

The Role of Good Governance on Health Service Delivery: A Case of Hargeisa Group Hospital in Hargeisa, Somaliland

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ABSTRACT: This paper is designed to explore the role of good governance on health service delivery at Hargeisa Group Hospital (HGH) in Hargeisa, Somaliland, since the problem statement of this study mentions numerous challenges which exist at HGH's health service delivery mechanism which arose during the Covid-19. Therefore, the general objective of this study is to identify the role of good governance on health service delivery. Further along, the study employed mixed approach method of research, specifically case study research design were used, and also the participants of the study were 20 persons who have experienced at HGH. Moreover, study revealed that good governance improves health services' availability, equity, fairness, transparency, effectiveness, affordability, efficiency, appropriateness, comprehensiveness and etc. In emphasis, the study found, that good governance have not fully implemented at HGH. Whereas, study found that factors which negatively influences the good governance implementation at HGH. Lastly, the study suggests some critical points or remedies to solve the problems mentioned within the study.

Keywords: Good Governance, Health Services, Hargeisa Group Hospital, Covid-19, JPLG

I. INTRODUCTION

Good Governance became importance in the last two decades, within the development and cooperation of modern era, it is regarded essential and prerequisite for human development by both partners, donors and countries (ADC, 2011). However, the term of good governance has been defined by dissimilar scholars with dissimilar ways, so it is important to have working definition, thus, to understand the meaning of the term we have to split it into two words "Good" and "Governance", good means just an opposite of bad, whereas, the governance is the process of making decisions and by which decisions are implemented (UNESCAP, 2009).

In the context of political and institutional, good governance is the environment that upholds human rights, democratic principles and the rule of law, "good governance is the transparent and accountable management of human, natural, economic and financial resources for the purposes of equitable and sustainable development" (ADC, 2011)

In historically, the term of Good Governance firstly was used by Former President of World Bank Barber Conable by referring that efficient of public service, reliable judicial system and administration which is accountable to the public citizen and then it was reshaped by making another term which is governance and development in late (Tripathi, 2017)

According to Biebei (2017) the governance plays crucial role in health system performance and operation. China made progression on health systems since the last six decades. Moreover, it extended from urban to rural and rural people access essential health services. Similar to that, it implemented accessibility of health insurance to its residents even in rural areas.

South Africa government the issue of poor health service delivery has been given special consideration. Also, in 1994, Dr. Manto stated that the department of public health has developed number of policies and strategies to meet the citizen needs (Brauns, 2015). Further along, South Africa is one of the best governments who have effective health policies around the globe (Brauns, 2015).

Additionally, in 2001 at Abuja, Nigeria; heads of African region states made agenda which was aimed to focus on health financing by placing around 15% of national budget to achieve Millennium Development Goals by 2015 (MoHD, 2014).

The National Development Plan-II (2017) of Somaliland Government outlines five pillars which are driven from the Somaliland National Vision 2030; developed by former president's government in 2012. These pillars

including Good Governance as pillar and Health Service as sub-pillar under Social Development Pillar which encompasses broad area .Moreover, each sector and pillar has specific vison.

Similarly, the pillar of Good Governance envision a democratic, transprence, accountable and equitable manner where the citizens' rights are protected under public institutions (MoNPD, 2017).

However, the sector is intended to be focused especially, the rule of law, social justice, security, service delivery, decentralization and development, public resource, foreign relations and international cooperation. On the other hand, he district level have been given the responsibilities of service delivery in local levels. The program called UN JPLG led the vice president of Somaliland has enhanced the decentralized services .This program is allocated to strength the peace consolidation, service delivery and development.

Moreover, the decentralized services including primary health care, education and water and sanitation (MoNPD, 2017), the NDP II states that the health sector evasions where the citizens enjoy and access high quality services. Also, it has given special regard on reduction of both maternal mortality and incidence non-communicable diseases.

In contextually, Hargeisa is the largest city in Somaliland and it has population around 1.4 million inhabitants. The Hargeisa Group Hospital which was built in 1953 is located at Sha'ab Area in Hargeisa .The hospital provides both secondary and primary health care.

The purpose of this study is to recognize the ways that Good Governance can improve and enhance the quality, transprence, availability and accessibility of health services in Somaliland. Also, to point out clear role of good governance on health service delivery in Somaliland. All and all, this study tries to outline and investigate whether the good governance can solve the problems sexist in Hargeisa Group Hospital.

II. PROBLEM STATEMENT

It is being identified the gap of Good Governance on Health Service Delivery at Hargeisa Group Hospital (HGH) in Hargeisa Somaliland. Actually, there is inefficiency, inequitable, unaffordable, inaccessible, ineffectiveness, irresponsiveness, incompetence, unreliable, centralized and poor health service delivery at Hargeisa Group Hospital. Therefore, the health Services provided by HGH are totally do not meeting the standard which the clients can feel satisfied. Similarly, huge number of people visit HGH to obtain medication, consultation or diagnostic service, but they do not mainly meet totally what they have expected from the hospital and they believe that there is health service which does not a reliable and efficiency. Moreover, due Covid-19 outbreak, oxygen and ventilators have been lacked at HGH as stated by the president HE. Muse Bihi Abdi during the interview with VOA on 6th June, 2020. However, this shows the lack of Good Governance practices at Hargeisa Group Hospital in the aspect of Health Service Delivering to citizens or clients, so to challenge this obstacles there is a need to clarify the role of good governance on health service delivery at HGH in Hargeisa Somaliland

III. METHODS

The study employed mixed method approach, particularly it has been used a Case Study design because this kind of research design is mainly used by social scientist to fully understand an exist situation, phenomenon, experience of individuals, groups, organization or other than. Also, the study participants were residents of the Hargeisa, Somaliland. Furthermore, the study used non-probability sampling procedure, while 20 participants comprising clients and experienced staff of Hargeisa Group Hospital were conveniently selected. Similarly, during the data gathering both questionnaire and KIIs were used, but the during the data analysis only Excel and SPSS were used as research instruments.

IV. FINDINGS/ DISCUSSION

1.1. Gender

Table1		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	9	45.0	45.0	45.0
	Female	11	55.0	55.0	100.0
	Total	20	100.0	100.0	

This table shows, 55% of the respondents were female and they were the majority of the respondents , while 45% of the respondents were male and they were the lowest number of the respondents , therefore, number of female of respondents were more than number of male.

2.1. Category of the respondents

Table2		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Client	8	40.0	40.0	40.0
	Staff	12	60.0	60.0	100.0
	Total	20	100.0	100.0	

As the above table shows, 60% of the respondents were staff employed by HGH which were the highest amount of the respondents, but 40% of the respondents were clients which the lowest amount of the respondents.

3.1. Perceptions toward the Quality of Services Provided by Hargeisa Group Hospital

Table3		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Maximum	3	15.0	15.0	15.0
	Average	8	40.0	40.0	55.0
	Minimum	9	45.0	45.0	100.0
	None	20	100.0	100.0	

As the above table shows, 45% of the respondents claimed that the HGH's health services' quality is minimum standard, which were the highest amount of respondent, but 15% of the respondents claimed that it has a maximum quality, and they were the lowest amount of the respondents. While, 40% of the respondents claimed it has average quality and they were the second highest amount of respondents, thus based on the above HGH's health service quality is minimum.

In generally, the general objective of this study was to identify or investigate the role of good governance on health service delivery at HGH in Hargeisa Somaliland, therein it is identified that the role of good governance at HGH is to enhance accessibility of service delivery since 95% of the respondents either agreed or strongly agreed. Thus, study found good governance can improve accessibility of health services at HGH.

Similarly, study found that good governance can improve availability of health services since 90% of the respondents either agreed or strongly agreed that it can enhance the availability of health services. On the other hand, the study found that 85% of the respondents have either agreed or strongly agreed that effective good governance at HGH can improve the reliability of health services, therefore good governance can improve reliability of health services at HGH.

Furthermore, the study have identified that good governance implementation at HGH can improve equity of health services, while 60% of respondents agreed and around 30% of the respondents strongly agreed that. Similar to this, study found that good governance can improve health services' affordability at HGH since 50% of the respondents agreed and 40% of the respondents strongly agreed. However, it is identified within the study that good governance can improve effectiveness of health service delivery at HGH because 85% of the respondents have either agreed or strongly agreed that it can improves effectiveness of health services at HGH.

The study also found that an effective good governance at HGH can improve responsiveness of health services since 60% of the respondents agreed as well as 30% else have strongly agreed. Therefore, it can improve responsiveness of health services at HGH. In addition, study revealed good governance can improve efficiency of health service delivery at HGH, while 25% of respondents strongly agreed and 60% of else respondents agreed, thereby as above mentioned it can improve efficiency of health service delivery at HGH. Also, study identified that good governance can improve respect and courtesy in health service delivery at HGH, while majority of the respondents or 65% have either agreed or strongly agreed that it can enhance respect among all levels.

The study recognized that good governance can improve appropriateness of health service delivery at HGH because 80% of the respondents have either agreed or strongly agreed. In contrast, 70% of the respondents have either agreed or strongly agreed that good governance can improve comprehensiveness or inclusiveness of health service delivery at HGH. Thus study identified that good governance can improve comprehensiveness of health service delivery at HGH. Similarly, the study also identified that an effective good governance can improve the competence of institution and staff at HGH, while majority of the respondents have either agreed or strongly agreed.

However, the study has examined the challenges hindered implementation of good governance at HGH in Hargeisa Somaliland, so the study identified that corruption is one of the factors that has hindered implementation of good governance at HGH since 50% of the respondents have strongly agreed that it hindered the implementation of good governance at HGH, while 30% of the respondents have agreed as well.

Similarly, study found the bureaucratic challenges like lack of well-known policies hierarchy is of the factors that hindered the implementation of good governance at HGH because 65% of respondents have either agreed or strongly agreed that bureaucratic have hindered implementation of good governance at HGH. This can be supported that 58% out of 12 staff among HGH employees have claimed that they have not sure whether the hospital owns client charter or health service delivery policy.

Also, study revealed that political interference is one of the challenges that have hindered implementation of good governance at HGH since 85% of the respondents have either strongly agreed or agreed that this challenge hindered implementation of good governance at HGH. Moreover, delays of decision making have been identified by the study as one of the factors that have hindered implementation of good governance at HGH, while 75% of the respondents have either agreed or strongly agreed that this challenge has hindered the implementation of good governance at HGH.

The study has identified that nepotism is one of the factors that have hindered implementation of good governance at HGH because 80% of the respondents have either strongly agreed or agreed that it hindered the implementation of good governance at HGH. Further along, study found that misuse of funds is one of the challenges that have hindered the implementation of good governance at HGH, while 90% of the respondents have either strongly agreed or agreed that misuse of funds has hindered the implementation of good governance at HGH.

Similar to that, study revealed poor management is one of the challenges that hindered the implementation of good governance at HGH because 85% of the respondents have either agreed or strongly agreed that this challenge hindered the implementation of good governance at HGH. Thought, study found low technology is one of the factors that hindered implementation of good governance at HGH while 60% of the respondents have either agreed or strongly agreed this challenge hindered the implementation of good governance at HGH.

V. CONCLUSION

Last but not least, this study concludes that the role of good governance on health service delivery at HGH in Somaliland is to improve or enhance accessibility, availability, affordability, effectiveness, reliability, efficiency, responsiveness, appropriateness, comprehensiveness and equity of health services at HGH as well as it improves staff's and institution's competence to deliver health services and courtesy among every single person whether staff or client to keep dignity and worth of individuals.

This, enables the hospital to smoothly run health service delivery and also clients may feel satisfied. Nevertheless, the study outlined that good governance improves health service delivery's quality. Whereas, it mentioned the challenges which have hindered the implementation of good governance at HGH.

VI. RECOMMENDATIONS

After in-depth analysis, this study recommends that HGH administrative organs must adhere principles of good governance to overcome any challenge which can disturb health service delivery system of the hospital. Specifically, the study suggests as follows; it is highly recommended to be established strong and comprehensive client charter or health service delivery policy at HGH to maintain quality of health services; the principles of bureaucracy must be followed by hospital administration to ensure management system at HGH; the government must allocate extra fund to cover technological needs at HGH.

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