

Determinants of Public Service Delivery of Local Governments: The Case of Amhara National Regional State, Ethiopia

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Abstract

In an effort to enhance local governance and public service delivery in Ethiopia's Amhara Region, this study embarks on a comprehensive investigation into the myriad factors influencing public service delivery. It fills a critical gap in existing literature by examining the combined impact of institutional, economic, political, environmental, and legal determinants on public service efficacy. This study is significant for its in-depth exploration of local administration dynamics, vital for regional development in the socioeconomically diverse Amhara Region. Employing a quantitative methodology for a holistic view of local governance. Regression analysis used to scrutinize patterns and correlations within the data, offering an empirical understanding of various factors' influence on service provision. The findings are enlightening Institutional, economic, political and legal aspects are found to significantly and positively impact service delivery. Although environmental factors seem less significant in quantitative terms. This study advocates for integrated governance strategies that holistically encompass these various determinants. It underscores the importance of developing comprehensive policies and enhancing governance, acknowledging both overt and subtle influences on service delivery. The research contributes significantly to the field, offering in-depth insights essential for formulating inclusive, effective policies. In summary, this research provides pivotal insights into governance dynamics in the Amhara Region, offering a detailed framework for policy makers. It underscores the need for comprehensive, inclusive strategies that are crucial for improving service delivery and fostering socioeconomic development in the region. Thus, this study serves as an invaluable resource for those seeking to understand and enhance public service delivery in diverse socioeconomic contexts, offering guidance for effective governance and policy development.

Keywords: local government, local government administration, public service delivery Amhara, Ethiopia.

Acronyms

ANRS	Amhara National Regional State
EPDRF	Ethiopian People's Democratic Republic Front
FDRE	Federal Democratic Republic Of Ethiopia
HRM	Human Resource Management
LG	Local Government Administration
LGA	Local Government Administration

NLC	National League of Cities
NPM	New Public Management
PPPs	Public-private partnerships
RBF	Results-based financing
RDT	Resource Dependence Theory
UNECA	United Nations Economic Commission for Africa
UN	United Nations
UNDP	United Nations Development Programme

1. Introduction

The progress of a country depends critically on the efficient execution of public service delivery and hence, effective local governance is essential to assuring the supply of public goods to its people. Anywhere in the globe, local government was established in order to encourage grassroots development (Agba et al., 2013a). Local governments are responsible for providing inhabitants with necessities including health care, water supply, and sanitation. Making sure that all residents, especially the poor and other vulnerable groups, have access to basic services is one of any government's most critical duties. Local government has evolved into the primary foundational tool for accelerating and sustaining development in all emergent states. Teshome (2016) noted that establishing local government is necessary to promote responsive government service delivery, support balanced growth, and increase public engagement. Local governments serve as a form of political and administrative structure all over the world, fostering decentralization, national integration, efficiency in governance, and a sense of community at the local level (Adetiba, 2017). Local governance, particularly in developing nations like Ethiopia, is a crucial area of governance studies. These smaller branches of larger governments aim to provide essential products and services to citizens in a timely, reliable, and effective manner. Local governance is synonymous with grassroots governance, focusing on matters concerning the general populace.

The Ethiopian government has made major efforts to improve service delivery, including decentralizing administrative tasks and giving local governments more authority (Ayele, 2019). Local governments in Ethiopia's Amhara region deal with issues that are similar to those that local governments in other parts of the nation face. The regional government has made great attempts to improve service delivery, yet many residents still lack access to the most basic amenities (Tejedo-romero & Araujo, 2015). Local government as an institutional structure might be considered an essential tool for sustainable development, given the functions it provides. In spite of growing income from the federation account and several decades after their inception, local administrations have yet failed to fulfill their constitutional obligations (Ighodalo, Jacob, & Akhakpe Ighodalo, 2012).

Decentralization proponents argue that increased sub-national autonomy can improve democratic accountability by requiring local governments to hold residents accountable. Ethiopia's government is divided into regional states, cities, and sub-districts, with regional governments providing essential services and local governments providing local services (Ayele, et al 2021). Despite these efforts, service delivery remains a significant challenge, particularly in rural areas, where poverty, lack of infrastructure, and limited access to resources continue to undermine the efforts of local governments. In addition, local

government officials struggle to manage their workforce, acquire sufficient funding, and maintain accountability and transparency in their operations. Political interference, poor administration, and little public involvement in decision-making processes are other major obstacles. These elements may play a role in poor service delivery and low citizen trust in local governments.

The statement of the problem

Ethiopia's local government faces challenges in delivering public services due to socioeconomic and political issues. Public satisfaction remains low, requiring an investigation into factors affecting service delivery capabilities. The study aims to explore institutional, environmental, legal, economic, and political challenges to enhance local governance and service provision. Similar issues in other developing countries include political corruption, social barriers, economic constraints, and institutional weaknesses. The UN Economic Commission for Africa recognizes limited capacity of local governments, infrastructural inadequacies, and lack of training among officials. The study aims to fill a research gap by focusing on the Amhara region, adopting quantitative method approach to offer a nuanced understanding of the multifaceted issues and generate evidence-based policy recommendations.

2. Literature reviews and hypothesis development

2.1. A Review of Empirical Studies

This paper examines the provision of services and local governance in Ethiopia's Amhara region, contrasting it with empirical findings from various contexts to understand the region's unique socio-political and economic challenges. It delves into institutional, economic, political, environmental, and legal factors impacting service delivery quality. By analyzing leadership efficacy, resource distribution, political stability, governance styles, and environmental and legal frameworks, the review aims to offer a comprehensive understanding of how these elements influence local governance efficiency. Furthermore, it identifies research gaps and suggests future investigation directions, emphasizing the Amhara region's distinct conditions.

Local Government Administration and Service Delivery in Ethiopia

The idea of public service delivery plays a crucial role in administrative studies, differentiating itself from its private sector equivalent in terms of both motivation and scope. Public institutions prioritize the provision of services to citizens, meeting their needs, and promoting society welfare, in contrast to the profit-oriented attitude of private sectors. This differentiation is so important that those who receive services are denoted as "customers" in private organizations and "citizens" in governmental ones. The study seeks to provide a comprehensive understanding of the multifaceted nature of public service delivery challenges faced by local governments in the Amhara region. This approach is designed to contribute meaningfully to the ongoing discourse on governance and public service enhancement in Ethiopia, with the ultimate aim of informing policy decisions and driving positive change in local service delivery.

The primary function of a democratic government is to offer essential services to its population (Ruchelman, 2007). The fulfillment of this duty is carried out by both central and local government processes, guaranteeing that public services, which are predominantly financed by taxation (Humphreys et al., 1997), are available to all sectors of society. These services significantly differ from those in the private sector because they are committed to advancing societal welfare rather than profit.

According to the United Nations Development Programme (UNDP, 1999), "public service delivery" refers to the institutional frameworks put in place by governments to provide citizens with public goods and services. The service delivery system in Ethiopia, like in other developed and developing nations, significantly affects the daily lives of its residents at the local level. Due to the wide range of public services, numerous independent organizations function at the national level to address the varied requirements of the population. Several public service entities have arisen, assuming the duty, either directly or indirectly, to both the government and its populace. These institutions serve as vital conduits for governance, enabling the government to engage with its citizens. Nevertheless, the provision of public services in Ethiopia, like in numerous other situations, encounters several difficulties. These studies focus on issues encompassing institutional, economic, political, environmental, and legal factors. Bureaucratic inefficiency, corruption, political instability, and resource limits, all of which can greatly impede the quality and accessibility of public services. For example, excessive bureaucratic procedures can cause delays in providing services, while corruption might result in an unjust allocation of services, putting certain groups of individuals at a disadvantage. Political instability can hinder the uninterrupted provision of services, and budgetary constraints can limit the extent and effectiveness of these services, particularly in underfunded sectors such as healthcare and education.

Furthermore, it is essential to consider the environmental context in which these services are delivered. Climate change and environmental deterioration can create extra difficulties in delivering services, especially in sectors closely connected to environmental conditions, including agriculture and water management. The legal and regulatory structures that govern these services also have a vital impact. Deficiencies in these frameworks might result in inefficiencies and discrepancies in the provision of services.

Ultimately, examining the provision of public services in the specific context of Ethiopia's Amhara region presents a diverse range of difficulties and possibilities. This highlights the importance of effective, fair, and easily reachable public services in improving the welfare of individuals and promoting confidence in governmental organizations. Thus, it is crucial for politicians, administrators, and scholars to study and improve governance systems and public service delivery in developing countries. Ethiopia has made significant progress in recent years in improving local service delivery and decentralizing governance. Nevertheless, there are still a lot of issues, and these attempts have met with various degrees of success. Studies have been carried out to evaluate the standard of service delivery in Ethiopia's local administrations, with an emphasis on specific regions or cities, in order to shed light on this area of study. The Local Government Administrations Net initiative has had a positive impact on service delivery in the Amhara Region, improving local government performance and promoting citizen participation. However, difficulties continue to exist, including a lack of coordination between the many levels of government and a lack of funding (Belachew & Shyamasundar, 2013). Another study by Ghebreyohannes et al., (2022) evaluated how fiscal decentralization affected the provision of services in the bordering Amhara and Tigray regions. They discovered that fiscal decentralization has improved the delivery of services, especially in the fields of health and education. Additionally, a study that looked at service delivery and citizen satisfaction in the Addis Abeba City Administration found that although residents are generally happy with the services the local government offers, there are still some areas that could be improved, like waste management and public transportation (Alemu, 2015). Danish et al., (2021) did a systematic review to determine the factors influencing local government service delivery in Ethiopia. The study found that a lack of resources, both human and financial, was a major challenge for local governments in

providing public services. The study found that a lack of resources, both human and financial, was a major challenge for local governments in providing public services. However, despite the significance of local government, many African nations still struggle with poor service delivery, with large access and quality gaps between rural and urban communities (Fiseha, 2020). Improving service delivery is essential for achieving development goals and enhancing the well-being of citizens. These studies offer analytical information about the advantages and disadvantages of local government service provision, which could be used to direct activities to enhance municipal governance and service delivery in Ethiopia. In Ethiopia, the subject of local government decentralization and its effects on service delivery are particularly important.

Determinants of Local Government Administration in Service Delivery

Research conducted in developing countries, such as Ethiopia, highlights the crucial importance of theoretical comprehension in identifying the elements that impact the effectiveness of local governments in providing public services. There is a notable deficiency in the examination of how decentralization affects the results of service delivery, especially in places such as Amhara. Although several research studies have examined the effectiveness of fiscal and administrative decentralization in Ethiopia, there is a unanimous agreement on the necessity for additional research to assess various decentralization models and their impacts on the country's diverse regions (Agba et al. 2013b).

Decentralization frequently promoted as a method to enhance development by enhancing governance, accountability, and citizen participation. The article by Channa & Faguet (2016) emphasizes the difficulties related to local government capability, the possibility of elite capture, and the requirement for robust institutions to facilitate decentralization processes. Efforts to decentralize in Ethiopia have demonstrated potential in improving service delivery and promoting participation. However, local administrations still encounter obstacles such as insufficient financing and institutional limitations. In order to effectively deal with this scenario, it is necessary to enhance the capabilities of local governments and tackle the financial and operational difficulties they face (Ighodalo, Jacob, and Justine 2012).

The literature continuously emphasizes the need to improve the delivery of services by local governments in order to foster social welfare and economic development. The identification of concerns such as inadequate funding, corruption, political intervention, and institutional inadequacies serves as obstacles to the successful provision of services. Suggestions comprise enhancing the autonomy of local government, fostering public engagement, and enhancing the capacities of local government. The focus is on the significance of empirical research in determining the favorable circumstances for decentralization and policy interventions that aim to enhance local governance autonomy, community participation, and competency (Sebő, 2022). Efficient provision of local public services considered crucial for promoting social well-being and economic progress. Although decentralization has the potential to improve service delivery, there are still obstacles to overcome, such as financial constraints, corruption, and low institutional capacity. The research emphasizes the significance of public participation and civic engagement in enhancing the quality of services and promoting social cohesion. It highlights that effective local governance and delivery of public services are essential for enhancing social well-being and stimulating economic development in developing nations such as Ethiopia. Tackling these difficulties by conducting empirical research and implementing focused policy initiatives could greatly enhance the efficiency and effectiveness of local governments in providing public services. This part summarizes the study on the elements that contribute to efficient local government management.

Political leadership: The effectiveness of local government management, particularly in the area of service delivery, relies heavily on effective political leadership. Leaders who are truly dedicated to improving the quality and efficiency of public services can establish a favourable climate for advancement and development. These leaders are known for being attentive to the interests and concerns of the people they represent, showing a high level of responsibility and a commitment to practice open governance. The impact of political dynamics on the provision of services by local government is of utmost significance. The political connections and views of elected officials significantly influence the management and delivery of municipal services. These authorities frequently choose priorities, distribute resources, and make crucial policy decisions that affect the everyday lives of individuals. Their capacity to govern and administer these obligations has a direct impact on the caliber and availability of local government services.

Another crucial determinant in the equation is the level of decentralization inherent in the governmental framework. Decentralization, the process of transferring authority and duties from central to local governments, has a substantial impact on decision-making at the local level. It grants local authorities greater empowerment, enabling them to exercise more autonomy and control over resources. This can result in the implementation of more customized and efficient service delivery that matches the specific requirements of the local population. Bardhan's (2002) research illuminates the complex mechanisms through which political issues influence the distribution of resources and the provision of services at the local level. Bardhan's research emphasizes the intricate interaction of political leadership, governmental frameworks, and the results of service delivery. The study emphasizes the need for leaders to adeptly manage these political dynamics in order to ensure efficient allocation of resources and successful delivery of services to meet public needs.

Ultimately, the effectiveness of local government administration, namely in the provision of services, depends on the caliber of political leadership. Leaders who demonstrate unwavering commitment, responsibility, and cooperation have a substantial impact on the efficiency of delivering services. Furthermore, it is essential to comprehend the significance of political dynamics and the consequences of decentralization in order to develop policies that improve the provision of public services at the local level.

Institutional Capacity: By implementing capacity-building efforts, outlining roles and responsibilities, and granting autonomy and authority, local governments are better able to carry out their duties (Ayenew, 2002). Institutional capacity describes a local government's innate potential and competence to carry out its obligations and responsibilities in an effective and efficient manner. It includes numerous elements that support the efficient operation and effectiveness of these regulatory bodies.

Initiatives aimed at increasing institutional capability are essential. These programs include focused efforts to improve the abilities, competence, and knowledge of public servants. People can get the skills they need to fulfill their responsibilities within the institution through training programs, workshops, and professional development opportunities. The institutional capacity of local governments is a crucial determinant. Institutional theory, as discussed earlier, emphasizes the role of formal and informal institutions (Scott, 2013). Strong administrative structures, transparent processes, and effective governance mechanisms are essential for efficient service delivery. Another essential component of institutional capability is the definition of roles and duties. It promotes clarity, coordination, and accountability within the institution when every member of the local government is aware of their respective responsibilities.

This clarity makes sure that activities are completed quickly, preventing duplication of effort and reducing confusion. Enhancing institutional capability requires both giving autonomy and giving authority. Local governments can exercise independent judgment and swift action to address local concerns when they are given the appropriate autonomy and decision-making capacity. They become more capable of meeting the specific requirements of their communities by implementing successful policies and programs, responding quickly to difficulties, and making informed judgments. Local governments can strengthen its institutional capability by focusing on capacity building activities, outlining duties and responsibilities, and granting autonomy and authority. As a result, they are better equipped to carry out their duties, provide necessary services, and foster sustainable development in their respective regions.

Community participation: Active community participation considerably enhances the effectiveness of service delivery in local government. When citizens actively participate in the decision-making processes, it guarantees that services are closely tailored to the specific requirements and objectives of the region. This participatory methodology not only customizes services to meet specific local needs, but also cultivates a more profound sense of civic involvement and social togetherness among members of the community. Alemayehu's (2018) study highlights the significance of community engagement in improving openness and accountability in the management of local government. Through direct engagement with the public, local authorities may foster confidence and construct a governing structure that is more transparent and receptive. This connection not only enables residents to have a say in the governance process but also ensures that local governments are responsible for their actions and decisions.

Furthermore, community participation serves as a stimulus for enhanced service delivery. It enables a bidirectional communication channel where input and recommendations from the community can result in improved and streamlined service delivery. This cooperative approach not only enhances the calibre of services but also guarantees their delivery in a manner that genuinely aligns with the community's requirements. Community participation is an essential factor in guaranteeing effective service delivery at the local government level. It not only ensures that services are tailored to meet local requirements, but also improves citizen participation, responsibility, and openness, resulting in a more efficient and community-focused approach to governing.

Financial Resources: The provision of services at the local government level is a complex matter that heavily relies on the presence of enough financial resources. Local governments necessitate substantial financial support to effectively deliver vital services such as healthcare, education, and water supply. Nevertheless, numerous local administrations in Ethiopia encounter significant fiscal obstacles, such as restricted revenue streams and insufficient budgetary assistance. The significance of sufficient financial resources for local governments to efficiently offer services cannot be exaggerated. In this environment, it is essential to prioritize fiscal decentralization and the establishment of effective revenue-generation mechanisms. Scott (2013), study thoroughly examines the financial aspects of local government administration, emphasizing the crucial role of financial resources in facilitating efficient governance and service delivery.

Nevertheless, the availability of financial resources is not the exclusive factor that determines the effectiveness of local government management. The presence of robust political leadership, institutional competence, active community participation, and adequate financial resources is vital. The study Alemayehu, (2018) , emphasis the crucial impact of political leadership on the provision of local government services in Ethiopia. This study highlights that when municipal officials prioritize their personal interests over the

needs of their citizens, it hinders the efficient delivery of services. In contrast, authorities that demonstrate a strong dedication to serving the public and having a well-defined vision for their communities are more inclined to effectively execute development initiatives and deliver essential services.

Political leadership, meanwhile, is but a single component of the overall picture. The level of institutional capacity significantly influences the ability of local governments to effectively administer and provide services. This encompasses the capacity of local government organizations to efficiently strategize, execute, and supervise the provision of services. Additionally, it includes the aptitudes and proficiencies of the personnel, the effectiveness of administrative procedures, and the resources available to local governments. The involvement of the community enhances the efficiency of delivering services by the local government. Active public participation in decision-making processes not only guarantees the customization of services to meet the individual demands of the community, but also fosters a sense of ownership and accountability among the population. Such participation fosters a more focused and effective delivery of services, while also enhancing the bond between the government and its constituents.

Ultimately, literature and studies suggest that the efficiency of local government administration in providing services in Ethiopia depends on a complex network of interconnected factors. The factors encompass political leadership, institutional competence, community participation, and sufficient financial resources. Every single one of these aspects has a crucial function in determining the efficiency and efficacy of service delivery. By focusing on and reinforcing these factors, local authorities in Ethiopia have the potential to greatly improve their service delivery results, thereby more effectively meeting the needs and expectations of their residents.

Research gaps in the body of existing research

Studies on the management and functioning of local government in Ethiopia have identified various areas that require more investigation. An important aspect to consider is the effect of decentralization on the results of service delivery, particularly in the Amhara region. There is a noticeable absence of research on the impact of public engagement on local government services, despite previous studies on the effectiveness of fiscal and administrative decentralization in Ethiopia (Resnick, 2012; (Astiz et al., 2002; Fiseha (2020).

The World Bank examines contemporary theories and strategies for fiscal decentralization in developing nations, emphasizing the increasing utilization of ICTs by African governments to enhance the provision of public services. Mhlanga & Dunga (2020) emphasize the importance of local government's ability and willingness to improve service delivery. Decentralization seen as beneficial since it makes local government structures more responsive to the needs of the community. However, it is necessary to conduct a comprehensive analysis of governance mechanisms to evaluate the effectiveness of fiscal policies under various governance models, as well as to evaluate the influence of cultural elements on the adoption of fiscal policies (Abbink, 2020). Studies on public service delivery in rural Ethiopia, as well as governance in Nepal and Nigeria, highlight the significance of geographical and socio-political elements in shaping service outcomes.

Research on health policy and the consequences of decentralization necessitate an examination of the influence of digital technology on decentralized health systems and specific health outcomes Acemoglu, D. and Robinson, (2012). Research on urbanization and environmental policies indicates the need to investigate how urbanization patterns affect the effectiveness of environmental regulations, or conversely, how environmental policies influence urbanization patterns.

The field of digital governance research provides a valuable chance to examine the long-term impacts of digital governance on public trust, particularly in regions where there is a lack of digital literacy. Research on social, gender, and ethical aspects in governance highlights the need of examining how gender dynamics and ethical concerns influence policy choices in patriarchal societies. The economic foundations of governance structures, energy policies, and climate change policies emphasize the local consequences of global concerns. Possible research areas encompass the examination of how national economic policies impact worldwide cooperative projects, as well as the investigation of how global economic trends influence local governance and policy-making. Crucial study areas include examining inequality and social justice in emerging economies, evaluating the effectiveness of local vs global policies in reducing the impacts of climate change, and considering ethical factors in policy-making. These gaps highlight the necessity for thorough research that examines the impact of policy initiatives aimed at reducing inequality on different demographic groups, as well as the influence of international aid and global economic policies on levels of inequality.

The research on digital governance and the correlation between energy policy and economic growth centres around the intersection of technology, energy, and economics. Exploring the impact of digital governance on energy policy efficacy and the ability of public opinion to affect the energy industry could provide significant insights. The highlighted research gaps offer a solid basis for future studies that seek to improve comprehension of local governance and public service delivery in Ethiopia's Amhara region and beyond. Research can make a significant contribution to improving local governance practices, policy formulation, and the overall effectiveness of public service delivery by addressing these gaps. This research has the potential to provide comparative perspectives and actionable recommendations for policy enhancement and governance improvement.

2.2. Public Service Delivery in Ethiopia

The public service sector is crucial in executing government plans and converting them into easily obtainable goods and services for the general population. The effectiveness of this sector in delivering services has a substantial impact on the government's goals of improving the well-being and safety of its citizens. Governments usually comprise of three branches: legislative, executive, and judiciary. Each branch plays a role in achieving the objective of providing public goods and services (World Bank). Ethiopia encounters difficulties in guaranteeing fair and high-quality provision of services in various sectors, including health, education, water and sanitation, agriculture, infrastructure, housing, and youth unemployment. Although there have been advancements in healthcare and education accessibility, inequalities continue to exist, especially in rural regions that have limited resources (Silva & Oliveira, 2022). The health sector has challenges due to a scarcity of healthcare professionals and infrastructure, while the education sector grapples with concerns related to the quality of education and a deficiency of essential facilities. Rural communities are disproportionately affected by poor access to water and sanitation (Water Aid, 2021). Specific sectors in the Amhara region encounter distinct obstacles. The health care sector is plagued by insufficient infrastructure and supplies, while the education sector has challenges of low enrollment and quality concerns. Additionally, the water and sanitation sector grapples with issues of limited accessibility. Agriculture, which is of paramount importance to numerous households, encounters obstacles such as restricted market entry and insufficient financial resources, hindering both production and revenue generation (Yigezu Wendimu, 2021). According to (Monchuk, 2017). Only a small portion of families have access to electricity. The housing crisis worsens social and economic

problems, as there is a notable scarcity of affordable housing units by Islam et al., (2019). The problem of youth unemployment persists, worsened by inadequate education and training as well as limited economic prospects, which in turn jeopardize economic expansion and social unity (Mehari & Belay 2017). To tackle these difficulties, a comprehensive strategy is needed that emphasizes investing in infrastructure, allocating resources effectively, increasing capacity, and involving people in decision-making. Furthermore, it is imperative for social progress to uphold peace and security, which requires the active involvement of local government in tasks such as law enforcement, dispute resolution, and community engagement. Policy solutions entail bolstering local judicial systems, augmenting institutional collaboration, and cultivating community participation to enhance local governance and service delivery.

To summarize, Ethiopia's service delivery system, namely in the Amhara region, encounters several obstacles in important areas, which have an impact on the welfare of its population. By making smart investments, engaging the community, and prioritizing sustainable development, we can greatly enhance the quality and accessibility of services, thereby making a substantial contribution to the overall progress and stability of the region.

2.3. Theoretical basis of the study

This study explores public service delivery in local governments using Political Economy Theory, Institutional Theory, Principal-Agent Theory, and Public Choice Theories. These theories provide a comprehensive understanding of governance, institutional dynamics, and the interaction between political, economic, and administrative forces. Political economy theory explains the interconnected relationship between political structures, the economic system, and public policy.

Political economy theory

Political economics theory helps explain governance and resource allocation, especially in local government service delivery (Bardhan, 2004). This theory illuminates how political and economic variables affect each other and service supply (J. E. Stiglitz & Rosengard, 1988). Politics influence economic decision-making and resource distribution, and political incentives, disputes, and power dynamics influence local government officials who offer services (Acemoglu & Robinson, 2006). Political economics theory illuminates the intricate interaction of political dynamics, power structures, and economic elements that shape service delivery in Amhara. This method illuminates how political and economic relationships affect local governance and service delivery, emphasizing the necessity of understanding them (J. Stiglitz & Pike, 2004). Social capital, globalization, and technological advances have been added to the theory to explain how political decisions and economic conditions affect local government services' efficiency, accessibility, and quality in Amhara (Rodrik, 2018); (Besley & Persson, 2011). Public choice theory is used to understand political actors and systems' motivations by studying how people and organizations make decisions in political and public policy environments.

Public Choice Theory

This study explores public service delivery in local governments using various theoretical frameworks, including Political Economy Theory, Institutional Theory, Principal-Agent Theory, and Public Choice Theories. These theories provide a comprehensive perspective on governance, institutional dynamics, and the interaction between political, economic, and administrative forces. The political economy theory explains the interdependent relationship between political structures, the economic system, and public policy. Institutional Theory investigates the influence of institutions on social and organizational conduct, particularly in policy implementation and service delivery in local governments. Public choice theories,

based on economic analysis, examine political decision-making and the impact of human motives and non-market decision processes on public service allocation and policy development. Public Choice Theory is a seminal framework for understanding government decision-making, particularly in local governance and public service delivery. It emphasizes collective decision-making, viewing individuals as consumers and acting rationally to maximize their benefits. However, public choice theory has been criticized for its focus on rational, self-interested behavior and its application of economic models to political decisions. Mueller (2003) provides a thorough exposition of public choice theory, emphasizing that people often make decisions on public policies out of self-interest. O'Driscoll Jr (2016) and De Mesquita et al., (2005), further explore the interaction between political institutions and economic results in their paper "Wealth, Poverty, and Politics: An International Perspective." Overall, public choice theory remains a valuable tool for understanding political decision-making and how people behave in the political arena.

Institutional Theory

Institutional theory is essential for understanding governance and resource distribution in local governments like Ethiopia's Amhara region (Scott, 2013). This theory examines how formal institutions like laws and bureaucracies and informal institutions like social norms and traditions affect people and organizations. The study shows that institutional structures strongly influence local government service delivery officials' behaviors and skills.

Institutional theory and political economics help explain how political, economic, and social norms affect service supply (North, 2008). This combination allows for a fuller understanding of how political, economic, and institutional issues affect public service efficiency and effectiveness. It emphasizes how institutional frameworks affect governance, policy implementation, and public service quality (Peters, 2019; Rhodes et al., 2008). The theory challenges the idea that institutions are static structures that unnecessarily constrain individual agency by acknowledging their dynamic nature and potential for evolution or disruption (Del Baldo, 2006). Through this analytical framework, the research illuminates the role of institutions in governing public sector behavior, how formal and informal rules affect service delivery, and policy improvements to improve local governance in Amhara.

Principal-Agent Theory

The principal-agent theory asserts that agents must act in the principal's best interest and is essential to party relations. This theory often examines how citizens (principals) interact with elected officials or bureaucrats (agents) in government and public administration. The principal-agent paradigm helps explain governance responsibility, trust, and performance. In particular, an information asymmetry raises critical questions about how principals may ensure their agents are acting in their best interests. Elections, performance reviews, and contractual agreements are also considered to align agent and principal interests (Eisenhardt, 1989). Elections, performance reviews, and contracts are also considered to align agent and principal interests (Miller, 2005). However, the model has been criticised for its rationality assumptions and for simplifying actors' motives (Sappington, 1991). However, the model has been criticised for its rational presumptions and for oversimplifying agents' complex incentives. Principal-agent theory has illuminated hierarchical relationships, particularly between citizens (principals) and elected officials or bureaucrats (agents). The theory depends on information asymmetry, which asserts that agents often know more than principals know and may cause moral hazard and adverse selection. In other words,

agents may operate against the principals' best interests due to faulty selection or incentives to act selfishly (Miller, 2005). However, Principal-Agent Theory has limitations. According to critics, the theory often assumes rationality and self-interest, which fails to account for human complexity. The principal-agent paradigm may overlook altruistic impulses like duty or ethics.

Theories Related to service delivery

Public administration is a complex field that requires a comprehensive understanding of public service dynamics. The New Public Management (NPM) theory, Street-Level Bureaucracy, and Public Value Theory are essential foundations for understanding and enhancing public services. NPM focuses on performance based on results, customer satisfaction, and market-focused procedures, transforming the operations and interactions of public institutions. Street-level bureaucracy emphasizes understanding the obstacles and decision-making power at the grassroots level of public service. Public Value Theory emphasizes creating comprehensive societal value, involving stakeholders, and practicing democratic governance in delivering services. NPM has been instrumental in influencing public policy and implementing service delivery reforms in several nations, resulting in decentralization and an emphasis on performance evaluations based on results. However, it has faced criticism for its emphasis on market efficiency, which may come at the cost of social equity. Public Value Theory, developed by Moore & Moore, (1995), suggests that public institutions should strive to generate public value, which has social, economic, and moral significance. It broadens the comprehension of public influence beyond market-centric perspectives of effectiveness, incorporating elements such as social equity, citizen participation, and trust. Public managers are responsible for not only efficiently managing resources but also actively collaborating with diverse stakeholders, including the public, to collectively generate value.

2.4. Exploring the variables influencing local government services and developing Hypothesis

Effective service delivery is vital for improving the quality of life for citizens, spurring economic development, and ensuring social stability. It enables policymakers and local government officials to make informed decisions, efficiently allocate resources, and implement initiatives tailored to community needs. Furthermore, the performance of local governments significantly affects public trust and participation in democratic processes. Local government service delivery encompasses the essential functions provided at the municipal level, such as education, healthcare, transportation, waste management, and public safety. The quality, effectiveness, and accessibility of these services are influenced by various factors including institutional, economic, political, environmental, and legal dimensions. Understanding the interplay among these factors is crucial for enhancing service delivery and fostering sustainable local development.

Institutional aspects, such as organizational design, administrative processes, and governance models, play a key role in the efficiency of service delivery. These factors determine how well local governments can meet their community's needs. Economic factors, including resource availability and financial management, directly impact the ability of local governments to provide services. Political dynamics, including leadership quality and policy decisions, influence service provision's strategic direction and effectiveness.

Environmental considerations are increasingly important in service delivery, necessitating sustainable practices and adaptations to local conditions to ensure services' long-term viability. Finally, legal factors,

including regulatory frameworks and compliance, underpin the administration and provision of services, ensuring they are lawful, safe, and meet community standards.

The study posits five hypotheses to explore these dimensions:

H1: Institutional factors such as governance structure, capacity, and leadership significantly impact local government service delivery.

H2: Economic factors like budget allocation, revenue generation, and fiscal decentralization are critical to the quality and coverage of services.

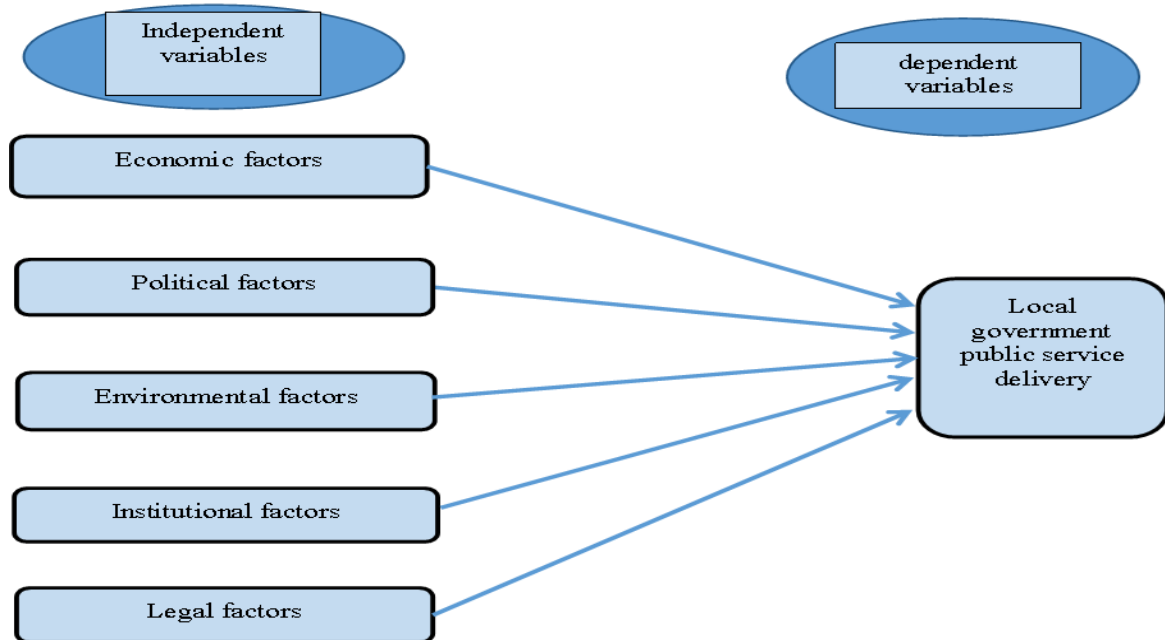
H3: Political factors, including party affiliation, patronage, and bureaucracy, affect the provision of services.

H4: Environmental factors such as climate change and resource availability influence service delivery.

H5: Legal factors, including regulatory frameworks and policies, play a significant role in the effectiveness of local government services.

This framework highlights the multifaceted nature of local government service delivery and the importance of a comprehensive approach to understanding and improving it.

Figure 1 Summary Of Conceptual Framework



3. Methodology

This research adopts a quantitative methodology to examine the determinants influencing public service delivery by local governments in Ethiopia's Amhara region. Utilizing both descriptive and exploratory research designs, the study collects data through surveys distributed to citizens of the Amhara region and leaders of local government administrations. These surveys aim to identify key factors affecting public

service provision and aspects of local government management. The analysis of the gathered data involves both descriptive and inferential statistics, as well as regression analysis, engaging with local government officials, civil society representatives, and community leaders. This approach allows for a thorough investigation into the variables that influence public service delivery and the management of local government.

Sources of Data

The study used primary and secondary data sources to gather insights from key informants, including regional bureau officials, zone officials, and local government administration-level officials. The surveys addressed issues like resource limitations, administrative difficulties, and political roadblocks. The study also collected feedback from consumers, residents, and stakeholders about their experiences with government public services. The findings identified opportunities for improvement, including innovative approaches, best practices, and potential policy reforms. The study created an extensive dataset for a detailed investigation of factors influencing public service delivery, ensuring the validity of the findings.

Sampling techniques

The study explores public service delivery in Ethiopia's Amhara region, focusing on citizens and local government officials. Purposive and stratified random sampling was used, selecting 384 individuals across various administrative levels and areas. Key informants, including regional authorities and local leaders, were purposively selected for their specialized knowledge on local governance and public service delivery. Stratified random sampling ensured representation across the region's diverse localities, including urban and rural perspectives. The sample size was determined using the Cochran formula, providing a comprehensive understanding of governance and service improvement efforts within the region.

Data preparation, screening and data sources

The study involved a thorough analysis of raw data collected from various sources, including surveys. The process involved identifying and handling outliers, inconsistent data, and missing values to avoid potential biases. Data was manually entered into the Statistical Package for the Social Sciences (SPSS) version 27 for further analysis. Data validation techniques were employed to confirm the accuracy of the data, while data transformation techniques standardized variables into a common format. Classifying and labelling the data were essential processes for data organization and organization for further statistical testing. The primary data acquisition method was survey questionnaires and interviews, with a sample size of 332 respondents, from which 306 were valid. The dataset underwent additional scrutiny to satisfy the assumptions of multiple linear regression analysis, including diagnostic tests to assess normality, multicollinearity, homoscedasticity, and linearity.

4. Data analysis, Result and Discussion

We used this to evaluate the validity and reliability of all the relevant questions in the questionnaire used in this study. Various tests - validity, reliability, discriminant validity, and multidimensionality checks were used to validate and assess the model fit indices. The results were estimated based on the average variance, and Cronbach's alpha values. Cronbach's alpha is a measure of internal consistency, which indicates how closely related a set of items are as a group. It ranges from 0 to 1, with higher values indicating greater internal consistency. A commonly accepted threshold for Cronbach's alpha is 0.70 or higher, meaning good reliability. This study's result showed that the Cronbach's alpha values for each variable ranged from 0.702 to 0.867, suggesting a high level of internal consistency across all variables.

4.1. Respondents Demographic Profile

The survey included 306 participants, with a majority of 185 males and a minority of 121 females. The age distribution divided into three categories: individuals aged 26-34 years, 35-44 years, and 45-64 years. The highest educational level was achieved by 5 individuals, with 115 holding a Bachelor's degree, 37.6% holding a Master's degree, 50.7% having a Master's degree, and 2.3% having a PhD. The remaining 24 participants were categorized as "Others." The occupational status classified into five categories: Farmer, Civil Servant, Business Owner, Student, and Manager. Out of the 306 participants, 23 identified as Farmers, 54 as Civil Servants, 138 as Business Owners, 1.6% as Students, and 86 as Managers. The demographic profile of the respondents presented by presenting frequency and percentage for each category, providing insights into the characteristics of the survey sample.

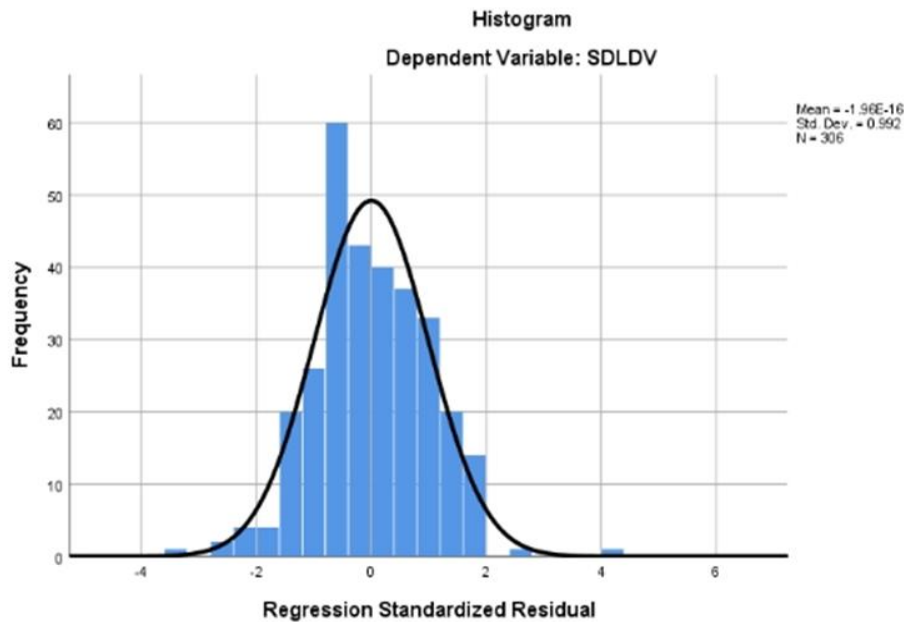
Table 1 Socio-Demographic Characteristics of Study

Variables	Frequency	Percent
Sex		
Male	185	60.5
Female	121	39.5
Age (Years)		
26-34	99	32.4
35-44	128	41
45-64	79	25.8
Educational level		
Diploma	5	1.6
Bachelor degree	115	37.6
Masters	55	50.7
PhD	7	2.3
Others	24	7.8
Occupation Status		
Farmer	23	7.5
civil servants	54	17.6
business owners	138	45.1
Students	5	1.6
Managers	86	28.1
Total	306	100

4.2. Test of Multiple Linear Regression Assumptions

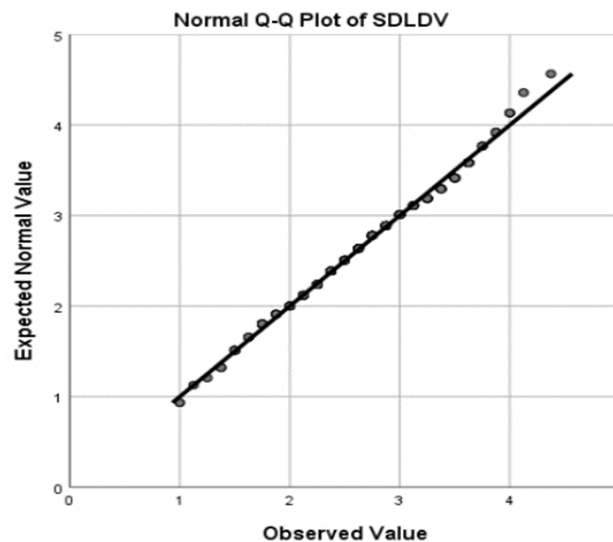
Normality is a concept used to describe a distribution with a symmetrical, bell-shaped curve, with the highest frequency of scores in the central region and progressively lower frequencies towards the tails. Error terms, or residuals, represent the discrepancy between the observed and predicted values. These residuals are random and follow a normal distribution with a mean of 0. Researcher used a histogram and normal probability plot to assess the normality of the data distribution. The histogram shows a symmetrical bell-shaped curve, with the right and left sides appearing symmetrical, indicating that the data follows a normal distribution.

figure 2 Histogram



The normal probability plot shows a linear trend, indicating a normal distribution. The data points correspond to observed residuals, and the cumulative probabilities are strongly near the line. In a perfectly normal distribution, all data points are along the line, indicating that the data follows the assumption of normality.

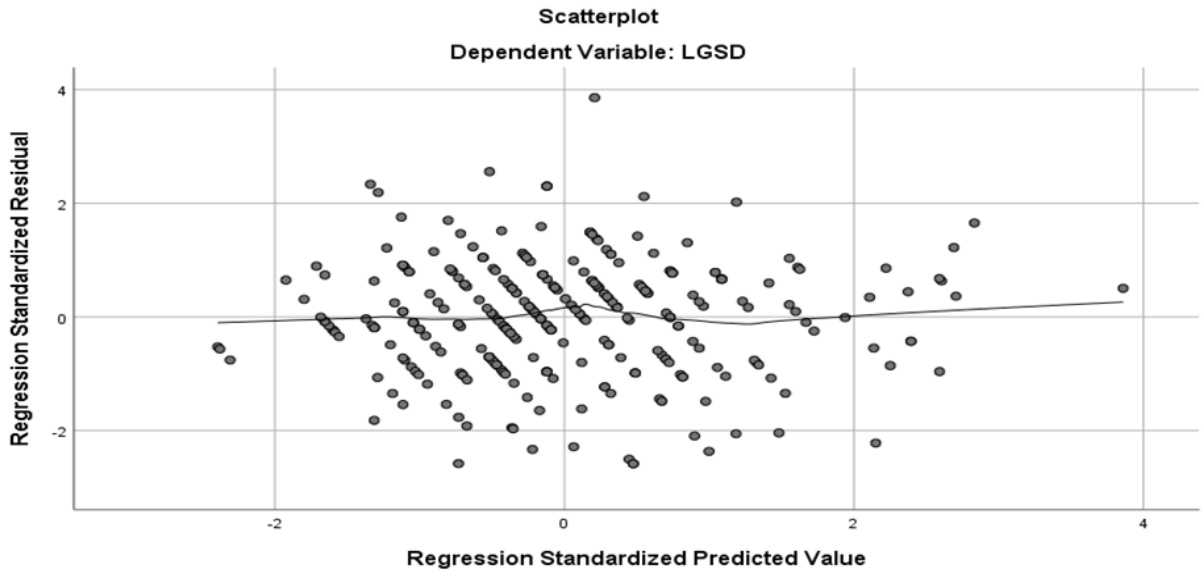
figure 3 Normal p-p plots



Linearity and Homoscedasticity test

The scatterplot shows a lack of visible pattern in the data, indicating a random and uniform distribution of data points. This is not a pattern that indicates a funnel-like concentration of points on one side. To conduct multiple regressions, the data must exhibit homoscedasticity, where the variances along the line of best fit remain relatively constant. The scatter plot shows an equal distribution of data points above and below zero on the X-axis and to the left and right of zero on the Y-axis.

figure 4 Linearity and Homoscedasticity test



Multicollinearity Test

The study investigated the concept of multicollinearity in multiple regression analysis. Multicollinearity occurs when there is a high correlation between predictors, potentially compromising the model's statistical integrity. To assess multicollinearity, the study used the tolerance and Variance Inflation Factor (VIF) statistics. According to Myers & Myers, (1990), it is argued within academic discourse that a Variance Inflation Factor (VIF) value greater than 10 or a tolerance value lower than 0.20 suggests the presence of multicollinearity. The VIF values were below 1.8, which is lower than the commonly accepted threshold of 10. The tolerance values were consistently above the threshold of 0.6, surpassing the established benchmark of 0.20. The results suggest that multicollinearity does not undermine the regression model, as the calculated values for VIF and tolerance adhere to the predetermined thresholds of $VIF > 10$ and $tolerance < 0.2$.

Table 2 multicollinearity test

Coefficients ^a				
Model		Collinearity Statistics		
		B	Tolerance	VIF
1	(Constant)	.924		
	Service delivery	.153	.768	1.302
	Economic factor	-.015	.725	1.379
	Political factor	.222	.570	1.755
	Environmental factor	.156	.820	1.220
	Legal factor	.193	.615	1.626

a. Dependent Variable: Service delivery

Source: Own survey (2023)

Correlation among variables

The study used Pearson's correlation coefficient to examine the relationship between local government service delivery and various factors, including political, economic, legal, institutional, and environmental factors. The correlation coefficient has a positive relationship with the strength of association, with values ranging from 0 to 1. A very weak correlation is between +0.01 to 0.24, while a strong correlation is between 0.50 to 0.74. A value below 5% (< 0.05) indicates a statistically significant relationship, while a value above 5% (> 0.05) indicates no significant relationship. The study highlights the importance of correlation analysis in understanding the relationship between variables.

Table 3 Correlation among variables

Correlations		LGSD	INFA	EVFA	LEFA	POFA	ECFA
LGSD	Pearson Correlation	1	.265**	.165**	.859**	.539**	.806**
	Sig. (2-tailed)		0	0.004	0	0	0
	N	306	306	306	306	306	306
INFA	Pearson Correlation	.265**	1	.295**	0.109	.135*	.257**
	Sig. (2-tailed)	0		0	0.056	0.018	0
	N	306	306	306	306	306	306
EVFA	Pearson Correlation	.165**	.295**	1	0.068	0.066	.185**
	Sig. (2-tailed)	0.004	0		0.233	0.248	0.001
	N	306	306	306	306	306	306
LEFA	Pearson Correlation	.859**	0.109	0.068	1	.369**	.599**
	Sig. (2-tailed)	0	0.056	0.233		0	0
	N	306	306	306	306	306	306
POFA	Pearson Correlation	.539**	.135*	0.066	.369**	1	.618**
	Sig. (2-tailed)	0	0.018	0.248	0		0
	N	306	306	306	306	306	306
ECFA	Pearson Correlation	.806**	.257**	.185**	.599**	.618**	1
	Sig. (2-tailed)	0	0	0.001	0	0	
	N	306	306	306	306	306	306
**. Correlation is significant at the 0.01 level (2-tailed).							
*. Correlation is significant at the 0.05 level (2-tailed).							

Source: Own survey (2023)

The study found a significant positive correlation between institutional and local government service delivery, political factors, legal factors, environmental factors, and economic factors. The study also found a positive correlation between environmental factors and local government service delivery. The findings support the assumption of multicollinearity, as there is a positive correlation among the independent variables. This supports the conclusion that the assumption of multicollinearity was not violated.

Autocorrelation test

The Durbin-Watson statistic is used to assess the absence of autocorrelation in linear regression residuals. It measures the correlation between residuals and is ranging from 0 to 4. A value close to 2 indicates no correlation, while a value below 2 suggests positive autocorrelation. A value exceeding 2 indicates negative autocorrelation. Flerd (2009) suggests that statistical values below 1 or above 3 indicate potential autocorrelation issues. The Durbin-Watson statistic, 1.805, falls below the critical threshold of two, indicating potential positive autocorrelation among residuals. However, this value falls within acceptable range, indicating that the assumption of no autocorrelation is satisfied.

Table 4 Autocorrelation test

Model Summaryb					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.939a	.882	.880	.15303	1.805
a. Predictors: (Constant), ECFA, EVFA, INFA, LEFA, POFA					
b. Dependent Variable: LGSD					

Source: Own survey (2023)

4.3. Multiple Linear Regression Analysis

Fitness of the model and Analysis of Variance

The study used SPSS version 23 to analyze data and perform multiple regression analyses on the impact of various factors on local government service provision. The analysis revealed that 88% of the variance in service delivery could be explained by the five independent variables, indicating strong explanatory power. However, 12% of variance was attributed to factors outside the study's scope, requiring cautious interpretation in smaller sample sizes. The ANOVA table assessed the model's fit, with a significant p-value and high F-ratio indicating its effectiveness in accounting for the dependent variable's variability. This comprehensive statistical approach supports a robust analysis of the determinants affecting service provision by local governments.

Table 5 Analysis of variance

ANOVAa						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	52.385	5	10.477	447.389	.000b

	Residual	7.025	300	.023		
	Total	59.411	305			
a. Dependent Variable: LGSD						
b. Predictors: (Constant), ECFA, EVFA, INFA, LEFA, POFA						

Source: Own survey (2023)

Note: INFA=institutional factors; EVFA=environmental factor; LEFA=legal factor; POFA=political factor; ECFA=economic factor; LGSD=local government service delivery Based on the ANOVA table, it can be inferred that the regression model is a suitable fit for the given data, as evidenced by the statistical significance of the F-test ($F(5,300) = 447.389, p < 0.0005$). To clarify, the aforementioned table demonstrates that the regression equation, which serves as the model in this study, effectively predicts the dependent variable with a significant level of accuracy.

Regression Coefficients

The regression coefficients table provides valuable information regarding the extent of variation or change in both the independent variables and the dependent variable, which in this case is local government service delivery. These coefficients are utilized to assess the individual contributions of the independent variables to the overall model, thereby determining their statistical significance. The beta (β) coefficients indicate the extent to which the independent variable influences the dependent variable, either positively or negatively. Furthermore, in the regression coefficients table, the significance of each independent variable (as indicated by the p-value) was examined to ascertain whether a variable has a significant predictive or influential effect on the dependent variable in the study.

Table 6 Regression Coefficients

Coefficients ^a							
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Decision
		B	Std. Error	Beta			
1	(Constant)	.055	.060		.924	.356	
	INFA	.095	.024	.086	4.019	.000	supported
	EVFA	.018	.015	.025	1.170	.243	supported
	LEFA	.517	.022	.594	23.902	.000	supported
	POFA	.048	.017	.072	2.852	.005	supported
	ECFA	.300	.024	.379	12.496	.000	supported

a. Dependent Variable: LGSD

Source: Own survey (2023)

Note: INFA=institutional factors; EVFA=environmental factor; LEFA=legal factor; POFA=political factor; ECFA=economic factor; LGSD=local government service delivery.

The model employed to determine the influence of each variables is the following:

$$\text{Public Service Delivery} = \beta_0 + \beta_1(\text{Institutional Factor}) + \beta_2(\text{Economic Factor}) + \beta_3(\text{Political Factor}) + \beta_4(\text{Environmental Factor}) + \beta_5(\text{Legal Factor}) + \epsilon$$

Where:-

β_0 represents the constant term.

β_1 to β_5 represent the coefficients for each independent variable.

Service Delivery is the dependent variable.

ϵ represents the error term of the model.

The study examines the impact of various independent variables on local government service delivery. The beta coefficients show a positive relationship between the institutional factor (INFA) and service delivery, with a one-unit increase in the institutional factor resulting in an 8.6% increase in service provision. The environmental factor (EVFA) has a 2.5% variation in service provision, while the legal factor (LEFA) has the highest beta coefficient of 0.594, indicating a substantial 59.4% change in service delivery. The political factor (POFA) has the lowest beta coefficient of 0.072, suggesting a 7.2% enhancement in service provision. The economic factor (ECFA) has the highest beta coefficient of 0.379, indicating a 37.9% improvement in service effectiveness.

The findings suggest that the legal factor (LEFA) holds the highest degree of influence as an independent variable, with the economic factor (ECFA) ranking second. Legal and economic factors have the greatest impact on predicting local government service performance, as evidenced by their larger Beta values and significant p-values. The institutional component has a notable influence on LGSD, but with a diminished magnitude. The environmental factor, although beneficial, does not have a substantial predictive impact. The political component exerts a minor moderate impact on LGSD.

4.4.Hypothesis Testing

H1. Institutional factors have a positive and significant effect on local government service delivery. The study suggests that institutional factors significantly impact the delivery of government services. The results show a standardized beta coefficient of 0.086, indicating a significant influence of these factors. The research supports this hypothesis, indicating that strong institutional frameworks are beneficial for improving service delivery. This aligns with previous studies, such as Likangaga et al., (2022) positive prediction of service delivery in local government authorities in Tanzania, Pradeep, (2011), identification of institutional capacity as a crucial factor, and Lynn Jr et al., (2000), argument on the potential of hierarchical bureaucratic systems to hinder decision-making and service delivery timeliness.

H2. Economic factors have a positive and significant effect on local government service delivery. The study found that economic factors significantly influence government service delivery. The regression analysis showed a beta coefficient of 0.378 and a p-value less than 0.001, indicating a significant relationship. This suggests that the financial basis of a governmental organization, including income sources from taxes and fees, is crucial for efficient public service management. This aligns with the importance of sufficient fiscal resources for effective service provision and the benefits of fiscal decentralization. In addition, (Oates, 1972), provided further details regarding the benefits of fiscal decentralization, emphasizing the possibility of better alignment with local preferences and improved outcomes in service delivery. However, the effectiveness of decentralization depends on the financial proficiency and transparency of local government entities. Thus, economic well-being is essential for local governments to provide effective services.

H3. Political factors have a positive and significant effect on local government service delivery. The study suggests that political factors significantly impact the effectiveness of government service delivery. The empirical analysis supports this hypothesis, indicating that strong institutional frameworks within a locality are crucial for improving service delivery. This is consistent with previous research,

such as, Maramura et al., (2020) study on political engagement and Pradeep,(2011) study on service delivery challenges. Participation with a political party also plays a significant role in service delivery. Political party affiliations can influence the allocation of public resources, leading to unequal distribution of services across different regions. The bureaucratic dimension, including administrative procedures, inefficiencies, and corruption, can also impact service delivery. Evans & Rauch, (1999), identified that the quality of bureaucratic structures and administrative capacity directly impact service delivery. The authors argue that a capable and efficient bureaucracy is essential for enhancing service provision, but deficiencies within the bureaucratic system can hinder this goal.

H4. Environmental factors have a positive and significant effect on local government service delivery.

The study found that environmental factors significantly impact government service delivery, with well-functioning institutions correlated with improved service delivery. However, a non-significant beta coefficient indicated no significant impact. Research on environmental factors has shown that natural disasters and climate change significantly affect local services, such as water resources, agriculture, and infrastructure. The Intergovernmental Panel on Climate Change (IPCC) emphasizes the importance of local governmental bodies in ensuring access to uncontaminated water, overseeing agricultural activities, and enhancing infrastructure resilience. Nilssen & Hanssen, (2022) also investigated the effects of earthquakes on local government services and infrastructure, emphasizing the importance of disaster preparedness and response in maintaining service continuity during and after catastrophic events.

H5. Legal factors have a positive and significant effect on the local government service delivery.

The study highlights the pivotal influence of legal frameworks on service quality in local governments. It emphasizes the importance of federal and state policies in shaping service delivery strategies and funding mechanisms. Legal considerations play a crucial role in maintaining service quality and safeguarding public welfare. The National League of Cities (NLC) emphasizes the significance of these legal and regulatory frameworks in shaping effective service delivery and public protection strategies.

Table 7 summary of hypothesis

Hypothesis	Factor	Beta Coefficient	P-Value	Conclusion	Supporting References
H1	Institutional	0.086	< 0.001	Positive and significant effect on local government service delivery	Likangaga et al., (2022); Pradeep, (2011)
H2	Economic	0.378	< 0.001	Positive and significant effect on local government service delivery	Bank (2016); Oates (1972)
H3	Political	0.072	< 0.005	Positive and significant effect on local government service delivery	Maramura et al., (2020); Pradeep, (2011)

H4	Environmental	0.025	0.243	Less significant impact on government service delivery	IPCC; Nilssen & Hanssen, (2022)
H5	Legal	0.594	< 0.001	Positive and significant effect on local government service delivery	Pradeep, (2011); Currie et al., (2014)

Source own data 2023

The study reveals that various factors influence the effectiveness of service delivery by local governments. Institutional factors have a moderate influence, but other elements like economic factors, political stability, legal factors and environmental considerations also play a significant role. Economic factors, such as adequate funding and strong financial governance, are crucial for improving the quality and availability of public services. Political factors, such as political stability and effective policy formulation, are also essential for enhancing service provision. Environmental considerations, such as sustainable practices and disaster preparedness, may not have a direct impact on service delivery.

5. Conclusions

The study explores the factors affecting public service provision in Ethiopia's Amhara region, focusing on institutional, economic, political, environmental, and legal influences. Institutional factors like governance structure and leadership are crucial for effective service provision. Economic factors like budget allocation and income generation significantly impact service quality. Political dynamics, such as party affiliation and bureaucracy, also influence service delivery. Environmental factors, particularly in the face of climate change, have a long-term impact. Legal frameworks and regulations are essential for equitable service delivery. The study advocates for a holistic approach to policy formulation and implementation, integrating these factors to improve public service delivery. Recommendations include enhancing governance structures, skill development, leadership cultivation, economic diversification, political stability, anti-corruption measures, environmental planning, and strengthening legal frameworks.

6. Conflict of Interest

The authors declare no conflict of interest

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8. Authors' Biography

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