INFLUENCE OF GOOD GOVERNANCE IN WATER SERVICE DELIVERY IN TANZANIA: A CASE OF MUSOMA URBAN WATER SUPPLY AND SANITATION AUTHORITY

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A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF ARTS IN GOVERNANCE AND LEADERSHIP (MAGL)

DEPARTMENT OF POLITICAL SCIENCE, PUBLIC ADMINISTRATION, HISTORY AND PHILOSOPHY

OF THE OPEN UNIVERSITY OF TANZANIA

2025

CERTIFICATION

The undersigned certifies that he has read and hereby recommends for acceptance by the Open University of Tanzania a dissertation entitled:***"Influence of Good Governance in Water Service Delivery in Tanzania: A Case of Musoma Urban Water Supply and Sanitation Authority"*,**in partial fulfillment of the requirements for the Degree of Master of Arts in Governance and Leadershipof the Open University of Tanzania.

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Date

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DECLARATION

I, **Shabani Swalehe,** declare that, the work presented in this dissertation is original. It has never been presented to any other University or Institution. Where other people's works have been used, references have been provided. It is in this regard that I declare this work as originally mine. It is hereby presented in partial fulfillment of the requirements for the Degree of Master of Arts in Governance and Leadership of the Open University of Tanzania.

……..

Signature

……..

Date

DEDICATION

I dedicate this dissertation to my beloved family.

ACKNOWLEDGEMENT

First and foremost, thanks to my Almighty God for blessing me with good health and well-being until now as I complete this research, there are many people whom I must thank for their assistance they gave me in accomplishing this study. I have benefited a lot from many authors whose theoretical and descriptive studies contributed in an obvious way in writing this report.

I also wish to thank my supervisors, Dr. Miraji Kitigwa, for their support during the preparation and compilation of this report. Their advice on how to extract information from various literatures and the best ways of compiling this work has been highly appreciated. I also wish to express my sincere gratitude to my employer for allowing me to continue with my master's studies. My special thanks to my fellow students with whom we worked together during my studies and supported the completion of this study in one or another way.

I thank all people who assisted me in formulating questions, including students, parents, and teachers. I also appreciate the education leadership in Musoma district for their cooperation.

Thanks for being with me at all times and costs while executing and analyzing primary and secondary data.

ABSTRACT

The study assessed influence of good governance in water services delivery using a case of Musoma water urban supply and sanitation authority. Specifically, the study assessed the relationship between transparency and water service delivery; examined the relationship between responsiveness and water service delivery; investigated relationship between ethics in water service delivery; and examined relationship between accountability and water service delivery in Musoma Municipality. The data were collected through the questionnaire survey from a sample size of 384 respondents and analyzed using descriptive statistics and Pearson correlation. The study findings indicate that there is a relationship between attributes of good governance such as transparency, accountability, responsiveness, and ethical behavior and water service delivery. It is therefore concluded that good governance's attributes such as transparency, accountability, responsiveness, and ethical behavior positively relate to enhanced water service delivery. It is recommended that policy makers and water service providers should embrace attributes of good governance for enhancement of water services delivery.

Keywords: *Accountability, Good governance, Musoma urban supply and sanitation authority, Transparency, Water services delivery.*

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DAWASA	-	Dar es salaam Water and Sewage Authority
DED	-	District Executive Director
E.S.R.C	-	Economic and Social Research Council
IFAC	-	International Federation of Accountants
MUWASA	-	Musoma Urban Water Supply and Sanitation Authority
NGO'S	-	Non Government Organizations
PCCB	-	Prevention and Combating of Corruption Bureau
SPIRI	-	Society for Promoting International Research and Innovation
SPSS	-	Statistical Package for Social Sciences
TADREG	-	Tanzania Development Research Group
USAID	-	United States Agency International development
WASH	-	Water Sanitation and Hygiene
RUWASA	-	Rural Areas Water Supply Authorities
UWASA	-	Urban Areas Water Supply Authorities

CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter establishes the research problem and lays the foundation for the study. It introduces the background to the problem, articulates the statement of the problem, and outlines the research objectives, research questions, significance of the study, scope, delimitation, and the format or structure of this research work or organization of the report.

1.2 Background of the Problem

Good governance plays a critical role in ensuring efficient and equitable water service delivery globally. Countries with robust governance frameworks often achieve better outcomes in water resource management. For example, Germany has implemented strict regulatory frameworks, community involvement, and advanced technological applications, resulting in high water quality standards. Over 90% of Germany's municipal water sources meet stringent EU standards, demonstrating the effectiveness of governance in enhancing water management systems (Environment & Institute, 2015).

In contrast, challenges persist in countries such as India, where governance gaps, including weak regulatory enforcement and mismanagement, have exacerbated water scarcity for an estimated 600 million people. Singapore exemplifies governance innovation, achieving over 50% of its water needs through recycled water and

rainwater harvesting, facilitated by initiatives like the Integrated Drainage Management system (Woodhouse & Muller, 2017).

Globally, the lack of access to safely managed drinking water service is further exacerbated by climate change, population growth, and urbanization, which intensify the demand for water resources. Effective governance is critical in mitigating these challenges by ensuring equitable distribution, resource conservation, and resilience against environmental changes. Studies indicate that countries with strong governance frameworks, such as Denmark and Canada, have successfully implemented integrated water resource management (IWRM) systems that prioritize sustainable water use and stakeholder collaboration.

For example, Denmark's water utilities operate under strict public accountability and environmental guidelines, enabling efficient resource management and high public satisfaction (OECD, 2021). Similarly, in Canada, transparent governance structures have facilitated significant investments in water infrastructure, ensuring that over 90% of the population has access to high-quality drinking water (Statistics Canada, 2020). These examples underscore that transparent governance not only promotes sustainable water service delivery but also enhances societal resilience to future water-related challenges.

In Africa, good governance remains a pivotal factor in the delivery of water services. Despite efforts to improve access, challenges such as corruption, lack of accountability, and inadequate regulatory structures hinder progress in Sub-Saharan Africa, where only 60% of the population has access to clean water. Nonetheless,

success stories exist; Rwanda and Kenya have achieved significant improvements in water supply through strong governance practices. Rwanda, for instance, increased access to clean water from 74% in 2000 to over 90% in 2020, highlighting the transformative potential of governance in addressing water service delivery challenges (Dos Santos et al., 2017).

In addition to Rwanda and Kenya, Senegal provides another example of how good governance can positively influence water service delivery in Africa. Through the implementation of reforms that emphasize public-private partnerships and community participation, Senegal has significantly improved access to clean water, particularly in urban areas. The establishment of the Sénégalaise des Eaux (SDE), a private operator working under the oversight of a public regulatory body, has been instrumental in ensuring efficiency, transparency, and accountability in water service management. As a result, Senegal increased urban water access rates to over 98% by 2018, demonstrating that effective governance structures, when combined with innovation and accountability, can overcome persistent water service challenges (World Bank, 2019). This success underscores the critical role of institutional frameworks and partnerships in driving sustainable water service delivery across the continent.

In Tanzania, the government has implemented various initiatives to improve water service, including establishing institutions such as DAWASCO and MUWASA. These organizations aim to provide reliable water service to citizens. However, their effectiveness depends on the principles of good governance, including transparency,

accountability, and responsiveness. The World Bank reported that through the Water Sector Development Program (WSDP) Phase 3, launched in 2022, up to 10 million Tanzanians gained access to improved water supply, while nine million benefitted from enhanced sanitation services. WSDP Phase 3 seeks to connect an additional 9.7 million people to new water supply systems and rehabilitate 3.87 million water points by 2025, emphasizing the importance of good governance in achieving these objectives (World Bank, 2022).

In addition to the WSDP Phase 3, Tanzania has also implemented community-driven initiatives to enhance water service delivery, focusing on rural and underserved areas. Programs like the Rural Water Supply and Sanitation Project (RWSSP), supported by the African Development Bank (AfDB), have prioritized participatory approaches where local communities are involved in the planning, implementation, and management of water projects. This participatory model has improved accountability and ensured that water service meet the specific needs of local populations. By 2021, the RWSSP had facilitated access to clean and safe water for over 7 million people in rural Tanzania, highlighting the importance of integrating good governance practices such as inclusivity and local empowerment in water service delivery (AfDB, 2021). These efforts demonstrate that governance frameworks emphasizing community participation and accountability are critical in addressing water service challenges in Tanzania.

Despite these efforts, challenges persist in Musoma Municipality, where residents express dissatisfaction with the quality and reliability of water services provided by

MUWASA. While significant infrastructure, such as water pumping machines and pipelines, exists, it often fails to deliver clean and safe water to all residents at an affordable cost and in a timely manner. According to USAID (2020), addressing these challenges requires adherence to governance principles such as ethical behavior, accountability, transparency, and responsiveness. Good governance is thus crucial to ensuring that infrastructure investments translate into equitable water service delivery. Research on the factors influencing water service delivery and the role of good governance has revealed gaps in implementation, especially in addressing citizen concerns. In Musoma Municipality, these gaps have created an opportunity for a focused investigation into how governance impacts water service delivery under MUWASA. This study seeks to contribute to this area by examining the influence of good governance on the quality, accessibility, and reliability of water service in the region.

1.3 Statement of the Problem

Good governance is crucial in the effective delivery of water services, and Tanzania has made significant efforts to ensure that water supply service are available to its citizens, in both urban and rural areas. The government has developed various policies to support the sector, including the Tanzania Development Vision 2025, the Tanzania Environment Policy (1997), the Tanzania Forest Policy (1998), the Tanzania Water Policy (2002), the Sustainable Industrial Development Policy (1996-2020), and the Poverty Alleviation Policy (1998), all aimed at improving water access and sustainability (TADREG, 2012). Additionally, the establishment of the Musoma Urban Water Supply and Sanitation Authority (MUWASA) reflects the

government's commitment to providing adequate water service to Musoma Municipality.

Despite these efforts, significant challenges persist in ensuring reliable access to safe water in Musoma Municipality. Rapid population growth has overwhelmed existing infrastructure, leading to frequent shortages and unreliable service (Mugisha, 2013). The primary water source, Lake Victoria, is increasingly affected by pollution and over-extraction, further compromising water quality and raising public health concerns (Mwaniki andOchieng, 2014). Additionally, the distribution system suffers from poor maintenance, resulting in an estimated 30% water loss through leaks (Ongong'a, 2015). Financial constraints also limit the ability to invest in necessary upgrades and expansions to meet the growing demand (Nangulu, 2016).

Most notably, governance issues, such as lack of transparency, accountability, and effective community engagement, exacerbate inefficiencies in the water service delivery process (Kenosi, 2011). Poor governance practices undermine the effective management of water resources, delaying the timely and equitable distribution of water to all residents. These challenges are of particular concern because access to clean water is a fundamental human right, crucial for health, economic development, and quality of life. While the government of Tanzania has implemented several initiatives such as the "Mtue Mama Ndoo Kichwani" policy and infrastructure projects like water supply pipes and sanitation vehicles, there are still significant gaps in service delivery, with many residents reporting inadequate access to water (Mugisha, 2017).

Although considerable research has examined water access and infrastructure challenges in Tanzania, there remains a gap in understanding the specific role of good governance in improving water service delivery, particularly within MUWASA. This study seeks to address this gap by investigating how good governance influences the effectiveness of water service delivery in Musoma Municipality, with a focus on transparency, accountability, responsiveness, ethical behavior and community engagement. It is essential to explore how these governance factors can be leveraged to combat water scarcity and improve service delivery, ensuring sustainable and equitable access to water for all residents.

1.4 Research Objectives

1.4.1 General Objective

The overall objective of this study is to evaluate the impact of good governance on the delivery of water services by the Musoma Urban Water Supply and Sanitation Authority (MUWASA).

1.4.2 Specific Objectives

i. To assess the relationship between transparency and water service delivery in Musoma Municipality.
ii. To examine the relationship between responsiveness and water service delivery in Musoma municipality.
iii. To investigate relationship between ethics and water service delivery in Musoma Municipality.

iv. To examine the relationship between accountability and water service delivery services in Musoma Municipality

1.5 Research Questions

i. How does transparency in decision-making and operations within MUWASA affect the quality and reliability of water service delivery in Musoma Municipality?
ii. How does the responsiveness of MUWASA to customer complaints and service requests influence the satisfaction and access to water services in Musoma Municipality?
iii. In what ways do ethical practices within MUWASA impact the equitable distribution and sustainability of water services in Musoma Municipality?
iv. How does accountability in MUWASA's management affect the effectiveness and efficiency of water service delivery in Musoma Municipality?

1.6 Significance of the Study

The findings of this study can serve as a valuable resource for government agencies, including local authorities, the Prevention and Combating of Corruption Bureau (PCCB), the Police, and the President's Office. It can also be utilized by various organizations, such as non-governmental organizations (NGOs), religious groups, the private sector, and other governmental bodies in Tanzania. The study is expected to contribute to the improvement of service delivery, as reliable water supply is a key factor for businesses when considering the establishment of industries in a region. Additionally, the study can inform business decisions and strategies. The primary

beneficiaries of this research will include the District Executive Officer (DED) and the residents of Musoma Municipality, who will gain from improved water service delivery and governance practices.

1.7 Organization of the Report

This research report is organized into five chapters. Chapter one introduces the study, providing the background to the problem, the statement of the problem, the objectives of the study, the research questions, and the significance of the research. It also outlines the scope and limitations of the study, as well as the structure of the report. Essentially, this chapter sets the context and purpose of the research.

Chapter Two, offers an overview of urban water supply authorities, including an analysis of water service delivery performance in Tanzania, with a specific focus on MUWASA's performance. It also highlights gaps in existing literature and presents the conceptual framework used in the study.

Chapter Three, explains the methodology employed in the study to answer both the general and specific research questions. This chapter details the research design, the target population, the sampling techniques and sample size, the types of data collected, and the data collection methods.

Chapter Four, presents demographic information about the respondents who participated in the study. It also discusses the findings related to the research

objectives, accompanied by tables that summarize the frequency and percentage of data collected from the field.

Chapter Five, summarizes the key findings, draws conclusions from the study, and provides recommendations based on the research results.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

A literature review is a thorough examination of existing research and publications related to a specific topic or research question. Its purpose is to critically assess, summarize, and combine findings from various sources like books, journal articles, and reports to give a clear picture of the current knowledge on the subject. The identification of trends, gaps, and ongoing debates in the literature, helps set the stage for new research. It informs research methods, shapes the theoretical framework, and contributes to the overall academic discussion on the topic.This chapter includes definitions of key terms, a review of theoretical perspectives, an empirical review, identification of the research gap, and the conceptual framework with its explanation. The main goal of this chapter is to present the theoretical understanding of good governance and how it influences the delivery of water services by MUWASA in Musoma Municipality.

2.2 Conceptual Definitions

2.2.1 Influence

Influence refers to the ability to affect the emotions, opinions, or behaviors of others. It can be intentional, with a specific purpose, or an unplanned outcome of other events (Qualities of a Leader, 2011). In this study, influence refers to the power to significantly impact someone or something, particularly in the context of water service delivery.

2.2.2 Good Governance

Good governance is the process of evaluating how public institutions manage public affairs, resources, and ensures human rights are upheld without abuse or corruption, while adhering to the rule of law (UNESCAP, 2009). In this study, good governance refers to processes and institutions that produce outcomes meeting societal needs while using resources efficiently and effectively.

2.2.3 Water Service Delivery

Water service delivery refers to the provision of water by public utilities, commercial organizations, community efforts, or individuals, typically through systems like pumps and pipes. Public water supply systems are essential to the functioning of societies, providing drinking water to populations worldwide (Gleick, 2013). In this study, water service delivery refers to the pipeline systems, pumps, processing facilities, and related infrastructure owned, controlled, and used to supply water to consumers.

2.2.4 Transparency and Water Service Delivery

Transparency in water service delivery has three key components:

Institutions and Stakeholders: This aspect focuses on the institutions and stakeholders involved in water governance. It helps assess their interests, capabilities, and the power dynamics between them, providing insights into how water governance fits within the broader political and economic context (Akhmouch andCorreia, 2016).

Governance Principles: This component focuses on transparency, accountability, and participation, and can be used to analyze how institutions perform and how

stakeholders interact. It helps assess how well these principles are upheld in the water service delivery process (Akhmouch andCorreia, 2016).

Performance Assessment: This involves evaluating the effectiveness of water-related functions like allocation, service delivery, planning, and capacity development. The analysis of transparency, accountability, and participation informs the creation of indicators to assess water sector performance and impact (Akhmouch, Clavreul, andGlas, 2018).

2.2.5 Responsiveness and Water Service Delivery

Initially, the government of Tanzania provided water directly to communities by facilitating the sinking of boreholes for residents in various localities. However, this approach eventually became overwhelmed, and the government began to encourage private sector involvement. The Water Supply and Sanitation Act of 2009 allowed for the formal establishment of Community-owned Water Supply Organizations (COWSOs) in different forms, operating under the umbrella of various entities, including the Dar es Salaam City Council (DCC), civil society organizations, political parties, private individuals, as well as youth and women's groups. The donor community also provided support to fringe settlements. These organizations initially managed water kiosks or boreholes in informal settlements, which were set up by DAWASCO or NGOs like Water Aid and PLAN International. The flexibility of this approach was meant to allow these organizations to build on trust and integrity developed through existing social networks. According to the Water Policy, grassroots institutions linked to local government, such as the Village/Mtaa Water

Committees (VWCs), are responsible for managing water supply schemes in their respective areas. The government's recognition of these structures through the DCC gave local communities the authority to implement action plans prepared by the various committees (Nganyanyuka et al., 2018).

2.2.6 Ethical Behavior and Water Service Delivery

The need for a Water Ethics Charter was highlighted as a recommendation at the 2012 World Water Forum in Marseille. In 2013, an initial planning meeting was held to lay out a plan of action, and in March 2014, the newly formed Water Ethics Charter Steering Committee met at UNESCO-Paris. Members of the Steering Committee represented organizations such as the Alliance for Water Stewardship, Botin Foundation Water Observatory, Center for Water Use Ethics (Egypt), Club of Rome, French Water Academy, Indigenous Environmental Network, UNESCO-IHP, Water-Culture Institute, and the Water Youth Network.

Water is considered a common good that belongs to everyone, governed by principles of fairness, equity, solidarity, and social justice. Everyone has the right to access safe water to meet basic needs (UN Resolution) and to sanitation, which helps protect water quality and promotes good health (Brei andBohm, 2016). In addition, a moral right to healthy water environment not just clean water, but ecologically healthy water ecosystems serves both practical (economic) and aesthetic (cultural) purposes. Water governance should include knowledge governance, which involves guiding investments in research and development. Water utilities, as well as all water users including corporations, governments, and households have social and

environmental responsibilities that the governance system must address (Christoph andPavan, 2018).

2.2.7 Accountability and Water Service Delivery

In Tanzania, membership in community water projects is typically linked to a person's area of residence, or "Mtaa," which is an extension of local government. Accountability mechanisms in water service delivery include regular monitoring and evaluation of water projects (Gupta and Patel, 2016). Each village committee elects leaders who mobilize the community to manage government-sponsored water projects. Water is managed by water committees and overseen by local political leaders, such as street chairpersons. This structure has led to a better understanding of local water needs and more effective implementation of services, as well as improved monitoring and evaluation (Johnson et al., 2019). In Dar es Salaam, the success of community water projects in ensuring reliable access to water is heavily influenced by the performance of local political leaders (Dakyaga, Kyessi, andMsami, 2018).

Accountability has also played a critical role in improving water service delivery in Tanzania. It has been instrumental in promoting transparency in the allocation of resources and decision-making processes, ensuring that funds are directed toward critical water infrastructure projects (Smith, 2015). Furthermore, community engagement in holding local authorities accountable has encouraged their involvement in planning and decision-making (Jones and Brown, 2017). This has

meant that the government and implementing agencies are held responsible for the timely completion and quality of water services (Thompson, 2018).

2.3 Theoretical Analysis

This study is grounded in the Institutional and Governance Theory. The theoretical framework used helps make sense of the relationships among various factors that are critical to addressing the problem at hand (Turner, 2018).

2.3.1 Institutional Theory

Institutional theory examines the processes through which plans, rules, norms, routines, shared values, and culture become established as authoritative guidelines for organizational behavior. It focuses on how these structures gain legitimacy and influence within organizations and society (Risi et al., 2023). The theory encompasses regulatory, normative, and cognitive assumptions that guide institutional actions and practices. It addresses how these established structures and norms shape the behaviors of organizations over time, ultimately becoming authoritative in their respective contexts.

Institutional theory is relevant to this study in several key ways:

Transparency and Water Service Delivery in Musoma Municipality: Transparency in water service delivery is crucial in ensuring that established rules and norms are followed within the institutional framework governing water services. When there is transparency, stakeholders can access information related to resource allocation, decision-making, and project implementation. This transparency fosters trust among

stakeholders, enhances accountability, and ensures that resources are used effectively, leading to improved water service delivery in Musoma Municipality.

Responsiveness and Water Service Delivery in Musoma Municipality: Responsiveness refers to the ability of water service providers to meet the needs and concerns of the community in a timely and effective manner. Within the institutional framework, responsiveness is guided by established norms and values that prioritize community welfare. When water service providers quickly address issues such as water shortages, leakages, or quality concerns, they reinforce their legitimacy and authority within the institutional context. This, in turn, boosts community satisfaction and improves water service delivery outcomes.

Ethical Behavior and Water Service Delivery: Ethical considerations are essential within the framework of Institutional Theory, as they align with the normative assumptions that guide the conduct of water service providers and other stakeholders involved in water delivery. Ethical behavior, which includes principles such as fairness, integrity, and accountability, is fundamental for maintaining the trust of the community. When decision-making and operational practices within MUWASA are guided by ethical principles, it fosters a positive organizational culture, strengthens stakeholder relationships, and contributes to better water service delivery outcomes.

Accountability and Water Service Delivery: Accountability mechanisms are integral to the institutional framework that governs water service delivery in Musoma Municipality. Accountability, which is driven by transparency, responsiveness, and

ethical behavior, ensures that water service providers, such as MUWASA, are held responsible for their actions. This includes decisions related to resource allocation, project implementation, and service delivery. When accountability is consistently maintained within the institutional framework, it promotes effective governance, builds trust among stakeholders, and drives continuous improvements in water service delivery performance in Musoma Municipality.

2.3.2 Governance Theory

Governance theory provides a vital framework for enhancing the management and delivery of water services by institutions like MUWASA in Musoma Municipality(Christopher and Jacob, 2022). It emphasizes principles of accountability, transparency, and stakeholder involvement, which are critical for ensuring sustainable and equitable water resource management. Applying governance theory, MUWASA can establish clear roles, responsibilities, and mechanisms for decision-making that minimize corruption, enhance resource allocation, and build public trust. This fosters confidence among residents that their water service needs are being prioritized effectively and fairly.

One core concept of governance theory is participatory governance, which involves engaging local communities in decision-making processes. This approach is particularly relevant for water supply services, as it allows diverse communities with varying needs to voice their priorities and challenges. Including stakeholder’s residents, local organizations, and businesses in the governance process, solutions to water management become more tailored and effective. Community involvement

also empowers citizens and fosters ownership of water supply systems, which can improve compliance with regulations and long-term sustainability of services.

Another relevant aspect of governance theory is network governance, which highlights the importance of collaboration among various actors, including government agencies, private sector partners, NGOs, and community organizations. This collaborative model enables water governance to harness diverse expertise and resources. For example, public-private partnerships can drive investment in water infrastructure and improve operational efficiency, while NGOs can enhance community outreach and education about sustainable water practices. In the context of MUWASA, adopting network governance can help bridge resource gaps and address the municipality's water service challenges more effectively.

Governance theory also emphasizes adaptive management, a crucial element for addressing dynamic challenges in water service delivery, such as climate change, urbanization, and resource scarcity. Adaptive management involves flexibility in policies and practices, allowing water authorities to respond to emerging issues and changing conditions. Incorporating principles of complexity theory, which focuses on the interconnectedness of systems, MUWASA can create a resilient water supply framework that meets the evolving needs of Musoma Municipality. This adaptability ensures that governance structures remain relevant and effective, promoting sustainable water management for both communities and ecosystems.

In this study, governance theory is utilized to examine the influence of good governance practices on water service delivery. Its principles provide a foundation for evaluating how transparency, accountability, and collaboration can enhance the performance of water service institutions like MUWASA in achieving equitable and sustainable outcomes.

2.4 Empirical Analysis

An empirical review assesses research studies that collect and analyze data to investigate specific phenomena or test hypotheses. Unlike a theoretical review, which focuses on conceptual frameworks, an empirical review evaluates real-world findings, methodologies, and results to provide evidence-based insights. This study employs an empirical review to assess how governance practices, particularly transparency, influence water service delivery, identifying patterns and lessons applicable to Musoma Municipality.

2.4.1 Relationship between Transparency and Water Service Supply

Transparency is widely regarded as a critical factor influencing the quality and effectiveness of water service delivery. According to (Ao et al. 2018), reclaimed water (RW) has become an essential alternative to conventional water sources, especially in urban areas experiencing resource scarcity. Through scenario assessments in a city in northwest China, the study highlighted how transparency in water quality management such as monitoring suspended solids and algae growth can improve landscape water quality while optimizing water supply schemes. Using advanced simulations, the researchers demonstrated that transparency in data

collection and reporting enhances decision-making, enabling more efficient use of water resources while maintaining quality standards.

(Gardner et al. 2019) further emphasized the role of transparency in sustainable governance, particularly in supply chains, where enhanced data collection and disclosure can lead to improved accountability and environmental outcomes. Their analysis of agricultural supply chains identified transparency as a means to strengthen governance frameworks by ensuring access to critical information and minimizing institutional biases. The study proposed ten actionable steps for improving transparency systems to achieve long-term sustainability, which can also apply to water service governance. For MUWASA, adopting such practices could bolster public confidence and improve service delivery by providing clear and accessible performance reports to stakeholders.

In Tanzania, (Shagama, 2021) investigated the link between transparency and water service quality in Iramba and Singida districts using a cross-sectional research design. The study revealed a positive relationship between transparency indicators such as accessible budgets, performance reports, and community engagement and the quality of water service delivery. It recommended that Community-Based Water Service Organizations enhance transparency in financial management, regulatory compliance, and communication to ensure better water services. These findings underline the importance of governance structures that prioritize openness and accountability, directly aligning with MUWASA's goal of improving water service delivery in Musoma Municipality.

These studies collectively highlight the critical role of transparency in achieving sustainable and high-quality water services. Integrating transparent practices, MUWASA can improve resource allocation, foster community trust, and address the challenges of equitable water service delivery in Musoma Municipality.

2.4.2 The Relationship between Accountability and Water Service Supply

Accountability is a foundational principle for improving water service supply, as it ensures that service providers are answerable to the public and other stakeholders for their performance. (Grafton et al. 2019) conducted a study on water service governance in Australia and found that accountability mechanisms such as regular reporting, public feedback systems, and performance evaluations significantly improved service efficiency and reliability. The study emphasized that when water authorities regularly disclosed operational and financial information, public trust increased, and service delivery improved. These findings suggest that in Musoma Municipality, implementing accountability measures such as transparent reporting by MUWASA could enhance the reliability and efficiency of water service supply.

In Africa, research by (Dos Santos et al. 2017) examined the impact of accountability on water service delivery in Sub-Saharan countries. The study highlighted that weak accountability structures often resulted in mismanagement, resource wastage, and unequal service distribution. Countries such as Rwanda, where water service providers adopted accountability practices like community consultations and independent audits, showed significant improvements in water supply. These results underscore that for Musoma Municipality, strengthening accountability mechanisms,

such as engaging community stakeholders and conducting independent reviews, can address inefficiencies and promote equitable water distribution.

Further evidence of the role of accountability in water service supply is provided by (Jiménez and Pérez-Foguet2020), who analyzed water governance in rural areas of Latin America. Their study demonstrated that water service providers with clear accountability structures, such as grievance redress systems and customer feedback platforms, were better equipped to respond to consumer complaints and manage resources effectively. The study also noted that accountability fosters a sense of ownership among consumers, as they feel empowered to hold providers accountable for service quality. In the context of Musoma Municipality, adopting similar strategies, such as introducing a robust grievance mechanism for MUWASA, could lead to improved responsiveness and customer satisfaction.

Lastly, a study by (Shivogo and Simiyu2021) in Kenya investigated the relationship between managerial accountability and water supply performance. The researchers found that when managers were held accountable for service delivery outcomes through regular evaluations and performance contracts, there were significant improvements in infrastructure maintenance and resource utilization. The study highlighted that accountability at the managerial level promoted efficiency and reduced resource leakage. For Musoma Municipality, enforcing managerial accountability at MUWASA could lead to better service delivery by ensuring that leadership is directly responsible for meeting water supply targets. Collectively, these studies highlight the critical role of accountability in improving water service supply

and offer practical insights for enhancing governance practices in Musoma Municipality.

2.4.3 Relationship between Ethical Behavior and Water Service Supply

Ethics plays a crucial role in ensuring equitable and sustainable water service delivery, as it underpins the principles of transparency, accountability, and fairness within water management systems. Research by (Jiménez et al. 2020) found that ethical governance practices directly impact the efficiency and reliability of water services, particularly in developing countries. The study analyzed water utility performance in Latin America and Africa, highlighting those institutions adhering to ethical principles, such as honesty and fairness, tended to minimize corruption, ensure equitable resource allocation, and build public trust. Ethical lapses, on the other hand, often led to resource mismanagement and dissatisfaction among consumers, emphasizing the critical link between ethical governance and service quality. These findings are relevant to Musoma Municipality, where ethical governance could help address persistent challenges in water service delivery.

In Tanzania, the study by (Shukla et al. 2019) examined the ethical challenges faced by water service providers and their impact on community trust. The research, conducted in several municipalities, revealed that unethical practices such as nepotism in hiring, misappropriation of funds, and lack of transparency in water pricing led to widespread public dissatisfaction and mistrust in water authorities. Conversely, municipalities that fostered ethical behavior through clear codes of conduct, regular audits, and accountability mechanisms reported significant

improvements in service delivery. The findings suggest that for Musoma Municipality, emphasizing ethics among water service employees and leadership at MUWASA could foster community trust and enhance the reliability of services.

Further evidence of the relationship between ethics and water service delivery comes from a study by (Tortajada and Joshi 2021), which assessed the role of ethical leadership in water management in Southeast Asia. The study revealed that leaders who prioritized ethical decision-making, such as promoting fair access to water services and addressing consumer grievances promptly, were instrumental in improving service quality and coverage. Ethical leadership not only enhanced internal organizational integrity but also promoted equity by ensuring that vulnerable populations were not overlooked in service delivery. The findings are particularly applicable to Musoma Municipality, where ethical leadership at MUWASA could ensure that all community segments have equitable access to clean and affordable water.

In addition, (Mwangi et al. 2018) explored the influence of ethical training on the performance of water service providers in Kenya. The study found that institutions offering ethics training to their employees experienced reduced cases of corruption and increased operational efficiency. Staff who trained on ethical principles, such as accountability, responsiveness, and fairness, demonstrated improved attitudes toward customer service and resource management. For Musoma Municipality, introducing similar training programs at MUWASA could ensure that ethical behavior becomes an integral part of the organization’s culture, thereby improving water service

delivery. Collectively, these studies underscore the significance of ethics as a cornerstone for enhancing water service delivery and provide actionable insights that can inform governance strategies in Musoma Municipality.

2.4.4 Relationship between Responsiveness and Water Service Supply

(Hanna-Attisha et al., 2016), they analyzed differences in pediatric elevated blood lead level incidence before and after Flint, Michigan, introduced a more corrosive water source into an aging water system without adequate corrosion control. They examined blood lead levels in children under five years old before (2013) and after a water source change in 2015. They used spatial analysis to pinpoint specific geographic regions and calculated the proportion of increased blood lead levels over both time periods. Outcomes after changing the water source, the prevalence of higher blood lead levels rose from 2.4% to 4.9% ($P<.05$), with the greatest water lead levels occurring in communities that saw a 6.6% increase. Outside the city, there was no discernible difference. During the now-declared public health emergency, action prioritizing was influenced by geospatial analysis that revealed disadvantaged neighborhoods had the highest elevated blood lead level rises. They eventually concluded that, following a change in the water source, the proportion of children with elevated blood lead levels rose, especially in neighborhoods with lower socioeconomic status. Due to deteriorating infrastructure, water is becoming a more significant source of lead exposure for children.

(Chowns, 2015), Found that, several low-income nations switched from state-led service delivery to decentralized community administration in the hopes of

improving technical and financial performance. This led to a widespread research on reforming the rural water supply sector. This paper investigates whether community management has improved institutional capacity at the local, district, and national levels and whether these anticipated gains have actually realized in practice. According to the results of a mixed-methods study conducted in four areas of Malawi, community management performs poorly financially and technically. User committees are unable to gather and save money, repairs are sluggish and poor quality, and maintenance is infrequent: The average savings are only 2% of what was anticipated. Community management has "worked" for the state (and funders) as a way to shift accountability for public service delivery in spite of these setbacks. The paper highlights the need for cautious attempts to encourage "local ownership" in development and offers components of a different framework for rural water delivery that would address the financial and technical shortcomings of community administration.

(Twisa and Buchroithner, 2019), Conducted studies in regions of Africa where erratic rainfall has led to widespread droughts and floods, creating a significant problem for rural communities' access to water, particularly drinking water. As a result, water delivery systems are constantly under stress from rising water consumption, population growth, and economic development. Rainfall variability's substantial influence on rural water delivery systems is one of the major unknowns regarding its consequences in Africa. Their study examined the patterns of annual and seasonal rainfall time series in the Wami River Basin to see whether there have been any notable shifts from 1983 to 2017 and how these patterns impact rural communities'

access to water supply services. Sen's Slope Estimator, Mann-Kendal Test, and simple regression were used in the study to examine the patterns of rainfall series from three locations. Analysis of the water point mapping datasets took seasonal variation into account. According to the analysis, the annual rainfall at Kongwa and the March–April–May (MAM) seasonal rainfall at Dakawa both revealed a statistically significant upward trend. The maximum increase in annual rainfall occurred at Kongwa (5.3 mm $year^{-1}$) and for MAM seasonal data at Dakawa (4.1 mm $year^{-1}$). It was discovered that seasonal variations had a major impact on water points' availability and quality. Seasons and water supplies in rural areas are very closely related.

2.5 Research Gap

Accountability is a foundational principle for improving water service supply, as it ensures that service providers are answerable to the public and other stakeholders for their performance. (Grafton et al. 2019) conducted a study on water service governance in Australia and found that accountability mechanisms such as regular reporting, public feedback systems, and performance evaluations significantly improved service efficiency and reliability. The study emphasized that when water authorities regularly disclosed operational and financial information, public trust increased, and service delivery improved. These findings suggest that in Musoma Municipality, implementing accountability measures such as transparent reporting by MUWASA could enhance the reliability and efficiency of water service supply.

In Africa, research by (Dos Santos et al. 2017) examined the impact of accountability on water service delivery in Sub-Saharan countries. The study highlighted that weak

accountability structures often resulted in mismanagement, resource wastage, and unequal service distribution. Countries such as Rwanda, where water service providers adopted accountability practices like community consultations and independent audits, showed significant improvements in water supply. These results underscore that for Musoma Municipality, strengthening accountability mechanisms, such as engaging community stakeholders and conducting independent reviews, can address inefficiencies and promote equitable water distribution.

Further evidence of the role of accountability in water service supply is provided by (Jiménez and Pérez-Foguet2020), who analyzed water governance in rural areas of Latin America. Their study demonstrated that water service providers with clear accountability structures, such as grievance redress systems and customer feedback platforms, were better equipped to respond to consumer complaints and manage resources effectively. The study also noted that accountability fosters a sense of ownership among consumers, as they feel empowered to hold providers accountable for service quality. In the context of Musoma Municipality, adopting similar strategies, such as introducing a robust grievance mechanism for MUWASA, could lead to improved responsiveness and customer satisfaction.

The study by (Shivogo and Simiyu2021) in Kenya investigated the relationship between managerial accountability and water supply performance. The researchers found that when managers were held accountable for service delivery outcomes through regular evaluations and performance contracts, there were significant improvements in infrastructure maintenance and resource utilization. The study

highlighted that accountability at the managerial level promoted efficiency and reduced resource leakage. For Musoma Municipality, enforcing managerial accountability at MUWASA could lead to better service delivery by ensuring that leadership is directly responsible for meeting water supply targets. Collectively, these studies highlight the critical role of accountability in improving water service supply and offer practical insights for enhancing governance practices in Musoma Municipality.

Researchers indicates that strong accountability, responsiveness, transparence and ethics mechanisms enhance water service efficiency and equity, as it has been found in studies from Australia (Grafton et al., 2019) and Sub-Saharan Africa (Dos Santos et al., 2017). Although many studies found how accountability, responsiveness, transparence and ethics are crucial in water service delivery, no any study on the contributions of good governance on water service delivery in Musoma Municipality has been carried out, which leads to inefficiencies in water service delivery. In addressing this gap through community engagement and managerial accountability, MUWASA could significantly improve water supply outcomes.

2.6 Conceptual Framework

A conceptual framework provides a structured approach to understanding how good governance influences water service delivery by MUWASA in Musoma Municipality, Tanzania. It acts as a guiding model that identifies and organizes the key variables, principles, and relationships central to the research. The conceptual framework helps to define how governance elements such as transparency,

accountability, responsiveness, and ethics interact to impact the quality, accessibility, and efficiency of water services. This framework serves as a roadmap for analyzing these variables and their connections, ensuring a focused and systematic approach to the study.

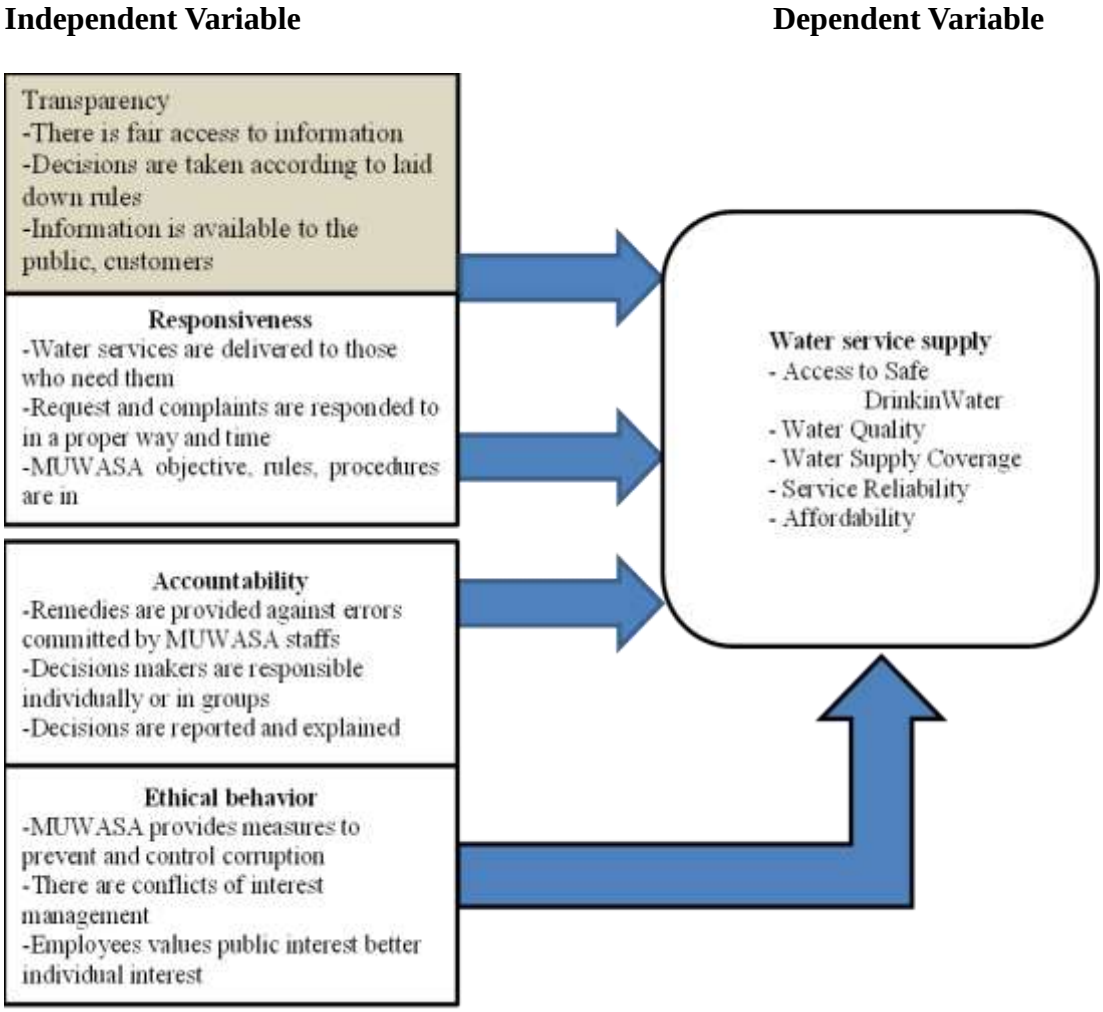

Figure 2.1: Conceptual Framework

2.6.1 Conceptualization of the Conceptual Framework

The conceptual framework for this study identifies transparency, accountability, responsiveness, and ethical behavior as independent variables, while water service supply serves as the dependent variable. Each independent variable plays a critical role in influencing the quality and reliability of water service delivery.

Transparency, exemplified through public access to information and financial disclosure, is expected to positively impact water service supply by fostering trust

and reducing mismanagement. Similarly, accountability, reflected in practices like regulatory compliance and performance reporting, ensures that service providers are answerable for their actions, which contributes to improved water service delivery. Responsiveness, measured by factors such as consumer satisfaction surveys and prompt handling of service requests, enhances the ability of water service providers to meet the needs of the community efficiently. Additionally, ethical behavior, demonstrated through fair pricing practices and integrity in communication, builds public confidence and promotes equitable access to water services.

Conversely, the absence of these governance principles such as lack of transparency, weak accountability, slow responsiveness, or unethical practices negatively affects water service supply. This leads to inefficiencies, inequities, and dissatisfaction among residents, creating challenges for water service delivery providers in fulfilling its mandate.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter described the strategies for accomplishing the study's objectives. A research methodology refers to a systematic way applied to solve the research problem. The research methodology includes research paradigm (philosophy), approach, design, population, and sample, data collection instruments, data analysis, validity, and reliability and ethical implication.

3.2 Research Philosophy (paradigm)

The study's guiding ideology was positivist, and positivism research philosophy. This placed a strong emphasis on using scientific techniques to analyze social issues. According to positivists, social reality can be objectively observed and quantified and exists regardless of the researcher. For the purpose of gathering information and testing theories, they mostly rely on quantitative techniques like surveys and experiments(Kirongo and Odoyo, 2020).

3.3 Research Approach

The primary technique employed for conducting research in this study was a quantitative approach. This method was specifically chosen to gather measurable data and analyze it statistically. Within this framework, the study utilized close-ended questions, which are designed to elicit specific responses from participants. These questions allowed for a systematic collection of primary quantitative data. By focusing on quantifiable metrics, the research aimed to provide clear and objective

insights. Overall, the quantitative approach facilitated a structured analysis of the data collected (Leavy, 2017).

3.4 Study Area

This study was conducted in Musoma, Mara Region, Tanzania, focusing on the Musoma Urban Water Supply and Sanitation Authority (MUWASA), which is responsible for providing water and sanitation services to the urban population. Musoma is strategically located along the shores of Lake Victoria, making it reliant on this vital water source while facing challenges such as rapid urbanization, infrastructure limitations, and environmental pressures. The study examined how good governance through transparency, accountability, and stakeholder participation affects the efficiency and sustainability of water service delivery. Given the increasing demand for reliable water supply and the complexities of managing trans-boundary water resources, analyzing MUWASA's governance framework provided critical insights into sustainable urban water management, with broader implications for similar contexts in developing regions.

3.5 Research Design

Research design refers to a comprehensive plan for data collection in order to answer research questions. This study employed quantitative research design which entails a procedure for collecting, analyzing quantitative data in a single study to understand a research problem (Creswell, 2012). In line with this, a cross-sectional research design was adopted, where by data was collected at one point in time. The choice of

this method was partly warranted by its ability to meet the objectives of the study but also due to available time and finance.

3.6 Sample Size and Sampling Techniques

This study determined the sample size using (Krejcie and Morgan's, 1970) formula, which provides a standardized method for selecting a representative statistical sample in empirical research. Given the increasing need for accurate sample size determination, (Krejcie and Morgan, 1970) developed a table that simplifies the process of selecting an appropriate sample based on the total population. According to (Sharma et al. 2016), three key factors should be considered when determining sample size: population availability, the sampling method, and available financial resources. In this study, the total population of Musoma Municipality was 139,071, based on (census, 2022). Following (Krejcie and Morgan's, 1970) guidelines, a sample size of 384 deemed appropriate. The study employed simple random sampling, which aligns with the descriptive research design commonly associated with this technique. Simple random sampling ensures that each member of the population has an equal chance of selection, thereby minimizing sampling errors and enhancing the reliability and generalizability of the study's findings.

Table for Determining Sample Size from Given Population

N	S	N	N	N	S	N	S	N	S
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	181	1200	291	6000	361
45	40	180	118	400	196	1300	297	7000	364
50	44	190	123	420	201	1400	302	8000	367
55	48	200	127	440	205	1500	306	9000	368
60	52	210	132	460	210	1600	310	10000	373
65	56	220	136	480	214	1700	313	15000	375
70	59	230	140	500	217	1800	317	20000	377
75	63	240	144	550	225	1900	320	30000	379
80	66	250	148	600	234	2000	322	40000	380
85	70	260	152	650	242	2200	327	50000	381
90	73	270	155	700	248	2400	331	75000	382
95	76	270	159	750	256	2600	335	100000	384

Source*: (Krejcie and Morgan, 1970*)

Note:

N=*Population*

S=*Sample size*

3.7 Data Collection Methods

Primary data was collected in this study. According to (Zikmund, 2003), primary data are first-hand facts that are directly collected by the researcher from original sources and assembled specifically for the research project at hand. Primary data was collected using questionnaire. The questionnaire was administered verbally by the interviewers. The questionnaire technique was used because it presents all respondents with standardized questions which yield uniform and consistent responses; and it is good where respondents a scattered over a wide geographical area.

3.8 Data Collection Instruments

The main data collection instruments used on this study is questionnaire. A schedule is an instrument contains a set of questions that is being filled in by enumerators in a questionnaire-based survey (Kothari, 2004). In this study, a schedule with closed and open-ended questions was used in the collection of quantitative data. Closed-ended questions were also used because they provided uniformity of responses and it was very easy to code and amenable to statistical analysis.

3.9 Pre-testing of Data Collection Instruments

According to (Kumar, 2005), pre-testing is essential for improving the effectiveness of data collection instruments. For this study, the instruments were pre-tested in one of the wards within Musoma Municipality that have a similar characteristic to the selected study areas. Pre-testing was conducted to assess the clarity, relevance, and logical flow of the questions, ensuring that they are understandable and appropriate for the respondents. Additionally, the process allows for estimating the time and financial resources required to complete the data collection exercise. This study utilize undeclared pre-testing, as described by Schwab (1998), where respondents was not informed that the process was part of a pre-test, ensuring more natural and unbiased responses.

3.10 Reliability and Validity of the Measurements

Reliability refers to the degree to which measures are free from error and for that reason generate consistent results. In other words, if a measurement device or

procedure consistently assigns the same score to individuals or objects with equal values, the instrument is considered reliable (Thanasegaran, 2009).

In this study, reliability was estimated in four ways: Firstly, pre-testing of data collection instruments, namely schedule guide will be done to test among other things, reliability of the instruments. Secondly, each question in the questionnaire was framed succinctly to reduce ambiguity and minimize bias. Third, initial checking of the gathered data was done every evening after the data collection exercise to check consistency of the results and any emerging issues.

(Hardy and Bryman, 2004), defined validity as the degree to which a test measures what it is supposed to measure. Validity is commonly assessed in three facets: content validation, criterion-related validation and construct validation (Kothari, 2004). Content validity considers whether or not the items on a given test accurately reflect the theoretical domain of the latent construct it claims to measure (Thanasegaran, 2009). Content validity was assessed so as to ensure that the questions are consistent with the research objectives and questions. Criterion validity refers to the capacity to draw precise inferences from test scores to a related behavioral criterion of interest (Thanasegaran, 2009). Criterion validity assessed by comparing the instruments to some similar items in the literature (Chogi, 2007). Construct validity of a measure is concerned with the theoretical relationship of a variable to other variables (Thanasegaran, 2009). Construct validity was achieved by linking the items in the measuring instruments to the theoretical components of the research topic as covered in chapter two.

3.11 Data Analysis Techniques

Data analysis is the process of systematically applying statistical and logical techniques to interpret and summarize research findings (Shamoo andResnik, 2016). In this study, data were analyzed using the Statistical Package for Social Sciences (SPSS) version 25, employing descriptive statistics such as frequencies and percentages. These statistical tools were used to present findings in a clear and organized manner, making it easier to draw conclusions and provide recommendations.

According to (Basias and Pollalis, 2018), percentages are particularly useful in data analysis as they simplify complex numerical information by converting it into a standard form based on a scale of 100, allowing for easy interpretation and comparison of results. Quantitative approaches ensure a holistic understanding of the influence of good governance in water services delivery.

3.12 Ethical Considerations

(Varkevisser*et al.,* 2003) and (Bhattacherjee, 2012) call for research procedures to consider ethical issues in order to avoid physical or emotional harm. In view of this, (Leedy and Ormrod, 2001), (Varkevisser*et al.*, 2003) and (Bhattacherjee, 2012) identified voluntary participation and harmlessness (informed consent), anonymity and confidentiality (privacy), disclosure, honesty with professional colleagues as important ethical issues to be adhered to by researchers. Accordingly, these ethical considerations were considered in this study.

In the case of informed consent, this study was conducted after obtaining the relevant permission, which includes obtaining the letters of introduction from The Open University of Tanzania and Musoma Executive Director (DED). In a related way, the purpose of study explained to the respondents throughout the data collection exercise and that participation of respondents in questionnaire survey was voluntary. To ensure anonymity and confidentiality, respondents' names and addresses were not required during data collection. To ensure disclosure, data collection exercise was proceeded with self-introduction of the researcher and clarifications of the study purpose, outcomes and benefits expected from the results. In this study, honesty with professional colleagues was adhered to by acknowledging in the text whenever other person's ideas or words were used.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSIONS

4.1 Introduction

This chapter presents the analysis and discussion of the findings from the assessment of how good governance impacts the delivery of water services by the Musoma Urban Water Supply and Sanitation Authority (MUWASA). The data for this study were collected through a questionnaire survey involving a sample size of 384 respondents. The analysis of the collected data is structured in two stages. First, preliminary data are examined to provide a clear profile of the participants in the study. Following this, the findings are analyzed in relation to the four specific research objectives. The first objective aims to assess the relationship between transparency and water service delivery in Musoma Municipality. The second objective explores the link between responsiveness and water service delivery. The third objective investigates the connection between ethical behavior and water service delivery, while the fourth objective examines the relationship between accountability and water service delivery within the municipality.

4.2 Characteristics of Respondents

The study involved different participants with different characteristics such as gender, age, education level, and living experience. These features are essential because they suggest the nature of responses or possible reasons for the responses provided by the respondents. In that regard demographic are distinct traits used to categorize a group of participants in research work based on specific criteria to answer the questionnaire. This mainly provides insights into the segments of the

population that may affected by economic and social fragility such as age, education and living status at a particular area where data collected. In this research total participants were 384 from Musoma Municipality.

4.2.1 Gender of Respondents

This study aims to capture the sex of the respondents. The data show that out of 384 participants, 204 (53%) were male, while 180 (47%) were female. These findings indicate that males constituted the majority of respondents in this study. The slight difference in participation rates suggests a relatively balanced gender representation, though with a higher male presence. This could be attributed to factors such as availability, willingness to participate, or demographic composition in the study area.

Table4.1: Sex of Respondents

Sex	Frequency	Percentage (%)
Males	204	53
Females	180	47
Total	**384**	**100**

Source: FieldData,2024

4.2.2 Age of Respondents

This study aims to capture the age distribution of respondents to understand the demographic composition of the target population. The data show that respondents were categorized into five age groups. The findings indicate that the majority of respondents (102 individuals, 26.7%) were aged between 31 and 45 years, followed closely by 100 respondents (26.17%) in the 16–30 age groups. The next largest group consisted of 85 respondents (22.25%) aged between 46 and 60 years, followed by 57

respondents (17.01%) in the 61–80 age range. The least represented group was those aged between 10 and 15 years, with 40 respondents (10.47%). These findings align with studies indicating that individuals in the 31–45 age groups are often the most active in socio-economic and civic engagements, making them more likely to participate in research (Babbie, 2020). Similarly, studies by (Creswell, 2018) suggest that younger individuals (below 15 years) and older adults (above 60 years) tend to have lower participation rates due to various constraints, including dependency on guardians, health concerns, or reduced social engagement.

Table4.2:Ageof Respondents

Age	Frequency	Percentage%
10-15	40	10.47%
16-30	100	26.17%
31-45	102	26.01%
46-60	85	22.25
61-80	57	15%
Total	**384**	**100%**

Source: FieldData,2024

4.2.3 Education Level of Respondent

The findings indicate that the highest percentage of respondents had attained a Form Four level of education (31%), followed by those with a Standard Seven education (22%). This implies that a significant portion of the study participants had either basic or secondary education. The dominance of Form Four graduates suggests that the respondents had a foundational level of literacy and comprehension, which may have influenced their ability to engage with and respond effectively to the study. The study implies that respondents are likely to have a foundational understanding of the topics discussed, influencing the quality and depth of their responses. While their

literacy skills are sufficient for participation, the lack of higher educational representation may limit the scope of analysis to more general viewpoints.

Table4.3:Education: Education Level of Respondents

Level	Frequency	Percentages%
StandardSeven	85	22
FormFour	120	31
Certificate	79	21
Diploma	38	10
Degree	46	12
Master	16	4
Total	**38**	**100%**

Source: FieldData,2024

4.2.4 Living Experience of respondents in Musoma Municipality

The study also shows at respondents living experience. The table below shows that 72 (19%) of the respondents had the experience of below 3years while108 (28%) had 3-5 years living at Musoma, 204 (53 %) had the experience of more than five years, the results imply that large number of majority of people lived at Musoma Municipality having experiences with their location. The distribution of respondents' experience levels in Musoma provides context for understanding the diversity of perspectives within the study population. It allows researchers to consider the varying degrees of familiarity, attachment, and local knowledge among participants when interpreting the study findings and drawing conclusions about the community.

Table 4.4: Living Experience of Respondents in Musoma Municipality

Years	Frequency	Percentages%
Below 3 years	72	19
3-5 years	108	28
Above 5 years	204	53
Total	**384**	**100%**

Source: FieldData,2024

4.3 Study Findings

Study findings in research refer to the results or outcomes derived from the analysis of data collected during the study. These findings represent the evidence that addresses the research questions or hypotheses posed at the outset of the research. They can include quantitative data (such as statistical results, correlations, or trends) as well as qualitative insights (such as themes or patterns identified in interviews or observations). Study findings are critical, as they provide the basis for conclusions drawn by the researcher and inform the implications of the study for practice, policy, or further research. Essentially, they encapsulate what the research revealed about the topic under investigation.

4.3.1 Relationship between Transparency and Water Service Delivery

The first objective was to assess the relationship between transparency and water service delivery in Musoma Municipality. Table4.4 presents results on the relationship between transparency and water service delivery.Pearson'scoefficient correlation analysis results showed that there is a moderate degree of positive correlation between transparency and water service delivery (r = 0.451), which is significant (p = 0.000).

Table4.5: Transparency and Water service Delivery (n=384)

		Water service delivery	**Transparency**
Water service delivery	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	384	
Transparency	Pearson Correlation	0.451**	1
	Sig. (2-tailed)	0.000	
	N	384	384

**.Correlation is significant at the0.01 level (2-tailed).

4.3.2 Relationship between Responsiveness and Water Service Delivery

The second research objective sought examines relationship between responsiveness and water service delivery in Musoma Municipality. Table 4.5 presents results on the relationship between transparency and water service delivery.Pearson'scoefficient correlation analysis results showed that there is a moderate degree of positive correlation between responsiveness and water service delivery (r = 0.451), which is significant (p = 0.000).

Table4.6: Responsiveness and Water Service Delivery (n=384)

		Water service delivery	**Responsiveness**
Water service delivery	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	384	
Responsiveness	Pearson Correlation	0.451**	1
	Sig. (2-tailed)	0.000	
	N	384	384

******. Correlation is significant at the 0.01 level (2-tailed).

4.3.3 Relationship between Ethical Behavior and Water Service Delivery

The third research objective investigated relationship between ethical behavior and water service delivery in Musoma Municipality. Table 4.6 presents results on the relationship between ethical behavior and water service delivery.Pearson'scoefficient correlation analysis results showed that there is a moderate degree of positive correlation between ethical behavior and water service delivery(r=0.451), which is significant (p = 0.000).

Table4.7: Ethical Behavior and Water Service Delivery (n=384)

		Water service delivery	Ethical behavior
Water service delivery	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	384	
Ethical behavior	Pearson Correlation	0.451**	1
	Sig. (2-tailed)	0.000	
	N	384	384

******.Correlation is significant at the 0.01level (2-tailed).

4.3.4 Relationship between Accountability and Water Service Delivery

The fourth research objective explored the relationship between accountability and water service delivery in Musoma Municipality. Table 4.7 presents results on the relationship between transparency and water service delivery.Pearson'scoefficient correlation analysis results showed that there is a moderate degree of positive correlation between accountability and water service delivery (r = 0.451),which is significant (p = 0.000). This implies that an increased accountability would generally lead to enhanced water service delivery

Table 4.8: Accountability and Water Service Delivery (n=384)

		Water service delivery	Accountability
Water service delivery	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	384	
Accountability	Pearson Correlation	0.451**	1
	Sig. (2-tailed)	0.000	
	N	384	384

******. Correlation is significant at the 0.01 level (2-tailed)

4.4 Discussions of Findings

The discussion of findings is a section in a research study where the researcher interprets and analyzes the results obtained from data analysis. This part of the report

contextualizes the findings within the broader literature, explaining their significance and implications. It often involves comparing the results with previous studies, exploring potential reasons for observed patterns, and discussing how the findings relate to the research questions or hypotheses

4.4.1 Relationship between Transparency and Water Service Delivery

The research findings indicate a significant positive correlation between transparency and water service delivery in Musoma Municipality, as evidenced by a Pearson's correlation coefficient of r = 0.451, which is statistically significant with a p-value of 0.000. This suggests that as transparency in governance and management practices increases, there is a corresponding improvement in the quality and reliability of water services provided to the community. The moderate correlation highlights that while transparency is a crucial factor, other elements such as infrastructure, financial resources, and stakeholder engagement also play vital roles in enhancing service delivery. This finding underscores the importance of implementing transparent practices in water management, as they can foster trust and accountability, ultimately leading to better outcomes for residents in terms of access to clean and reliable water (Shagama, 2021).

4.4.2 Relationship between Responsiveness and Water Service Delivery

The research findings reveal a significant positive correlation between responsiveness and water service delivery in Musoma Municipality, with a Pearson's correlation coefficient of r = 0.451, and a p-value of 0.000 indicating strong statistical significance. This suggests that as the responsiveness of water service

providers to community needs and feedback increases, there is a corresponding enhancement in the quality and reliability of water services. The moderate correlation implies that while responsiveness is an important factor in improving service delivery, it is likely influenced by other variables such as infrastructure quality, governance practices, and community engagement. These findings emphasize the necessity for water service providers to actively engage with the community, address concerns promptly, and adapt to changing needs to foster better service outcomes, ultimately improving public satisfaction and health in Musoma Municipality (Hanna-Attisha et al., 2016).

4.4.3 Relationship between Accountability and Water Service Delivery

The research findings indicate a significant positive correlation between accountability and water service delivery in Musoma Municipality, with a Pearson's correlation coefficient of $r = 0.451$ and a p-value of 0.000, demonstrating strong statistical relevance. This suggests that higher levels of accountability among water service providers are associated with improved service delivery outcomes. The moderate level of correlation implies that while accountability is a crucial factor in enhancing water services, it operates alongside other influences such as governance quality, infrastructure investment, and community participation. These results highlight the importance of establishing clear accountability mechanisms within water management systems, as they can lead to greater responsiveness to user needs and improved trust in services, ultimately benefiting the public through more reliable and efficient water supply systems in Musoma Municipality (Adams et al., 2020).

4.4.4 Relationship between Ethical behavior and Water Service Delivery

The research findings reveal a significant positive correlation between ethical behavior and water service delivery in Musoma Municipality, indicated by a Pearson's correlation coefficient of $r = 0.451$ and a p-value of 0.000. This suggests that increased ethical standards among water service providers are linked to enhanced service delivery outcomes. The moderate correlation emphasizes that while ethical behavior plays a vital role in improving water services, it interacts with other factors such as governance practices, community trust, and operational efficiency. These results underscore the necessity for fostering a culture of ethics within water management, as it can lead to more responsible decision-making, reduced corruption, and greater public confidence in water service providers, ultimately resulting in better access to clean and reliable water for the residents of Musoma Municipality (Yazdanpanah et al., 2014).

CHAPTER FIVE

SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter is concerned with summary of the findings, conclusions and recommendations which have been presented based on the specific objectives.

5.2 Summary of the Findings

In alignment with the objectives of this study, the summary of the major findings of the study is presented as follows:

The first objective was to assess the relationship between transparency and water service delivery in Musoma Municipality. The study findings showed that there is a moderate degree of positive correlation between transparency and water service delivery ($r = 0.451$), which is significant ($p = 0.000$). This implies that an increased transparency would generally lead to enhanced water service delivery.

The second research objective sought examines relationship between responsiveness and water service delivery in Musoma Municipality. The study results showed that there is a moderate degree of positive correlation between responsiveness and water service delivery ($r = 0.451$), which is significant ($p = 0.000$). This implies that an increased responsiveness would generally lead to enhanced water service delivery.

The third research objective investigated relationship between ethical behavior and water service delivery in Musoma Municipality.The study findings showed that there

is a moderate degree of positive correlation between ethical behavior and water service delivery (r = 0.451), which is significant (p = 0.000). This implies that an increased ethical behavior would generally lead to enhanced water service delivery.

The fourth research objective explored the relationship between accountability and water service delivery in Musoma Municipality. The study results showed that there is a moderate degree of positive correlation between accountability and water service delivery (r = 0.451), which is significant (p = 0.000). This implies that an increased accountability would generally lead to enhanced water service delivery.

5.3 Implications of the results

This section interprets how the results can influence decision-making, policy formulation, and practices within relevant fields. It addresses the potential effects on stakeholders, such as policymakers, industry practitioners, and academics, highlighting how the findings can be applied to improve systems, inform strategies, and guide future research. Essentially, it connects the study's conclusions to real-world applications and broader theoretical frameworks, emphasizing the relevance of the research outcomes in addressing specific issues or advancing knowledge in the field.

5.3.1 Implications for Policy Makers

The findings of this study highlight the critical role that transparency, responsiveness, ethical behavior, and accountability play in enhancing water service delivery in Musoma Municipality. Policymakers should prioritize the development

and implementation of frameworks that promote these values within water management systems. For instance, establishing clear guidelines for transparency in water service operations can foster public trust and engagement, while encouraging regular feedback mechanisms can enhance responsiveness to community needs.

5.3.2 Implications for the Industry

For the water service industry, the study underscores the importance of adopting best practices related to transparency, responsiveness, ethical behavior, and accountability. Industry stakeholders should implement training programs that emphasize these principles, fostering a workforce that is committed to high standards of service delivery. Additionally, developing robust monitoring and evaluation systems can help track performance against these metrics, enabling continuous improvement. By focusing on these areas, water service providers can enhance their operational effectiveness, build stronger relationships with communities, and ultimately achieve better service outcomes, which can lead to increased customer satisfaction and loyalty.

5.3.3 Implications for Academic Development of Theory

This research contributes to the discourse on development theory by reinforcing the significance of governance factors such as transparency, responsiveness, ethical behavior, and accountability in service delivery frameworks. It suggests that these elements are essential for understanding the dynamics of public service provision, especially in the context of water service delivery. Academics can build on this study by exploring how these governance principles interact with broader socio-economic

factors to influence development outcomes. Furthermore, this research opens avenues for future studies to examine the implications of these governance factors in water service delivery contexts, potentially leading to the formulation of comprehensive development theories that prioritize good governance as a cornerstone for sustainable development of water service delivery.

5.4 Conclusions

Based on the study's findings, four conclusions have been drawn. For clarity's sake, the conclusions are organized based on the research objectives as follows:

Researchobjectiveoneofthestudieswastoassesstherelationshipbetweentransparency and water service delivery in Musoma Municipality. It was there for concluded that there is a moderate degree of positive correlation between transparency and water service delivery.

The second research objective sought examines relationship between responsiveness and water service delivery in Musoma Municipality. It was therefore concluded that there is a moderate degree of positive correlation between responsiveness and water service delivery. The third research objective investigated relationship between ethical behavior and water service delivery in Musoma Municipality. It was therefore concluded that there is a moderate degree of positive correlation between ethical behavior and water service delivery.

The fourth research objective explored the relationship between accountability and water service delivery in Musoma Municipality. It was therefore concluded that there

is a moderate degree of positive correlation between accountability and water service delivery.

5.5 Recommendations

5.5.1 Relationship between Transparency and Water Service Delivery

Transparency is vital for ensuring access to safe water in Musoma Municipality. It promotes accountability, trust, and innovation, laying the groundwork for sustainable water management. Clear information on water resources fosters fair access and informed decision-making. Following established rules minimizes corruption risks, enhancing service outcomes. Public access to water-related data empowers community engagement, contributing to responsive service strategies. Prioritizing transparency not only ensures water safety but also strengthens community resilience and development.

5.5.2 Relationship between Responsiveness and Water Service Delivery

Efficient water service delivery in Musoma hinges on responsiveness to community needs and expectations. Aligning objectives with customer demands ensures satisfaction and equitable resource allocation. Addressing water access issues promptly enhances transparency and trust. Handling requests and complaints maintains customer loyalty and revenue. Community engagement harnesses local knowledge for effective management.

5.5.3 Link between Ethics and Water Service Delivery

Ethical conduct within MUWASA promotes integrity and transparency, safeguarding resources and service quality. Anti-corruption measures ensure fairness and

improved outcomes. Managing conflicts of interest upholds operational integrity. Prioritizing public interest enhances service efficiency. Ethical behavior fosters stakeholder trust and organizational effectiveness.

5.5.4 Influence of Accountability on Water Service Delivery

Accountability ensures transparent, efficient water service in Musoma Municipality. Remedies for errors maintain service quality. Holding decision-makers responsible promotes fairness and efficiency. Reporting decision stostakeholder's builds trust and community involvement. These mechanisms foster trust and ensure decisions align with community needs.

5.5.5 For Policy Makers

Policy makers should integrate these recommendations into comprehensive governance framework aimed at improving water service delivery out come in Musoma Municipality. By addressing transparency, responsiveness, ethical, and accountability, policy makers can create an enabling environment for effective, efficient, and equitable provision of water services to the community.

5.5.6 Area for Further Research

It is commented that further research is needed to gain more perception for the MUWASA employees on good governance as a key component for enhancing water servicedelivery.

5.6 Limitations of the Study

Refers to the inherent constraints or weaknesses in a research study that may impact

the validity, reliability, or generalize ability of its findings. These limitations can arise from various sources, such as a small or non-representative sample size, methodological issues in data collection or analysis, and external factors that may influence the results but are not accounted for. Additionally, temporal constraints, such as the timing of the study, can also affect outcomes.

5.6.1 Limited Resources

In order to complete the information, the study required sufficient funding for lodging, time, transportation, and stationery, all of which hampered the researcher's work.

5.6.2 Geographical Coverage

Due to the large size of the Mara region, the researcher was only able to cover a portion of it, thus she concentrated on Musoma Municipality. A further issue was the researcher's distance from his supervisor, which made it difficult for him to get any help that required sufficient and tangible explanation. In that instance, the researcher communicated by email and a cell phone when needed.

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APPENDICES

APPENDIX 1: QUESTIONNAIRE

Dear respondent,

I am ShabaniSwalehe, Master of Art in Governance and leadership studies candidate Open University of Tanzania (OUT) study a titled “Influence of good governance in water service delivery in Tanzania: “A case of MusomaUrban Water Supply and Sanitation Authority.”

Data to be collected was useful in writing up the report to be presented to Master of Arts in governance and leadership studies for the fulfillment for the award of Master of Governance & Leadership OUT. I humble request to you to spare some few minutes of your time to answer these questions below. The studies are only for academics purpose not otherwise.

Your cooperation is highly appreciated

Be free when answering or completing this questionnaire

PART “A” PERSONAL DETAILS

Please put a tick ( ) where appropriately

1. Your sex?

a) Male ( )

b) Female ( )

2. Your age?

a)01-15 ( )

b) 16-30 ( )

c) 31-45 ( )

d) 46-60 ( )

e) 61-80 ( )

3. Your level of education?

a) Standard Seven ( )

b) Form Four ( )

c) Certificate ( )

d) Diploma ( )

e) Degree ( )

f) Master degree ( )

4. Your livingexperience in Musoma Municipal?

a) Below 3 years ( )

b) 3-5 years ( )

c) Above 5 years ( )

TO EXAMINE TRANSPARENCY

S/N	STATEMENTS	1	2	3	4	5
1.	There is fair access to information					
2.	Decisions are taken according to laid down rules					
3.	Information is available to the public, customers and authorities					

KEY

1= strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5=strong agree

S/N	STATEMENTS	1	2	3	4	5
1.	Water services are delivered to those who need them					
2.	MUWASA objective, rules, procedures are in linewith customer expectations.					
3.	Request and complaints are responded to in a proper way and time					

TO EXAMINE RESPONSIVENESS

KEY:

1= strongly disagree, 2= Disagree, 3= Neutral, 4=Agree, 5=Strong agree

TO EXAMINE ACCOUNTABILITY

S/N	STATEMENTS	1	2	3	4	5
1.	Remedies are provided against errors committed by MUWASA staffs					
2.	Decisions makers are responsible individually or in groups					
3.	Decisions are reported and explained					

KEY:

1= Strong disagree, 2= Disagree, 3=Neutral, 4= Agree, 5=Strong agree

TO EXAMINE EITHICAL CONDUCTS

S/N	STATEMENTS	1	2	3	4	5
1.	MUWASA provides measures to prevent and control corruption					
2.	There is conflicts of interest management					
3.	Employees values public interest better individual interest					

KEY: 1= Strong disagree, 2= Disagree, 3=Neutral, 4= Agree, 5=Strong agree

Research Clearance Letter

THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

THE OPEN UNIVERSITY OF TANZANIA

Ref. No OUT/PG201802297 **28th December, 2023**

Managing Director,

Musoma Water Supply and Sanitation Authority (MUWASA),

P.O.Box 233,

MARA.

Dear Director

RE: RESEARCH CLEARANCE FOR MR. SHABANI SWALEHE, REG NO: PG201802297

2. The Open University of Tanzania was established by an Act of Parliament No. 17 of 1992, which became operational on the 1st March 1993 by public notice No.55 in the official Gazette. The Act was however replaced by the Open University of Tanzania Charter of 2005, which became operational on 1st January 2007.In line with the Charter, the Open University of Tanzania mission is to generate and apply knowledge through research.

3. To facilitate and to simplify research process therefore, the act empowers the Vice Chancellor of the Open University of Tanzania to issue research clearance, on behalf of the Government of Tanzania and Tanzania Commission for Science and Technology, to both its staff and students who are doing research in Tanzania. With this brief background, the purpose of this letter is to introduce to you **Mr. Shabani Swalehe Reg. No: PG201802297),** pursuing **Master of Arts in Governance and Leadership (MAGL).** We here by grant this clearance to conduct a research titled **"The Influence of Good**

Governance in Water Services Delivery: A Case of Musoma Urban Water Supply and Sanitation Authority". He will collect his data at your office from 29th December 2023 to 31st January 2024.

4. In case you need any further information, kindly do not hesitate to contact the Deputy Vice Chancellor (Academic) of the Open University of Tanzania, P.O.Box 23409, Dar es Salaam. Tel: 022-2-2668820.We lastly thank you in advance for your assumed cooperation and facilitation of this research academic activity.

Yours sincerely,

THE OPEN UNIVERSITY OF TANZANIA

Prof. Magreth S.Bushesha

For: VICE CHANCELLOR

UNITED REPUBLIC OF TANZANIA
MINISTRY OF WATER
MUSOMA URBAN WATER SUPPLY AND SANITATION AUTHORITY

In reply please quote:
Ref. No. UWSA/I.2/2/Vol 1/31

30 December, 2023

The Vice Chancellor,
The Open University of Tanzania,
P.O. Box 23409,
Dar Es Salaam.

RE: RESEARCH CLEARANCE FOR MR. SHABANI SWALEHE, REG NO: PG201802297

Please refer to the heading captioned above.

2. Reference is made to your letter with reference number **OUT/PG201802297** dated 28th December 2023.

3. I kindly inform you that Mr. **Shabani Swalehe** has been granted permission to conduct **research tilted** "*The Influence of Good Governance in Water Services Delivery: A Case of Musoma Urban Water Supply and Sanitation Authority*" in Musoma Municipal from 29th December ,2023 to 31st January, 2024.

4. He will be attached at the office of Managing Director, Musoma Water Supply and Sanitation Authority (MUWASA).

Sincerely yours,

MUSOMA WATER MANAGING DIRECTOR 2023 MUWASA

Eng. Nicas Mugisha
MANAGING DIRECTOR

Barabara ya Majita, S.L.P 233, Musoma, Simu: +255 (7) 28 262 2868, Nukushi: +255 (7) 28 262 0172, Barua pepe: ps@muwasa.go.tz. Tovuti: www.muwasa.go.tz

Copy to: DRC, Mara

The Open University of Tanzania,
P.O. Box 217,
Musoma.

Mr. Shabani Swalehe- **PG201802297**
The Open University of Tanzania,
P.O. Box 217
Musoma- Mara.