PUBLIC SECTOR ADMINISTRATION AND COMMUNITY SERVICE PROVISION  
IN MOGADISHU, SOMALI

BY
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DECLARATION A

“This research report is my original work and has not been presented for a Degree or any academic award in any University or Institution of Learning”.

IDIL ABSHIR SAHAL

Date
APPROVAL

I confirm that the work reported in this dissertation was carried out by the candidate under
My/our supervision.

Supervisor

Date...2015...

DR. ONGODIA A. EKOMOLOT
DEDICATION

This work is dedicated to my beloved mother. Mrs Sago Farax Mahmud and my father Mr Abshir Sahal Bulaalle for their sacrifice, love and support given throughout my education and working on this thesis, my brothers and all my sisters who laboured hard to ensure that I get sufficient education.
ACKNOWLEDGMENT

All praise is due to Allah, and may His peace and blessings be upon the Prophet (Peace be upon him) who enabled me to complete this task on time.

A number of people have been instrumental in my effort to complete this research dissertation. I wish to extend my appreciation and special thanks to my supervisor Dr. Ongodia for his professional guidance and tireless effort with which he supervised me leading to the completion of this research dissertation. I would also like to express my deep and sincere gratitude to KIU management for providing me an opportunity to do my thesis.

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<th>Acronym</th>
<th>Description</th>
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<tr>
<td>CHDR</td>
<td>COLLEGE OF HIGHER DEGREES AND RESEARCH</td>
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<td>CVI</td>
<td>CONTENT VALIDITY INDEX</td>
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<td>GDP</td>
<td>GROSS DOMESTIC PRODUCT</td>
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<td>NGO</td>
<td>NON-GOVERNMENTAL ORGANIZATION</td>
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<td>NHS</td>
<td>NATIONAL HEALTH SERVICE</td>
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<td>SPSS</td>
<td>PACKAGE FOR SOCIAL SCIENCES</td>
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<td>TOPC</td>
<td>THEORY OF PUBLIC CHOICE</td>
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ABSTRACT

This study carried out an investigation on the role of public sector administration on community service provision in Mogadishu, Somalia. The objectives of the study were 1) to explore the process of public sector administration in Mogadishu, Somalia 2) to examine the success of community service provision in Mogadishu, Somalia and 3) to establish the relationship between public sector administration and community service provision in Mogadishu, Somalia. The study employed descriptive correlation study design which involved both quantitative and qualitative approaches. With regards to this method, the researcher used structured questionnaires containing three sections A, B and C. Section A dealt with profile of respondents, B dealt with the process of public sector administration and C dealt with community service provision. Out of a target population of 141, 104 respondents were identified as the sample size by use of the Slovene’s formula. Simple random sampling and purposive sampling techniques were used to identify the respondents to take part in the study. Analysis entailed frequencies, percentages, means, standard deviation, t statistic, ranks, charts and interpretations. Findings suggested that the process of public sector administration was poor and so was the community service provision. It was also established that there was a relationship between a relationship between public sector administration and community service provision which stood at 0.783 on the Pearson Correlation scale which was interpreted as positive and strong relationship. In terms of causality, public sector administration was also found to influence community service provision by an $R^2$ coefficient of 0.613 which was interpreted as significant. The study suggests more budgetary allocations, more friendly public policies, reinforcement of public institutions and involvement of the public in policy formulations.
CHAPTER ONE
INTRODUCTION

The study investigated public sector administration and community service provision in Mogadishu, Somalia. This chapter covers background, problem statement, and purpose, objectives of the study, research questions, hypotheses, scope, and significance of the study, and organization of the thesis.

1.1 Background of the Study
This section addresses the historical, theoretical, conceptual and contextual perspectives of the background. This is done within the context of the study.

1.1.1 Historical Perspective
Globally, the widespread provision of community services through the government in developed countries began in the late nineteenth century, often with the municipal development of gas and water services. Later, other services such as electricity and healthcare began to be provided by governments. In most developed countries such services are still provided by local or national government, the biggest exceptions being the U.S. and the UK, where private provision is more significant (Shafritz, 2011). Nonetheless, such privately provided community services are often strongly regulated, for example (in the US) by Public Utility Commissions. This is aimed at ensuring proper provision of such services to the people who cannot access them especially the poor people.

On the other condition, African countries have experienced, fused and personalized at best highly decentralized governance systems and practices. In Africa and other developing countries community service provision was mainly seen in the 19th century after most of the countries in Africa got their independence. Governments started to provide some services free to all the citizens because of their importance to human life. Formerly in Somalia, it was a responsibility of the local people/community to make sure that some services like roads are in place but because of their importance governments
took over and started providing such services as free to the community hence community service provision (Denhardt, 2003).

In developing countries community provision services tends to be much less well developed. For example, water services might only be available to the wealthy middle class. For political reasons the service is often subsidized, which reduces the finance available for expansion to poorer communities (Trapier, 2009). More still the constraint in financial resources among the developing countries has led people not to access public services that are provided by the government to the people. Due to inadequate resources, the government will not be able to provide such services which people translate into a failure in public sector administration.

Locally, in the context of Somalia whose descent into collapse and disorder in 1991 has come to epitomize the international donor community, Somalis meet to lay the foundation for the post transitional government, there are disturbing signs that government not fully aware of the dysfunctional conditions of public service over the last twenty years and its continuing this impact on the state and society (Fartaag, 2014). Mogadishu too has been a victim of poor community service provision for years and even though it is not very clear whether public sector administration is to blame, the trend has been very steep. In 2009, the city which was recovering from insurgency turmoil, declared its will to serve the people therein. Ever since, they have strived to keep the promise.

1.1.2 Theoretical Perspective
The study was guided by the theory of Public Choice as propounded by Buchanan (1967). Public Choice is best defined as the application of the rational choice model to non-market decision-making. In a more general sense, it has meant the application of economics to political science. Jim Buchanan, one of the founders, has argued that Public Choice also involves the application of catalectic, or the science of exchanges. Thus the combination of the homo-economics assumption, under which individuals are seen as seeking to further their own self-interest, with the catalectic approach means
that collective action is modeled with individual decision-makers using the political process to further their self-interests. The theory was selected since it is relevant to bureaucracy.

1.1.3 Conceptual Perspective

A community service is a service which is provided by government to people living within its jurisdiction, either directly (through the public sector) or by financing provision of services (Gregory, 2011). The community services is an agency provided by the government that work to help and provide the public, examples of public services are fire brigade, police, army, paramedics, they all have a role in protecting the public in a different way (Denhardt, 2003). In this study, community service refers to the government provide services which serve to satisfy public needs and include health services, agricultural development and educational empowerment.

The term public sector administration means management of the public or the works of the government but notably through providing the basic needs to the public through what is commonly seen as community service provision (Kryle, 2012). Public administration is the implementation of government policy and also an academic discipline that studies this implementation and prepares civil servants for working in the public service (Don-Bosco, 2011). Within the parameters of this study, public sector administration refers to the responsibility for the management of public resources and is conceptualized as public budgeting, institutional building and public policy administration.

1.1.4 Contextual Perspective

For the last ten years due to circumstance of armed conflict, effective administration on public service in government units in Somalia recognized that their effectiveness is dependent on the motivation and caliber of its staff and on making the optimal use of their talents, qualifications and skills through giving them authority. In the modern welfare state people expect many things – a wide variety of services and protection from the government. In this context Public administration provides a number of
welfare and social security services to the people. Besides, it has to manage
government owned industries and regulate private sector. Public administration covers
every area and activity within the realm of public policy. Thus, the scope of Public
administration is very wide in modern state (Hughes 2003). The Health Care System
Until the collapse of the national government in 1991 the organization and
administration of health services were the responsibility of the Ministry of Health,
although regional medical officers had some authority.

The Siad Barre regime had ended private medical practice in 1972, but in the late 1980s
private practice returned as Somalis became dissatisfied with the quality of government
health care. Whereas community service may sometimes have the characteristics of a
public good (being non-rivalrous and non-excludable), but most are services which may
(according to prevailing social norms) be under-provided by the market. In most cases
public services are services that do not involve manufacturing of goods. They may be
provided by local or national monopolies, especially in sectors which are natural
monopolies.

1.2 Statement of the Problem
The community service provision by both the local and federal government in
Mogadishu has come under close criticism especially from civil societies which believe
the government of Somalia has a greater potential than it is currently using (Warsame,
2014). The government is criticized for providing inadequate community services to the
people it claims to serve. The state of affairs in Mogadishu is not good. Health services
are in jeopardy where professional doctors opt to fly out of the country to seek better
paying jobs (Mogadishu Star, 2013). Despite Mogadishu having good agricultural
potential, little has been done to develop the region agriculturally. Fertile land lie waste
in the outskirts of the city (Ayahle, 2014). The streets of the city also portray a negative
picture since they are jammed with rubbish and sewage. This has created havoc in an
otherwise well-endowed city. In a report by Local government in Mogadishu, the mayor
states explicitly that the sanity and organization of the city is the first responsibility of
every resident of Mogadishu with reference to questions directed at him for the utter
state of ruggedness displayed by the city (Ministry of Internal Affairs, 2014). In terms of education, students are less motivated to studies due to the lack of proper facilities available to aid the students in the learning process (Warsame, 2014). All these problems compounded with the fact that the government is a transitional one are factors that motivated the researcher into investigating the role of public sector administration in community service delivery in Mogadishu, Somalia.

1.3 Purpose of the Study
The main purpose of this study was to investigate the relationship between public sector administration and community service provision in Mogadishu, Somalia.

1.4 Objectives of the Study
1. To explore the process of public sector administration in Mogadishu, Somalia.
2. To examine the success of community service provision in Mogadishu, Somalia.
3. To establish the relationship between public sector administration and community service provision in Mogadishu, Somalia

1.5 Research Questions
1. How is the process of public sector administration in Mogadishu, Somalia?
2. How is the success of community service provision in Mogadishu, Somalia?
3. How is the relationship between public sector administration and community service provision in Mogadishu, Somalia?

1.6 Hypothesis
There is no relationship between public sector administration and community service provision. This hypothesis was tested on a two tailed significance test within 95% confidence interval.

1.7 Scope of the Study
1.7.1 Geographical scope
This research study was done in Mogadishu, the capital city of Somalia. The researcher chose this geographical area because much of Somalia’s administration is centered in
Mogadishu and also the area could be easily accessible to the researcher during the
data collection stages.

1.7.2 Content scope
The study investigated the role of public sector administration in community service
provision in Mogadishu Somalia. Three aspects of public sector administration were
analyzed which were public policy, public budgeting and institutional building.
Community service provision was in the form of improved health services, agricultural
development and educational empowerment.

1.7.3 Theoretical scope
The study was guided by the theory of public choice as advanced by Buchanan (1967).
The theory asserts that government services are as much an economic good as others
and are through bureaucratic hands provided to the public preferentially.

1.8 Significance of the Study
Government of Somalia: First and foremost, this research study may be of significance
to the government of Somalia in the way that it will bring out the exact challenges
facing public administration in Mogadishu. This will help to identify gaps in the system
which will create avenues to make changes that can improve the way the public sector
is managed in the country at large.

Public service providers: In Mogadishu where the research study was done, the
research study may be of significance to the public service providers in the way that it
will show the basic relevance of public sector administration hence creating ways to
improve the way how the public can be properly served.

Public Administrators: This research study may also be of significance to the field of
public administration because the study will indicate the areas that need more research
in public administration and it will at the same time provide properly researched
information that can be used by practitioners and students pursuing the same course
hence improving on the course content of public administration.
The researcher: The research study was also of significance to the researcher in the way that it furnished the researcher with information on public administration which prepared her to be a better civil servant in the future. Therefore the researcher benefited by learning more about public administration.

Future researchers: The findings of this study may give future researchers and academicians added information to the existing literature through findings and recommendations as were made in this study.

1.9 Organization of the Thesis
The study is organized into five chapters; Chapter one comprises of background to the study, statement of the problem, purpose and objectives of the study, research questions, research hypothesis, and significance of the study. Chapter two consists of the literature review which is organized into theoretical review, conceptual framework and related studies. Chapter three consists of the research methodology organized into; research design, target population, sampling and sampling procedures, research instruments, validity and reliability, data collection procedures, data analysis, ethical considerations and limitations of the study. Chapter four presents the research findings while the final chapter presents the discussion of findings, conclusions, recommendations and areas for further research.
CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction
This chapter presented the review of literature. It was divided into four main sections. The first section presented the theoretical review, the second presented the conceptual review, the third presented the review of related studies on public sector administration and community service provision, while the fourth summarized the gaps identified during the review of the literature.

2.1 Theoretical Review
The study was underpinned by the Public Choice theory as was propounded by Buchanan (1967). The theory of public choice, also known as the economic theory of legislation, makes the same basic assumptions about self-interest for politicians and bureaucrats that standard economic analysis makes for private sector actors (Buchanan, 1967). Thus, public choice theory views regulation as a commodity like any other. As Posner (1979) has observed, "the interest group theory asserts that legislation is a good demanded and supplied much as other goods, so that legislative protection flows to those groups that derive the greatest value from it, regardless of overall social welfare." According to the public choice theory of legislation, market forces provide strong incentives for self-interested politicians to enact laws that serve private rather than public interests because, over a wide range of issues, these private groups can provide politicians and bureaucrats with the political support they need to serve their objectives of achieving re-election, or of maximizing their bureaucratic turf (Posner, 1979). In a nutshell, public choice theory posits that laws and regulations are supplied by lawmakers and bureaucrats to the political groups or coalitions that outbid competing groups.

The usual model in public choice depicts the top bureaucrats as being chosen by the chief executive and legislature, depending on whether the democratic system is presidential or parliamentary. The typical image of a bureau chief is a person on a fixed
salary who is concerned with pleasing those who appointed him. The latter have the power to hire and fire him more or less at will. The bulk of the bureaucrats, however, are civil servants whose jobs and pay are protected by a civil service system against major changes by their appointed bureau chiefs. This image is often compared with that of a business owner whose profit varies with the success of production and sales, who aims to maximize profit, and who can in an ideal system hire and fire employees at will (Niskanen, 1987).

2.2 Conceptual Framework

Figure 2.1 gives a framework illustrating how variables in the study are conceptualized and related. It should be noted that this is only a hypothetical relationship model presented graphically.

Figure 2.1: Conceptual Framework for the Study

Independent Variable

Public Sector Administration

- Public Budgeting
- Institutional Building
- Public Policy Administration

Dependent Variable

Community Service Provision

- Improved Health Services
- Agricultural Development
- Educational Empowerment

Intervening Variables

- Civic Education
- Ethical Governance

Source: The Researcher, 2015
The above diagram presents the interrelationships between the variables in the study. The independent variable (public sector administration) which consists of three components of public budgeting, institutional building and public policy administration influences the dependent variable of community service provision. The independent variable of community service provision is indicated by improved health services, agricultural development and educational empowerment. There is however some mediation to this relationship from the intervening variables of civic education and ethical governance.

2.3 Related Studies

2.3.1 Public Sector Administration

The public administration is the handmaiden of government for carrying in its activities (Dunlevey, 2006). Hence, as an activity the scope of public administration is no less than the scope of state activity. In a modern welfare state people expect many things—a wide variety of services and protection from the government. Consequently, public administration of a welfare state provides a number of welfare and social security services to the people. Beside it manages government owned industries; public administration in a welfare state is quite a complex affair. It covers every area and activities governed by public policies. It includes all operation of government ranging from the exploration of outer space to sweeping the streets.

Study of government is no doubt the staple food of public administration. But, public administration also covers all those operation and activities of institution in the corporate sector which depends on government funding. The enormity of modern welfare state activities means inevitably more administrative activities, more administrative agencies and more officials. Thus, the scope of Public Administration as an activity is very wide in modern state. The study of administration assumed significance, according to Woodrow Wilson, as a consequence to the increasing complexities of society, growing functions of state and growth of Governments on democratic lines. This exhaustive list of functions made to think as to ‘how’ and in what
Hierarchical principles in public sector administration include:

- **Hierarchy**: This involves the orderly arrangement and distribution of power, functions, positions, and authority within an organization. Objectives are divided into sub-objectives, tasks are broken down into smaller units, and power and authority are delegated downwards.

- **Unity of Command**: Each member of the organization should receive orders from only one supervisor to avoid conflict and confusion. A situation where two supervisors issue conflicting orders to a subordinate will create conflict and confusion within the organization (Harold, 2013).

- **Public Responsibility**: Political representatives are responsible to the people for their acts of omissions or commissions. Public responsibility ensures the exercise of certain power and authority in the execution of specified duties for the benefit of the people, and it also stipulates the need for accountability to the people.

- **Public Relations**: "Public relations" is a means through which people are informed about the policies and intentions of the government. It relates to the people that the government is aware of their problems and steps taken to solve them. It also picks up the reactions of the people on government policies and laws as well as the solution to problems.

- **Chain of Command**: This is the power and authority linkage order, and power must flow from the top to the bottom in an unbroken order to ensure proper communication of decisions taken at each level of authority. There must be a clearly defined level of authority and decision-making, and each decision taken should be communicated downward through these defined chains of command (Harold, 2013).

- **Social Necessity**: The essence of public sector administration is the process of formulating and implementing public policies. Public here refers to the people or the masses in the society. Public policy goes to express the will of the people through
providing them the civic amenities as well as developing them socially, economically and politically.

Span of Control: This has to do with the number of the people that a supervisor should conveniently control. There is the need for a smaller number of people to be supervised and controlled so as to allow for an effective control/supervision. A supervisor should also be able to coordinate the activities of the subordinates.

Efficiency: The power to accomplish expected result is efficiency. Public Sector Administration therefore must have efficient personnel to execute Public programs, satisfy the needs of the society and promote its expansion and growth. Career development of Public and civil servants is achievable through pre-entry and in-service training programs for the officials both senior and junior cadre. It is essentially meant to promote efficiency (Harold, 2013).

2.3.1.1 Public Budgeting

Public budgeting is a field of public administration and a discipline in the academic study thereof. Budgeting is characterized by its approaches, functions, formation, and type. Smith (2010) describes public budgeting through four perspectives. The politician sees the budget process as "a political event conducted in the political arena for political advantage". The economist views budgeting as a matter of allocating resources in terms of opportunity cost where allocating resources to one consumer takes resources away from another consumer (Smith, 2010). The role of the economist, therefore, is to provide decision makers with the best possible information. The accountant perspective focuses on the accountability value in budgeting which analyzes the amount budgeted to the actual expenditures thereby describing the wisdom of the original policy. Smith (2010) public manager's perspective on a budget is a policy tool to describe the implementation of public policy.

As a policy document, a government's budget is designed as a plan for implementing its policy (Don-Bosco, 2011). Traditionally, budgets served as a more rigid tool to
implement policy in a retrospective setting. The functions associated with these values are listed under the Traditional Model and are control, management, and planning. The Modern Model, taking a less rigid approach, has replaced the control function with the monitoring function, the management function with the steering function, and the planning function with the strategic brokering function (Shafritz, 2011). To the traditional control function, the monitoring function focuses on the consequences of expenditures.

2.3.1.2 Institutional Building
According to the UN Report (2011), the destruction of institutional capacity during conflict greatly hinders a society’s ability to restore and maintain peace, which may be one of the main reasons why the majority of post-conflict countries relapse into conflict within 10 years in spite of all efforts to promote peace. For that reason, an increasing emphasis has to be placed on the crucial role of institutional development in preventing the renewal of conflict. To prevent relapse, it is important to begin institution-building efforts in the immediate post-conflict phase and not leave it to a later stage, the paper states. However, it is important to remember that building institutional capacity is always a difficult undertaking, especially in post-conflict situations. Tensions as well as a lack of resources and human capital add to the difficulties of a process involving multiple stakeholders and the need to strike the right balance between short-term results (such as providing basic services) and long-term capacity development, including institutional reform (UN Report, 2011). Institutional building serves to assure the community of a better and sustainable future in conflict prone areas.

2.3.1.3 Public Policy Administration
Edwin (2009) defines public policy administration as management of policies in public leadership of public affairs directly responsible for executive action. In a democracy, it has to do with such leadership policies and executive action in terms that respect and contribute to the dignity, the worth, and the potentials of the citizen. In another study by Don-Bosco (2011), he defines public policy administration as a public instrument
whereby democratic society may be more completely realized through policy formulation and implementation. This implies that it must relate itself to concepts of justice, liberty, and fuller economic opportunity for human beings and is thus concerned with people, with ideas, and with things. Drawing on the democracy theme and discarding the link to the executive branch, Prasad (2008) asserts that public policy administration "deals with the stewardship and implementation of the policies of a living democracy. The key term policy refers to those rules and procedures that are constructed for public affairs management. As implementers, public managers engage these policies. They participate in the doing and making of the living democracy. A living democracy is an environment that is changing, organic, imperfect, inconsistent and teeming with values. Stewardship is emphasized because public administration is concerned accountability and effective use of scarce resources and ultimately making the connection between the doing, the making and democratic values.

2.3.2 Community Service Provision
Community service provision is a donated service or activity that is performed by someone or a group of people for the benefit of the public or its institutions. Performing community service is not the same as volunteering, since it is not always done voluntarily. It may be done for a variety of reasons. For example the government may require it as a part of citizenship requirements, typically in lieu of military service, or the government and other Non-Governmental Organizations (NGOs) may directly provide certain services to the community for the benefit of all the people (Dunlevey, 2006).

When someone performs an action which benefits his or her community, it is known as community service. Some people associate community service with punishment, since it is often offered to small-time offenders as an alternative to fines or jail time. However, community service can also be altruistic, and it is a vital part of many small communities. Getting involved in your community makes it healthier and livelier, and numerous organizations around the world support community service activities (Quebec, 2012).
Things which could be considered community service include putting up basic health services, tutoring children, building homes in low income areas with Habitat for Humanity, extending clean water services to those who cannot access it, assisting the elderly, socializing animals at animal shelters, being a museum docent, performing habitat restoration, contributing to the operations of volunteer fire departments and emergency services, or helping with civic beautification. In all cases, community service work is performed by volunteers who are not paid for their time. In some instances, the work would not be accomplished without the work of such volunteers, and many small organizations rely on people with community spirit to survive. The fact that community service provision does not have direct benefits it has been taken up by the government in many countries since the government is there to serve the people (Tembo, 2010).

For people who are given community service as a punishment or sentence, it can be an opportunity to atone for a crime. Others engage in community service out of a spirit of altruism, or a desire to connect with their communities by helping out. For people who are new to a community, community service can be a great way to learn more about the place in which they live and the people they live with. Community service provision may also be required for things like high school graduation or membership in an organization, in which case the school or organization often helps to organize community service opportunities (Prasad, 2008).

The government or other contracted private organizations are the main providers of community services since the provision of such services does not have a direct financial benefit. In community service there is the provision of what is known as the public goods like putting up of a road network, water system, traffic lights, public schools and many others that are publicly consumed due to their importance. In countries where the market is closed, these services are provided by the government which translates into private sector management (Dunlevey, 2006).
2.3.2.1 Health Services

The government has a responsibility over the health prospects of any region and town within a country. In providing these services, the government is expected to be responsible for ensuring that there are enough hospitals, health experts and supporting infrastructure. Jason (2010) further stipulates that it is the government’s responsibility to ensure that health professionals are not lost to brain drain. In healthcare, there are elements of good governance that require special emphasis. Healthcare is a high-risk industry. It is also going through significant and perpetual change. Aside from the Government’s changes to the organizational architecture of the National Health Service (NHS), medical science is advancing at a rapid pace (Jason, 2010). At the same time, the needs of the ‘customer base’ (patients) are dramatically changing too in Africa. Population morbidity is moving towards one with a significant burden of treatable chronic illness, and the implications of organizational changes to meet these needs are significant. Extra resources will need to be found within the system in order to meet the known demands placed on the (NHS) by advances in medicine and changes in demography and morbidity. This all provides boards with a significant challenge over the future. In order to counter this the government needs to ensure it does its best to uphold the health status of the people it is responsible for.

2.3.2.2 Agricultural Development

Agricultural development is characteristic of a well-managed public sector. This entails the government having particular concern on how the agricultural sector works and actually promoting it in a continuous basis (Denhardt, 2003). In poor countries the agricultural sector is essential to growth, poverty reduction, and food security. In Sub-Saharan Africa, the agricultural sector employs 65 per cent of the labor force and generates 32 per cent of Gross Domestic Product (GDP) growth. More than half of rural employment in Sub-Saharan Africa consists of self-employed farmers, many of whom are women. Agricultural growth in Sub-Saharan Africa has accelerated from 2.3 per cent per year in the 1980s to 3.8 per cent per year between 2000 and 2005 (Kryle,
Agricultural growth has indeed been the engine behind recent growth successes in several African countries. Importantly agricultural growth has strong growth linkages to other economic sectors. A 1 dollar growth in agricultural income typically translates into an increase of 2.5 dollar in total income in the society as a whole. Therefore, agriculture has a strong potential in growth and employment creation in Africa (Crisontom, 2006). Moreover, growth in agricultural productivity and food prices is important in determining, food security, wage levels and competitiveness in the economy as a whole. Without investments in agriculture there is a risk that higher food prices could eradicate five to 10 years of poverty reduction efforts. The growth potential of agriculture in Africa has been heavily enhanced in recent years by the improved economic and policy framework, high food prices, the promotion of biofuels and the rapid expansion of nontraditional, high-value exports such as horticulture (Mwele, 2005). Success stories of non-traditional agricultural exports are transforming livelihoods and spurring growth. There is a unique opportunity to use agriculture in Africa as an engine of growth and employment creation.

### 2.3.2.3 Educational Empowerment

Education empowerment is a term which refers to the process of affording the population quality and sustainable education which is affordable to them (Jason, 2010). Education is a public utility which is conceived as a basic need. In some jurisdiction education is free and every school age person is supposed to attend. In the Scandinavian countries like Sweden and Norway, all levels of education are free up to university level. In Africa it is very different. Economies are still struggling with providing free basic education (primary and secondary). This has not been a walk in the park as many governments have been seen to fail to successfully provide this. It is however quite laudable that, African countries are showing the motive to accord their citizens this important service for free (Kings, 2010). Governance of the education sector both financially and administratively is very important to its success. As such,
there is need to ensure that education prospects are realized for a better future of the citizens of a country.

As education on governance practices continues to rise, service providers both private and public providers begin to see the benefits of partnering with the government who offer administrative support to facilitate their undertakings. By increasing accessibility to higher education, more and more development has been noted world over (Kramer, 2010). It becomes the inherent role of the government to provide not only the finances but also ensure a sound and serene environment for the academic development of its population. Through continuing education, even the administrators in the public sector are empowered to make informed and strategic decisions and confidently tackle complex administrative challenges (Dunlevey, 2006).

### 2.3.3 Relationships between Public Sector Administration and Community Service Provision

#### 2.3.3.1 Public Budgeting and community service provision

Timothy (2013) opines that the budget is governments’ most important economic policy tool. Public budgets translate a government’s policies, political commitments, and goals into decisions on how much revenue to raise, how it plans to raise it, and how to use these funds to meet the country’s competing needs, from bolstering security to improving health care to alleviating poverty. A budget system that functions well is crucial to developing sustainable fiscal policies and economic growth (Timothy, 2013). In many countries, economic problems are exacerbated by weak budget systems and faulty budget choices. Given its wide-ranging implications for a country’s people, the budget should be the subject of significant scrutiny and debate. In this study Timothy (2013) reveals very important findings about the relevance of public budgeting on community service provision.

Nalwanga (2014) argues that while a government’s budget directly or indirectly affects the lives of every one of its citizens, it can have the greatest impact on certain groups, such as the elderly, children, the poor, rural residents, and minorities. The well-being
and prospects of these people hinges greatly upon government decisions on raising and spending money in Uganda. Budget cuts tend to have the greatest impact on programs that benefit the poor and vulnerable, as other items, such as interest on the debt, the public-sector wage bill, or military expenditures, are more likely to have first claim on scarce funds (Nalwanga, 2014).

Wema (2012) conducted a study on the relevance of public budgeting in economic development of Tanzania. From the study she concludes that it is critical for citizens and civil society organizations to engage in all stages in the budget cycle not only because they can contribute valuable technical skills to the process but they also have connections with the community that enable them to bring critical information about the public’s needs and priorities to budget debates. In addition to representing the concerns of marginalized people, engaging in such activities instills the sense of responsibility in the administration (Wema, 2012). As much as the study does not readily relate public sector budgeting to public service provision the mere mention of its importance to the public is worth noting.

2.3.3.2 Institutional Building and Community Service Provision

According to Don-Bosco (2011), institutional building as an activity is an instrument for facilitating the provision of other public and private services to the public. Public Sector Administration is mainly concerned with ensuring that there is law and order, proper justice and continual review of the laws of the country. All these activities fall directly under the portfolio of public sector administration. The real core of Public Sector Administration is the basic service which is performed for the Public. He also adds that it is an instrument for implementing policies. Modern governments go a long way in formulating and adopting sound policies laws and regulations but it is the institutions which are responsible of enforcing, enacting and implementing them.

According to Wokingson (2011) public institutions are stabilizing force in society. They are a major force for bringing stability in society. He observes that though government often changes but violent change is seldom experienced by the institutions and thus
they are the basic form of national stability in an otherwise volatile political environment. An element of continuity between the old and the new orders is provided by public institutions. Harold (2013) however further argues that that this does not hold true only of constitutional changes of government in democratic countries but is also reflected when there are revolutionary changes in the form and character of Government. In conclusion Wokingson (2011) found that there was a relationship between the two variables but it was not substantially causal.

2.3.3.3 Public Policy and Community Service Provisions
Thompson (2010) writes that public policy has been instrumental in bringing forth real life issues women visible to the public sphere; issues such as pay equity, maternity and parental leave, childcare, domestic violence, sexual assault, parental leave and domestic violence, each one of public concern. Analytically, this broadens public policy by encompassing more than just the male perspective (Thompson, 2010). A new policy in effect in the UK in 2015 grants the new mother and father are able to “take time off together or in turns and have a legal right to request flexible working hours” (MoJ, 2015). When compared to the previous policies this recognizes the need for flexibility and the opportunity for fathers to play a larger role in caring for their children. This policy allows women to continue their roles in the workplace despite motherhood.

2.4 Summary of the gaps
The review of literature done above identified critical research gaps that necessitated to be filled. All the studies reviewed were not relevant to the study context which is Mogadishu, Somalia. The situation in the country is very unique and as such requires to be investigated separately. Secondly, the reviewed studies used only qualitative research instruments in data collection like the interview guide and documentary review. This study used closed ended questionnaire over and above the two instruments mentioned above. Some studies were conducted long ago and their findings might be invalid considering the dynamic nature of the public sector administration. Finally most of the studies reviewed talked of community service delivery in general which a wider concept as compared to efficiency which this study
devotes itself to. With these gaps in literature the researcher was motivated to carry out an investigation on the role of public sector administration on community service delivery in Mogadishu, Somalia.
CHAPTER THREE
RESEARCH METHODOLOGY

3.0 Introduction
This chapter describes the methodology that was used in addressing the set objectives. The chapter is organized under the subsections: Research Design, Research Population, Sample Size, Sampling Procedure, Research Instruments, Validity and Reliability of Research Instruments, Data Gathering Procedures, Data analysis, Ethical considerations and Limitations of the study.

3.1 Research Design
This study employed mainly descriptive correlation design. This study design assisted the researcher to establish whether there is (and the magnitude) of the relationship between public sector administration as the independent variable and community service provision of Mogadishu as the dependent variable. It involved asking questions to relevant parties about events that have already taken place and may be related to present conditions (Kothari, 2004). This information is compiled and then tested to make inferences. Both qualitative and quantitative approaches were used in the study. Qualitative approach were used to analyze the qualitative data offered during the interviews while the quantitative approach were used to quantify the questionnaire responses to look for trends in the data and also in computing for relevant statistics from the secondary numerical data to be collected.

3.2 Research Population
This research study targeted people who are in the various public service positions in Mogadishu, Somalia and others who are involved in community service in the study area. Specifically these will involve 141 of public servants in central and local governments and some people involved in providing community service to the people in Mogadishu, Somalia (Ministry of Internal Affairs, 2014). These were mainly local
government officers, members of parliament, institutional heads, and officers in ministries of agriculture, education and health

3.3 Sample size
The sample size for the research study will consider 104 respondents. Slovenes’ formula was used to determine the sample size as shown below;

From Slovene’s formula, the sample was calculated as follows

\[ n = \frac{N}{1 + Ne^2} \]

Equation 3.1: Slovene’s Formula

\[ n = \frac{141}{1 + 141(0.05)^2} = 104.2541 \approx 104 \text{ Respondents} \]

Where

\[ n = \text{sample size} \]
\[ N = \text{the population size} \]
\[ e = \text{level of significance, fixed at 0.05} \]

A sample of 104 was taken as shown in the table following a target population of 141 people. The table of sample determination shows how for a population of 141, a sample of 104 was desirable.

Table 3.1: Population and Sample Size Summary

<table>
<thead>
<tr>
<th>Respondent type</th>
<th>Population</th>
<th>Sample Size</th>
<th>Sampling Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members of Parliament of Mogadishu area</td>
<td>17</td>
<td>13</td>
<td>Purposive</td>
</tr>
<tr>
<td>Institutional heads and officers</td>
<td>22</td>
<td>16</td>
<td>Purposive</td>
</tr>
<tr>
<td>Ministry of Health and Agriculture and Education Officers</td>
<td>56</td>
<td>41</td>
<td>Simple Random</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>----</td>
<td>----</td>
<td>---------------</td>
</tr>
<tr>
<td>Local Government Officers</td>
<td>46</td>
<td>34</td>
<td>Simple Random</td>
</tr>
<tr>
<td>Total</td>
<td>141</td>
<td>104</td>
<td></td>
</tr>
</tbody>
</table>

**Source:** Ministry of Internal Affairs, 2014

### 3.4 Sampling Procedure

During the research study, the researcher used a simple random sampling procedure to involve respondents in the research study. A simple random sampling technique gives an equal chance to all the units of the target population to be selected in the sample size. The method also reduced the bias on the side of the researcher in selecting the respondents for the study. Within all groups, the researcher used simple random sampling due to the large number of respondents which composed the groups. This was done by compiling the list of all the members and sequentially picking two respondents and skipping one then picking the next two over and over until the sample sizes for the specific categories were acquired.

### 3.5 Research Instruments

The researcher employed the following research instruments when collecting the data at the stage of data collection; using non standardized questionnaires; the research designed questionnaires which were used to collect data from the field. Questionnaires have an advantage over other research instruments because they allow time to the respondents to respond to the research questions.

Interview guide; the researcher also used interviews to get data from certain types of respondents but especially those who were not be comfortable with reading and writing and also the high profile respondents like the members of the parliament and institutional heads. The interview guide was majorly used on respondents who were in responsible positions where firsthand information was needed.
3.6 Validity and Reliability of Research Instruments

The questionnaire was given to three lecturers to judge the validity of questions according to the objectives. After the assessment of the questionnaire, the necessary adjustments were made bearing in mind the objectives of the study. Then a content validity index (CVI) was computed using the following formula, a minimum of 0.70 of CVI was the criteria used to test validity.

\[
CVI = \frac{\text{number of questions declared valid}}{\text{total number of questions}}
\]

Equation 3.2: Content Validity Formula

From the questionnaire which consisted of a total number of 28 questions, 24 questions were declared as relevant to the study while 4 were declared irrelevant on the Likert’s scale. This made the researcher claim a validity index of 0.857 (85.7%) on the research instrument which is higher than the 0.7 (70%) - the threshold level. Consequently, the research instrument was declared as valid. The following calculation procedure were used in calculating the index

\[
CVI = \frac{24}{28} = 0.857 = 85.7\%
\]

To ensure the reliability of the instrument, the researcher used the Test-Retest method. The questionnaires were distributed to 20 people and after two weeks the questionnaires were redistributed to the same people. A Cronbach’s Alpha was computed using the formula shown below and the following table was obtained.

\[
\alpha = \frac{k}{k-1} \times \frac{1-\frac{\sum s^2}{s^2_{\text{test}}}}
\]

Equation 1: Cronbach’s Alpha

Where

\[
\alpha = \text{Cronbach’s alpha}
\]
\[ k = \text{number of questions} \]
\[ \Sigma s^2 = \text{sum of variances from each questions} \]
\[ S^2 \text{ test} = \text{total variance of overall scores on the entire test} \]

Table 3.2: Cronbach's Alpha

<table>
<thead>
<tr>
<th>Construct Variable</th>
<th>Cronbach's Alpha</th>
<th>Number of items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Policy Administration</td>
<td>0.73</td>
<td>4</td>
</tr>
<tr>
<td>Institutional Building</td>
<td>0.92</td>
<td>4</td>
</tr>
<tr>
<td>Public Budgeting</td>
<td>0.88</td>
<td>4</td>
</tr>
<tr>
<td>Improved Health Services</td>
<td>0.97</td>
<td>4</td>
</tr>
<tr>
<td>Agricultural Development</td>
<td>0.77</td>
<td>4</td>
</tr>
<tr>
<td>Educational Empowerment</td>
<td>0.82</td>
<td>4</td>
</tr>
<tr>
<td><strong>Mean</strong></td>
<td><strong>0.85</strong></td>
<td><strong>24</strong></td>
</tr>
</tbody>
</table>

The mean for the reliability test was established at 0.85 which is well above 0.70 and therefore the internal consistency (reliability) of the instrument was confirmed.

3.7 Data gathering Procedures

*Before the administration of the questionnaires*

Before getting to the field of the study the researcher will ensure the following steps;

1: An introduction letter was obtained from the CHDR (College of Higher Degrees and Research) for the researcher to solicit approval to conduct the study from public sector administration and community service provision in Mogadishu-Somalia.

2: When approved, the researcher divided the respondents of public servants in central and local governments and some people involved in providing community service to the people, in using Simple Random sampling, the minimum sample size will be arrived.
3: The respondents were explained to about the study and were requested to sign the Informed Consent Form.

4: The researcher produced more than enough questionnaires for distribution.

5: Research assistants were selected to assist the researcher in the data collection; they were then briefed and oriented in order for them to be consistent in administering the questionnaires.

**During the administration of the questionnaires**

1) The respondents were requested to answer completely and not to leave any part of the questionnaires unanswered.

2) The researcher and assistants emphasized retrieval of the questionnaires within five days from the date of distribution.

3) On retrieval, all returned questionnaires were checked if all questions are answered.

**After the administration of the questionnaires**

The data gathered was collated, encoded into the computer and statistically treated using the Statistical Package for Social Sciences (SPSS) version 20.

### 3.8 Data Analysis

Once the researcher completed data collection, the analysis stage ensued. In order to do this, the researcher went about this objective by objective.

Objective one and two. These two were treated similarly in analysis. They dealt with assessing the process of public sector administration and community service provision. Means, standard deviation, ranks, and bar graphs were used in analysis. The following mean range was employed to arrive at the interpretation of the means computed.
Table 3.3: Mean Interpretation Table

<table>
<thead>
<tr>
<th>Range</th>
<th>Respondent mode</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.26 – 4.00</td>
<td>Strongly Agree</td>
<td>Very Good</td>
</tr>
<tr>
<td>2.51 – 3.25</td>
<td>Agree</td>
<td>Good</td>
</tr>
<tr>
<td>1.76 – 2.50</td>
<td>Disagree</td>
<td>Poor</td>
</tr>
<tr>
<td>1.0 – 1.75</td>
<td>Strongly disagree</td>
<td>Very Poor</td>
</tr>
</tbody>
</table>

For the third objective: The researchers used Pearson two-tailed correlation to examine the relationship between Public sector administration and community service provision and finally performed regression analysis to come up with causal relationships between the variables under investigation.

Qualitative data was analyzed through content and context analysis where direct quotations were presented while presenting the findings from the questionnaire. Demographic characteristics of respondents were analyzed by use of frequency tables, percentages and pie charts.

3.9 Ethical Considerations

To ensure confidentiality of the information provided by the respondents and to ascertain the practice of ethics in this study, the following activities were implemented by the researcher:

1) The respondents under this study were coded instead of reflecting their names.

2) Solicited permission through a written request to the concerned officials of the administration and community service provision under study.

3) Requested the respondents to sign in the Informed Consent Form.
4) Acknowledge the authors quoted in this study and the author of the standardized instrument if it exists through citations and referencing.

3.10 Limitations of the Study

In view of the following threats to validity, the researcher claimed an allowable of error 0.05 level of significance. Measures are also indicated in order to minimize if not to eradicate the threats to the validity of the findings of this study. Also limitations of the study included the following:

1) Extraneous variables which were beyond the researcher’s control such as respondents’ honesty, personal biases and uncontrolled setting of the study.

2) Instrumentation: The research instruments on administration and community service provision are not standardized. Therefore a validity and reliability test was done to produce a credible measurement of the research variables.

3) Testing: The use of research assistants brought about inconsistencies in the administration of the questionnaires in terms of time of administration, understanding of the items in the questionnaires and explanations given to the respondents. To minimize this threat, the research assistants were oriented and briefed on the procedures to be done in data collection.

4) Mortality: Not all questionnaires were returned completely answered nor even retrieved back due to circumstances on the part of the respondents such as travels sickness, hospitalization and refusal/withdrawal to participate. In anticipation to this, the researcher reserved more respondents by exceeding the minimum sample size where 150 questionnaires were distributed instead of the required 104. The respondents were also reminded not to leave any item in the questionnaires unanswered and were closely followed up to the date of retrieval.
CHAPTER FOUR
FINDINGS PRESENTATIONS AND ANALYSIS

4.0 Introduction

This chapter analyzes and presents the findings of the study. The findings are presented and analyzed using frequencies, percentages, charts, means, ranks, interpretations and correlations. The findings are guided by the following objectives:

1. To analyze the demographic characteristics of respondents
2. To explore the process of public sector administration in Mogadishu, Somalia.
3. To examine the success of community service provision in Mogadishu, Somalia.
4. To establish the relationship between public sector administration and community service provision in Mogadishu, Somalia.

4.1 Demographic Characteristics of Respondents

To determine the general attributes of respondents, frequency distribution table was used coupled with percentages and charts. Attributes included: Gender, age, level of education and experience. The results are shown in table below.

Table 4.1: Demographic Characteristics of Respondents

<table>
<thead>
<tr>
<th>Variable</th>
<th>Category</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
<td>84</td>
<td>80.8</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
<td>20</td>
<td>19.2</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>104</td>
<td>100</td>
</tr>
<tr>
<td>Age</td>
<td>21-30</td>
<td>13</td>
<td>12.5</td>
</tr>
<tr>
<td>Age</td>
<td>31-40</td>
<td>19</td>
<td>18.3</td>
</tr>
<tr>
<td>Age</td>
<td>41-50</td>
<td>53</td>
<td>51</td>
</tr>
<tr>
<td>Age</td>
<td>50 and above</td>
<td>19</td>
<td>18.3</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>104</td>
<td>100</td>
</tr>
<tr>
<td>Level of</td>
<td>Secondary</td>
<td>9</td>
<td>8.7</td>
</tr>
</tbody>
</table>
The above table shows that there were more male than female respondents. The females accounted for 80.8% of the 104 respondents while the rest of the 18.8% was composed of the female gender. This is a high gender disparity which provides evidence of lack of participation of women in public affairs.

**Figure 4.1: Respondents' Distribution by Gender**

Majority of the respondents were between 41-50 years old constituting with 51.0%, followed by 31-40 and those above 50 years tied at 18.3% each leaving the last age category as those between 21 and 30 years who constituted 12.5% of the 104
respondents identified in the study. This clearly shows that the public service field in Mogadishu is dominated by elderly people than it is populated by the young tags.

Figure 4. 2: Age Distribution of Respondents

Most respondents had a bachelor’s degree as their highest academic qualification whose contribution to the total tally stood at 34%. They were followed by undergraduate diploma holders at 32%, then by Certificate holders who were 14% of the total respondents. Master’s degree holders followed with 16.4% composition and lastly secondary schools certificate holders were found to contribute a mere 9%. This is an indication that the public servants were duly qualified to effectively carry out their duties. The following chart provides a graphical display of the information provided above.
With regards to work experience, most staff belonged to the 5-6 years bracket contributing 36%, followed by 3-4 years at 33%, then by 6-7 years at 15%, then by 1-2 years and above at 10% and finally those above 8 years at 6%. This clearly shows that the civil servants were well experienced which works to their favor.
4.2 Public Sector Administration Process in Mogadishu

The following table shows the descriptive statistics regarding the process of public sector administration as it was found from the primary data gathered during the study. It is presented in terms of means, standard deviation, t statistic, interpretation and ranks.

Table 4.2: Descriptive Statistics on Public Sector Administration

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Mean</th>
<th>Constr Mean</th>
<th>Std Deviation</th>
<th>T statistic</th>
<th>Interpretation</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>The budget has surplus than deficits on more occasions</td>
<td>2.31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The budgetary process is carried out by financial experts in government</td>
<td>1.42</td>
<td>2.34</td>
<td>0.74</td>
<td>3.15</td>
<td>Poor</td>
<td>2</td>
</tr>
<tr>
<td>The budget is sensitive to the needs of the common man</td>
<td>3.6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenditure items of the budget are mainly on development issues</td>
<td>2.02</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All arms of the government are fully functional in Mogadishu</td>
<td>1.55</td>
<td>2.72</td>
<td>0.64</td>
<td>4.27</td>
<td>Good</td>
<td>1</td>
</tr>
<tr>
<td>There is law and order in the streets of Mogadishu</td>
<td>3.23</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The institutions of government are stable without fluctuations</td>
<td>3.61</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The main institutions of the government are managed by able people 2.5

Rules and procedures are found favor with the people of Mogadishu 1.28

There is continual redress of ineffective policies of public interest 3.23

Policy formulation exercise is performed by experts in Mogadishu 1.96

The policies in force in Mogadishu are consistent with international laws 1.47

GENERAL MEAN 2.35 Poor

Source: Primary Data, 2015

Table 4.3: Mean Interpretation Table

<table>
<thead>
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</tr>
<tr>
<td>1.0 – 1.75</td>
<td>Strongly disagree</td>
<td>Very Poor</td>
</tr>
</tbody>
</table>

Generally public sector administration was found to be poor was found to be low as evidenced by the mean of 2.35 which according to the mean scale of interpretation
presented above reads as poor. This means that the public sector administration process was not as effective as it ought to be.

Public budgeting which is the first construct variable of public sector administration was found to be poor. This means that budgeting for the public needs was not done in a considerate manner. It obtained a mean of 2.34 and a standard deviation of 0.74 meaning that the responses were not far from this mean. From the interviews it was said that, the process of budgeting allocates enough funds to development projects but which end up being embezzled by the officers entrusted with the funds. A notable respondents during the interviews gave the following response

"...budgeting done here in Mogadishu is not one we would consider as sound, there are several malpractices done behind closed doors which lead to one thing; corruption...it is not just in the process of budgeting, many processes in Mogadishu are stalled by corruption so it doesn’t come as a surprise...”

The second construct of institutional building received considerable lauding as it scored a mean of 2.72 which was interpreted as good. As a matter of fact this was the highest construct in this category as it was ranked as the first in terms of its mean. Its standard deviation of 0.64 shows that the responses were not that polarized. Generally these statistics show that the institutions such as police, army, parliament and judiciary are doing their best to ensure service delivery to the people of Mogadishu. This was however challenged during the interview sessions where most responses were negative in this regard. A random quotation from the interviews said

"...The level of insecurity that there is in Mogadishu is astonishing...when shall we have the kind of security enjoyed by cities outside Somalia? I think in that, the institutions have failed to provide us with proper facilitation which is a fundamental service to be provided to the community...”

The final construct under this category was public policy administration which deals with the policies that affect the common man. These were found to be poor at a mean
of 1.99 and standard deviation of 0.73. This means that the respondents were not so divided in their assessment of the public policies formulated and impose by the government to the citizens of Mogadishu. The poor rating they received shows that they have been ineffective in addressing societal issues. From the interviews these sentiments were echoed where one respondent made the following statement;

"It seems to me that we have few and incompetent policy formulators...even implementers...if you examine the policies especially those by the city council, they are completely out of line, they do less to serve the common man than they do in serving the very people who formulated them"

The following table summarizes the information presented above where the three constructs are graphically presented with their means

Figure 4. 5: Bar Graph Showing Means of Public Sector Administration Constructs

<table>
<thead>
<tr>
<th>Construct</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Budgeting</td>
<td>2.34</td>
<td></td>
</tr>
<tr>
<td>Institutional Building</td>
<td>2.72</td>
<td></td>
</tr>
<tr>
<td>Public Policy Administration</td>
<td>1.99</td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary Data, 2015

4.3 Community Service Provision

The following table shows the descriptive statistics regarding community service provision as it was found from the primary data collected during the study. It is presented in terms of means, standard deviation, t statistic, interpretation and ranks
<table>
<thead>
<tr>
<th>Products/Indicators</th>
<th>Mean</th>
<th>Construct Mean</th>
<th>Std Deviation</th>
<th>T statistic</th>
<th>Interpretation</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are enough hospitals and health centers in Mogadishu</td>
<td>2.33</td>
<td>2.44</td>
<td>0.66</td>
<td>3.69</td>
<td>Poor</td>
<td>1</td>
</tr>
<tr>
<td>Health experts and practitioners are widely available in Mogadishu</td>
<td>2.51</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drugs are affordable to patients in Mogadishu hospitals</td>
<td>3.36</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health services offered in Mogadishu are of good quality</td>
<td>1.57</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agriculture is supported by government in Mogadishu</td>
<td>1.9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agriculture is practiced widely in Mogadishu</td>
<td>1.42</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Machinery and other implements are made both available and affordable</td>
<td>3.22</td>
<td>2.09</td>
<td>0.79</td>
<td>2.64</td>
<td>Poor</td>
<td>2</td>
</tr>
<tr>
<td>Mogadishu residents are generally motivated towards agriculture</td>
<td>1.83</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are enough educational institutions in Mogadishu</td>
<td>1.84</td>
<td>1.87</td>
<td>0.50</td>
<td>3.75</td>
<td>Poor</td>
<td>3</td>
</tr>
<tr>
<td>Students in Mogadishu fare</td>
<td>1.45</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The dependent variable of community service provision was also found to be low as evidenced by the mean of 2.14 which according to the mean scale of interpretation reads as low. All three construct variables namely health services, agricultural development and educational empowerment were found to be at low levels. This generally means that the residents of Mogadishu are not satisfied with the government’s involvement in the provision of basic services to the public.

Health services scored the best rating as they were accorded a mean of 2.44 which was interpreted as poor according to the mean scale of interpretation presented beforehand. Respondents in the questionnaire had an issue against the quality of health services as were being offered in Mogadishu at the time. The statement “Health services offered in Mogadishu are of good quality” received the lowest rating obtaining a mean of 1.57 which was interpreted as very poor. However this construct received the best rating within the community service provision variable which means that amongst the other two variables of agricultural development and educational empowerment it was the one which had better prospects. From the interviews this was highly supported. A sampled response is quoted below;

"...we don’t have good hospitals whether private of public...there are only a handful of qualified medical practitioners, the rest have been swept away through brain drain...It is such a pity to travel to India to be treated of an illness by a Somali doctor from there..."
Agricultural development was found to be poor too as it was computed at a mean of 2.09 and a standard deviation of 0.79. This construct was ranked second after health services. This means that agriculture in the region was underdeveloped and probably not the focus of the people. Of particular interest is the statement that “Agriculture is practiced widely in Mogadishu” which received wide criticism to land it at a mean of 1.42 which is interpreted as very poor. There highest rated statement within this construct was where response for “Agriculture is supported by government in Mogadishu” which received a mean of 1.83 which is interpreted as poor. From the interviews, these sentiments were resonated where one of the respondents said:

"Agriculture!!!??...In Mogadishu? ...I agree that part of Mogadishu is very fertile for crop farming but I don’t see that happening...the norms and culture for the people around here do not support that. Furthermore there is very little support from the government to aid development of that sector...”

Educational empowerment was the last ranked construct within the category of community service provision in Mogadishu as it obtained a mean of 1.87 which was interpreted as poor. This means that the educational prospects in Mogadishu were not good. This construct had the least spread responses as the standard deviation was calculated at 0.50. The lowest rated statement within this category was the statement that “Students in Mogadishu fare well in their academic life”. This statement obtained a mean of 1.45 which was interpreted as very poor. From the interviews, respondents were supportive of the education strides which Mogadishu had taken. A respondent said;

"...I am personally proud of the educational situation in Mogadishu...you can’t compare the situation as it is now with the way it was ten years ago or even five years ago. The transitional government has done enough to ensure that...we have some few issues here and there but I believe they are the same problems experienced elsewhere in Africa...”
The bar graph below summarizes the details presented above. It can be noted that health services had the best rating followed by agricultural development and finally by educational empowerment.

Table 4.5: Bar Graph Showing Means of Community Service Provision Constructs

![Bar Graph](image)

Source: Primary Data, 2015

4.4 Relationships between Public Sector Administration and Community Service Provision

4.3.1 Correlations

The table below presents a summary of the relationships which exist between study construct variables. It can be noted that all the relationships registered positive coefficients on the person scale of correlations which runs from -1 to +1.

Table 4.6: Correlations between Construct Variables

<table>
<thead>
<tr>
<th>Variables Correlated</th>
<th>Pearson R</th>
<th>Significance p</th>
<th>Interpretation</th>
<th>Decision on Hypothesis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Budgeting and Health Services</td>
<td>0.563</td>
<td>0.000</td>
<td>Significant average Positive relationship</td>
<td>Rejected</td>
</tr>
<tr>
<td>Public Budgeting and Agricultural Development</td>
<td>0.749</td>
<td>0.000</td>
<td>Significant Fairly Strong Positive relationship</td>
<td>Rejected</td>
</tr>
<tr>
<td>Public Budgeting and Educational Empowerment</td>
<td>0.777</td>
<td>0.000</td>
<td>Significant Strong Positive</td>
<td>Rejected</td>
</tr>
</tbody>
</table>
Between the constructs, the strongest relationship was established between public budgeting and educational empowerment which was computed at 0.777. In this case public budgeting was seen to have a closer relationship with educational empowerment than any other variable in the study. The weakest correlation among the construct variables was established between Institutional Building and Agricultural Development which was computed at 0.496 on the person linear correlation coefficient scale. This was interpreted as significant fairly average positive relationship. In this case it was deduced that the building of public institutions had less to do with agricultural development. The null hypotheses for all the relationships were rejected seeing that their significance levels (p values) were all below 0.05 which is the significance threshold.
With regards to the general relationship between public sector administration and community service provision, the two tailed significance test offered a Pearson correlation coefficient of 0.783. This suggests a strong positive correlation between the two variables. The relationship between public sector administration and community service provision is 78.3%. The asymptotic significance test expressed as sig (two tailed) in the table is at a convincing level of 0.000. Any value below 0.05 renders the data collected as significant and reliable. Inference can be made that the responses offered during the study were not obtained by chance since if they were, the significance level would have been computed as above 0.05. For this reason the null hypothesis (H₀) of non-relationship between public sector administration and community service provision is hereby rejected due to the strong evidence obtained which attest to a relationship between the two variables of study. Consequently, the alternative hypothesis is adopted.

Correlation does not necessarily mean causality, so it is prudent to only be confident of the relationship rather than the influence one has on the other. In other words, the above correlation may mean that public sector administration may influence community service provision or vice versa or there could be no causality in their relationship.
order to really capture the causal effect that public sector administration may have on community service provision, regression analysis needs to be performed and this is duly done in the subsequent section.
CHAPTER FIVE
DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the discussion of the findings, conclusions and recommendations arising out of the research findings in chapter four and suggests areas for further research. The findings and results are discussed in line with the objectives of the study.

5.1 Discussion of Findings

5.1.1 Demographic characteristics of respondents

The study found out that there were more males than there were females by a great margin. Since the respondents were mainly civil servants, it is valid to say that females are few in the public domain in Mogadishu and probably prefer the private sector. This is supported by Ayahle (2014) who also found out the same in Mogadishu. In terms of age, there were more elderly people within the respondents that the younger ones. This is also quite expected since public offices in Africa are mostly occupied by elderly people (Winfried, 2005). This is not a good phenomenon since it means that new and fresh blood is barred from entering the field of public administration. As Winfried (2005) warns, locking out the youth in any field is suicidal since these youth have a lot to offer and are often the source of new dimensions. A good aspect of the employees was found where they were found to be well educated with mostly degrees. This means that they had the capacity to carry out their duties well. The high level of education also gives a good image about the public service field in Mogadishu as one constituted by knowledgeable individuals. Likewise, experience of the respondents was found to be commendable where most of them had high experience levels. This is good news since it means that the officers had what it takes to take on their jobs smoothly without many hassles which is something worth lauding. The downside of this is that, it causes inbreeding of ideas and locks out several younger and more innovative people capable of bringing positive change to the administration (Richard, 2002).
5.1.2 Public Sector Administration

5.1.2.1 Public Budgeting

Findings revealed that public budgeting as done in Mogadishu is poor. The public budget being a very important document and process presents the region with a major challenge. All the development prospects of Mogadishu and any other city for that matter rely on the budget and having inadequacies in such an important process is undesirable. As Kezner (2010) assesses the relevance of the public budget, he finds that most of those public budgets which have proved ineffective are ones that are drafted by non-experts. This is similar to the findings as established in this study where it was found that the budgetary process of Mogadishu is being handled by non-professionals. Kezner (2010) underscores the need to allow financial affairs to be taken care of by financial experts. According to him, it does not pay to have a well-qualified minister for finance at the helm of affairs and have the junior members (who are not experts) deal with the drafting of the budgeting. This ministry should be constituted by financial experts from the top downwards to ensure total quality.

Having a budget which is not sensitive to the needs of the public (as was found to be the case in Mogadishu) is quite intolerable. Harold (2013) argues that while a government’s budget directly or indirectly affects the lives of every one of its citizens, it can have the greatest impact on certain groups, such as the elderly, children, the poor, rural residents, and minorities. The well-being and prospects of these people can hinge greatly upon government decisions on raising and spending money. Budget cuts tend to have the greatest impact on programs that benefit the poor and vulnerable, as other items, such as interest on the debt, the public-sector wage bill, or military expenditures, are more likely to have first claim on scarce funds (Harold, 2013).

5.1.2.2 Institutional Building

Institutional building was found to be poor evidenced by arms of government which are not fully functional. The legislative arm of the government in Mogadishu is not active as
it ought to be and so is the judiciary. In a country where the judiciary is weak, there is bound to be poor development and more human rights violations (Harold, 2013). The state of insecurity which has disabled the country’s safety has done the same for Mogadishu. Currently the situation is much better than it was a decade ago but there are still some intermittent attacks by insurgents especially politicians.

The judiciary is also a crucial partner in promoting environmental governance, upholding the rule of law and in ensuring a fair balance between Environmental, social and developmental consideration through its judgments and declarations. The role of the legal system to ensure environmental justice is only effective if it is universally accessible (Denhardt, 2003). The ability to develop democracy and civil political participation exists where the system of access is fair, and does not directly or indirectly exclude specific individuals, groups or organizations. Thus, there should be a better law for sustainable development, to save the common future of citizens of any country.

5.1.2.3 Public Policy Administration

Public policy administration was the lowest rated aspect of public sector administration. There was a general problem of the rules and procedures formulated and implemented for the public not being in favor with the citizens and residents of Mogadishu. When such happens Kyle (2012) refers to it as a recipe for disaster. There have been rise of several pressure groups which have agitated against the public policies which according to them were not favorable to the public. According to Kyle (2012) pressure groups against the government are a clear indication that the said government has ineffective policies which is the case in Mogadishu.

Duncan (2009) claims that with good policies, bring about better public spending. His survey evidence suggests that corruption disproportionately denies the poor access to education and health services. Broad governance also affects public investment. Public investment as a fraction of national income is substantially larger in countries with poor governance, reflecting the ability of less accountable governments to use public investment to divert resources to themselves or to substitute for private investment in
weak governance environments. But governance failures are also associated with the mis-targeting of public investment: public investment has significantly lower growth effects in countries with weak governance. This puts Mogadishu behind in terms government spending on them. This explains why the public budgeting of Mogadishu was also found to be poor.

5.1.3 Community Service Provision

5.1.3.1 Health Services

Health services offered by the government were found to poor. This was evidenced mostly by high levels of brain drain where professional health experts selected to work outside the country where they would get paid better salaries than within the country. This is consistent with the findings from a number of scholars. According to Liem (2010), brain drain has disabled the African health field in a major way. In his study he estimates that the continent, which has 600,000 nurses and doctors, needs one million more physicians. Filling Gaps, Malawi's paraprofessionals, who are known as clinical officers, are at the forefront of providing obstetrical care and serve as the backbone of AIDS care in the country, which has one medical school that has produced 206 doctors in the last 12 years.

In yet another study conducted in Mozambique, Chrisontom (2006) consistently found out that paraprofessionals conduct most of the surgical procedures. It further found that there was no statistically significant difference in the outcomes of caesarean-section deliveries performed by clinical officers and obstetricians. Gregory (2011) finds out the same about brain drain of health professionals in Ethiopia where The Ethiopian government is making a major push to train health officers to perform C-sections. All this provides proof that many other countries are suffering from the effects of brain drain especially within the health sector. Mogadishu being a country in Sub-Saharan Africa has been no exception as depicted in the study.
Agricultural development in Mogadishu was found to be low. The notion that it is because it was an urban area and that is why agriculture was a bit underdeveloped was quite vivid. This is not a good notion since Mogadishu has lots of fertile land which lay waste. Non dependence on agriculture in Africa is not expected of such countries which are still behind economically. As Tembo (2010) writes, Agricultural development is key to poverty reduction in Africa. Average GDP growth originating in agriculture is two to four times more effective in raising incomes of extremely poor people than GDP growth originating outside the sector. As a result of increased agricultural growth in Africa rural poverty is beginning to decline. He also finds out from his study conducted in Ghana that, agricultural development serves to improve the society's well-being by providing ample employment opportunities. This is not yet evident in Mogadishu since the region has insisted on living an urban life with only intermittent agricultural activities done and in small scale. This shows just how much the region is losing by ignoring such an important feature of the economy.

This pattern of not concentrating on agricultural issues could be as a result of the region being extremely patriarchal. Patriarchal societies are societies where males are dominant in all spheres of life except for domestic issues. Mogadishu and the rest of Somalia highly adhere to this. Dehart (2003) writes that women are the pioneers of agricultural activities in the world of today. He advises that it is crucial to strengthen women’s position, recognizing their experiences and role in food production and include a strong focus on women’s property rights, breaking patriarchal power structures and securing access to credit and resources for women. This clearly explains why the agricultural field of Mogadishu is underdeveloped.

Educational empowerment was found to be low. This meant that the education prospects of the people in Mogadishu were in serious jeopardy. Since education is the key of life (Mwele, 2005), it shows how the region is working below its potential. The
quality of the education which was found to be very low attests to this. The government has a role to play in raising the educational standards but has clearly abdicated that responsibility. Education is important for a country to grow. Whether it is economically or socially, education plays a vital role in the growth of these two important factors. She goes ahead to point out that, educated people are better citizens. Educated people are aware of the socio-economic scenario of the country and can help in the progress of the country (Sophie, 2008). Whether it is a simple thing like using water sparingly or taking a bus to work instead of using the bike or car in order to save fuel, the educated mass somehow or the other knows how to contribute towards the country’s well-being. One of the reasons for their awareness is because they have been taught these values in school, colleges and work places.

It is possible that the turmoil being experienced by the region politically is as a result of low levels of education of the society. As Rodrick (2011) education helps one to decide whom to vote for in order to make a difference in the economy of a country positively. Being educated helps in deciding why to vote for a particular party over the other. Uneducated people are unaware of the importance of choosing the right people to vote for. Hence, being educated shows us the importance of voting (Rodrick, 2011). The voting process in the previous elections was not very popular with the masses probably since they did not understand the relevance of the exercise.

5.1.4 Relationships

There was found to be a significant positive relationship between public sector administration and community service provision. This relationship was also found to be causal too where, public sector administration was found to have a significant influence on community service provision in Mogadishu. These findings are supported by various studies which were conducted by other scholars. The studies by Timothy (2013), Nalwanga (2012) and Wema (2012) are all consistent with the current study findings about the relationships between the two variables. The findings by Wokingson (2011)
are however a bit divergent from this study's findings where he claims that he found no substantial evidence of a causal relationship between the variables.

This should be good news to public sector administrators who may use their offices to effect change to the society in the form of providing the community with the much needed public services through the various tools discussed in the study. Even though this might have been expected, the degree to which public sector administration relates with community service provision is overwhelming and should interest any public administrator.

5.2 Conclusions

The study embarked to carry out an investigation on the role of public sector administration on community service provision in Mogadishu. All the three objectives of the study were fulfilled and at the same time research questions were answered. The process of public sector administration which was mainly composed of public sector budgeting, institutional building and public policy administration was found to be poorly managed. Community service delivery which was measured in terms of health services, agricultural development and educational empowerment was also found to be poorly administered. Finally a significant relationship was found to exist between public sector administration and community service provision in Mogadishu, Somalia. For all these findings, the study was deemed to be a success as all of the objectives were fully satisfied.

5.3 Recommendations

During the study, several weaknesses were established especially in the process of public sector administration which required proper redress. These issues have been summarized into the following action oriented statements which require implementation for better community service provision. These are presented objective by objective
Objective One

1. More budgetary allocations to social priorities. These priorities were identified as education, health and agriculture. These three should be duly funded directly from both the national and local government budgets. Should this be done more community service would have been served by the public offices in charge.

2. Public budgeting should be done by financial experts. The process of budgeting being a financial process should be accorded to the experts in that field. Politicizing of the post of minister for finance should be refrained from as much as possible. With expert input in the process from the top, the process should receive a high boost and better the prospects of the common man in Mogadishu

3. Formulation of more public friendly policies. Public policies need to be reviewed and rectified. Most of the policies which are obsolete should be replaced by new and more effective ones. Those policies which are no longer necessary should simply be discarded. This should be done through parliamentary sittings geared towards resolving this.

Objective Two

4. Recruit younger and more energetic staff from the community. The staff that composes the government bodies and civil service is too elderly. This is a set back as these personnel do not reason as dynamic as they should. These should possibly and slowly be phased out as they get replaced by new and energetic staff who can achieve results efficiently and in a timely fashion in the public offices.

5. Copy examples from neighboring cities in the region. A task force should be set up to investigate the public strategies adopted by other cities within the East African region like Kampala and Nairobi which would set an example for Mogadishu to emulate. It is important that this is done fast if at all Mogadishu needs to compete fairly with the rest of the regional cities
**Objective Three**

6. Reinforce public institutions. Ministries and local governments amongst other institutions should be accorded more authority in administering their mandate. This will serve to ensure that the challenges that come with centralized authority are not done away with. Speedy decision making in these institutions is important for them to serve the people better by providing them with the much needed public services.

7. Community involvement in policy formulation. Mogadishu residents, through their clan elders and representatives, should be directly involved in the process of formulating and reviewing of policies especially those which are of interest to them this will ensure acceptability of such policies and raise the ratings of the public office.

5.4  **Areas for Further Research**

There is need to conduct studies in the following areas:

1. Community involvement and Public policy acceptance
2. Budgeting process and agricultural development
3. Institutional building and restoration of order in Mogadishu
REFERENCES


APPENDIX A

QUESTIONNAIRE FOR PUBLIC SECTOR ADMINISTRATION

Dear Sir / Madam,

You have been selected to participate in this study because you have invaluable information and knowledge related to the study by virtue of your position as a PUBLIC SECTOR ADMINISTRATION. The information sought is required only for academic purposes. Participation is entirely out of your own volition; and necessary for the success of this work. I request you to respond with truthfulness and honesty for the success of this study. Remember that the information you provide will be treated with maximum confidentiality.

Thank you in advance.

..........................
IDIL ABSHIR

SECTION (A) BACKGROUND

Tick or write where necessary in the space provided the alternative of your choice.

A1: Gender of Respondents

a) Male □

b) Female □

c) 41-50 □

e) Above 50 □

A2: Age of the Respondent

a) 21-30 □

b) 31-40 □

A3: Education level

a) Certificate □

b) Diploma □

56
c) Bachelors  

b) 3-4 years  

c) Masters  

c) 4-5 years  

e) Others specify  

d) 6-7 years  

e) 8 and above years  

A4: Work Experience  

a) 1-2 years  

Section (B) responses to the variables  

Tick the appropriate column on how you feel about how Public Sector Administration effect on Community Service Provision by using the following scales:  

Options; 1=Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree  

<table>
<thead>
<tr>
<th>ITEM</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Budgeting</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>The budget has surplus than deficits on more occasions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The budgetary process is carried out by financial experts in government</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The budget is sensitive to the needs of the common man</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Expenditure items of the budget are mainly on development issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Institutional Building</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>All arms of the government are fully functional in Mogadishu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>There is law and order in the streets of Mogadishu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The institutions of government are stable without fluctuations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The main institutions of the government are managed by able people</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Public Policy Administration</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Rules and procedures are find favor with the people of Mogadishu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>There is continual redress of ineffective policies of public interest</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Policy formulation exercise is performed by experts in Mogadishu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>The policies in force in Mogadishu are consistent with international laws</td>
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</tbody>
</table>
APPENDIX B

QUESTIONNAIRE FOR COMMUNITY SERVICE PROVISION

Dear Sir / Madam,

You have been selected to participate in this study because you have invaluable information and knowledge related to the study by virtue of your position as a Community Service Provision. The information sought is required only for academic purposes. Participation is entirely out of your own volition; and necessary for the success of this work. I request you to respond with truthfulness and honesty for the success of this study. Remember that the information you provide will be treated with maximum confidentiality.

Thank you in advance.

................................

IDIL ABSHIR

Responses to the variables

Tick the appropriate column on how you feel about how Public Sector Administration effect on Community Service Provision by using the following scales:

Options; 1=Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

<table>
<thead>
<tr>
<th>ITEM</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
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<tbody>
<tr>
<td>Health Services</td>
<td></td>
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<tr>
<td>1 There are enough hospitals and health centers in Mogadishu</td>
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<tr>
<td>2 Health experts and practitioners are widely available in Mogadishu</td>
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<td></td>
<td>Drugs are affordable to patients in Mogadishu hospitals</td>
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<tr>
<td>4</td>
<td>Health services offered in Mogadishu are of good quality</td>
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<td><strong>Agricultural Development</strong></td>
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<td>5</td>
<td>Agriculture is supported by government in Mogadishu</td>
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<td>6</td>
<td>Agriculture is practiced widely in Mogadishu</td>
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<td>7</td>
<td>Machinery and other implements are made both available and affordable</td>
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<td>8</td>
<td>Mogadishu residents are generally motivated towards agriculture</td>
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<td><strong>Educational Empowerment</strong></td>
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<td>9</td>
<td>There are enough educational institutions in Mogadishu</td>
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<td>10</td>
<td>Students in Mogadishu fare well in their academic life</td>
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<tr>
<td>11</td>
<td>There are enough teachers and instructors within Mogadishu</td>
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<tr>
<td>12</td>
<td>The educational facilities in Mogadishu are adequate</td>
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</tbody>
</table>
APPENDIX III: INTERVIEW GUIDE

1. What do you understand by Public sector administration?
2. What do you understand by 'public sector'?
3. Who are the service providers in Public service administration?
4. How does corruption affect public service administration?
5. Give some of the challenges that affect public service administration?
6. What is community service provision?
7. Who is responsible for community service provision?
8. How do the local people take part in community service provision?
9. What is the role of government in community service provision?
10. What challenges does the government face in community service provision?
11. What is the relationship between public sector administration and community service provision?
12. How can we improve the provision of community service provision in Somalia?
APPENDIX IV

REQUEST LETTER

KAMPALA INTERNATIONAL UNIVERSITY

February, 27, 2015

INTRODUCTION LETTER FOR IDIL ABDHIR SAHAL REG. NO.
MPA/40620/132/DF TO CONDUCT RESEARCH IN YOUR AREA

The above mentioned candidate is student of Kampala International University pursuing a Masters' of Public Administration.

She is currently conducting a field research for her dissertation titled "Public Sector Administration and Community service provision."

Your area has been identified as valuable source of information pertaining to her research project. The purpose of this letter then is to request you to avail her with pertinent information she may need.

Any information shared with her will be used for academic purposes only and shall be kept with utmost confidentiality.

Any assistance offered to her will be highly appreciated.

Your truly,

[Signature]

Prof. Malciibi Alhas
Principal, CHDR.
APPENDIX V

TRANSMITION LETTER

SOMALI FEDERAL REPUBLIC
Ministry of Planning
General Directorate Office

JAMHUURIYADDA FEDERALKA SOOMAALIYA
Wasaaradda Qorshaynta iyo Iskaashiga Caalamiga ah
Xafiiska Agaasimaha Guud

Ref: WQIC/XAG/241/2015  Date: 29/02/2015

Certification letter

To whom it may concern

Hereby certify that we have allowed MS Idil Abshir Sahal to take her information which has been in the form of Questionnaire and interview under the title of “public sector administration and community service provision in Mogadishu, Somalia”. After she has brought us request letter from Kampala International University.

Yours sincerely

[Signature]
General Directorate Office

Contact: +252815794848, P.O.BOX:1254, Email: [email]
To Whom It May Concern

As Ministry of health, we are very happy to share with you that we have allowed to **Ms-Idil Abshir Sahal** the information with has been requested in the form of interview and questionnaire under the title of public sector administration and community service provision in Mogadishu, Somalia. We have given her this information after she brought us a request letter from Kampala International University.

Any assistant given to her will be highly appreciated.

Regards,

Office of General Directorate

Contact: +252615794848, P.O.BOX:11254, Email: [http://MOH@somalia.net](http://MOH@somalia.net)
To Whom It May Concern

As Ministry of education and culture, we delight to share with you that Ms. Idil Abshir Sahal have allowed the information with has been requested in the form of interview and questionnaire under the title of public sector administration and community service provision in Mogadishu, Somalia. We have given her this information after she brought us a request letter from Kampala International University.

Any assistant given to her will be highly appreciated.

Regards,

Department of high education

Contact: +252856754/+252615417477, P.O. BOX:11254, Email:info@moesomalia.net, http://moesomalia.net