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## **THE ROLE OF LOCAL GOVERNMENT IN PROMOTING SOCIAL SERVICES DELIVERY IN SOMALIA: A CASE STUDY OF BANADIR REGION**

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### **ABSTRACT**

*The local government is essentially created as a political and administrative organ for the transformation of all communities and for delivery of essential services to the citizens. Local government plays a central role in enabling the achievement of development at the grass root*

*In Mogadishu, There have been efforts of local government to build up itself but the struggle ended up Improper Constitutional and legal Frame work on Their Mandate of Capacity and Responsibility and the central government has no way to fill the gap*

*This study examines the role of local government on Promoting Social services delivery in Banadir region, there has not been much understood the role of local government especially on Promoting Social services delivery in Banadir region. This study focuses on factors influencing Promoting Social service delivery at Local government Of Mogadishu. It was guided by the following specific objectives; determine Constitutional and legal Frame Work factor influencing Social Service Delivery, evaluate Public Security factor influence Social Service Delivery, to assess how Institutional Capacity influence Social Service Delivery and to determine how Service Delivery Mechanism influence Social service delivery at Local government. This study used questionnaire that was collected from 220 respondent and data was analyzed SPSS ver. 20. This study reveal that Constitutional and Legal Framework, Security, Institutional Capacity, Service Delivery Mechanism have significant and positive influence In Promoting Social Service Delivery in Banadir Region: a case Study of capital Mogadishu.*

*The study recommends more emphasis on promoting social service delivery in regard to optimize The Legality on Constitution and Security. The study also established the need for further research in specific departments, focus on Local Government staff behavior that influence in promoting social service delivery.*

**KEY WORDS:** *Constitutional and Legal Frame work, Public Security, Institutional Capacity, Service Delivery Mechanism,*

## INTRODUCTION

Local Government passes on administrative bodies those are formally mandated to lead all public services with particular areas and list of services required since The local government is basically shaped as a workable political and administrative organ for the renovation of all communities and for delivery of essential services to the citizens. Local government plays a central role in enabling the achievement of development at the grass root level (Donnelly et al. 1995). Local Government formulates Policies and makes decisions to execute at local level administration, It can be defined as “the exercise of political, economic and administrative authority to manage local affairs” (Miller 2002).

Local governments are regarded as an important agency in providing services to the citizens (Donnelly et al. 1995), And Service delivery is an essential function in the relation between government bodies and citizens likewise; Service delivery is the government’s key task. The best yardstick to measure government performance of good governance is through service delivery to the people. (Abe and Oluwaleye 2014)

In That case a government cannot satisfy its people if it does not address The Food poverty, The Health poverty, The Education poverty, The Infrastructural poverty, The energy poverty and in Some Countries public security is first of all (Agba et al. 2013).

However, Local government is the closest government to the people at the grassroots level, so it is expected to play significant roles in providing the social services for the people in order to improve their standard of living. But in Somalia, the impact of local government is so far limited, especially with regard to improving service delivery, while the local government councils are required to serve the public interest in areas of constructing roads, public markets, healthcare centers, drainages, transportation, motor parks, building primary schools, among others.

This study examines the Role local government in Promoting Social service delivery with special reference to Banadir local government’s administrations, and mainly through factors influencing objectives of :determine Constitutional and legal Frame Work factor influencing Social Service Delivery, evaluate Public Security factor influence Social Service Delivery, to assess how Institutional Capacity influence Social Service Delivery and to determine how Service Delivery Mechanism influence Social service delivery at Local government, in order to know how local government can promote To deliver social service delivery although no more research was made on this field but at least the findings would be useful for decision-making bodies to understand the

Local Government in promoting social service delivery in Mogadishu.

## 2.2 LITERATURE REVIEW

### 2.2.1 Introduction

The Purpose of this research is to provide a conceptual frame work and review variables in order to give transparency and focus to the research problems. The literature review is focused on the role of Local Government in promoting Social service delivery programs Success of Banadir Administration. The conceptual framework is addressed with some of factors affecting the role of local government in social service delivery programs. Thereafter, and what variables affect the better service delivery are discussed. The key issue here is whether or not Local government has had a positive impact on better social service delivery in Banadir Administration

### Appropriate constitutional and legal framework

There should be an appropriate constitutional and legal frame for a Local Government institution to ensure the better service delivery to the public and mostly they are Two main parts that is to be in the Local government leading bodies to act on (Powers and Functions) as to promote and deliver better Social Service delivery.

### Powers

In order to create a legal basis for the functioning of local government, the Provisional Government adopted Decree on Local Government, by which was determinate the ways of organization and functioning local authorities. Under this Decree, municipalities constitute the basic territorial unit in which citizens realize common interests. Decree provides unique system of local government functioning, but in practice the functioning failed to extend to all municipalities. For the organization of life in municipalities and for the decisions of citizen’s interests, the Provisional Government, namely the Ministry of Local Government in order to cover the institutional vacuum appointed mayors and other holders of executive functions. These were therefore the only legitimate authorities during this period at the local level (Fazliu 2015).

On the Contrast the idea to affect the transfer of power into the hands of the people as a whole is the most crucial and immediate challenge facing to a democratic government, local power is now nestled in democracy as government for the people and as such that local government and Citizens are now oppositional; or whether the struggle for democracy came full circle and power is now democratized so that the people themselves are “governors” of government and focuses on the power relationship between local government and the people (Heydenrych and Zaïman 2012).

One of the most crucial debates in the developing countries was about the degree of control of central governments in development planning and administration. During the 1980s, many scholars in Africa, Asia and Latin America became enthusiastic about the prospects of decentralization less developed countries because they believed that with decentralization and the transfer of power to the people, democracy will be developed (Hossein, 2014).

Although decentralization of governance is a vital role in the 21<sup>st</sup> century but before reaching public voting Some scholars suggest that The central government can allow the municipality with additional competences within the scope of authority of the central government.(Fazliu 2015).

### **Functions**

All responsibilities of the organization and functioning of institutional life joint administrative structures which are mostly appointed but local elections of any kind, and The highest body of the municipality is the Assembly, which is elected directly or indirectly and carries out the functions and responsibilities while the mandate of the Municipal Assembly members is limited. The Assembly has also the Chairman elected by the composition of Parliament. With this regulation is foreseen the possibility that the Municipal Assembly delegates the power to make decisions on other bodies of Assembly such as; Assembly Committees, Head of Municipal Assembly or Chief Executive Officer(Fazliu 2015).

Similarly, Local self-government denotes the right and the duty of local authorities to regulate and manage public affairs under their own responsibility and in the interest of the local population. And this right shall be exercised by individuals and representative bodies being elected on periodic basis by equal, universal suffrage, and their chief executives shall be so elected or shall be appointed with the participation of the elected bodies.(Hossein 2014)

Other literature concise the functional responsibilities of some municipalities are provide a minimal range of services; other municipalities provide a broad range of services. But To interpret those differences, functional responsibility will be defined as the breadth or scope of responsibilities carried out by municipalities(Leon-moreta 2016).

### **Security**

The community safety is at the heart of the place-shaping role of local authorities-reflecting the high priority that local communities place on these issues. The public say that low-level crime, anti-social behavior killing and disrespect are the issues of most importance to communities locally. So, Security police is a key priority and every community have to benefit from dedicated, accessible and visible police teams— led by police officers but involving special constables, community support officers, volunteers, and to know

who their local police officers are and how to contact them.(Justice, Hughes, and Rowe 2007)

Similarly, there should be policies which are to be reinforced by significant discursive shifts. First, peace-building was realigned around the preservation of security, and disarmament almost vanished from the picture. Second, the concept of security was broadened to comprise human and citizen security, alongside but not replacing more traditional conceptions of state and international security.(Brandt and Willett 2018)

On the Contrast Success in strengthening nationally owned security institutions would benefit from progress in conflict resolution and reconciliation which mostly brings upon insecurities is the developing countries and in reviewing the provisional constitution not least to stabilize relationships between the central and local states Of Somalia, upon which implementing a national security strategy will depend on. And to fulfill that The timing of the Security Pact and the underlying National Security Architecture agreement reflects a growing urgency around the need to have effective Somali security institutions capable enough to provide security for the population without substantial reliance on external partners, and in particular, capable enough gradually to take over the role currently being played by the African Union Mission in Somalia (AMISOM).(M. Keating,S.Abshir, 2018).

Another literature argues that Citizen Participation is essential to legitimate public authority as well as inclusive security. However, Diminished citizenship along with the unraveling of authority connect complexly to insecurity and violence, both as frequent causes and as frequent outcomes of violence.(Brandt and Willett 2018)

### **Institutional Capacity**

Institutional Capacity is currently one of the leading issues in the development of Social Service in developing countries and transition countries. Yet the concept of Institutional capacity remains complex and difficult to grasp and put into practice, it is defined in this way, Institutional Capacity occurs by acquiring resources (human, financial, physical, networks, knowledge, systems and culture) and integrating them in a way that leads to change in individual behavior and ultimately to more efficient and effective operations of institutions and organizations of these three main resources:(Langaas, Odeck et al. 2007)

### **Human Resources**

Human resource (HR) management has been proposed as being one of the core drivers of the modernization of the public sector (Pollit and Bouckaert 2004: 67;Boyne 2003). For instance, within the public management literature it is commonly accepted that public service Organizations can potentially improve their performance by strengthening their HR management (HRM) (Selden 2009: 179 et

seq.;Carmeli and Schaubroeck 2005). Current strands of research focused the changing nature of people management in the modern public sector (Truss 2009a; Harris2002) and proposed ‘HR–public service partnerships’ as an antecedent factor of modernizing public service organizations (Teo and Rodwell 2007; Bach and Kessler2007). Nowadays, organizations are active in a highly competitive and very dynamic and environments are that their most important capital is employees. Continuation of competitive advantage of organizations in such situations is possible in light of knowledge-oriented, creative and innovative employees who can create sustainable advantage for their organization by reforming or changing the functions and processes(Monjezi and Mojtabaei 2016). local governments can potentially derive valuable organizational outcomes in terms of efficiency gains or public service improvements when their HR policies and practices strengthen a sustainable HRD. (Ployhart et al. 2009; Selden 2009: 13 et seq.;Carmeli and Schaubroeck 2005).

### **Financial Resources**

The financial management of local governments are generally dominated by conditions of financial resource scarcity since they are nonprofit organizations and have limited opportunities for generating funds but are faced with ever increasing agenda of programs and activities on which such funds could be spent. However, it can be improved through raising and allocation of financial resources, planning and controlling these resources to attain the stated goals in abroad sense.(Aff, Mutya, and Josephine 2018).

Similarly , Local government that has power to self-finance promotes socioeconomic development and it creates an environments where local communities have access to get basic services and it also enhances the responsiveness of government to the citizens. There have been efforts of local government to finance itself but the struggle ended up expenditures exceeded than revenues.(Mohamed 2017).

The ability of the local government to do is largely dependent on availability of fund, coupled with efficient management which constitutes the required catalyst necessary for timely execution and completion of their developmentprojects. Tonwe (1995).

In recent time, lack of funds has often been attributed as the major problem which had hindered effective and successful execution and completion of many projects at the local Governmentlevel. (1995, Cited I Ojo, 2009: 37).

### **Physical Resources**

The right to Service for all people has been recognized globally by many countries of the world. However, this right has been a mere dream for many people in many developing countries due to inadequate resources in many public institutions.(Njagi, Muathe, and Muchemi 2018)

Studies have linked performance of public health institutions with strategic physical resources (Isackow,2006; Lewis, 2006; Lalude, 2006). Bryan (2011) contends that there are three key attributes of physical resources that influence the performance of a public health institution are availability, adequacy and quality of physical resources. Similarly this Scholar argues that there is another challenge facing the local government in delivering health services and is the inadequate physical resources. The major decisive factor of the efficiency and effectiveness of delivering health service is the physical resources. Namely, how many vehicles, communication equipments, computers and are belong with the Municipal Council and quality of the those physical resources to deliver the services..(Pradeep 2011).

### **Service Delivery Mechanism**

There should be an appropriate service delivery mechanism for a Local Government institution to ensure the better service delivery to the public and mostly they are four main parts (Accessibility, Accountability, Innovation and Public private partnership) those lead the Local government to deliver better Social Service delivery.

### **Accessibility**

Accessibility is a multidimensional concept used in many disciplines including planning, geography, architecture, medicine, building technology, engineering among others (Jones, Parker & Reed, 2002). This has given rise to differing meaning of the concept. And it could be distinguished that accessibility to a facility can be either high, Medium or low. accessibility is said to be high; whereas on the other hand, accessibility to a facility is deemed to be low when users are out of reach of the facility or service in question within the given travel time. It is therefore important that these levels of accessibility are given prominence and not the mere availability of presence of the facility in a given area.(Peprah, Oduro-ofori, and Asante-wusu 2015)

Similarly, Accessibility and mobility plays a vital and significant role in the socio-economic and political development of a nation whether developed, developing or underdeveloped. Therefore provision of access and mobility is essential for the efficient organization and functioning of any society either rural or urban. Aderamo and Magaji2010 and [2] Aloba (1986).

As noted by Aderamo and Magaji2010 in Munby “there is no escape from transport even in the most remote and least developed of inhabited regions”. One of the important problems faced by the developing countries’ Public sector, is that Policy-makers as well as ordinary people have limited access to information and Services.(Pradeep 2011)

## Accountability

Decentralization has been pursued with the aim of bringing governance and development decision-making closer to the ordinary citizen at the sub-national level. The devolution of power, authority and resources to sub-national entities is intended to make governance more responsive to the needs of the people. It is also intended to make governments more accountable to the local people. (Akudugu 2016)

In its core meaning, accountability refers to actors, organizations, leaders, etc. being called to account to some authority for their actions according to some set standard (H. Mees and P. Driessen (Mason 2008; Mulgan 2000). It is historically and semantically related to 'accounting' in the meaning of bookkeeping (Bovens 2007). Nowadays, accountability is connected with the discourse of 'good governance', in which case accountability is seen as a virtue (Bovens, Goodin, and Schillemans 2014) rather than tied with financial administration and bookkeeping (Bovens 2007).

The concept of accountability has been studied and applied in several scientific disciplines, most prominently by governance scholars and political scientists, resulting in a lack of conceptual consensus on what the concept entails (Bovens, Goodin, and Schillemans 2014).

Traditionally, accountability has been associated with calling an individual 'to account' for their actions to some higher authority, with an emphasis on external scrutiny and the threat of potential sanctions (Jones, 1992).

## Innovation

Innovation is defined in various ways depending on the disciplinary area or subject of study. Rogers defines innovation in general as "any idea perceived as new by a person or system" (1992, 7). Regarding innovation in the public sector different scholars emphasize different aspects. Innovation cannot be on one person or institution but it needs to be strong as this scholar argues: Innovation is not self-generating or self-sustaining. Successful innovation requires leadership to establish organizational capacity to generate ideas and to ensure prompt and effective service. However innovation of public sector is wider than private and Government innovation is a broad term that includes the overall process of initiating new steps. (Tahrira and Jaegal n.d.)

The dilemmas of innovation confounding the public sector are more compelling for local governments, which have more limited authority and resources compared to central governments. (Hunmin n.d.)

However the importance of public sector innovation was not clear and Public service innovation, a relatively neglected topic until a few years ago, is now receiving a high level of attention in public policy circles. In 2008 the Labour Government published an

ambitious White Paper, Innovation Nation, arguing that innovation is essential to the UK's future economic prosperity and quality of life (HM Government 2008).

## Public Private Partnership

Public-Private Partnerships (PPPs), long-term cooperation agreements between a public authority and the private sector to provide public services, have become a popular approach to infrastructure development. Since the mid-1980s, the notion of partnership in urban renewal and development has attracted considerable discourse in Western countries, but the discussions on public management have tended to be polarized and both advocates and opponents of private sector involvement in the provision of public services have emerged (Grimshaw et al., 2001; Ghore, 2001)

Private financing of public works is not a new trend in the international arena: even since the 19th century concession agreements were quite common for the delivery of various projects (Trova & Koutras, 2001). Even so, until the late 1970's the public sector has been considered responsible for the development of public infrastructure and services through state budget financing (MEF, 2004). Public private partnerships (PPPs) have been developing, in their contemporary forms, since the 1980's, as an answer to poor public sector performance, state budgetary constraints as well as increased international competition, demanding for means to promote new opportunities for private capital (Boix, 1997). A basic element in PPPs' development has been the promotion of "new public management" and the reforming of central administration (Hebson et al, 2003). In this process, local government partnerships with private actors has played a key role both in introducing innovative forms of bottom-up governance, as well as in promoting local development (Andersen, 2004, Pichierri, 2002; Xie & Stough, 2002).

## METHODOLOGY

The research design is as a blueprint, or outline, for conducting the study in such a way that maximum control will be exercised over factors that could interfere with the validity of the research results. This study used descriptive design to identify, analyze and describe factors relating to the local Government in promoting social service delivery programs in Banadir Administration. A questionnaire was used as a framework for collecting data in the Mogadishu City in Banadir Administration of Somali.

The entire population for which the researcher wants to draw conclusions was the focus of the descriptive. There are estimated 2.58m people living in the 17 districts of Mogadishu and since it is not logic to reach that number I decided 488 respondents as a target population for this research. The sampling procedure of this study was used non-probability

sampling procedure particularly purposive sampling or judgmental sampling. The researcher was selected this sampling technique because it gives the opportunity to choose the member target population who provides the accurate information or data. Judgmental sampling is a way to select population members who are good prospects for precise information. The sample size of this study was 220 and selected from the target population 488 According to Slovene's (1960) formula. And the data was entered and analysis was made using SPSS 20 (Statistical Package for Social Science) program me.

### **SUMMARY**

The research basically finds out and The respondents agreed that The Powers and Functions of Banadir is clearly Defined to Undertake Their Responsibility.. As shown by mean of 3.0597. The respondents also agreed that Mogadishu Local Government has mandate of their Functions for service delivery. As reported by a mean of 3.0249. The respondents also granted that Beneficiaries of Local government get legalized services with fair. As shown by mean 3.5025.

The study is also to examine an other factor of security and The respondents agreed that Staff of Local Government has reliable security at the time of service delivering.. As reported by a mean of 2.8060. The respondents also fixed that Some of Local government service beneficiaries in Mogadishu receive no basic services for the sake of Security. As shown by mean of 3.1244. The respondents also stated that Security is the key point connection between service provider and service seekers. As reported by a mean of 3.8159. The respondents also said that Security has tangible influence to local government Service Delivery as shown mean of 3.8159.

This study to examine The Role Local Government In promoting Social Service Delivery in Banadir Region: a case of capital Mogadishu and summarizes respondents' level of agreement on Institutional Capacity. The respondents agreed Local Government has sufficient qualified human resources to satisfy service seekers, obtaining a mean of 2.7065. The respondents also agreed Local Government empowers and trains the staff to improve their performance on service delivery., obtaining a mean of 3.0348. The respondents also agreed that Local Government misappropriates most parts of the collected revenue. Gaining mean of 3.0348. The respondents also agreed that Local Government financial resources are insufficient to cover all services needed, obtaining a mean of 3.0348. The respondents also agreed that local government has enough physical resources in the discharge of their service delivery obtaining a mean of 3.3930.

A number of questions were asked to examine The Role Local Government In promoting Social Service Delivery in Banadir Region: a case of capital Mogadishu. And summarizes respondents' level of agreement on Service Delivery Mechanism. Respondents agreed that Local Government has access to cover all deliver services in Mogadishu, as shown mean of 2.6816 The respondents also agreed that Local Government policy-makers and ordinary people have limited access to information, services and feedback, as shown mean of 3.0697. The respondents also agreed that Local government of Mogadishu is always accountable to their society, as shown mean of 3.79104. The respondents also agreed that Local government accelerates the development orientation of the socially and environmentally through knowledge. as shown mean of 2.9851. The respondents also agreed that Public private partnership is reasonable in development stage of local government in Mogadishu, as shown mean of 3.3582.

A number of questions were asked examine The Role Local Government In promoting Social Service Delivery in Banadir Region: a case of capital Mogadishu. And summarizes respondents' level of agreement on Social Service Delivery respondents agreed that there is Standard Social service delivery exists in Banadir region, as shown mean of 2.6119. The respondents also agreed that there is Standard Social service delivery exists in Banadir region, as shown mean of 3.3930. The respondents also agreed that there are challenges against Social service delivery expansion of Banadir Region, as shown mean of 3.3930. The respondents also agreed Most of local government social service providing depends on Donor Projects as shown mean of 3.0199.

### **CONCLUSIONS**

On my findings of this study, the following conclusions were viewed. The results reveal that Constitutional and Legal Framework, Security, Institutional Capacity, Service Delivery Mechanism have significant and positive influence In Promoting Social Service Delivery in Banadir Region: a case of capital Mogadishu.. Standard multiple regression analysis was conducted for hypotheses testing (Cooper, 2013) in order to launch the best combination of independent (predictor) variables would be to predict the dependent (predicted) variable and to establish the best model of the study (Schindler, 2013).

### **RECOMMENDATIONS**

The recommendations were made based on the findings of the study: The Local government should be all inclusive on Service provided; there was number of Districts to which its Population are not reachable. They should also consider other emerging Villages like the urban areas as they form part of living people in the town.

The national government should foster a clear environment and adhere the constitutional and legal frame work by distributing equal administrative right to the country regardless of their political affiliation and Ethics since the County is adopted of Federal system. It will foster Promoting service delivery at Local Government level and enhance nationality.

The Local Government Should Enhance and take care of Public Security to protect both the Local Government staff who are serving the people and Service Seekers

Local government should invest more in institutional Capacity which is turning to be a commanding force in the modern world. To make more improvement in service delivery, they should invest more in Human Recourses, Financial Recourses and Physical Recourses to cover or reach the important public needs. By relying more on the government institutional Capacity of which may easily be developed, but they imply that they do not have enough institutional capacity to expand the Service Delivery.

There should be Service Delivery Mechanism which is very important to promoting local government service, which both local government and population is important, in saving the resources allocated to Local Government.

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