immemorial adding to the diversity of the landscape (Ketete and Amare 2006) both in the rural and urban areas. The traditional institutions have been useful instruments in the local development activities, yet there is no sufficient evidence to indicate to what extent the latter were conscious of the larger public interest (Dessalegn, 2002). While discussing the issues related to the participation of Civil Society Organizations in Global Environmental Governance the discussion paper forwards the research question pertaining to the relationship of both the formal (including religious organizations) and informal (traditional and others) organizations with respect to the environmental protection and their participation in the national as well as international environmental governance. The research question would also include the issues pertaining to the definition of CSOs and their classification in Ethiopia. This given the fact that their numbers and possibly also their impact have increased tremendously over the past decade. (Dessalegn, 2002)

Civil society is the arena, separate from state and market, in which ideological hegemony is contested across a range of organizations and ideologies which challenge and uphold the existing order (Lewis 2002; Mohan 2002; Kamat 2004;

Lewis and Kanji 2009). To the extent that individuals cannot accomplish certain tasks alone, they typically fall to voluntary associations or civil society organizations, which exist to change or challenge the existing structures and processes underlying exclusion or disadvantage (Lewis 2002; Sternberg 2010). While in mainstream development usage, civil space is often viewed as “an unqualified good” (White 1999: 319), it represents all interests and contains many competing ideas and interests that may not all be good for development (Lewis and Kanji 2009). Civil society is a broad and hazy concept, and if we see diversity in the NGO sector, we see even greater diversity within it, covering all non-state, non-market, non-household organizations and institutions, ranging from community or grassroots associations, social ‘Best practice’ in civil society associations is full control and/or ownership of the organization by constituents through an active membership structure (Clark 1998; Atack 1999; Kilby 2006; Bano 2008; Fowler 2011; Kunreuther 2011). They gain legitimacy by working locally through an active membership base that identifies and participates in development activities, and build trust and cooperation with members through regular interaction (Kamat 2004).²⁷ Their active membership base differentiates them from NGOs, allowing them to be characterized by more democratic and less hierarchical forms of governance and accountability and the predominance of volunteers (Kunreuther 2011). A study of 40 civil society organizations in Pakistan highlights the destructive It is important, therefore, that where the concept of civil society is ‘exported’ to non-Western contexts, that it is not to be applied too rigidly to allow scope for locally relevant meanings and actors (Lewis 2002; Encarnacion 2011; Edwards 2011; 2011b). Some criticisms, for example, suggest that donors have created NGOs in developing countries without first understanding the complexity of civil society that already existed, in the process allowing the emergence of an ‘old’ and a ‘new’ civil society in some countries (Bano 2008). Indeed, this is the very reason that donors justify funding towards NGOs to create and strengthen social capital and civil society through their operations. That is why, contrary to reality, NGOs are portrayed as voluntary associations of altruistic citizens, responsive to their beneficiaries, accountable to

their constituencies, and advocates for the poor (Bano 2008). NGOs and donors both want this value-oriented perception of NGOs to continue, giving them a special status in public opinion and justifying continued funding to the sector. impact foreign funding has on membership, with organizations reliant on development aid destroying the evolution of cooperative behavior and vastly reducing an organization's ability to attract members (Bano 2008).

2.4 The emergence and expansion of NGOs in development

It was perceived failures of state-led development approaches throughout the 1970s and 1980s that fuelled interest in NGOs as a development alternative, offering innovative and people-centered approaches to service delivery, advocacy and empowerment. While NGOs and their position within the development sector have risen dramatically, the taxonomy of NGOs remains problematic (Vakil 1997). Emerging from long-term traditions of philanthropy and self-help (Lewis and Kanji 2009), NGOs vary widely in origin and levels of formality. While terms such as 'NGOs' and 'third sector' are classificatory devices that help understand a diverse set of organizations, they can also obscure: in presuming the institutionalized status of NGOs, for example, one potentially ignores a large number of unregistered organizations seeking to further the public good (Srinivas 2009). Some definitions of 'NGO' have been suggested by legal status, economic and/or financial considerations, functional areas, and their organizational features – that NGOs are both non-state and self-governing (Vakil 1997).

Frequently, too, NGOs have been classified by what they are not (neither government, nor profit-driven organizations), rather than what they are, highlighting their differences to and distance from the state and private sectors, who have yet to meet the interests of poor and disadvantaged groups (White 1999). One classification we can narrow down to for our purposes is 'Development NGOs', but even this masks an extremely diverse set of organizations, ranging from small, informal, community-based organizations to large, high-profile, international NGOs working through local partners across the developing world. Given the difficulties defining 'NGO', disaggregating within the NGO sector is often based on their type. NGOs based in one country and

seeking development objectives abroad are often referred to as international or northern NGOs (INGOs or NNGOs). These organizations may have adequate finance and resources, but have limited country-level and grassroots knowledge, choosing instead to work at the local level through domestic or ‘southern’ NGO ‘partners’ (SNGOs), who are in closer proximity to communities geographically, culturally, and linguistically. While often referred to as North-South partnerships, these tend to be highly unequal, balanced heavily in favor of those with the funding and resources. Given these classificatory difficulties, definitions and justifications for the emergence of NGOs have centered on their ability to offer a ‘development alternative’, making a set of claims about the more effective approaches necessary for addressing poverty and challenging unequal relationships (Bebbington et al 2008; Lewis and Kanji 2009) and justifying a role for NGOs in filling the gaps caused by inefficient state provision of services. The grassroots linkages they offer are the major strength of NGOs, enabling them to design services and programmes using innovative and experimental approaches centered around community participation (Bebbington et al 2008). The adoption of ‘empowerment’ as a bottom line is their greatest asset: not only do NGOs strive to meet the needs of the poor, they aim to assist them in articulating those needs themselves through participatory, people-centered, and rights-based approaches (Drabek 1987). A key element of contemporary governance in the developing world is the relation between indigenous and southern NGOs and external, usually northern-based ones: in this sense, civil society is not nationally-centred, but increasingly internationally networked (Mohan 2002).

2.5. The Growth of Civil Society

Donor concern with strengthening civil society in the South is a recent phenomenon. It appears to have emerged from the new policy agenda on good governance that was increasingly promoted by official donors during the 1980s and the early 1990s. As a result of this agenda, Northern donors began to explicitly promote political reform through development co-operation. For some donors this meant advocating policies that limited state interference and reduced corruption in the public sector. There was a particular emphasis on aid recipient

countries improving their records on democratic elections, human rights and the rule of law, to name some of the more common areas of reform. Although it would be misleading to assume that all official donors held the same policy, there was a convergence of opinion among them that long-term economic development could not take place without improved systems of government. (Robinson 1994)

The origins of this new agenda can be located in the collapse of communism in Europe and the former Soviet Union, when many countries embraced democratic change. Political liberalization in many parts of Africa and Latin America also reflected growing support for democratic governance. In the post-Cold War era, democracy has been unchallenged as the dominant political ideology. Furthermore, Western governments are no longer willing to overlook corruption and violation of human rights in countries that, during the Cold War, were important strategic allies (Robinson, 1994). The initial focus of the government agenda was on political and administrative reform. The former was primarily concerned with making the state more democratically accountable through multiparty elections, freedom of the press, respect for human rights and the rule of law. The latter included civil service reform, decentralization and anti-corruption measures. The intention of this was to improve the performance of government institutions. Initially this new agenda was concerned with imposing political conditionality in order to put pressure on authoritarian and corrupt regimes to reform; aid was to be made conditional on governments in the South respecting human rights, instituting multiparty elections and reforming state bureaucracy.

However, in practice, the application of political conditionality had only limited success. In many cases donors failed to apply conditionality in a consistent and co-ordinate manner and multiparty elections did not necessarily guarantee a change or improvement in government (Stokke, 1995). The recognition among donors that the transition toward democratically elected governments did not, in itself, guarantee a more democratic culture led to a more positive approach to the promotion of good governance in the form of support for civil society. The motive given by donors for supporting civil society is essentially that a strong civil

society will demand a more democratically accountable and transparent state, and lead to sustainable good governance. In addition, citizen participation is central to the idea of civil society. Thus, civil society brings together both the good governance agenda and the concern with participatory approaches to development that became widely accepted in development policy (if not in practice) during the 1980s. The task for donors has been to identify those types of organizations likely to play a key role in civil society and those forms of support that could be directed toward them in order to strengthen their capacity to participate in a vigorous and effective manner (Biekart, 1998; Robinson, 1996; Van Rooy, 1998).

However, many donors have been less explicit about how they define the term, and in many cases support for civil society has simply become a new way of directing funding toward CSOs rather than government agencies, or part of a wider neoliberal agenda that promoted structural adjustment programmes in the 1980s, which called for a minimal role for the state and a strong private sector. Development CSOs in the South are the main recipients of Northern donor support for civil society. In practice most donors have seen support for civil society in the South in terms of directly funding Southern CSOs to undertake service provision. While they recognize that development CSOs are not the only actors in civil society, this has often not been reflected in their funding.

In reality the promotion of civil society on the grounds of democratization has converged with NPM thinking about the public sector that promotes a reduced role for the state in the provision of public services in favor of non-state organizations, both private sector and CSOs. The public sector reforms of the 1980s and 1990s in both developed and developing countries, driven by the neoliberal policies on privatization and reduction in the role of the state, have been the basis of the NPM. The main thrust of NPM has been to reduce high levels of public expenditure, increase the efficiency of public service provision, increase the role of the private sector in public service provision through contracting-out, and reform state bureaucracies by introducing executive agencies, internal competition and performance-related pay. NPM emerged initially in the

United States and the United Kingdom but it has probably been taken furthest in New Zealand. More recently, it has been increasingly promoted by donors in developing countries as a solution to poor performance in the public sector (Turner and Hulme, 1997:230–235). In general terms Mange (1998) has suggested that there have been three main pressures behind the adoption of NPM:

- Financial pressure state bureaucracies were increasingly perceived as having become too large and inefficient and governments have been under pressure to cut expenditure on services;
- Pressure from citizens as consumers on governments to improve the quality of services; and
- Ideological pressure from dominance of neoliberal thinking regarding the role of the state and market.

One of the main results of NPM has thus been the privatization of public service provision. In many industrialized countries there has been a shift from state provision to contracting-out of services to private companies or voluntary organizations. In industrialized countries such as Britain, these trends have been going on for over a decade. In both the United Kingdom and United States, this reflected the gaining in ascendance of neoliberal policies in which the rolling back of the state was a central principle. However, the last few years have seen a rethinking of the whole issue of service provision. This trend emerged from growing consensus on the need to develop new approaches to service provision based on partnership between the public and private sector.

A further factor has been the decline of the state in many countries, especially in sub-Saharan Africa. By the mid-1990s, 30 years after the wave of independence across sub-Saharan Africa, most African states had suffered a period of crisis in both capacity and legitimacy. The period of expansion and optimism of the 1960s and 1970s, when the state was seen by nationalists and donors alike as the central mechanism for economic and social development, gave way to a period of decline and withdrawal in the 1980s and 1990s. Although the reasons for this crisis are complex and multifaceted, including both internal and external pressures,

undoubtedly the structural adjustment programmes promoted by donors since the early 1980s have had a major impact throughout Africa. Structural adjustment, especially as promoted by the IMF and World Bank, made future loans conditional on NPM reforms of the public sector, notably governments reducing the levels of both public expenditure and their intervention in the economy. These reforms came at a time of economic crisis during which many countries were faced with stagnant economies and increasing national debt. Structural adjustment has had profound effects on the ability of the state to deliver basic services. Government expenditure has been severely cut and the poor have been hit hardest, with government health care, education, agricultural and water supply programmes unable to supply adequate levels of provision.

From this vacuum created by the contraction of the state, CSOs have emerged as major service providers in Africa. This is not an entirely new situation in Africa, but what has changed is the scale of their operations which have grown both in number and in the size of programmes undertaken. Although CSOs have played a role in service provision in Africa since colonial times for example, Christian missions provided extensive health care and education programmes during the colonial era in the post-independence period many states set up national health care, education and agricultural development programmes while CSOs were largely peripheral actors. In some countries, schools and hospitals run by the missions were nationalized and restrictions were placed on the activities of CSOs. However, since the late 1980s, in many countries where the ability of the state to deliver has declined dramatically, CSOs have begun to take over many of the activities previously administered by the government (Semboja and Therkildsen, 1995).

While the decline in state capacity has perhaps been most prominent in Africa, it has also occurred in other parts of the world. The convergence of these three, interlinked developments in developing countries good governance agenda, NPM and state decline has resulted in a massive increase in external funding for CSOs. Not only have they been seen as agents of democratization, but also as more

efficient and effective than the public sector in providing public services. (Semboja and Therkildsen, 1995).

2.6. The Scale of CSO Involvement in Service Provision

It could be argued that CSOs are now major players in bringing about social and economic change in many developing and transition countries. The CSO sector throughout the world is vast and highly differentiated, and it is almost impossible to summarize. CSOs cover a broad spectrum of organizations, from huge national NGOs such as Proshika or the Bangladesh Rural Advancement Committee (BRAC) in Bangladesh, which each employ thousands of people and have multimillion-dollar budgets, to small grassroots organizations. CSOs engage in an equally wide range of activities (Anheier and Salamon, 1998). Providing social services has been a critical role that CSOs have traditionally played, both in industrialized and developing countries. However, the key change that has taken place in recent years is that CSOs are no longer just providing services to people that the state has failed to reach, but they are now far more in the mainstream of development activities. Both the scale and the profile of CSO activities have increased greatly in the past decade. Both governments and international donors have given them much more recognition at the national level than may have been the case in the past.

The relationships that exist between national governments and CSOs differ hugely, as does the balance between them in relation to who provides what kinds of services. In some countries, such as India and in much of Latin America, the state has retained its position as the main provider of social services. CSOs are the junior partners but have had an important role in advocating on behalf of local people for improved state services (Robinson and White, 1997). However, there are many other countries, notably in Africa, where CSOs appear to have taken over from the state as the main provider in certain sectors. In some cases there is co-ordination with government policies and programmes, but often CSOs operate with little reference to state providers. The most extreme cases are in countries experiencing complex political emergencies, where the state has collapsed in

conflict zones, such as Southern Sudan, Afghanistan and Somalia. In such cases, CSOs, especially international NGOs, are the only providers of social services— notably water supply and health care. It is beyond the scope of this paper to examine service provision in conflict situations, but it should be noted that international NGOs have often been strongly criticized for their failure to build on whatever local structures still exist, and for their insistence on providing and managing themselves the delivery of basic services (Tvelt, 1995; Hanlon, 1991).

2.7. CSOs and Service Delivery: Lessons from Developing Countries

There is already a substantial body of literature from which to draw lessons on the operational experiences of CSOs in service delivery in developing countries. Of particular importance are a number of recent impact studies of the role of CSOs in development. The main findings of the studies, most of which focus on NGOs, up to 1996, are analyses in the OECD/DAC NGO Evaluation Synthesis Study (Riddell, 1997). Additional reviews of these recent CSO evaluations can be found in Fowler (1999) and Biekart (1998). CSO service delivery projects are the dominant type of CSO activity included in this study. For example, the Danish NGO Impact Study is based on a review of 45 projects in Africa, Asia and Latin America, of which 20 were concerned with delivering social services, 10 with improving income or productive capacity, and 15 with institutional support to civil society (Oakley, 1999). Furthermore, an important study is Robinson and White's (1997), which analyses the specific role of CSOs in service provision. This study is based on an extensive review of documentation of CSO service provision in the South. It argues that while CSOs play an important role, especially where state provision is weak and the private sector caters to the better off, there are a number of common deficiencies with the services provided by the CSO sector. These include: limited coverage; variable quality; amateurish approach; high staff turnover; lack of effective management systems; poor cost effectiveness; lack of co-ordination; and poor sustainability due to dependence on external assistance. The conclusions of these and other studies are mixed in regard to a number of criteria reaching the poorest, quality of services, efficiency and

cost effectiveness, and sustainability. These and other issues are discussed below. (Oakley, 1999)

2.7.1. Reaching the poorest

CSOs are widely perceived to be more effective than the public sector at reaching the poorest in developing countries. Indeed, much of the justification for channeling funding through the CSO sector has been on the grounds that they have a better track record. However, recent NGO impact studies and evaluations provide little evidence to suggest that CSOs actually are more effective than governments in reaching the poorest with development assistance. Yet one common, if not universal, finding was that at least in the area of service provision, CSOs have made significant progress. For example, the OECD/DAC NGO Evaluation Synthesis Study concludes:

Impact on the lives of the poor varied considerably, ranging from significant benefits to little evidence of making much difference. However, all agree that even the best projects are insufficient to enable the beneficiaries to escape from poverty. Most NGOs' projects do reach the poor (but often not the poorest), though analysis of the socio-economic status of the target group and others appears to be rare: most NGOs, not only small ones, appear not to work with any theory or analysis of poverty (Riddell et al., 1997: xi).

The Danish NGO Impact Study, in assessing what impact Danish NGO supported interventions had on poverty, distinguishes between poverty alleviation and poverty reduction. It finds substantial evidence that service delivery projects aimed at poor people have a significant impact on satisfying the needs of poor people through providing basic health care, education and water supply services. But it finds little evidence to suggest that these efforts can also improve income levels in order to bring about long-term poverty reduction (Oakley, 1999). Similarly Biekart (1998), in his review of NGO impact studies in Central America, notes that while there is little evidence that NGO interventions reduce poverty, they do, nonetheless, generally perform better in the area of delivering services to the poor. However, he concludes that there is still little evidence to say

whether or not they are better than the state at delivering services to the poorest and most marginalized groups.

One of the shortcomings of CSO service provision, highlighted by Robinson and White (1997), is that of limited coverage CSOs may be able to aim service delivery to poor people but the scale of their operations is limited and consequently many people do not benefit from them. Critical issues for CSOs are, first, how to scale-up CSO interventions in order to reach more people and, second, how to improve co-ordination between CSOs and government in service provision. CSOs are notoriously weak on co-ordination. In relation to service provision, however, this is essential to ensure that CSOs do not duplicate each other's efforts or concentrate all their efforts in the same geographical areas.

2.7.2. Quality of provision

The massive increase in the role of CSOs in service provision in recent years raises questions about the capacity of CSOs to deliver high-quality services. However, there is little evidence from developing countries on which a general statement could be made about whether or not CSOs can provide better-quality services than the state. Robinson and White (1997) note that despite a number of studies that draw attention to the shortcomings of state provision in health care, there have been few studies on the quality of health care services provided by CSOs. Green and Matthias (1997) also note that the cases of CSOs providing higher-quality health care than the state are generally due to greater access to resources, not to any intrinsic comparative advantage. They point out that the converse is also true and that when funding levels for CSOs drop, quality levels also tend to fall.

The technical capacity and motivation of staff are also issues critical to the delivery and quality of services. However, again it is difficult to make general comparisons between the state and CSO sector. One general finding of the OECD study is that CSOs tend to be most successful when undertaking projects in particular sectors or subsectors in which they have built up considerable experience and expertise. They have been less successful in undertaking more

broad ranging, complex interventions such as integrated rural development projects. The Danish NGO Impact Study reached similar conclusions, noting that Danish NGOs were in general strong in delivering basic services at the micro level but less successful in more complex development interventions. This related partially to the technical capacity of staff and the study found that many of the Danish NGOs and their partners were not strong on many of the theoretical, methodological and operational aspects of development interventions. However, NGOs with established backgrounds in specialized service delivery projects such as treatment for the blind or people with leprosy, or school renovation tended to have strong technical competence in these sectors.

2.7.3. Efficiency and cost effectiveness

A central justification for increasing the involvement of CSOs in service provision is that they are perceived to be more efficient and effective than the state sector. For example, Green and Matthias note that there are four commonly advanced arguments for the greater efficiency of the CSO sector: specialist experience, more appropriate management structures and systems leading to leaner cost structures, sectoral flexibility and staff motivation (1997:54). Yet, on the basis of their research, they question whether there are intrinsic reasons why CSOs are more efficient at providing health care services than the state, and note the importance of a complex range of external and internal factors that need to be analysed before efficiency can be judged.

More generally, there is insufficient evidence that would allow us to draw firm conclusions about the efficiency of CSOs in service provision. The OECD study (Riddell et al., 1997) notes that the cost effectiveness of CSOs is hard to assess systematically due to the lack of data. The only concrete conclusions drawn from the various evaluations reviewed in this study are that CSO projects can be more cost effective because they tend to be small and focused on a single sector. Conversely, large state-run multisector programmes require much higher overheads and are more vulnerable to underperformance. But this conclusion relates to the scale of their respective operations and says little about whether or

not CSOs are inherently more efficient. One major problem in judging efficiency is that CSOs do not appear to have analyses or monitored the cost effectiveness of their operations, or explored how efficiency could be improved. This is particularly apparent in the Danish NGO Impact Study, which reports that only one of the 45 projects covered by the study produced substantial evidence on the efficiency of its operations. This made it almost impossible for the Impact Study to make a general assessment of NGO efficiency.

Furthermore, Robinson and White (1997) provide a critical analysis of CSO efficiency in the health care sector. In their extensive review of the literature, they identify a number of common weaknesses in the operational efficiency of CSOs. For example, they cite one detailed study done in Tanzania that found a number of inefficiencies in NGO health care facilities, notably: few outreach facilities; cold storage failures; poor performance of health care workers; low technical efficiency; and employment of untrained or inadequately trained staff (Gilson et al., 1994). Another problem is that the management systems for CSO health care provision are often weak, with unstable organizational structures and highly personalized leadership. Dependence on external funding and expatriate staff can also create problems of efficiency through lack of continuity and the fact that funding is often available only for limited periods and for specific projects. Robinson and White also comment on the lack of comparative studies of the efficiency of CSO and state-run health care services. One of the few available studies done in India found that the costs of the services provided by the two sectors were in fact broadly similar (Berman and Rose, 1996).

2.7.4. Sustainability of CSO services

One of the critical issues facing CSOs is the sustainability of service provision. Whereas the state is able to generate a basic level of funding from taxation however small this may be CSOs are usually dependent on grants or contracts. There has been increasing pressure from international donors for CSOs to show that their interventions are sustainable. Yet the evidence from the various NGO evaluations and impact studies suggests that CSO projects are rarely sustainable

and require long-term funding. While this finding is not surprising, what is worrying is that donor pressure on CSOs to undertake sustainable activities could undermine their ability to target poor people for service provision.

It is in this context that one clear piece of evidence emerging from the studies needs to be placed. It is that financial sustainability is less likely to occur for projects the majority of whose beneficiaries are very poor... If donors continue to insist that NGO projects will only be funded if they have a chance of achieving financial sustainability, then this will increase pressure on NGOs to veer away from helping the very poorest (Riddell et al., 1997:23).

Similar conclusions were reached by the Danish NGO Impact Study, which found that in some cases DANIDA's insistence that projects funded by Danish NGOs should be financially sustainable was inconsistent with the poverty focus of their work.

In the social services sector many of the projects are providing services with little prospect of ever being integrated into already resource poor national services despite valiant efforts to do so. Even when such services consider alternatives such as cost recovery, they continue to struggle and see the poverty focus of their services affected. There is a lot of very vital work being supported by Danish NGOs in the area of social service delivery that is crucially dependent on their support (Oakley, 1999:53).

In particular, it could be argued that the concept of cost recovery is not realistic in most economically marginalized areas, if poor people are not to be excluded from access to basic services. Robinson and White (1997) refer to a number of reports that suggest that the introduction of user fees in health care services can be a disincentive for poor people. However, an exception has been India, where the introduction of a progressive fee structure by CSOs has meant that the poorest people are usually exempted from charges.

To maintain service provision to people with limited resources, unable to pay user fees, CSOs need long-term funding commitments from other sources. However,

one key problem with depending on external funding sources is that they are often of limited duration, making it impossible for CSOs to undertake long-term planning. Such a situation can also result in a loss of independence and potential restrictions imposed by the donor (Green and Matthias, 1997:147). The tension between funding and dependence is a common dilemma for most CSOs.

2.8 NGOs and Civil society

NGOs are not institutions *of* the poor because they are not based on membership, and therefore face difficulties being recognized as genuine civil society actors since they rarely truly represent their constituencies (Gill 1997; Bano 2008; Sternberg 2010). As they operate today, therefore, NGOs help the grassroots, but have experienced a shift away from representing the grassroots (Srinivas 2009), with weak grassroots linkages and downward accountability linking NGOs instrumentally, but not structurally to their constituencies and limiting empowerment outcomes (Kilby 2006). A “civil society” function for NGOs entails moving from a supply-side, service-based approach, to a ‘demand-side’ approach that assists communities to articulate their concerns and participate in the development process, keeping NGOs bonded and accountable to civil society (Clark 1995; Fowler 2000). In many countries NGOs started life not as actors in their own right, but as support organizations for wider popular movements (Bebbington 1997; Gill 1997; Mirafteb 1997). Sometimes NGOs may support the creation. This compared 20 civil society organizations that draw upon foreign aid and 20 voluntary organizations that do not, and are funded by domestic donations. The fact that donor funding is associated with a lack of members, low organizational performance and increased aspirations of NGO leaders leads to a plausible causality chain in which aid increases the aspirations of NGO leaders, which leads to lower organizational performance and renders them unattractive to potential members (Bano 2008).

2.9 Relation of CSOs with the state

Civil Society-State relationship can be characterized on one of the three ways: confrontational, complimentary and or collaborative. A 2001 report by DFID

characterized the relationship between Uganda CSOs and the State of Uganda as follows, engagement with government in policy process has been increasing and these are widely perceived to have been an opening of space... Nevertheless, although engagement is often through structures and defined process, the basis on which engagement takes place is often unclear or contradictory. (DFID, 2001)

2.10 CSOs and Media

Media representatives criticized the CSOs' "heavy" discourses not understood by the wider public. On the other hand, CSOs saw a problem in the media's misunderstanding of the role of civil society and in sensationalist bias. Journalist education and adapting messages for the wider public may be a way to avoid these problems. This also indicates that social movements, institutionalized in civil society organizations, have professionalized their communication and developed public relation techniques in order to gain positive media coverage. CSOs have now adapted the techniques of communicating with the public similar to those of political parties. They have provided the 'permanent secretariats' of movements that are in charge of the organization of events and actions, and of media relations (Garcia-Blanco 2006:98)

Contemporary media and civil society seem to be connected and mutually dependent, no matter how civil society is defined. Researchers and theorists have studied this relationship in a number of ways and have found either a positive or negative impact of the media on civil society and civic participation.

Media malaise theories suggest that media consumption, primarily television, leads to a highly passive and individualized society, which in the end results in the decline of social capital (Putnam 2000, in Livingstone, Markham 2008); therefore, there is less potential for active engagement in public issues. However, regardless of the potential negative role the media has in declining social capital, it is undisputable that civil society cannot spread significantly and perform without the media. As Castells noted, "If communication networks of any kind form the public sphere, then our society, the network society, organizes its public

sphere, more than any other historical form of organization, on the basis of media communication networks“ (Castells 2008: 79).

2.11 Challenges and Opportunities of CSOs

2.11.1 Challenges of CSOs

CSOs face a wide variety of difficulties and challenges and suffer from a number of inherent limitations. This is to be expected given the fact that the formal voluntary sector in this county has a short history and only limited experience. Until perhaps the end of the 1990s and the launch of the woreda decentralization program, CSOs were anchored in Addis Ababa, the capital. Since then, however, killil and Zonal based organizations have mushroomed and the increasing activism of community based organizations (CBOs) has further expanded their outreach. (Dessalegn, 2002)

The majority of voluntary organizations is small in size. These groups are engaged in small-scale operations, have a limited budget and only a few staff.

Secondly, many CSOs face a variety of pressures from donors. Some donors have many burdensome financial spending and reporting requirements such as quarterly financial statements, stringent conditions for spending funds, a lot of pressure on beneficiary organizations. CSOs sometimes spend as much time fulfilling donor requirements as undertaking their program activities. Moreover, raising funds to run programs and meet basic expenses is time consuming, and on occasions organizations are forced to accept funds ties to specific projects even through these may not be their core concerns,. Since many groups operate on a shoe string budget, fun insecurity continues to be a major obstacle limiting the scale and scope of CSO operations.

Thirdly, the voluntary sectors, in particular NGOs, suffer from an image problem. The public image of these organizations is by and large unflattering, and there have been discussions in the private media reflecting this. In part the organizations are responsible for bringing this hostility upon themselves.

CSOs have not been able to create a culture of collaboration and working together. The relationship among CSOs themselves needs to be improved in favor of building alliances, coalitions and joint undertakings. There is a tendency of groups to operate either in isolation, or in competition with others. There was duplication of effort, and hardly any coordination of activities or strategic collaboration among them. Each organization is working by itself, without much effort at experience sharing and harmonization of approaches and working practices with others. (Dessaiegn, 2002)

An important limitation also cited interviews were that there was not much networking within the voluntary sector. Networking and the creation of alliances, coalitions or umbrella organizations is a form of building one's strength and capacity to overcome difficult challenges, a tool for gaining greater influence and accomplishing greater tasks. Networking in particular, is an essential tool for those embarking on advocacy work. The capacity constraint of CSOs has been cited several times in this work and it is a problem that cannot be overemphasized. One way of meeting this capacity constraint is of course to engage in collaborative work with others and or play an active part in existing networks. (Dessaiegn, 2002)

Another significant institutional weakness is the lack of consensus based decision making and democratic culture within the organizations. There is often a top-down approach in program planning, implementation and staff management. Frequently, many organizations are not blessed with competent and innovative leadership. Tied to this is the problem of staff turnover within the organizations themselves. There are considerable difficulties in attracting and keeping high caliber staff, especially for organizations working in the rural areas. The further removed the project site is from Addis Ababa or other big urban centers, the more difficult it is to attract and keep skilled and experienced staff. (Dessaiegn, 2002)

2.11.2 Opportunities of CSOs

The “external” and “internal” challenges facing CSOS must be seen side by side with the opportunities that exist at the moment and that can be put to good effect by proactive and determined organizations and their networks. We have suggested earlier that while the policy environment is not fully friendly to civil society, there have been considerable improvements since the time of the Derg and there are now openings that allow civic activism and that should be taken advantage of.

The growth and diversity of civil society that we have discussed above is an asset that opens up considerable opportunities. Unlike the past, CSOs are making their presence felt, to modest extent, not only at the national level but also in the killils, zones as well as the grassroots level. The diversity of the voluntary sector, in terms of duties, responsibilities, concerns and objectives should also be taken as creating opportunities. Moreover, there are now chances for all groups to undertake advocacy work, which was not the case in the past. While the voluntary sector lacks mature experience in most of its activities, and may be considered relatively untried, it is gaining local and problem specific experience fairly rapidly. The sector is still not particularly strong in terms of networking and building temporary or long term coalitions and alliances. Nevertheless, there are quite a few network forums as noted earlier in this study and one can build on their experience. Furthermore, the emergence of advocacy organizations concerned about a wide variety of human rights, social environmental and electoral issues must be seen as a welcome opportunity. (Dessalegn, 2002)

Chapter Three

Research Design and Methodology

In this chapter the research design of the study used, sampling method and size, tools used for data collection and the types and methods of data analysis, ethical consideration and trust worthiness procedures are discussed.

3.1 Design of the study

The researcher used quantitative and qualitative research method and both probability and non probability sampling designs were used to collect data on role of CSOs in sustainable development and poverty reduction.

3.2 Sampling Method and Size

The study was concentrated on the role of CSOs in sustainable development and poverty reduction in the case of Dire Dawa Administration. To collect data and information needed for the analysis of the problem of the study both probability and non probability sampling designs were used simple random sampling procedure was used for beneficiaries of CSOs and purposive/ judgmental sampling procedure was employed for CSOs and concerned government bodies for they are specialized and viable respondents in the study. In collecting of the primary data, sample size was determined arbitrarily according to the capacity and time frame of the study, therefore 30 CSOs, 60 beneficiaries of CSOs and 15 concerned government workers totally 105 respondents involved in the study.

3.3 Tools used for Data Collection

Data collection tools can vary depending up on the nature and type of the study. The researcher is expected to use tools that are cost effective and considering the planned time for the study. The tools used in the process of data collection should have positive impact on the objective of the study, therefore the researcher has used both questionnaire and interview methods of data collection. The forms of questionnaire and interview are both the combination of open and closed ended types. Moreover, the researcher is expected to be free from all personal bias and

also tried to prepare questions for data collection in logical and meaningful order and avoiding leading questions to reflect the objectives of the study.

3.4 Types and Methods of Data Analysis

Both primary and secondary data have employed in this study. The primary source of data were from the questionnaire distributed to representatives CSOs, benefices of CSOs and concerned government sector workers while interviews were conducted with one of CSOs coordinator and leader of foreign resource mobilization and administration core process in Dire Dawa Administration BOFED. The secondary data were collected from government policy hand books, NGO and CSOs program guide lines, internet and related research papers were used to high light problems of the study. Finally after the data has been collected it is processed by coding editing and arranged by using master charts for CSOs, beneficiaries of CSOs and concerned government representatives separately. Then the data tabulated for further analysis and interpretation and analyzed manually.

3.5 Ethical Consideration

To conduct this study, the researcher obtained permission from Indira Gandhi National Open University (IGNOU), oral willingness was obtained from CSOs concerned government organization and individual participants. Information has been collected by data collectors and no power influence imposed up on participant and children under 18 years of age were not involved in the study.

The confidentiality of the respondents' information or response was assured and informed to respondents to maintain academic honesty.

3.6 Data validity/ Trustworthiness procedure

The presence of the researcher may influence the response of informants and the data collection situation, to minimize such inconvenience the researcher used data collectors and collection instruments, tried to avoid leading questions, the researcher gave an orientation to data collectors to create a friendly data collection atmosphere. Regarding the study result, the researcher made generalization to the study area, Dire Dawa Administration, only.

Chapter Four

Data Presentation and Analysis

In this Chapter, the data and information obtained through questionnaire and interview method were analyzed and interpreted according to response, comment and suggestion of respondents pertaining to role of CSOs in sustainable development and poverty reduction. The data and information were obtained from a total of 105 sample representatives of selected CSOs, beneficiaries of CSOs and representatives of concerned government sector workers. In this regard, questionnaire was filled up by 30 CSOs representatives, 60 beneficiaries of CSOs and 15 concerned government sector representatives totally 105 individuals were responded the questionnaire and interview was conduct with one of CSOs coordinator and leader of foreign resource mobilization and administration care process from the government sector.

4.1 Background of CSOs Respondents

Table 4.1 Background of respondents of CSOs

Item No	Items	No. of respondents	%
1	Respondent's sex:-		
	Male	27	90
	Female	3	10
	Total	30	100%
2	Respondents education level		
	PHD	-	-
	Master's degree	8	26.7
	First degree	18	60
	College diploma	4	13.3
	Certificate	-	-
	High School Complete	-	-
	Elementary	-	-
Total		30	100

3	Work experience of respondent		
	0-3 years	6	20
	4-6 years	5	17
	7-9	6	20
	10 years & above	13	43
	Total	30	100

Source: Respondents of CSOs, July 2016

As we have seen from table 4.1 of question number 1 the respondents sex male is 90% while female is only 10%. Therefore the participation /representation of female in CSOs is very small, as we know women's are half of our population, so for sustainable development and poverty reduction, the participation of women in CSOs should be increase. Concerning educational level of CSOs from table 4.1 of item number 2, 26.7% respondents have masters, 60% respondents have first degree and only 13.3% respondents have college diploma from this point we can understand that most of the respondents of CSOs are highly educated and university graduated.

Item number 3 of table 4.1 is pertaining to CSOs respondents work experience, 20% of the respondents have 0-3 years work experience, 17% of the respondent, have 4-6 years work experience, 20% of the respondents have 7-9 years experience and 43% of the respondents have 10 years and above work experience, therefore most of the respondents are well experienced in CSOs.

4.2 CSOs types, budget source and its Contribution in sustainable development and poverty reduction

Table 4.2 CSOs types, budget source, and its Contribution in sustainable development and poverty reduction

Item No	Items	No of respondents	%
1	Mark the types of charities or societies of organization in which your CSOs are categorized under?		
	Ethiopian charities or societies	11	36.7
	Foreign charities or societies	3	10
	Ethiopian resident charities or societies	16	53.3
	Total	30	100
2	Mostly from where your organization have got a resource to perform its activities?		
	From donor	20	66.7
	From the Society	3	10
	From Member	2	6.7
	From Government	1	3.3
	Other	4	13.3
	Total	30	100
3	Does your organization have a project targeted and unprivileged poor societies of the administration?		
	Yes	30	100
	No	-	-
	Total	30	100 %
4	Does your organization have a project from rural Kebeles?		
	Yes	4	13.3
	No	26	86.7
	Total	30	100

Source: Respondents of CSOs, July 2016

As to table 4.2 question number 1, is concerning the type of CSOs 36.7% Ethiopian charities or societies 10% is foreign charities or societies and 53.3% is Ethiopian resident charities or societies therefore the number of Ethiopia charities or societies are small in number than Ethiopian resident charities or societies this has its own problem when the project is phase-out the foreign or Ethiopian resident charities or societies may have a chance to go out of the administration and also their social attachment is less than the Ethiopian charities or societies.

For question pertaining to CSOs annual average budget and number of beneficiaries the respondents' response shows the total annual average budget of 30 CSOs is 211,426,763 birr (9,865,924.5 USD) yearly. This budget has a great contribution for sustainable development and poverty reduction and also can create a job and change the life of many societies of the administration. However, there is duplication of effort because they have explained that 200,617 (female 146,635 male 53,982) beneficiaries for 30 CSOs is a great number relating to the total population of the administration and the other point is some CSOs are not now their exact number of beneficiaries or not willing to tell.

The CSOs source of budget as indicated in table 4.2 of question number 2, 83% of CSOs get resource from donor, 13% of CSOs get resource from society, 13% of CSOs get resource from member, 13% of CSOs get resource from government. Therefore as in the literature review indicated in challenges of CSOs most of CSOs is dependent on donor and also forced to consider the interest of donors, on the other hand the donor overburden the CSOs in report writing and filling different formats and also the main problem is when the donor is stop supporting or budget delay the CSOs at this time phase problem of budget which may affect their projects and their target beneficiaries to achieve sustainable development and poverty reduction. Only one respondent of CSOs replied in addition to donor support they have internal revenue to cover some of their cost. In this item we have to consider that some CSOs responded as they get resource from more than one source.

Regarding the question asked the activities or area of intervention of CSOs to bring sustainable development and poverty reduction, the CSOs respondents replied that, supporting and protecting needy children, education, health, skill training, psychosocial support, saving and credit, Gender, lively hood, climate change, foods and clothing support, orphan support, university student support, elder support, irrigation and drinking water and income generating activities. Most of the respondents of CSOs answer is focused on service delivery activities, even though this area is important to support the poor societies especially as the

response shows these service is mostly provided to children, women and elders, it is better to give attention on income generating activities to bring a radical change on their standard of living because very few respondents mention this point as their area of intervention. Item 3 of table 4.2 which says does your organization have a project targeted unprivileged and poor societies of the administration? All of the respondents answered “yes” but the problem is as I have mentioned above most of CSOs focus on service delivery activities rather than income generating activities, so it is better to focus on IGA program to change the live standard of beneficiaries.

Item 4 of table 4.2 attempted to discover whether CSOs have a project from rural kebeles, 13.3% respondents replied that as they have project from rural areas of the administration, while 86.7% of the respondents answered that they have no project from rural.

Furthermore the researcher have asked those who have projects from rural number of kebeles, they have addressed from the four respondents only one of the respondent explained as they have a project from all of the 38 rural kebeles, the rest three respondents cover one or two kebeles. This shows unevenly distribution of CSOs in the Administration. Therefore solving this problem may have a mutual benefit for urban and rural societies because when there is unemployment and poverty in the rural areas the people migrate from rural to urban ,which have its own impact on urban societies but when the rural societies are addressed and starts to change their life, they also have contribution for sustainable development and poverty reduction by providing agricultural products to urban societies and raw materials for different manufacturing industries.

4.3 Collaboration of CSOs with Concerned bodies of Government.

Table 4.3 Collaboration of CSOs with Concerned bodies of government

Item No	Items	No. of respondents	%
1	How do you evaluate the support and relation you have with the concerned bodies of government in the Administration?		
	Very high	3	10
	High	10	33.3
	Medium	17	56.7
	Low	-	-
	Total	30	100
2	How do you evaluate registration and regulation charities and societies proclamation no 621/2009 to achieve mission of your organization?		
	Very high	5	16.7
	High	8	26.7
	Medium	14	46.6
	Low	3	10
	Total	30	100%

Source: Respondents of CSOs, July 2016

As item 1 of table 4.3 demonstrated the collaboration of CSOs and concerned government bodies, 10% of the respondents replied very high, 33.3% of the respondent replied high and 56.7% of the respondents replied medium. From these we can conclude that even if there is collaboration between the CSOs and concerned government bodies it needs to be improved further.

According to item 2 of table 4.3 concerning the registration and regulation of charities and societies proclamation number 621/2009 regarding to achieve the CSOs missions, 16.7% replied “very high” 26.7 % replied “High”, 46.6% replied “Medium” and only 10 % of respondents answered “low”.

The researcher have asked their reason those respondents who answered “Low” for the above question, the respondents explained that the 30/70 rule that means 30% for administrative cost is not enough to run their activities, the other point they explained is the 10/90 the CSOs that participate on activities such as human right, only 10% of their budget should be from abroad while 90% of their source of budget should be from local were explained as limitation. From the above discussion it is possible to conclude that most of the respondents of CSOs have positive attitude toward the proclamation except the above comment, so to solve the limitation, the government bodies should conduct a research on the issues and the CSOs should try their best and aware of hidden agenda of donors.

4.4 CSOs transparency, participatory, opportunities, challenges and its media strategies.

Table 4.4 CSOs transparency, participatory, opportunities, challenges and its media strategies

Item No	Items	No. of respondents	%
1	Does your organization have and transparent and participatory way of performing its activities?		
	Yes	21	70
	No	9	30
	Total	30	100

2	Have you face a problem in identifying your target beneficiaries?		
	Yes	20	66.7
	No	10	33.3
	Total	30	100
3	Do you have printing and electronic media coverage to create awareness and develop credibility for activities your organizations have performed?		
	Yes	14	46.7
	No	16	53.3
	Total	30	100

Source: Respondents of CSOs, July 2016

Item number 1 of table 4.4 demonstrated that concerning transparency and participatory of CSOs in performing its activities, 70% of respondents replied as there is transparency and participatory way of performing its activities while 30% responded as there is a limitation in transparency and participatory of CSOs in performing its activities. The researcher have asked their reason those who agreed as there is a limitation, so the respondents replied that there is a weakness in governance structure of CSOs and most board members of CSOs have lack of capacity and commitment to govern CSOs. CSOs should improve their governance structure and ethical standards; enhance their accountability and credibility in the community.

Item number 2 of table 4.4 related with the problems CSOs have faced during selection of beneficiaries, 63.3% of the respondents replied as they have faced problems in selecting the beneficiaries, while 30% of the respondents insured that as they have not face problems in selecting their beneficiaries. The researcher asked the type of problems , the remedy mechanism how the CSOs select their beneficiaries and the respondents explained that some of the community leaders, concerned government bodies and CBOs miss understood the objective of

identifying the beneficiaries and select following the nepotism which is very challenge to accept those beneficiaries, concerning children beneficiaries not telling their true age and not also selecting the poorest (needy beneficiaries) which creates inconvenience on the selection of appropriated target beneficiaries. Some CSOs respondents explained the solutions they have taken was reselecting mechanism using all representatives of project committees, concerned government bodies, religious leader, CBOs and elders of the communities to make it transparent and participatory and also with problem of age asking them to bring their birth certificate to assure that as they are the right targeted beneficiaries. Concerning for the question how to select their beneficiaries, most the respondents of CSOs answered first they set criteria to which area and to whom the project or support is intended and communicate with the local administrator specially concern government bodies, those are, bureau of education health, women and child affairs and kebeles because they know well the societies living status and also forming screening committees from the religious leaders, CBOs and direct participating target area elders. Therefore from the above points we can understand that even if CSOs set a criteria and using very responsible bodies to participate in selecting right targeted beneficiaries, there are problems such as nepotism which is bottleneck for CSOs to achieve its objectives or goals.

As indicated in item 3 of table 4.4 pertaining to both printing and electronic media coverage to create awareness and develop credibility for the activities they have performed, 53.3% the respondents agreed while 46.7% of the respondents disagreed. Those who disagreed were asked to explain their reason item responded as there is limitation of CSOs in using both printing and electronic media some of CSOs have only used printing media monthly or quarterly, but there is a limitation to reach the beneficiaries or the communities as they have replied. Since media is a critical instrument for sustainable development and poverty reduction, CSOs should be strong in using both printing and electronic media to strength their communication with their beneficiaries, the communities and also with all of their stakeholders.

More over the researcher have asked the opportunities and challenges of CSOs to bring sustainable development and poverty reduction the respondents of CSOs answered the enabling or opportunities and challenges or threats as follows:-

- Regarding to opportunities and challenges of CSOs to bring sustainable development and poverty reductions. The respondents of CSOs answered that the opportunities are: cooperation and positive attitude between concerned government bodies and CSOs, guidance and technical support from the government, good government policies for sustainable development and poverty reduction, networking with prominent stake holders, the willingness of CBOs existing in the city to support the poor, clear policies and strategies that sustain the political atmosphere in the administration and starts to develop approaches of working with concerned community members, and CBOs. The challenges of CSOs explained are: the CSOs project phase out due to lack of budget which affect CSOs sustainability, some bureaucratic issues during the renewal of license by concerned government sectors, untimely occurring of natural disaster or climate change, deep-rooted, complex, and diverse community problems of poverty, dependency syndrome of beneficiaries, donors dependency of CSOs, staff turnover ,weak follow up, monitoring and evaluation of projects lack of office facilities due to 30/70 rule of government concerning administrative cost or overhead cost and global market inflation which cause lack of budget as they have explained, therefore these opportunities and challenges of CSOs have their own impact on sustainable development and poverty reduction in the administration.
- Generally the researcher have asked the respondents of CSOs to suggest the expected role of CSOs, concerned government bodies and other partners, in order to assure sustainable development and poverty reduction in the administration, the CSOs respondents suggestions are; the CSOs should focus on IGA programs rather than service delivering to bring radical change in the lives of beneficiaries, CSOs should work strongly with full cooperation with concerned government bodies, and other partners like private sectors, CSOs should sharing their best experience and should develop strong linkage between themselves rather than compete each other, the government should take corrective action on the projects

that are creating attitude of dependency syndrome among the community, identifying and prioritizing root problems of poverty and mostly those who exposed to poverty especially women, children and un employment youth should need special attention, the government should shape and support CSOs the project proposal document should based on the community interest rather than donors interest, the strong participation and involvement of grass root community CBOs, volunteers and kebeles should be encouraged to select the right targeted beneficiaries and also from the government side the 30/70 rule of the administrative cost commented need to be up date to consider the current situation and the changing global market and environment therefore implementing all these comments and suggestions in to action can play a great role to achieve sustainable development and poverty reduction in the administration.

4.5 Background of Beneficiaries of CSOs respondents

Table 4.5 Background of beneficiaries of CSOs respondents

Item No	Items	No.of respondents	%
1	Respondent's sex:		
	Male	21	35
	Female	39	65
	Total	60	100
2	Educational level:		
	First degree	9	15
	College diploma	3	5
	Certificate	9	15
	High school	15	25
	Elementary	18	30
	Illiterate	6	10
Total	60	100	

	How many years since you have got service or support from CSOs		
	0-2 years	15	25
3	3-4 years	9	15
	5-6 years	9	15
	7 years and above	27	45
	Total	60	100

Source: Respondents of CSOs, July 2016

As item number 1 of table 4.5 demonstrated 35% of the respondents of CSOs beneficiaries were male while 65% of the responded beneficiaries were female, therefore from this item the researcher can conclude that females are vulnerable to poverty than male. Item number 2 of table 4.5 is pertaining to educational background of the respondents of beneficiaries of CSOs, 15% of the respondents are first degree, 9% of the respondents are college diploma, 15% of the respondents are certificate, 25 of the respondents are high school complete, 30% of the respondents are elementary and 10% of the respondents are illiterate. From this item it is possible to conclude that university and college graduate beneficiaries should try to create a job by themselves rather than depend on CSOs support because dependency syndrome is a problem for sustainable development and poverty reduction.

Item number 3 of table 4.5 is concerning the years or period of time the respondents have got support or services from CSOs, 25% of respondents 0 – 2 years, 15% the respondents 3 – 4 years, 15% of the respondents 5 – 6 years and 45% and 10% of the respondents replied 7 years and above, therefore it is possible to conclude that, there should be a time limit to graduate beneficiaries and make them self-reliance and also this may open and opportunities for other poor societies and decrease dependency syndrome..

Further more the researcher have asked the respondents to explain the service or support they have getting from CSOs, the respondents explained that they have getting educational materials health care, food, cloth, cleaning materials, financial

support to students and woman those participate on small enterprise, capacity building trainings, credit and saving monthly at bank by name of beneficiaries, house maintenance for the families of children beneficiaries, counseling services, service of national adoption, family planning and supporting mental illness person. Therefore, most of CSOs are given attention to social problems in providing service, but only few CSOs support beneficiaries on income generating activities, even if these services are important for the communities to achieve sustainable development and poverty reduction it is better to focus on income generating activities.

4.6 Transparency of CSOs in selection of beneficiaries and

Participation of society

Table 4.6 Transparency of CSOs in selection of beneficiaries and participation society

Item No	Items	No of respondents	%
1	How do you evaluate the society participation in the activities performed by CSOs?		
	Very high	9	15
	High	18	30
	Medium	27	45
	Low	6	10
	Total	60	100
2	Do you think the way CSOs select their beneficiaries is transparent?		
	Yes	51	85
	No	9	15
	Total	60	100

Source: Respondents of Beneficiaries of CSOs, July 2016

Item number 1 of table 4.6 pertaining to participation of societies in the activities of CSOs, 50% of the respondents replied very high, 30% of the respondents

replied high, 45% and 10% of the respondents replied medium and only 10% of the responded beneficiaries replied low, from this point it is clear that the community participation is good, however as we can see 45% of the respondents replied medium and low respectively, therefore community participation in development is an important issue to develop sense of ownership, so it is better to strength community participation further. Item number 2 of table 4.6 is related with transparency of CSOs in selecting their beneficiaries, 85% of the respondents replied “Yes” and 15% of the respondents replied ‘No’. More over the researcher havee asked their reason those respondents who replied ‘No’ the respondents explained that sometimes there is a problem of nepotism by selecting committees, therefore it is better to follow up the committees at the time of beneficiaries selection and check screening committees as all concerned bodies are included in it, this may minimize the problem of nepotism.

4.7 Beneficiaries view toward the role of CSOs in sustainable development and poverty reduction.

Table 4.7 Beneficiaries view toward the role of CSOs in sustainable development and poverty reduction.

Item No	Items	Number of respondents	%
1	How do you evaluate the service or support you have got from CSOs?		
	Very high	9	15
	High	18	30
	Medium	24	40
	Low	9	15
	Total	60	100
2	How do you evaluate the role of CSOs in sustainable development and poverty reduction?		
	Very high	27	45
	High	30	50
	Medium	3	5
	Low	-	-
	Total	60	100

Source: Respondents of Beneficiaries of CSOs, July 2016

Item number 1 of table 4.7 is pertaining to beneficiaries view toward service or support provided by CSOs to beneficiaries, so 15% of the respondents replied very high 30% the respondents replied high, and 40% and 15% of the respondents replied medium and low respectively, and also the researcher asked their reason those who replied low for item number 1, so the respondents explained that due to shortage of budget they didn't get satisfactory service or support and lack sustainability of CSOs because, it phase out at short period of time. Therefore it is possible to conclude that to solve these problems CSOs should mobilization local resource rather than fully dependent on donors.

As item number 2 of table 4.7 demonstrated that, concerning role of CSOs in sustainable development and poverty reduction, 45% of the respondents replied very high, 50% of the respondents replied high, 5% of the respondents replied medium and no one replied low, therefore CSOs can play a great role in sustainable development and poverty reduction by solving social and economic problems of the society however cooperation all stakeholders are very important.

Generally the researcher has asked the strengths, and weakness of CSOs in achieving sustainable development and poverty reduction, the beneficiaries explained as follows.

Strength, of CSOs are follow up and take care of the beneficiaries, providing home to home health service, participating beneficiaries in planning supporting orphan and needy children, and facilitating credit and saving service to the beneficiaries there may have a contribution to achieve its objectives.

Weakness of CSOs are lack of budget, lack of enough human power in staff, limitation in quantity and quality of service or support provided to the beneficiaries not selecting the right beneficiaries, lack of focusing on IGA, limitation of giving awareness to the families of children beneficiaries and phase out of project this may hinder the role of CSOs in sustainable development and poverty reduction.

4.8 Characteristics of Government sector respondents?

Table 4.8 Characteristics of government sectors respondents..

Item No	Items	No. of respondents	%
1	Respondent's sex:		
	Male	10	67
	Female	5	33
	Total	15	100%
2	Educational level:		
	PHD	-	-
	Master's degree	2	13.3
	First degree	13	86.7
	College diploma	-	-
	Certificate	-	-
	High school and below	-	-
	Total	15	100

Source: Respondents of Government, July 2016

As indicated on table 4.8 item number 1 which explains about the back ground of respondents of government representative, we can see that 67% man and 33% female. With regard to their educational as indicated on table 4.8 item number 2 level 13.3 Masters degree and 86.7% are first degree holders and most of them are working in CSOs which are helpful in giving information based on their experience and work relations they have with CSOs.

4.9 Government Support follow up and relation with CSOs

Table 4.9 Government support and follow to CSOs

Item No	Items	No. of respondents	%
1	Do you have Government and CSOs Forum to strength the relation?		
	Yes	15	100
	No	-	-
	Total	15	100
2	How do you evaluate the joint working of government and CSOs?		
	Very high	2	13.3
	High	6	40
	Medium	7	46.7
	Low	-	-
	Total	15	100
3	Whether CSOs perform their activities according to their license and the agreement they have with the government or not do you have follow up mechanism		
	Yes	14	93.3
	No	1	6.7
	Total	15	100
4	Does your sector have done awareness creation activities concerning registration and regulation charities and societies proclamation no 621/2009?		
	Yes	13	86.7
	No	2	13.3
	Total	15	100

Source: Respondents of Government, July 2016

Item number 1 of table 4.9 item shows 100% of the government respondents replied the existence of the government and CSOs forum, the forum enables both the government and CSOS to understand each other and work to gather for a common goal. The forum avoids redundancy of effort and resource. More over for the question concerning strengths and weakness of the forum, the respond explained that the forum strengths, are identifying and expanding of best practices, timely evaluation of reports and plans create close cooperation of government and CSOs, create good working environment among partners and enable to made timely decisions and weaknesses are: lack timely meeting and budget to organize the forum, weak rate of return of the beneficiaries, consideration of CSOs the forum just to promote themselves rather than their own problems and weak concern of the government to the forum are some of the weakness to be mentioned even though different strengths and weaknesses have been mentioned, identifying and expanding best practices can be mentioned as an underlying strength. Which the underlying weakness is difficult to meat timely. Regarding the joint working of government and CSOs as indicated in table 4.9, of item number 2, 1.3% of the government respondents replied “Very high”, 40% of the respondents replied “High” and 46.7% of the respondents replied as “Medium”. From this it can be analyzed that the joint corporation of government and CSOs need to be improved. In order to avoid the inefficient resource utilization, redundancy of effort as well as forwarding timely and qualified feed back to development partners strengthen working together of all stalk holders are crucial.

Table 4.9 of item number 3 is concerning whether CSOs perform their activities according to their license and agreement they have with the government, or not, government action against those who violet the agreement and the kind of action so far taken by the government according to item number 3, 93.3% of the respondents replied there is a strict follow up while only 6.7% of respondents disagreed.

Regarding the above question the researcher have asked the problem the government confront so, most of respondents replied that the government has not

faced those who violet the agreement while few of respondents answered that government have faced those who violated the agreement, the actions taken so far by the concerned government bodies are: disqualification of their license and cease of the forum, giving strong warning to respect rule and regulation, addressing warning letters, and creation of awareness to CSOs are some of the action done by the concerned government bodies.

From this it can be analyzed that even though the government adopt a follow up mechanism some CSOs are reluctant to follow the agreement. In addition the government has observed not taking a strong and timely decision rather focuses on awareness creation and late disqualification.

From table 4.9 of item number 4 it can be seen that 86.7% of the government respondents replied that the government has been creating awareness concerning registration and regulation charities and societies of proclamation no 621/2009, while only 13.3% of respondents disagreed, so the government has given strong emphasis for CSOs to have appropriate awareness on the proclamation. More over for those who disagreed have asked to explain their reason, they have explained that majority of CSOs critically suggested that the 30/70 system of budget utilization brought negative influence on their day to day project implementation they claim that the 30% of the total administrative is not enough because of current market inflation item cost is raising from time to time.

Regarding for the question about government follow up of CSOs the respondents have explained governments sectors have a many of follow up and assure the beneficiaries of CSOs getting the right services from CSOs. Most of the respondents the government sectors adopt a continuous monitoring and evaluation system. More over field visit and giving feed back to CSOs have been considered so far. Even though intensive follow up is carried out practically, some of the respondents out lined the system of monitoring has go some problems. That means they do not have a periodic and sustainable system. This brought a negative impact on the project to maximizing beneficiaries benefit.

4.10 CSOs Progress, strengths, weaknesses and its media coverage

Table 4.10 CSOs Progress, strengths, weaknesses and its media coverage

Item No	Items	No. of respondents	%
1	How do you evaluate the progress of CSOs in the past five years?		
	Very high	3	20
	High	9	60
	Medium	3	20
	Low		
	Total	15	100%
2	Do you think CSOs activities are supported with both electronic & printed media?		
	Yes	4	26.7
	No	11	73.3
	Total	15	100%
3	From where do the CSOs get their working license?		
	Federal	9	60
	Administration	6	40
	Total	15	100%

Source: Respondents of Government, July 2016

Item number 1 of table 4.10 related to the progress of CSOs in the past five year in the administration 20%, 60% and 20% of respondents replied ‘very high’ ‘High’ and ‘Medium’ respectively. This implies that there is a great progress of CSOs in last five years in the administration.

Regarding usage of both electronic and print media as indicated in table 4.10 of item no. 2, 26.7% of the respondents agreed while 73.3% disagreed, this implies that even though CSOs are implementing different development projects, the

large public and the government have no access to information this could be the cause for CSOs not getting the maximum support from the large public and the government.

Furthermore the researcher have asked their reason those who replied 'No' the mentioned reasons are lack of proper attention of CSOs and CBOs, weak linkage of CSOs, CSOs and the media sectors as well as due to low attention of the media sectors. This weak media coverage will causes the project beneficiaries not get their maximum benefit and participation.

From table 4:10 item no. 3, it can be seen that 60% of the respondents, replied as they get their working license from federal while 40% of respondent replied as they get from the administration. From this it can be understood that when CSOs to go to Federal body, they need to cost for transportation, per diem and it could take several days, which will affect efficiency and effectiveness of CSOs.

Concerning question asked about coverage of CSOs within the administration, the respondents explained most CSOs acting in favor of the urban areas rather than the rural areas this causes the rural areas people have not been benefiting in different development activities, for this limitation CSOs arose different ideas, these are: shortage of budget fear of rural hardship as well as lack of full rural information on the other side, the government identifying this problems come up with different plans among these:- creation of awareness, lobbying and providing enough information as required are the major tasks of the government future plan.

Further more for question pertaining to strengths and weaknesses of CSOs, the respondents explained that CSOs in their so far performance, come up with a tremendous strengths and weakness, the strengths are: establishment of IGA for woman, child support through school building, health post facilities provision, education materials, natural resource protection and creation of job opportunities for unemployed youths.

Besides the strengths, the CSOs have also come up with a serious of weaknesses these are: restricting or resource limitation on urban areas rather than rural areas, CSOs have poor linkage with the media sectors and conducting low promotion,

CSOs reluctant to submit their report on time, unable to stick CSOs on their mandate to discharge their projects, donors dependence and financial shortage were some of the weaknesses mentioned by the respondents of the government. Therefore these weaknesses have a negative consequence in sustainable development and poverty reduction.

4.11 Result of Interview Survey

To be more realistic and to get relevant information interviews was made with head of foreign resource mobilization and administration core process in BoFED and with one of CSOs coordinator and results are interpreted as follows.

Firstly the interview conducted with head foreign resource mobilization and administration core process in BoFED discussed below.

1- The coverage of CSOs is unevenly distributed in urban and rural area of the administration, what do you think to address the rural poor communities? There is also duplication of effort in selection of beneficiaries by CSOs what do you suggest a remedy mechanism for this problems.

The interviewer explained that CSOs are play a great role in various development activities across the nation, so our government is a developmental government and hence engages itself in development it welcomes any supplementary or complementary efforts that can change the societies life in many aspects. Therefore the government has working hard in creating awareness, providing information and lobbying the CSOs to avoid this unevenly distribution in order to address poor societies of rural areas. Concerning the duplication of efforts and inequitable distribution of resources was observed in most CSOs. For instance as indicated in Dire Dawa administration BoFED CSOs profile, the general trends of most CSOs are focused on urban development so that duplication of efforts and inequitable distribution of resources in most CSOs emanate due to:

- i) Absence of local government participation during project identification and placement; and
- ii) Varying degree of CSOs' ability to have get enough budget

Considering the stated limitation, he suggested that developing a resource map that discloses the contribution and distribution of CSOs in Dire Dawa administration is very important.

Accordingly, in the course of project implementation, beneficiary selection is one of the activities and implemented during the project period. Therefore the involvement of the concerned bodies of the government is important to reduce duplication of effort.

In addition the participation of grass-root community and CBOS, in project planning, beneficiary selection and implementation is crucial to enable in identify eligible target groups and to avoid duplication of effort.

2- How do you explain the role of CSOs in sustainable development and poverty reduction in the Administration in the past five years? Does CSOs increase or decrease in number and budget?

As far as the magnitude and complexity of the problem is taken into account, active involvement CSOs is vital beside tremendous efforts of the government.

Realizing this in Dire Dawa administration the concerned bodies of the government is working with CSOs because it is clear that sustainable development and poverty eradication is the result of integrated work.

Therefore, in the past five years the role of CSOs in Dire Dawa administration actively involve focusing on poverty reduction, improvement of socio economic status of the target citizen, environmental development, supporting the disabled and disadvantage community, building capacity of the community based organization members and to contribute for the success of growth and transformation plan and their number and budget distribution have increased in the last five years.(Mr.Hailemariam Berga,core process leader, July 21,2016)

Secondly, the interview conducted with one of CSOs is discussed as follows:

1- Mostly CSOs are donor dependent concerning their budget to perform their activities which have an impact on sustainability of CSOs what you have forward as a solution?

The interviewer explained his suggestion with respect to ensuring sustainability of project supports; it can be attained either through providing or facilitating decent livelihood or IGA to beneficiary and through empowering grass-root community structures. Regarding the overall sustainability of the program grass-root community structures, concerned government bodies and other partners should be actively involved in the program implementation and keep to support even after program/project phase out. Therefore it is possible to conclude that CSOs should focus on local resource mobilization and develop community participation to overcome the problem of dependency on donors and sustainability of CSOs.

2- To strength the collaboration of concerned government bodies and CSOs what you have suggest?

He suggested that to strengthen the collaboration between the concerned bodies of the government and CSOs, the existing bilateral and multilateral linkages, correlation and net working among CSOs should be improved further And these including the following specific dimensions

In Dire Dawa administration the government and CSOs consultative forum was conducted annual once in a year. The objectives of this consultative forum is helping experience sharing among CSOs, engaged in various thematic issues of development and help government bodies as a source of information in development project/program that is being undertaken by CSOs to avoid duplication of effort. Therefore strengthen the collaboration between government and CSOs consultative forum should be conducted at least two times per year and the concerned government bodies should take the line share in facilitating the forum because conducting the forum once a year too long to identify the problems and best favorable conditions for CSOs contributions in sustainable development and poverty reduction.

Chapter Five

Conclusions and Recommendations

In this last chapter, conclusion of the analysis and the finding will be draw and recommendation will be forwarded.

5.1 Conclusions

Based on the result of analysis and findings, which was obtained from the respondents of CSOs, beneficiaries of CSOs and concerned government sectors, the researcher has drawn the following conclusions.

As the study research shows the role of CSOs in sustainable development and poverty reduction have an irreplaceable role in filling the gaps of government organization. As the research shows intervention areas of CSOs are education, health, supporting and protecting needy children, skill training, psychosocial support, gender, lively hood, saving and credit, climate change, elder support, orphan support, irrigation and drinking water, income generating activities (IGA) for woman and building house for the poor are the main activities for sustainable development and poverty reduction, but as we have seen from government workers and beneficiaries response relatively less attention was given for IGA programs. The research has revealed source of budget of CSOs are mostly from donors, that means 83% of responded CSOs confirm as they have got budget from donor, this have an impact on sustainability of CSOs and also as the theory explained the donor over burden CSOs, in report writing, filling different formats and forced them to attain their interest.

Regarding selection of beneficiaries of CSOs, from the target group, even if it was done with concerned government bodies, CBOs and community elders, still there are a problem of nepotism and duplication of effort which hinder sustainable development and poverty reduction. Concerning transparency and participation of societies in the activities of CSOs there is distant response between CSOs and beneficiaries, so participation is recognized by beneficiaries because they are part

of the participant. The governance structure and ethical standards and build capacity of board members are other point needs to be improved.

Regarding collaboration of CSOs and concerned government bodies as the study result shows 56.7% of the respondent of CSOs answered medium and 48% of the respondent of concerned government bodies answered medium from this point it is possible to conclude that collaboration of CSOs and concerned government bodies needs to be improved.

CSOs are unevenly distributed and predominantly urban based as the study shows 86.7% of CSOs are urban based while only 13.3% of CSOs have addressed rural areas of the administration. The government officials and workers explained the reasons CSOs shortage of budget, fear of rural hardship and also lack of full of information, on the other hand the government have tried to identify the problems and providing enough information awareness creation and lobbying the CSOs to address the rural areas the governments future plan.

Regarding registration and regulation of societies or charities proclamation number 621/2009 awareness creation on the proclamation have done by concerned government bodies, however the CSOs have comment of on 30/70 rules that means the administrative or overhead cost should be 30% of their total budget, most of the CSOs have replied that as it is not enough to run they day to day activities, monitoring and evaluation of projects, to fulfill office facilities and stationeries, staff turnover due to low salary payment and lack of budget due to global market inflation, but from CSOs side it is a better to think how use cost minimization method to overcome the problems and from the concerned government bodies it is better to conduct a research on the issue and participate CSOs for common understanding.

The concerned government bodies reported that CSOs were not satisfactory used both printing and electronic media. This is because of weak linkage of CSOs and media sectors, and as well as attitude of media sectors towards CSOs, which limits access of information to the community, beneficiaries and the government

but in contradictory to government workers and theory most CSOs respondents reported as they have better using in both printing and electronic media, however since the government follow up the CSOs and media at least it may have advanced information, then the theory and the government respondents should be recognized.

The crucial strengths of CSOs in sustainable development and poverty reduction identified are; cooperation and positive attitude with government, implementation of IGA programs for woman, networking with prominent stakeholders, starts to develop approaches of working with CBOs and have educated and well experienced staff.

The government workers explained that CSOs have some weaknesses, these are; unable to finish the projects on time duplication of effort, focus on urban than rural areas, participating on activities that they are not legally licensed, insufficient stability due to depends on donors for budget, problem of nepotism and fraud, less gender sensitivity in their staffing and unable to timely submit of report for concerned government bodies. In addition to government workers, beneficiaries of CSOs also reported that CSOs have some weaknesses, there are limitation in quality and quantity of service or support providing to beneficiaries and limitation of giving awareness to families of children beneficiaries. These weaknesses should be improved to attain sustainable development and poverty reduction. The CSOs have come up with several challenges which hinder sustainable development poverty reduction these are; dependency of CSOs on donors for budget, untimely occurring of natural disasters or climate change, deep-rooted and complex problems of poverty, dependency syndrome of the beneficiaries, geographic setting of the target area.

5.2 Recommendations

Even though the CSOs are expected to play a great role in sustainable development and poverty reduction in the study area their contribution is limited due to internal and external factors.

Based on the facts of the research output, the researcher has forwarded the following recommendations.

- The CSOs should focus on gender issue to increase female participation in staff of CSOs to achieve sustainable development and poverty reduction.
- The CSOs is strongly recommended to strength the collaboration of CSOs, concerned government bodies, communities and other partners such as CBOs and private sectors.
- The CSOs should solve the problems of duplication of efforts and selection of beneficiaries through increasing participation of all stake holders from the community and concerned government bodies.
- The CSOs should give attention to income generating activities (IGA) and micro enterprise as major area of intervention to improve living standards of beneficiaries and to achieve sustainable development and poverty reduction in the Administration.
- The CSOs should minimize dependency on donors for source of budget rather give focus to mobilize local resources to assure its sustainability.
- The concerned government bodies should support shape and give update information to solve unevenly distribution of CSOs in urban and rural to address severely affected segment of the community and marginalized section of the society specially the rural areas of the administration.
- The CSOs media strategies should be improved usage of both electronic and printed media by creating strong relation with media sectors because

media is a critical instrument for sustainable development and poverty reduction.

- The concerned government bodies should encourage society participation in development through continuous awareness and training to solve the problem of dependency syndrome.
- The CSOs advised to improve its governance structure, ethical standards and build capacity of board members to strength the commitment of staff and board members in order to contribute their role in sustainable development and poverty reduction.
- The Government should create conducive and inducement environment for CSOs to bring significant contribution in sustainable development and poverty reduction.

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Questionnaire Prepared for beneficiaries of CSOs Representatives

Dear/sir/Madams:

The purpose of this questionnaire is to get information for the research paper as a partial fulfillment of the requirement for **Masters of Public Administration**; the research topic is “**Role of CSOs in sustainable development and poverty reduction**”. Your cooperation in responding to these questions will be significant contribution towards the success of the study. I would like to say thank you for your cooperation in advance.

Note

- * Do not write your name
- * Multiple responses are possible.
- * Mark (✓) or write short answer in open space

Data collectors----- Date -----

1- Background of respondents

1.1 Respondent's Sex: Male Female

1.2 Educational level: First degree College diploma Certificate
High school Elementary Illiterate

1.3 Work type-----

2- How many years since you have got service or support from CSOs?

0-2 years 3-4 years 5-6 years 7 years and above

3- What was the service or support you have got from CSOs?

4- How do you evaluate the society participation in the activities performed by CSOs?

Very high High Medium Low

5- Do you think the way CSOs select their beneficiaries is clear and transparent?

Yes No

6- If your answer for question No 5 is “No” list the gap you have observed

7- How do you evaluate the service or support you have got from CSOs

Very high Medium High Low

8. If your answer for question No 7 is “Low” list your reason

9. How do you evaluate the role of CSOs in sustainable development and poverty reduction?

Very high Medium High Low

10. If your answer for question No 9 is “Low” list your reason

12. Explain the strengths and weaknesses of CSOs in achieving sustainable development and poverty reduction:

11.1 Strength of CSOs -----

11.2 Weakness of CSOs -----

Questionnaire Prepared for Concerned Government Sectors Representatives

Dear/sir/Madams:

The purpose of this questionnaire is to get information for the research paper as a partial fulfillment of the requirement for **Masters of Public Administration**; the research topic is “**Role of CSOs in sustainable development and poverty reduction**”. Your cooperation in responding to these questions will be significant contribution towards the success of the study. I would like to say thank you for your cooperation in advance.

Note

- * Do not write your name
- * Multiple responses are possible.
- * Mark (✓) or write short answer in open space

Data collectors----- Date -----

1- Background of respondents

1.1 Respondent's Sex: Male Female

1.2 Educational level: First degree College diploma Certificate
High school and below

1.3 Work department -----

2 How do your sector follow up and assure the beneficiaries of CSOs were getting the right service support from CSOs-----

3. Do you have Government and CSOs forum to strength the relation

Yes No

4. If your answer for question No 3 is “yes” what is the strength and weakness of the forum

5. How do you evaluate the joint working of government and CSOs

Very high High Medium Low

6. If your answer for question No 5 is “Low” what do you advice to have strong joint working of government and CSOs

7. Whether CSOs perform their activities according to tharlicense and the agreement they have with the government or not do you have follow up mechanism?

Yes No

8. If your answer for question No 7 is “Yes” have you faced those who have a problem and what was your action to correct them?

9. Does your sector have done awareness creation activities concerning registration and regulation charities and societies proclamation no 621/2009

Yes No

10. If your answer for question No 9 is “Yes” what was their comment and suggestion on the proclamation

11. How do you evaluate the progress of CSOs in the past five years

Very high High Medium Low

12. Do you think CSOs activities are supported with both electronic & printed media

Yes No

13. If your answer for question No 12 is “No” list the reason

14. From where do the CSOs get their working license

Federal Administration

15. Most of the CSOs is limited to the city what do you Plan as a government sector CSOs to address the rural societies

16. Explain the strength and weakness of CSOs in achieving sustainable development and poverty reduction

16.1 Strength of CSOs -----

16.2 Weakness of CSOs-----

Questionnaire Prepared for Dire Dawa Administration CSOs Representatives

Dear/sir/Madams:

The purpose of this questionnaire is to get information for the research paper as a partial fulfillment of the requirement for **Masters of Public Administration**; the research topic is “**Role of CSOs in sustainable development and poverty reduction**”. Your cooperation in responding to these questions will be significant contribution towards the success of the study. I would like to say thank you for your cooperation in advance.

Note

- * Do not write your name
- * Multiple responses are possible.
- * Mark (✓) or write short answer in open space

Data collectors-----Date -----

Section I. Characteristics of respondents

- 1- Respondent's Sex: Male Female
- 2- Respondents Education Level:-
PhD Masters Degree First degree Diploma
Certificate high school complete elementary
- 3- Work experience of respondent
0-3 years 4-6 years 7-9years 10years & above
4. Work department-----

Section II. Particulars the CSOs

- 1- Name of your Organization -----
- 2- Time of establishment-----
- 3- What is the activities and area of intervention of your organization to bring sustainable development and poverty reduction-----

- 4- Does your organization have a project targeted poor societies of the administration.

Yes No
- 5- If your answer for question No. 4 is “yes” at which kebele do you have the project and write the number of beneficiaries (both direct and indirect) from the project.

- 6- Your organization average annual budget in Birr -----
- 7- Mark the types of charities or societies of organization in which your CSOs are categorized under?
Ethiopian charities or societies Ethiopian resident charities or societies
Foreign charities or societies
- 8- Mostly from where you have got the resource to perform your activities?
From Donor From the Member Other
From the Society From government
- 9- The number of direct Beneficiaries of your organization
Male----- Female----- Total-----
- 10- Does your organization have a project from rural kebeles?
Yes No

11- If your answer for question number 10 is “**yes**” please list the number of kebeles you have the project. -----

12- How do you evaluate the support and relation you have got from the concerned government bodies in the administration.

Very high high medium low

13- If your answer for question number 12 is” **low**” what you suggest to have Strong relation and support with the concerned government bodies in the administration -

14- Does your organization have transparent and participatory way of performing its activities?

Yes No

15- If your answer for question No. 14 is “**No**” what do you suggest what to be done to have and participatory way of performing its activities?

16- In order to bring sustainable development and poverty reduction in the Administration:-

16.1.What enabling factors or opportunities exist? -----

16.2. What are the challenges or threats that CSOs face?-----

17- How do you identify your target beneficiaries in urban or rural kebeles-----

18- Have you ever face a problem in identifying your target beneficiaries

Yes

No

19- If the answer of question No.18 is "yes" what problem you have faced? And also how the problem was solved -----

20- Do you have media (Electronic and printed media) coverage to create awareness and develop credibility for the activities of your organization have performed?

Yes

No

21- How do you evaluate the proclamation of charities and societies No 621/2009 to achieve mission of your organization.

Very high high medium low

22- If the answer of question number 21 is "Low" please suggest the point /Articles/ that needs amendment.

23- Generally for sustainable development and poverty reduction in the administration explain what you expect from CSOs, government and other partners?-----

Questions Prepared for Interviews

I. Interview conduct with government official

- 1- To strength the collaboration of concerned government bodies and CSOs what you have suggest?
- 2- How do you explain the role of CSOs in sustainable development and poverty reduction in the Administration in the past five years? Does CSOs increase or decrease in number and budget?

II. Interview conduct with CSOs coordinator

- 1- The coverage of CSOs is unevenly distributed in urban and rural area of the administration, what do you think to address the rural poor communities? There is also duplication of effort in selection of beneficiaries by CSOs what do you suggest a remedy mechanism for this problems.
- 2- Mostly CSOs are donor dependent concerning their budget to perform their activities which have an impact on sustainability of CSOs and provision of quality service or support, what you have forward as a solution?

Appendices

