

Effect Of governances on public trust in minister of interior in muqadisho-somalia

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Ms in MIS

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Approval

DECLARATION

I hereby declare that, this thesis has been done by me under supervision Zahid Hassan **assistant professor of department of CSE in MIS program** ,and daffodil international university I also declare that neither this thesis nor any part of this thesis has been submitted elsewhere for award of any degree or diploma

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Table Of Contents

<u>1</u>	<u>APPROVAL</u>	ii
<u>2</u>	<u>DECLARATION</u>	3
<u>3</u>	<u>ACKNOWLEDGEMENT</u>	4
<u>4</u>	<u>DEDICATION</u>	5
<u>5</u>	<u>ABSTRACT</u>	8
<u>6</u>	<u>CHAPTER ONE</u>	9
<u>1.1</u>	<u>Introduction</u>	11
<u>1.2</u>	<u>Promlem Statement</u>	12
<u>1.3</u>	<u>Scope of study</u>	12
<u>1.4</u>	<u>Significance of study</u>	13
<u>1.5</u>	<u>Research Questions</u>	14
<u>2.</u>	<u>CHAPTER TWO</u>	15
<u>2.0</u>	<u>LITERATURE REVIEW</u>	15
<u>2.1</u>	<u>CONCEPT AND DEFINITION OF ETHICAL GOVERNANCE</u>	16
<u>2.1.1</u>	<u>MEASUREMENT OF ETHICAL GOVERNANCE</u>	17
<u>2.2</u>	<u>CONCEBTS AND DEFINATIONS OF PUBLIC TRUST</u>	18
<u>2.3</u>	<u>RELASHANSHIP BETWEEN INTEGRRITY AND PIBLIC TRUST</u>	19
<u>2.4</u>	<u>RELASHANSHIP BETWEEN SERVICE AND CONSISTENCY AND PUBLIC TRUST</u>	20
<u>2.5</u>	<u>Relashanship between administractive loyal and public trust</u>	21
<u>3.0</u>	<u>CHAPTER THREE</u>	24
<u>3.1</u>	<u>Research Design</u>	24
<u>3.2</u>	<u>research population</u>	24
<u>3.2.1</u>	<u>Sample Size</u>	24
<u>3.2.2</u>	<u>Sampling procedure</u>	25
<u>3.3</u>	<u>Research instrument</u>	25
<u>3.4</u>	<u>Realibility and validity of the instrument</u>	25
<u>3.5</u>	<u>data the administration of the questionnaire</u>	26

3.6	<u>Data Analysis</u>	27
3.7	<u>Ethical consideration</u>	27
4.0	<u>CHAPTER FOUR</u>	28
4.1	<u>Introduction</u>	28
4.2	<u>demographic data</u>	24
5.0	<u>CHAPTER FIVE</u>	28
5.1	<u>Introduction</u>	28
5.2	<u>Conclusion</u>	28
5.3	<u>Recommendations</u>	34
5.6	<u>REFERENCE</u>	36
7	<u>APPENDIX A</u>	38
7.1	<u>SECTION A</u>	38
8	<u>APPENDIX B</u>	45
8.1	<u>Lecturer’s questionnaire</u>	45

ABSTRACT

The study investigated the effect of ICT on students' learning by taking the case of University of Somalia. It sought to establish the relationship between ICT and students' learning particularly looking at the availability, accessibility and user-ability of the ICT resources in University of Somalia.

The study was prompted due to the persistent report that students in University of Somalia are getting difficulties in their studies due to limited access and use of ICT resources. It was conducted through cross-sectional survey design; data was collected during the month of March 2009 using questionnaires, interview techniques from a sample of 275 respondents out of a parent population of 1173 . In verifying the hypotheses, the researcher used Pearson correlation analysis method to find out whether students' learning was linearly correlated with ICT.

CHEPTER ONE

1.1Intaroduction

An empirical examination conducted signified relationship between the ethical governance and public trust. The study had been conducted as survey in united state and result show that there are higher perception of trust in cities where there are higher perception of ethical governance. The study indicated that effective strategy to improve the trust should emphasize honest behavior by employees, induces employees openness and promote organizational and individual loyalty to the public interest. [1]

Study made in India show that this perspective, ethics is the counter-force to administrative efficiency, and a key reason for having ethical standards is to prevent moral hazard. Administrative moral hazards arise when managers take inefficient actions, often because their individual interests do not align with the public interest — a form of costless, unethical behavior for the administrator that has a significant cost to taxpayers A main premise is that the India Society for Public Administration Code of Ethics implicitly commits public administrators to adjust their frameworks for decision making in a way that reflects the changing nature of the public, and by extension the public interest. Indeed, this Code requires public administrators “to exercise discretionary authority to promote the public interest”.

Study made in Uganda had been focused on the concepts of strengthen ethics, integrity, transparency [2].

Accountability and professionalism This study shows that there is deteriorating ethical behavior of public official who have indulged themselves into all kinds of malpractices[3].

Hence the study demanded to uplift the role of ethics, transparency, accountability, integrity, and professionalism in order to protect public resources and enhance public sector performance and which the lastly result public trust [4].

The public trust is an important goal of governmental organizations. it provides legitimacy of governmental decisions-making and operations. Government that devoted great effort to gain a public trust can reap significant benefit for strengthened legitimacy and improved willingness by the populace to support government.

To build and sustain public trust in governmental organizations, the actions of public administrators must be combined with organizational process that support trust worthy behavior[5].

The study made show that public trust influenced by behaviors that display integrity, openness, loyalty, and consistency[6]. in administration The addition of ethics and governance which is broad concept. Ethics is defined as in Lawton's urged the set of principles that acts as guideline to conduct. This set provides framework of acting. The ethical principles do not exist merely to restrict and make difficult to one's behavior but culmination of human experience regarding special issues defined ethics in concerned about what is right, fair, just, or good; about what we ought to do, not just about what is ease or what is expedient.

To state specifically ethics examines what is the right conduct for promoting the good of others .the ethics in governance and public administration means the obligations to avoid administrative injury and principle sensitivity to the right of others.

According to ethical governance denotes administrative measures, procedures, policies, that fulfill criteria required for the ethically good or acceptable behavior of handling public affairs in terms of justice, fairness, equality, motivation and integrity.

In analyzing this work, the ethical theory would be administered to examine the two Variables-ethical governance and public trust. Ethical theories give advice about how people ought to be and how they ought to behave. Ethical theories state the conditions under which an action is “right” or “moral. Most often, an ethical theory will state that behavior is right if and only if a specific condition occurs or exists. Applying this theory to our study, in decision-making process and public administrative affairs should be executed in manner of integrity, openness acceptance, loyalty, transparency and accountability to its public where there is no something behind the curtain while decisions and administrative behavior should be moral to get support from its citizens rather evolving something immoral to the community as whole.

Ethics in public administration means the obligation to avoid administrative injury and principled sensitivity to the rights of others According to Governance is a framework through which tasks are accomplished. Also Governance nowadays occupies a central stage in the development discourse but, is also considered as the crucial element to be incorporated in the development strategy.

The civic nature of trust gives public trust. Basically, trust is a trait of deserving

Confidence and trustworthiness is a moral value Thus the effect of ethical governance on public trust in some federal institutions in Mogadishu is not clear, thus the main aim of this study is to investigate the effect ethical governance on public trust in federal institutions.

1.2 PROBLEM STATEMENT

An empirical examination conducted signified relationship between the ethical governance and public trust. The study had been conducted as survey in united state and result show that there are higher perception of trust in cities where there are higher perception of ethical governance

Scandals involving public officials have often captured the world attention, most of these damages of reputation are as a result of deteriorating ethical behavior of public officials who have desired or indulged themselves into all kinds of malpractices. there is therefore genuine damage demand that public organizations should uplift the strengthen ethics , integrity, transparency, accountability and professionalism to make sure that public resource are protected and good administrative behavior in most African countries including Somalia.

1.3 Scope of study

Geographical scope

This research will conduct in ministry of interior and federal of Somalia in Mogadishu-Somalia.

Content scope

This study mainly searches the effect of ethical governance on public trust and its' mainly focuses on the effect of reform of ethical governance to the service consistency, integrity, loyalty. this study will be conducted in ministry of interior Mogadishu ,Somalia, which we focus to get good research depending on our capability for this reason that we cannot cover whole federal system in Somalia this study is cross sectional study which utilizes questionnaire to collect data.

Time scope

This study was limited from September 2016 to June, 2017.

1.4 Significance of study

This study will investigate the effect of ethical governance on public trust of federal institution in Mogadishu-Somalia will significance to the public sector specially the governor of public offices as to assist and create public trust:

To avoid corruption and unethical effects of governors to the public offices in ministries especially ministry of interior which the will consider.

This study is important to understand that ethical governance will affect the public trust negatively till the governors conducting their functions ethically.

It is helpful for the potential researcher in this area who is interested in this study.

1.5 Research questions

1. How to determine the effect of integrity to the public trust of interior and federal Mogadishu-Somalia?
2. How to find out the effect of service consistency on public trust in minister of interior and federal Mogadishu-Somalia?
3. What is the effect of administrative loyalty on public trust in ministry of interior and federal Mogadishu-Somalia?

CHAPTER TWO

LITERATURE REVIEW

2.1 Concept and Definition of Ethical Governance

Ethics is defined as a set of principles, that acts as a guideline to conduct this set provides a framework for acting [7].

Ethical governance in this study therefore, concerns the right thoughts (values) and elements (mechanisms) needed for a successful anti-corruption crusade in Nigeria, Ghana, and Cameroon; and how they affect citizens [8].

Ethical governance is concerned about the standards of conduct of all holders of public office, including arrangements in relation to financial and commercial activities [9].

According to Preston [10]. Ethics is concerned about what is right, fair, just, or good; about what we ought to do, not just about what is the case or what is expedient.

According to UK Audit Commission [11]. ethical governance refers to the processes, procedures, culture and values which ensure high standards of behavior and is recognized as a key element of good governance Transparency And integrity for examples represent right processes and orientations respectively that are critical to restoring trust and turning back the tide of corruption.

Ethical governance is openness, because it confirms trust and credibility in managing by [12]

According [13]Ethical governance is the cumulative actions taken by managers to initiate and

implement an\ ethical sensitive, and consciousness that permeates all aspects of getting things done in a public service agency Thus, ethical governance aims at result realization.

Ethical governance can open moral fiber and moral in workplaces, because it helps to encourage ethically sustainable organizational culture in public organization .According to Ethics is concerned about what is right, fair, just, or good about what we ought to do, not just about what is the case or what is expedient.

Ethics is empathy, because it represents putting oneself in someone else's since ethics in the words of is the science of human intentionality.

2.1.1 Measurement of Ethical Governance.

Integrity: is basic ethical value based on individual responsibility to act appropriate value and belief, this is a means of achieving trust, because from a real practical ethical situation in a world of half-truth, which saps the soul and integrity of any individual. However, individuals of high integrity with an understanding of true public responsibility can make the world a better place. Integrity glues the social world of organization. Integrity and judgments form the bedrock of public morality. Integrity involves the capacity of people to evaluate their life and tie belief and practice. Integrity aids to ensure clarity of reflection and to resist temptation to self-deception. Personal integrity has several sides. Integrity demands consistency between inner beliefs and public actions[14].

Loyalty: defined as positive feelings toward the public for same service now and the future regardless the people actions or changes of the environment. This implies the devotion and faithfulness to a cause of a country group or organizations[15].

Service consistency: is defined as the predictability of continual level and quality of service. In government service delivery, consistency indicates the public providers' ability and commitment to maintain existing service levels pay for services and provide high quality services. It is assumed that public trust of government can be sustained and increased via service consistency[16].

2.2 CONCEPTS AND DEFINITIONS OF PUBLIC TRUST.

Public trust: The public trust is an important goal of governmental organizations. It provides legitimacy of governmental decisions-making and operations. Government that devoted great effort to gain a public trust can reap significant benefit for strengthened legitimacy and improved willingness by the populace to support government[17].

The civic nature of trust gives public trust. Basically, trust is a trait of deserving confidence and trustworthiness is a moral value[18].

Trust is connected to positive expectation that will not be abused; here the relevant history of the trust or's trust in a trustee is the trust or's perception of the trustee's trust worthiness

Trust is an attitude that we have towards phenomenon that we hope will be trustworthy, where trustworthiness is a property, not an attitude

Trust is premised on a body of evidence about the other party's motive and character, from which a belief, prediction or faith judgment about that party's future conduct is attained [19]

Public Trust performs the function in social, professional or economic life of allowing order, stability continuity and, indeed, the maintenance of all kind of life at all [20]

Public trust stands tall in any democratic and civilized society, because it is a representation of trust of the citizens towards the governance processes. The manner and mode of anticorruption crusade go a long way in affecting either positively or negatively the public

confidence on anti-corruption institutions and agents. Public trust means different things to different people and professions. However, one philosophy is central in all, which is the focusing of attention on the 'public interest'. In the words of, our collective trust in government relies on a robust perception that government employees are acting in the public interest Public trust doctrine is simple, but a powerful legal concept that obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generations Also in the words of, the two key elements of public trust are the spirit of transparency and the culture of accountability These are important, because they interpret the right meaning of governance to the public, including that of anti-corruption crusade or agency[21].

Public trust can generally be termed as a tangible resource and representation of a good society. Trust does a lot of good to public life. Trust is learned through different dimensions: trust between individuals; trust towards the activity of professionals; trust inside and within organizations; trust in political actors; or trust within a community.

The public trust is central requirement of governance process. The ability of public management actors to imbibe and portray the principles of good governance goes a long way in affecting public trust. The lack of societal trust towards a state vision emanates primarily from bad governance or management. Public trust is an important cornerstone of any ideal society and must be guided by high ethical values.

2.3 Relationship between integrity and public trust

The Effects of integrity on Public Trust is the main purpose of this research is to state that ethical governance is important, because it concerns the right thoughts (values) and elements

(mechanisms) needed for a successful anti corruption crusade the study was used integrity analysis of documents and interviews.

These positions are further justified through the various levels of Common trust for anti-corruption agencies in three countries. Public trust for CHRAJ (Ghana) is the highest, followed by ICPC (Nigeria), before NACC (Cameroon). 'Integrity' as an ethical mechanism occupies the strongest position to achieving result in anti-corruption related issues.

Integrity and public trust the objective of this article empirically examines the relationship between the integrity ethics and public trust. This model is developed linking the ethical behaviors of public organizations to citizens trust as perceived by managers integrity Data analyzed by survey The result shows that there are higher perceptions of trust in cities where there are higher perceptions of ethical behaviors and their integrity [22].

This article reviews and assesses the research on ethics and integrity in governance Published in American journals in 1999–2004 and also focuses on research on this subject in Thus a second purpose of this paper is to draw attention to research conducted on this subject in other countries Other nations and culture and the methodology used was straightforward. The author focused primarily on research articles published from 1999 to 2004 in ten U.S. print journals and resulted in five inter-related themes: (1) ethical Decision-making and moral development, (2) ethics laws and regulatory agencies,(3) Organizational performance, (4) ethics management, and (5) the ethical environment. Each theme serves as a marker in this article for reviewing research published over the past six years.

2.4 Relationship between service consistency and public trust

Ethical governance and service consistency this study was guided by three specific objectives: (i) to examine how service consistency is practiced among the local government staff, (ii) to establish the extent to which service consistency is done in the district, and (iii) to examine the relationship between service consistency and public trust in the district.

Using the descriptive and correlation survey design, data was collected using questionnaires on both service consistency and public trust in the local government.

Research findings revealed that the extent of service consistency is still low in the district [22] and public trust is very low in the district (average t mean = 2.44); and a significant positive relationship between the variables of study [23].

It is recommended that the electorate should avoid voting candidates into political offices on the basis of how much they have bought their votes instead, voting need to be done on the principle of meritocracy where the most suitable candidate with the most competitive and accommodating manifesto is voted to office, commercialization of politics be stopped by aligning salaries of political offices in accordance to public service standards/scales basing on one's qualifications, enactment of a citizens' charter to guide the relationship between principals and agents, instilling ethical governance standards that in turn would usher in an accountable civil service among others[24].

In This paper presents a simple model of government reputation which captures two characteristics of policy outcomes in less developed countries: governments which betray

public trust do so erratically, and, after a betrayal, public trust is regained only gradually and used survey method was employed to collect data of this project. And found when government type is permanent, this model has a result in line with those in these earlier papers—as long as there is not too much discounting, in the Markov perfect equilibrium, both good and bad governments act in a trustworthy manner. This holds for any probability that the government is good, as long as the probability is positive.

According to this paper discusses the Uganda situation with regard to ethics, service consistency, transparency, integrity and professionalism in the Country's public service. This study used empirical case study and found that There is a genuine demand that public sector institutions should strengthen ethics, integrity, transparency, public sector performance, It notes that although the current Uganda government has attempted to put in place a number of institutional measures to combat evils like corruption, the success of such measures will largely depend on the serious implementation to the service and enforcement mechanisms which the government must put in place.

2.5 Relationship between administrative loyalty and public trust In addition this paper provides information on national level approaches to research governance, highlights recommendations and raises points for further discussion on the development of national health ethics structures and health research. The study was employed as questioners and survey method were employed to collect the data of this research This study found out the maintaining and sustaining this trust is through paying attention to research loyalty principles and practices in the conduct of public behavior[25].

This article outlines how to assess public trust in various government officials, including public administrators, elected executives, politically appointed agency officials, and legislatures, across the three levels of United States government. The study utilizes primary data from a random sample telephone survey conducted in 2004 of 1,078 adult residents of Stark County, Ohio. It was found to be directly related to public trust in elected executives and their appointed agency executives, regardless of the level of government. Another finding of the study was that trust in public administrators was a function of another finding of the study was that trust in public administrators was a function of societal trust being the dominant variable.

In this study will examine the effects of different ethical leadership behaviors and their loyalty, as perceived by followers on the trust that those followers have in their leader. By using a web-based survey with nearly 500 respondents from European Business corporation. We find that most ethical behaviors are positively related to trust. We also find that the more a leader acts in a way that followers feel is the appropriate ethical leader behavior the more a leader will be trusted[26].

The objective of this paper is to examine the empirically influence of the good administrative loyalty practices on the public trust in Lebanon This study used questionnaires to collect The main findings indicate that good administrative loyalty practices have a positive and significant influence on public trust in Lebanon.

Future studies are recommended to extend the empirical research in terms of good administrative loyalty practices and more specifically at the level of sample and geographical distribution[27].

This article discusses Leadership is widely seen as having an important role in fostering ethical conduct in organizations, but the ways in which the actions of leaders intersect with formal ethics regulation in shaping conduct have been little researched. And was examined this issue through a qualitative study of the operation of the “loyalty framework” for English local government, which entailed all councils adopting a code of conduct to regulate the behavior of local politicians. The article finds that organizations that exhibit consistently good conduct have multiple leaders who demonstrate good conduct but also act to preempt the escalation of problems and thereby minimize the explicit use of ethics regulation[28].

In accordance with the above this conceptual framework developed from the review of literature, an analytical framework has been developed containing one independent variable that likely affect the only dependable variable ethical governance on public trust.

CHAPTER THREE

METHODOLOGY

3.1 RESEARCH DESIGN

The present study focused on formal relationship between Ethical governance and public trust there for the investigators adopted explanatory and descriptive research design to strength on studying a situation or a problem in order to explain the relationships between Ethical governance on public trust in Mogadishu Somalia. Survey research design is adopted for the purpose of this study together with cross-sectional. Because the cross-sectional is cost and time effective and also data can be gathered just once perhaps over a period of days, weeks or months, in order to answer research questions [28]

3.2 RESEARCH POPULATION

The population of this study derived from Ministry of interior affairs in Mogadishu somalia, and the accessible population are 168 employees in Mogadishu Somalia, the population of respondents cited from ministry of interior affairs particularly

3.2.1 Sample size

The researchers used Solvent's formula to calculate the sample size, with maximum acceptable error 5 %

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

N: Stands the population

n. Stands the sample

a. Stands acceptable error

$$n = \frac{168}{1+168(0.05)^2}$$

= the sample sizes of the Ministry of interior affairs will be 118 respondents, the total questionnaires are 118.

3.2.2 Sampling procedure

The study conducted probability sampling particularly stratified random sampling. It refers probability sampling procedure in which the population is divided into two or more relevant strata. The main strata are the public institutions of Ministry of interior affairs in Mogadishu

3.3 RESEARCH INSTRUMENT

This study used a questionnaire as a tool of data collection from every respondent. The main purpose of the questionnaire is to collect a lot of information short period of time. Because they are suitable if a population is large and time is limited. . Therefore the structure of this questionnaire will be two parts first part will be 4 questions and another one consist of 20 questions which make at total of 24 questions which states the following scales such as strongly disagree, strongly disagree, Agree, neutral and strongly agree.

3.4 REALIBILITY AND VALIDITY OF THE INSTRUMENT

Researchers engaged to maintain the reliability and validity of the study by testing the reliability and validity of instrument. Reliability refers to the extent to which data collection technique yield consistent findings, similar observation is made or conclusion reached by other researchers or there is transparency in how sense was made from the raw data

Thereby the research team before distribution the main sample, then the collection of data is run to test the internal consistence of questionnaire items.

While Validity can be stated that a research has highly validity if the study only contains what one wants to study and nothing else. Validity refers to how well the data collection and data analysis of the research captures the reality being studied. In other words the researchers must obtain the reality of responses of those people who are under the test through comparing their responses with such truth that in deed is truth.

3.5 DATA GETHERING PROCEDURE

The following data collection procedure was implemented.

A. Before the administration of the questionnaire

Data collected from both primary and secondary sources, primary data was obtained from key directors and staff, secondary data is obtained through reviewing related literature such as published books, magazines, journals and internet sources.

B. During the administration of the questionnaire

Specifically, the researchers were seriously particularly requesting the respondents of the following (1) to sign the informed consent (2) to answer all questions hence should not leave any item UN answered (3) to avoid biases and to be objective in answering the questionnaires. The researchers were tried retrieving the questionnaires within two weeks from the data of distribution.

C. After the administration of the questionnaire

The data collected is organized, summarized, statistically treated and drafted in Statistical Package for Social Sciences (SPSS).

3.6 DATA ANALYSIS

To analyze data the researchers uses explanatory methods for analyzing such as regression and correlation. Regression is used to test hypothesis, while correlation coefficient is used to investigate the relationship between ethics of governance and public trust in Mogadishu Somalia. Descriptive analyses is also used as a measure of central tendencies such as mean, median and mode and measures of description such as range, quartile deviation, standard deviation and variance to describe a group of subjects (Oso et al, 2005).

3.7 ETHICAL CONSIDERATION

In this study the researchers consider the ethical issues throughout the research project, and keep the openness, privacy and confidentiality of the respondent, to keep the ethical issues data given by the respondent was used only for academic purpose, this research is conducted ethically, all copyright is observed and permission is required to reproduce materials are sought.

CHAPTER FOUR

DATA ANALYSIS AND PRESENTATION AND INTERPRETATION

4.1 DEMOGRAPHIC DTA

Table 4.2: Gender respondents

Gender of the respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	86	72.9	72.9	72.9
	Female	32	27.1	27.1	100.0
	Total	118	100.0	100.0	

Source: primary data 2017

The above table shows that the male respondents were 86 with percentage (72.9%) while the females were 32 with the percentage of (27.1%) the male are more than female.

Table 4.3: Marital status of respondents

Marital of the respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	62	52.5	52.5	52.5
	Married	56	47.5	47.5	100.0
	Total	118	100.0	100.0	

Source: primary data 2017

The result of marital status the frequency was 56 but the percentage (47.5%) of the respondents was married, while 62 of the percentage (52.5%) respondents were single most of respondents for both male and female were single.

Table 4.4 respondents

Age of the respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20-25	51	43.2	43.2	43.2
25-30	38	32.2	32.2	75.4
30-40	22	18.6	18.6	94.1
40 above	7	5.9	5.9	100.0
Total	118	100.0	100.0	

Source: primary data 2017

The above table majority age of the respondents were 20-25 with frequency 51 and the percentage were (43.2%), followed by those age between 25-30 years with frequency 38 and percentage were (32.2%), ages between 30-40 years with frequency 22 the percentage were (18.6%), very few (5.9%) were older than 40 years and above. As shown in the above table the majority respondents of the ministry of interior, federal affairs and reconciliation staffs are youth.

Table 4.5: Educational level of respondents

Level of education

	Frequency	Percent	Valid Percent	Cumulative Percent
Secondary	7	5.9	5.9	5.9
Bachelor	92	78.0	78.0	83.9
Master	18	15.3	15.3	99.2
PhD	1	.8	.8	100.0
Total	118	100.0	100.0	

Source: primary data 2017

The above table shows the percentage of (5.9%) of the respondents in the study was secondary education percentage of (78.0%) of the respondents in the study was Bachelor degree and the percentage of (15.3%) of the respondents in the study was master degree. Therefore the respondents had different degree, majority of the respondents were Bachelor Degree in university level.

DATA PRESENTATION AND ANALYSIS

In this section the researcher's present data collected from respondents of 118 staffs of the ministry of interior, federal affairs and reconciliation in Mogadishu by using a questionnaire and then analyzed the data.

Descriptive statistical analysis and correlation of the study objectives

4.6: Objective one: To determine the effect of integrity to the public trust in ministry of interior and federal Mogadishu-Somalia.

In this objective, presents Descriptive statistics and whether there was any statistically significant effect between integrity and public trust. The results presented in tables below indicate the level of respondents' agreement or disagreement of this objective.

Table 4.7 Integrity in the public sector institutions creates public trust on government

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	10	8.5	8.5	8.5
Disagree	12	10.2	10.2	18.6
Neutral	11	9.3	9.3	28.0
Agree	42	35.6	35.6	63.6
Strongly agree	43	36.4	36.4	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table 4.8 shows how respondents rated themselves on whether integrity process contributes to achieve public trust or strengthen, It reveals that 10 (8.5) Strong disagree, 12 (12%) Disagree, 11(9.3) Neutral, 42 (35.6) Agree, on the other hand, 43 (36.4%) Strong Agree. Based on the responses rate, indicates that the majority of respondents 42 36.3%) Strong Agree based on their understanding Of integrity process contributes to achieve public trust or strengthen

Table 4.9 integrity of public officials would greatly contribute to the building of public trust in government

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	7.6	7.6	7.6
Disagree	15	12.7	12.7	20.3
Neutral	11	9.3	9.3	29.7
Agree	47	39.8	39.8	69.5
Strongly agree	36	30.5	30.5	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves if integrity creates public officials contribute to build public trust, it shows that 9 (7.6%) Strong disagree, 15 (12.7%) Disagree. On the other hand, 11 (9.3%) Neutral, 36(30.8%) Agree and 36 (30.5%) Strong Agree.

Based on majority of the responses, 47 (39.8%) Agree. it indicates that integrity creates public officials and contributes to build public trust

Table 4.10 integrity becomes primary to that of personal survival on the part of many public agents which enhances perception of public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	11	9.3	9.3	9.3
Disagree	8	6.8	6.8	16.1
Neutral	21	17.8	17.8	33.9
Agree	55	46.6	46.6	80.5
Strongly Agree	23	19.5	19.5	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table 4.11 shows respondents rated themselves on whether integrity becomes primary to that of personal survival on the part of many public agents which enhances perception of public trust. It reveals that 11 (9.3%) Strong disagree and 8 (6.8%) Disagree. On the other hand 21 (17.8%) Neutral 55(46.6%) were Agree and 23 (19.5%) Strong Agree.

The majority of the responses rated were Agree 55 (46.6%) were Agree it indicates that integrity becomes primary to that of personal survival on the part of many public agents which enhances perception of public trust.

Table 4.12 To promote and strengthen measures to prevent corruption more efficiently and effectively assist ethical administration which uplift the public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	5.9	5.9	5.9
Disagree	11	9.3	9.3	15.3
Neutral	17	14.4	14.4	29.7
Agree	41	34.7	34.7	64.4
Strongly agree	42	35.6	35.6	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether To promote and strengthen measures to prevent corruption more efficiently and effectively assist ethical administration **which** uplift the public trust. It shows that 11 (5.9%) Strong disagree and 11 (9.3) Disagree, on the other hand 17 (14.4%) Neutral, 41 (34.7%) were Agree and 41 (35.6%) Strong Agree.

The majority of the responses were strongly Agree 42 (35.6%), it indicates To promote and strengthen measures to prevent corruption more efficiently and effectively assist ethical administration **which** uplift the public trust.

Table 4.13 to preserve the cultural integrity of the government can promote public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	11	9.3	9.3	9.3
Disagree	6	5.1	5.1	14.4
Neutral	19	16.1	16.1	30.5
Agree	50	42.4	42.4	72.9
Strongly Agree	32	27.1	27.1	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether to preserve the cultural integrity of the government can promote public trust It reveals that 11(9.3%) Strong disagree and 6 (5.1%) Disagree. On the other hand, 19(16.1%) Neutral, and 50 (42.4%) Agreed and 32 (27.1%) were Strong Agree. The majority of the responses rated Strong Agree 33 (41.2%). it indicates that the preserve the cultural integrity of the government can promote public trust.

4.14 Objective two: To find out the effect of service consistency on public trust in ministry of interior and federal Mogadishu-Somalia.

In this objective, the researcher presented whether there was any statistically significant relationship between service consistency and public trust in Mogadishu Somalia. The results presented in tables below indicate the level of respondents' agreement or disagreement of study

Table 4.16 Citizens usually receive government services through public servant indiscriminately which may lead public trust

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	17	14.4	14.4	14.4
	Disagree	15	12.7	12.7	27.1
	Neutral	15	12.7	12.7	39.8
	Agree	39	33.1	33.1	72.9
	Strongly Agree	32	27.1	27.1	100.0
	Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether Citizens usually receive government services through public servant indiscriminately which may lead public trust, It shows that 17(14.4%) Strong disagree and 15(12.7%) Disagree, also 15 (12.7%) Neutral, on the other hand 39 (33.1%) Agree, 32 (27.1%) were Strong Agree. The majority of the responses rated Strong Agree 39 (33.1%) it indicates that Citizens usually receive government services through public servant indiscriminately which may lead public trust.

Table 4.17 Habitual response to the public needs builds confidence or public trust on government

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	6	5.1	5.1	5.1
Disagree	17	14.4	14.4	19.5
Neutral	20	16.9	16.9	36.4
Agree	46	39.0	39.0	75.4
Strongly Agree	29	24.6	24.6	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether Habitual response to the public needs builds confidence or public trust on government then this will lead strong democratic system of government, It shows that 6 (5.1%) Strong disagree and 17(14.4%) Disagree, also 20(16.9% Neutral, on the other hand 46 (39.0%) Agree, 29 (24.6%) were Strong Agree. The majority of the responses rated Agree 46 (39.0%) it indicates that Habitual response to the public needs builds confidence or public trust on government.

Table 4.18 Continual public service provision implies the quality relation bond among government and its audience and lastly makes essence of public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	14	11.9	11.9	11.9
Disagree	12	10.2	10.2	22.0
Neutral	13	11.0	11.0	33.1
Agree	47	39.8	39.8	72.9
Strongly Agree	32	27.1	27.1	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether Continual public service provision implies the quality relation bond among government and its audience and lastly makes essence of public trust, It shows that 14(11.9%) Strong disagree and 12(10.2%) Disagree, also 13 (11.0% Neutral, on the other hand 47 (39.8%) Agree, 32 (27.1%) were Strong Agree. The majority of the responses rated Agree 47 (39.8%) it indicates that continual public service provision implies the quality relation bond among government and its audience and lastly makes essence of public trust.

Table 4.19 Continuous impartial treatment of government officials to the citizens enhances public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	5	4.2	4.2	4.2
Disagree	14	11.9	11.9	16.1
Neutral	14	11.9	11.9	28.0
Agree	52	44.1	44.1	72.0
Strongly Agree	33	28.0	28.0	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether Continuous impartial treatment of government officials to the citizens enhances public trust, It shows that 5(4.2%) Strong disagree and 14 (11.9%) Disagree, also 14 (11.9%) Neutral, on the other hand 52 (44.1%) Agree, 33 (28.0%) were Strong Agree. The majority of the responses rated Agree 52 (44.1%) it indicates that Continuous impartial treatment of government officials to the citizens enhances public trust.

Table 4.20 Fair and reliable public services inspire public trust and create favorable environment for government

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	9	7.6	7.6	7.6
Disagree	10	8.5	8.5	16.1
Neutral	11	9.3	9.3	25.4
Agree	47	39.8	39.8	65.3
Strongly Agree	41	34.7	34.7	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents rated themselves on whether Fair and reliable public services inspire public trust and create favorable environment for government. It shows that 9(7.6%) Strongly disagree and 10 (8.5%) Disagree, also 11 (9.3%) Neutral, on the other hand 47 (39.8%) Agree, 41 (34.7 %) were Strongly Agree. The majority of the responses rated Agree 47 (39.8%) it indicates that Fair and reliable public services inspire public trust and create favorable environment for government.

Table 4.21 The benevolence support is applied by public servant to make possible public trust on government institutions

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	10	8.5	8.5	8.5
Disagree	10	8.5	8.5	16.9
Neutral	16	13.6	13.6	30.5
Agree	53	44.9	44.9	75.4
Strongly Agree	29	24.6	24.6	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether The benevolence support is applied by public servant to make possible public trust on government institutions, It shows that 10(8.5%) Strong disagree and 10(8.5%) Disagree, also 16 (13.6%) Neutral, on the other hand 53 (44.9) Agree, 29 (24.6 %) were Strong Agree. The majority of the responses rated Agree 53 (44.9) it indicates that the benevolence support is applied by public servant to make possible public trust on government institutions.

4.22 Objective three: to investigate the effect of administrative loyalty on public trust in ministry of interior and federal Mogadishu-Somalia

In this objective, the researcher presented whether there was any statistically significant relationship between Selecting between administrative loyalty and public trust Mogadishu-Somalia. The results presented in tables below indicate the level of respondents` agreement or disagreement of this objective.

Table 4.23 The administrative loyal comes from support and respect of constitutions

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	5.1	5.1	5.1
Disagree	15	12.7	12.7	17.8
Neutral	12	10.2	10.2	28.0
Agree	48	40.7	40.7	68.6
Strongly agree	37	31.4	31.4	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether maintaining the administrative loyal comes from support and respect of constitutions It shows that 6(5.1%) Strong disagree and 15 (12.7%)

Disagree, also 12 (10.2%) Neutral, on the other hand 48 (40.7%) Agree, 37 (31.4%) were Strong Agree. The majority of the responses rated Strong Agree 48 (40.7%) it indicates that the administrative loyal comes from support and respect of constitutions.

Table 4.24 Government publish a set of core values for guiding their public servants in daily operations, and they draw these values from the same substantial sources, namely social norms, democratic principles and professional ethos to induce public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	15	12.7	12.7	12.7
Disagree	3	2.5	2.5	15.3
Neutral	22	18.6	18.6	33.9
Agree	47	39.8	39.8	73.7
Strongly agree	31	26.3	26.3	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Government publish a set of core values for guiding their public servants in daily operations, and they draw these values from the same substantial sources, namely social norms, democratic principles and professional ethos to induce public trust. It shows that 15 (12.7%) Strong disagree and 3 (2.5%) Disagree, also 22 (18.6%) Neutral, on the other hand 47 (39.8) Agree, 31 (26.3%) were Strong Agree. The majority of the responses rated Agree 47 (39.8%) it indicates that Government publish a set of core values for guiding their public servants in daily operations, and they draw these values from the same substantial sources, namely social norms, democratic principles and professional ethos to induce public trust.

Table 4.25 The higher the position public servant transparency is required from elected officials and senior public servants to create public trust in government institutions

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	4.2	4.2	4.2
Disagree	12	10.2	10.2	14.4
Neutral	16	13.6	13.6	28.0
Agree	51	43.2	43.2	71.2
Strongly agree	34	28.8	28.8	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether the higher the position public servant transparency is required from elected officials and senior public servants to create public trust in government institutions. It shows that 5 (4.2%) disagree and 12 (10.2%) Neutral, on the other hand 51 (43.2%) Agree, 34 (28.8%) were Strong Agree. The majority of the responses rated Agree 51 (43.2%) it indicates that the higher the position public servant transparency is required from elected officials and senior public servants to create public trust in government institutions.

Table 4.26 The administrative loyal can be inherited from both personal and institutional aspect embodied by public interest portrayed public servant make public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	7	5.9	5.9	5.9
Disagree	12	10.2	10.2	16.1
Neutral	17	14.4	14.4	30.5
Agree	45	38.1	38.1	68.6
Strongly agree	37	31.4	31.4	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether the administrative loyal can be inherited from both personal and institutional aspect embodied by public interest portrayed public servant make public trust. It shows that 7 (5.9%) Strong disagree and 12 (10.2%) Disagree, also 17 (14.4%) Neutral, on the other hand 45(38.1%) Agree, 37 (31.4%) were Strong Agree. The majority of the responses rated Agree 37(38.1%) it indicates that the administrative loyal can be inherited from both personal and institutional aspect embodied by public interest portrayed public servant make public trust.

Table 4.27 Trust in public administration is strongly linked to performances; ethical governance can help in actualizing government's expected or desired performance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	4.2	4.2	4.2
Disagree	14	11.9	11.9	16.1
Neutral	9	7.6	7.6	23.7
Agree	48	40.7	40.7	64.4
Strongly agree	42	35.6	35.6	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Political Trust in public administration is strongly linked to performances; ethical governance can help in actualizing government's expected or desired performance. It shows that 5 (4.2%) Strong disagree and 14 (11.9%) Disagree, also 9 (7.6%) Neutral, on the other hand 48 (40.7%) Agree, 42 (35.6%) were Strong Agree. The majority of the responses rated Agree 48 (40.7%) it indicates that Trust in public administration is strongly linked to performances; ethical governance can help in actualizing government's expected or desired performance.

4.28 PUBLIC TRUST

Table 4.5.1 Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	12	10.2	10.2	10.2
Disagree	10	8.5	8.5	18.6
Neutral	15	12.7	12.7	31.4
Agree	57	48.3	48.3	79.7
Strongly agree	24	20.3	20.3	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation. It shows that 12(10.2%) Strong disagree and 10 (8.5%) Disagree, also 15 (12.0%) Neutral, on the other hand 57(48.3%) Agree, 24(20.3%) were Strong Agree. The majority of the responses rated Strong Agree 57 (48.3%) it indicates that Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation.

Table 4.29 Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	12	10.2	10.2	10.2
Disagree	10	8.5	8.5	18.6
Neutral	15	12.7	12.7	31.4
Agree	57	48.3	48.3	79.7
Strongly agree	24	20.3	20.3	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation It shows that 12 (10.2%) Strong disagree and 10 (8.5%) Disagree, also 15 (12.7%) Neutral, on the other hand 50 (42.4%) Agree, 36 (30.5%) were Strong Agree. The majority of the responses rated Agree 57 (48.3%) it indicates that the Public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation.

Table 4.30 Ethical standard should be launched which is guideline to government institution in their normal operation and deal to citizens which guarantee positively public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	10	8.5	8.5	8.5
Disagree	7	5.9	5.9	14.4
Neutral	15	12.7	12.7	27.1
Agree	50	42.4	42.4	69.5
Strongly agree	36	30.5	30.5	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Ethical standard should be launched which is guideline to government institution in their normal operation and deal to citizens which guarantee positively public trust It shows that 10 (8.5%) Strong disagree and 7 (5.9%) Disagree, also 15 (12.7%) Neutral, on the other hand 50 (42.4%) Agree, 36 (30.5%) were Strong Agree. The majority of the responses rated Agree 50 (42.4%) it indicates that the Ethical standard should be launched which is guideline to government institution in their normal operation and deal to citizens which guarantee positively public trust.

Table 4.31 Accountability and transparency are mechanisms of ethical governance that help in achieving trust among government workers and their citizens

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	6	5.1	5.1	5.1
Disagree	12	10.2	10.2	15.3
Neutral	8	6.8	6.8	22.0
Agree	55	46.6	46.6	68.6
Strongly agree	37	31.4	31.4	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table shows how respondents` rated whether Accountability and transparency are mechanisms of ethical governance that help in achieving trust among government workers and their citizens. It shows that 6 (5.1%) strong disagree and 12 (10.2%) disagree Neutral 8 (6.8%) , on the other hand 55 (46.6%) Agree 37 (31.4%) were Strong Agree. The majority of the responses rated Agree 55 (46.6%) it indicates that the accountability and transparency are mechanisms of ethical governance that help in achieving trust among government workers and their citizens.

Table 4.32 Motivation and protecting public places for public uses, such as navigation, commerce, fishing, boating, swimming, and other recreational purposes makes sense public trust

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	10	8.5	8.5	8.5
Disagree	7	5.9	5.9	14.4
Neutral	9	7.6	7.6	22.0
Agree	42	35.6	35.6	57.6
Strongly agree	50	42.4	42.4	100.0
Total	118	100.0	100.0	

Source: Primary Data

Table 4.5.5 shows how respondents` rated whether Motivation and protecting public places for public uses, such as navigation, commerce, fishing, boating, swimming, and other recreational purposes makes sense public trust It shows that 10(8.5%) Strong disagree and 7 (5.9%) Disagree, also 9 (7.6%) Neutral, on the other hand 42(35.6%) Agree 50 (42.2%) were Strong Agree. The majority of the responses rated were strong Agree 50 (42.2%) it indicates that the Motivation and protecting public places for public uses, such as navigation, commerce, fishing, boating, swimming and other recreational purposes makes sense public trust.

4.6: zero order correlation coefficient between the study variable

Correlations

		IntegretyG	serviceC	Adminstrative L	Public
IntegretyG	Pearson Correlation Sig. (2-tailed)	1	.510** .000	.679** .000	.727** .000
ServiceC	Pearson Correlation Sig. (2-tailed)	.510** .000	1	.529** .000	.517** .000
Adminstrative L	Pearson Correlation Sig. (2-tailed)	.679** .000	.529** .000	1	.682** .000
Public	Pearson Correlation Sig. (2-tailed)	.727** .000	.517** .000	.682** .000	1

The first dimation of the study was to Determine The Effect of Integrity on Public Trust Thus, thereby the below table shows that there is positive strong relationship between Integrity and Public Trust indicated the result 0.727** which means the increase of one level for Integrity may cause a Increase of .727** of Public Trust. Therefore the correlation coefficient between Integrity and Public Trust ($r = 0.727^{**}$ $p < 0.000$).

Second dimension of the study was to Find the Effect of Service consistency on Public Trust , and researchers found Service consistency has Strong positive relationship on Public Trust, and

there are correlated in each other, once increased the Service consistency also Public Trust Increase about 51.7%, which is significance ($r = .517^{**}$ $p = .00$).

Third dimension of the study was To Investigate the Effect of Administrative Loyalty on Public Trust, and researchers found that there is direct relationship between Administrative loyalty On Public Trust , which obtained that 68.2% correlated with each other- the change of one automatically effect the other, ($.682^{**}$ $p = .00$)

CHAPTER FIVE

5.1 Conclusion

We recommend the following

- ✓ Ministry has to make enforcing fundamental human right along with fairness in the recruitment and delivery of public services
- ✓ Ministry must be create legal framework as a part model for understanding anti-corruption policies and procedures in that country has very weak provision against corruption and unethical practices
- ✓ Ministry has to make has an obligation to treat everyone equally and to provide the greatest good to most of citizens.
- ✓ Ministry should implement Pay reform the pay levels are important as an encouragement for civil service employees not to be corrupt or dishonest.
- ✓ Ministry has to make Availability of Information to the Public, Annual Budget, Financial Performance and Investments, Financial Records

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APPENDIX A: QUESTIONNAIRE

Dear respondent,

I Am graduates at Daffodil International University. I am conducting this study in fulfillments of the requirements for the award of Masters of Management Information System.

This questionnaire is intended to share with your opinion . It is not a test, so there are no right or wrong answers. Please answer each item as carefully and accurately as you can by placing (√) the appropriate option.

We assure that the data you provide only wanted for academic purpose and the information you offer will be treated with utmost confidentiality

Section (A): the respondent's profile

Write tick (√) the appropriate response

1. **Gender**

1. Male 2.Female

2. **Marital status**

1. Single 2.Married

3. **Age**

1) 20-25 2) 25-30 3) 30-40 4.) 40 above

4. **Level of education**

1. Secondary

2. Bachelor

3. Master

4. PhD

SN	Ethical governance					
	Integrity	Strongly disagree	Disagree	neutral	agree	Strongly agree
1	Integrity in the Public Sector institutions creates public trust on Government					
2	Integrity of public officials would greatly contribute to the building of public trust in government					
3	Integrity becomes primary to that of personal survival on the part of many public agents which enhances perception of public trust					
4	to promote and strengthen measures to prevent corruption more efficiently and effectively assist ethical administration which uplift the public trust					
5	<i>To preserve the cultural integrity of the government can promote public trust</i>					
	service consistency					
1	Citizens usually receive government services through public servant indiscriminately which may lead public trust.					
2	Habitual response to the public needs builds confidence or public trust on government.					
3	Continual public service Provision implies the quality relation bond among government and its audience and lastly makes essence of public trust					
4	Continuous Impartial treatment of government officials to the citizens enhances public trust					
5	Fair and reliable public services inspire public trust and create a favorable environment for government,					

SN	Ethical governance					
	administrative loyalty	Strongly disagree	Disagree	neutral	agree	Strongly agree
1	The benevolence support is applied by public servant to make possible public trust on government institutions					
2	The administrative loyal comes from support and respect of constitution					
3	government publish a set of core values for guiding their public servants in daily operations, and they draw these values from the same substantial sources, namely social norms, democratic principles and professional ethos to induce public trust					
4	The higher the position public servant transparency is required from elected officials and senior public servants to create public trust in government institutions					
5	The administrative loyal can be inherited from both personal and institutional aspect embodied by public interest portrayed public servant make public trust.					
SN	Public trust	Strongly Disagree	Disagree	neutral	agree	Strongly agree
1	Trust in public administration is strongly linked to performance; ethical governance can help in actualizing government's expected or desired performance.					
2	public trust is simple, obliges governmental institutions to manage public resources to the best interest of its citizens and by not compromising with the benefits of future generation					
3	Ethical standard should be launched which is guideline to government institution in their normal operation and deal to citizens which guarantee positively public trust.					
4	Accountability and transparency are mechanisms of ethical governance that help in achieving trust among government workers and their citizens.					
5	Motivation and <u>protecting public places for public uses</u> , such as navigation, commerce, fishing, boating, swimming, and other recreational purposes makes sense public trust.					

Thank you for your cooperation

APPENDIX A

Time Framework

NO.	Time Frame	Activities
1	September 30 - 12 March	Selecting Project title
2	13 - 20 October	Thesis title with problem statement
3	October 21 – 27 March	Chapter one "Introduction"
4	October 27-24 November	Chapter two "Related Literature Review"
5	November 24-01 December	Chapter Three" Methodology'
6	02– 8 December, 2016	Revising the partial project proposal
7	12 Jun 2017	Submitting project proposal

APPENDIX B

Budget (expenses incurred)

NO.	Description	Total Amount in dollar
1	Internet access	\$ 26
2	Transportation expenses	28
3	Photocopying expense	5
4	stationary and supply material	6
5	Telephone expense	12
6	Book publishing	8
7	Supervision fee	120
8	Miscellaneous expense	4
	TOTAL:	<u>\$ 209</u>