

Assessing the Effectiveness of Public–Private Partnerships in Urban Water Supply Service Delivery: Evidence from Hossana City Administration, Ethiopia

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Abstract: *Public–Private Partnerships (PPPs) have become an important mechanism for improving urban water service delivery by combining the resources, expertise, and capacities of the public and private sectors. This study examined the effectiveness of PPPs in water service delivery in Hossana City, Ethiopia, using a mixed-methods research design. Quantitative data were collected from 382 household respondents through structured questionnaires, achieving a response rate of 96.2%, while qualitative data were obtained through semi-structured interviews with officials of the Hossana Water and Sewerage Authority. The findings indicate that rapid urbanization, inadequate water infrastructure, limited financial resources, weak institutional capacity, and ineffective governance have significantly constrained the provision of reliable and equitable water services. Respondents reported frequent water supply interruptions, poor service quality, and inadequate customer complaint-handling mechanisms, resulting in low levels of consumer satisfaction. Although PPPs were introduced to enhance service delivery, the existing partnership arrangements have not fully achieved their intended objectives due to weak stakeholder coordination, limited private sector participation, insufficient infrastructure investment, and inadequate institutional oversight. The study concludes that improving water service delivery requires strengthening institutional and technical capacity, expanding and rehabilitating water infrastructure, enhancing governance, transparency, and accountability, improving customer service systems, and establishing more effective and sustainable public–private partnership frameworks. Implementing these measures would contribute to a more reliable, efficient, and sustainable urban water supply system in Hossana City.*

Keywords: Public–private partnerships, water service delivery, urban water supply, institutional capacity, governance, infrastructure development, customer satisfaction, Hossana City, Ethiopia.

1. Introduction

Rapid urbanization has substantially increased the demand for safe, reliable, and sustainable urban water supply services in Ethiopia. However, rapid population growth, aging water infrastructure, inadequate public investment, institutional capacity constraints, and environmental degradation have significantly limited the ability of urban water utilities to meet the growing demand for potable water (World Bank, 2018; UN-Habitat, 2022). These challenges have intensified concerns over the sustainability and efficiency of public water service delivery, prompting governments to seek alternative financing and management approaches. Among these, Public–Private Partnerships (PPPs) have emerged as an important policy instrument for mobilizing private investment, improving operational efficiency, facilitating technology transfer, and expanding access to quality public services (World Bank, 2017; OECD, 2020).

Globally, PPPs have been widely adopted to enhance infrastructure development and public service delivery by combining public sector oversight with private sector expertise, innovation, and financial resources (Grimsey & Lewis, 2004; Yescombe, 2018). Evidence from both developed and developing countries suggests that well-designed PPP arrangements can improve investment

efficiency, service quality, and operational performance. Nevertheless, their success depends on effective governance, transparent procurement processes, sound regulatory frameworks, and strong institutional capacity. Inadequate accountability, weak regulation, and poor contract management may undermine the expected benefits of PPPs (Marin, 2009; OECD, 2020). In Ethiopia, the government recognized the strategic importance of PPPs through Proclamation No. 1076/2018, which established the legal and institutional framework for implementing PPP projects. Despite this policy commitment, PPP investments have largely concentrated on sectors such as energy and transport, while their application in urban water supply services remains limited.

Hossana City reflects many of the challenges confronting urban water supply systems in Ethiopia. The city continues to face increasing water demand driven by rapid urban expansion, while inadequate infrastructure, financial constraints, limited technical capacity, and environmental pressures have resulted in persistent water shortages, unreliable service delivery, and insufficient coverage. These challenges have negatively affected the quality, accessibility, and sustainability of water services provided to urban residents. Although PPPs offer considerable potential to address these problems by mobilizing additional investment, strengthening technical and managerial capacity, and

improving operational efficiency, their implementation in Hossana City's water sector remains limited and insufficiently understood.

Although previous studies have examined Public-Private Partnerships in Ethiopia, the existing literature has primarily focused on large-scale infrastructure projects such as transport and energy, with relatively little attention given to urban water supply services, particularly in secondary cities. Consequently, there is limited empirical evidence regarding the institutional, governance, stakeholder, financial, and operational factors influencing the implementation and effectiveness of PPPs in Hossana City's water sector. Addressing this gap, the present study assesses the implementation of Public-Private Partnerships in Hossana City's water supply sector and examines the opportunities and challenges affecting their effectiveness in improving urban water service delivery.

1.1. Research Questions

1. What is the current level of Public-Private Partnership (PPP) implementation in the water supply sector of Hossana City Administration?
2. How do Public-Private Partnerships contribute to improving the accessibility, efficiency, affordability, and quality of water supply services in Hossana City Administration?
3. What are the major constraints affecting water supply service delivery in Hossana City Administration?

1.2. Objectives of the Study

General Objective

To assess the role and effectiveness of Public-Private Partnerships (PPPs) in improving urban water supply service delivery in Hossana City Administration, Ethiopia.

1.1. Specific Objectives

1. To examine the current status and practices of Public-Private Partnerships in the water supply sector of Hossana City Administration.
2. To evaluate the contribution of Public-Private Partnerships to improving water supply accessibility, efficiency, affordability, and service quality in Hossana City Administration.
3. To identify the major challenges and constraints affecting water supply service delivery and the effective implementation of Public-Private Partnerships in Hossana City Administration.

2. Research Design and Methodology

2.1. Research Paradigm

This study adopted an applied research approach to generate practical solutions for improving Public-Private Partnership (PPP) implementation in Hossana City's urban water supply sector. The approach was appropriate because it enabled the use of flexible research methods to examine the effectiveness of PPPs, identify implementation challenges, and develop evidence-based recommendations to enhance water service delivery and support informed policy and management decisions.

2.2. Research Design

This study employed a descriptive research design to assess the current status of Public-Private Partnership (PPP) implementation in Hossana City's urban water supply sector. The design was appropriate for describing existing practices, institutional arrangements, and implementation challenges without examining causal relationships, thereby providing evidence to support informed decision-making and policy development.

2.3. Research Approach

We used a mixed methods approach, which means we combined ways of collecting data. The quantitative part helped us measure things like access to water, how well services work and user satisfaction. The qualitative part helped us understand how things are organized the laws that govern them and what problems they face.

By combining these two approaches we got an understanding of the problem we were studying. We looked at the results from sources, which made our findings more believable. Private partnership practices and urban water supply services in Hossana City Government were what our research was all about and we tried to understand them from many different angles.

2.4. Types and Sources of Data

This study utilized both quantitative and qualitative data collected from primary and secondary sources. Primary data were obtained from household respondents and officials involved in Hossana City's water supply services through surveys and interviews, while secondary data were gathered from books, journal articles, policy documents, government reports, and other relevant publications. Combining these data sources enhanced the reliability and comprehensiveness of the study's findings.

2.5. Sample Size Determination

The sample size will be determined using appropriate statistical techniques, such as the formula for calculating sample size for a given population size and desired level of precision. Adopting proportional allocation, then the sample size as under for the different strata was identified by the using Taro Yamane (1973)

formula. The formula for estimating the sample size based on 95% confidence level needed from a given population was provided by Taro Yamane (1973). Sampling formula: $n = \frac{N}{1 + N(e)^2}$ n = Sample Size, N = Total population, e = Acceptable error (i.e. with 95 confidence level, 5% margin of error)

$$n = \frac{N}{1 + N(e)^2}$$

$$\frac{42,408}{1 + 42,408(0.05)^2} = 397$$

2.6. Data Collection Method

Semi-structured interviews were conducted with officials from water authorities and other relevant institutions to obtain in-depth insights into public-private partnership practices, institutional challenges, and operational experiences. In addition, structured questionnaires were administered to households and sector employees to collect standardized data from a larger sample, enabling quantitative analysis and comparison of respondents' views.

2.7. Data Quality, Analysis, and Ethical Considerations

The validity and reliability of the study were enhanced through data triangulation by combining interviews, questionnaires, and document reviews, while consistent data collection procedures ensured reliable findings. Quantitative data were analyzed using SPSS version 20 and presented through descriptive statistics, tables, and graphs, whereas qualitative data were analyzed thematically to complement the quantitative results. Ethical principles were strictly observed by obtaining informed consent, ensuring voluntary participation, maintaining respondents' anonymity and confidentiality, and using the collected information solely for academic purposes.

3. DATA PRESENTATION, ANALYSIS AND INTERPRITATION

3.1. Response rate

The response rate is the number of questionnaires that people filled out and gave back compared to how many we gave out. In our study 382 out of 397 people gave us back their questionnaires so our response rate is 96.2%. This is very good. It means that people were really willing to help us with our study.

Some researchers say that if you get than 70% of your questionnaires back that is excellent. We think we got such a response rate because we kept talking to people and making sure they had what they needed to fill out the questionnaire.

3.2. Descriptive Statistics of Accessibility of Water Supply System in the Study Area

Accessibility of Water

The water services are not easy to get for people. People need water that's safe and clean for daily use. The study found that many people were not sure if the water supply services had gotten better. In fact 39.2% of the people who answered the questions were not sure if it was easier to get water.. 41 % of the people said that they did not see any difference. 20 % of the people thought that getting water was easier now. A lot of people were also not sure if they got water every day. 43 % of the people said they did not know if the water supply was regular. The other people were divided on this issue. Some people thought the water supply was better and some people thought it was not.

The study shows that some people got a little water services.. Most people did not see any big changes or were not sure if the water services were good. This means that the water services are still not good enough in the area where the study was done.. This is still a big problem, for the people who live there.

Table 1: Accessibility of Water Supply

Accessibility of Water Supply System	Frequency	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Public Private Partnership can help expand water supply service to areas that currently lack access to water supply	N	18	58	150	104	52	382
	%	4.7	15.2	39.2	27.2	13.6	100.0
Public Private Partnership arrangements can help reduce the frequency of water supply interruptions, in the water supply	N	49	89	165	73	6	382
	%	12.9	23.2	43.1	19.2	1.6	100

Source: - researchers own data

Water Quality

The findings indicate that private sector participation has had limited impact on improving water quality. Nearly half of the respondents (46.4%) believed that private sector involvement had not enhanced the safety and cleanliness of drinking water, while only 20.9% reported improvements. Interview findings supported these results, with residents expressing concerns about poor water quality and occasional contamination. These findings suggest that inadequate monitoring, limited technical capacity, and insufficient investment in water treatment continue to hinder improvements in water quality.

Table 2: water quality

Water Quality	Frequency	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STR. DISAGREE	Total
The fact that partners are involved can make Water Quality better and safer	N	22	58	125	119	58	382
	%	5.7	15.1	32.8	31.2	15.2	100.0
When the government and private companies work together it can help take care of infrastructure which can give us Water Quality Number	N	24	43	131	126	58	382
	%	6.2	11.2	34.2	33	15.2	100.0

Source: - researchers own data

Affordability of Water

The findings in Table 4.5 show that working with companies has helped make water services affordable for households in Hossana City Administration. Out of all respondents 52.8 % said working with companies helps keep water bills affordable while 22.4 % did not have an opinion. 24.8 % disagreed, which means many people are still worried about affordability. Also 39.2 % of respondents said working with companies helps with cost recovery without pressuring residents. However 36.8% disagreed. This means that while working with companies seems to help with water bills and financial sustainability many residents are still worried, about fair pricing and long-term affordability of water services. So more needs to be done to ensure water services stay affordable for everyone and working with companies can help achieve that.

Table 3: Affordability of Water

ISSUES	FREQUENCY	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STR. DISAGREE	Total
Public Private Partnerships can help keep tariff affordable for households	N	58	143	86	67	28	382
	%	15.2	37.6	22.4	17.6	7.2	100.0
PPPs can improve cost recovery putting too much financial pressure	N	18	131	92	55	86	382
	%	4.8	34.4	24.0	14.4	22.4	100.0

Source :- researchers own survey

Equity Water Distribution

The study findings show that equity in water distribution is still a problem in Hossana City Administration. This is true even though Public Private Partnerships are involved. Than 60 % of the people we asked said that Public Private Partnerships have not made water distribution fairer in different parts of the city. A few people thought that Public Private Partnerships had helped make water services more equal. We also talked to some people and they said that some areas get better water services than others. This means that water distribution is not equal and Public Private Partnerships have not solved the problem of making sure everyone has access to water services. The study results also say that we need ways to monitor water distribution improve the water system and make sure water is allocated fairly so that all residents of Hossana City Administration get equal access to water services. This will help make sure that equity in water distribution is achieved and that everyone in Hossana City Administration has access, to water services.

Table 4: Equity Water Distribution

ISSUES	Frequency %	STRO.AGEE	AGREE	NEUTRAL	DISAGREE	STR. DISAGREE	Total
Private sector involvement can improve how water is produced and distributed.	N	22	58	125	119	58	382
	%	5.8	15.2	32.7	31.1	15.2	100.0
PPPs help reduce water losses, with management and maintenance	N	37	82	131	101	31	382
	%	9.6	21.6	34.4	26.4	8.0	100.0

Source: - researchers own data

According to the interviewee, the increase in population in the city has made it difficult to secure water supply, efficiency and quality from the government. Therefore, the government can solve water supply problems in the city by encouraging and controlling private partners and expanding the efficiency and accessibility of water supply in the city.

3.3. Public Private Partnership (PPP) Practices in Water Supply Services

The study found that Public–Private Partnerships are working with the people of Hossana City Administration to give them water. Most of the people who were asked about this said that private companies are helping with water.. Even though private companies are involved many people are worried about how well these partnerships are working. 71 % of the people said that it is not clear what each person or company is supposed to do to help with water so it is hard to know who is responsible for what. Also 72 % of the people said that having private companies help with water has not made the water supply better or more efficient.

These results show that the big problem is not that Public Private Partnerships exist, but how they are working together. The people and companies involved do not work well together. It is not clear who is supposed to do what. There is also no plan, for how to do things, which makes it hard for Public Private Partnerships to make the water supply better. The results also mean that the people and companies involved need to work better make clear plans and watch what is happening so that Public Private Partnerships can help give the people of Hossana City Administration good water. Public Private Partnerships need to do these things so that they can help make sure the people have water that's safe and reliable.

Table 5: Public Private Partnership (PPP) Practices in Water Supply Services

ISSUES	Frequency	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	Total
The city of Hossana has a water supply service. This private water supply service has a partnership arrangement.	N	126	153	51	35	17	382
	%	32.9	40.0	13.3	9.2	4.6	100.0
Private companies manage water supply services in cities like the city of Hossana.	N	118	153	46	43	22	382
	%	30.8	40.0	12.1	11.3	5.7	100.0
The city of Hossana has a water supply service and the responsibilities of the sector and private partners in water supply services are clearly defined	N	40	17	51	126	148	382
	%	10.4	4.6	13.3	32.9	38.8	100.0
The city of Hossana has a water supply service and private partnerships will support the improvement or expansion of the water supply system.	N	54	48	46	165	69	382
	%	14.1	12.5	12.1	43.2	18.1	100.0
The city of Hossana has a water supply service and private partnership helps improve water supply efficiency..	N	41	26	38	158	119	382
	%	10.8	6.7	10.0	41.3	31.2	100.0
The city of Hossana has a water supply service and overall the collaboration between the sectors in water supply services is working well.	N	47	26	39	139	131	382
	%	12.4	6.8	10.1	36.3	34.4	100.0

Source: Field study, April 2026

The findings indicate mixed perceptions regarding public–private partnerships (PPPs) in Hossana's water supply. While a majority of respondents supported private sector involvement in water service provision (72.9%) and agreed that PPPs could improve water supply (61.3%), most expressed dissatisfaction with the current collaboration between the government and private companies, with over 70% believing the partnership is ineffective. Furthermore, 72% of respondents did not believe that the existing PPP arrangement had improved the efficiency of water services. Interview results revealed that the government plays a leading role in policy, regulation, infrastructure investment, and service oversight, while private partners contribute finance, technical expertise, and operational support. Overall, respondents emphasized that stronger coordination, transparency, and accountability are essential for PPPs to effectively improve water supply services in Hossana.

Challenges and limitations of water supply services

The study identified several challenges affecting water supply services in Hossana City Administration, including aging infrastructure, inadequate financial resources, shortages of skilled personnel, and weak institutional management. Respondents indicated that deteriorating pipelines contribute to water losses, while limited technical capacity affects service quality. Interview findings further revealed concerns about weak government decision-making and oversight, which hinder effective service delivery. Overall, the results suggest that improving infrastructure, strengthening institutional capacity, and ensuring transparent and well-managed public–private partnerships are essential to enhancing water supply services.

Table 6: Challenges and limitations of water supply services

ISSUES	Frequency %	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	S. DISAGREE	Total
Water supply services interruptions happen to residents of water supply services. They do not get water service.	N	126	153	51	35	17	382
	%	32.9	40.0	13.3	9.2	4.6	100.0
The old water infrastructure of water supply services is an issue for water supply services..	N	118	159	46	43	16	382
	%	30.8	41.7	12.1	11.3	4.2	100.0
This is an issue for water supply services because water supply services need money to function.	N	63	37	9	126	147	382
	%	16.4	9.6	2.5	32.9	38.6	100.0
Power outages are a problem for water supply services because they stop water supply services from working	N	43	83	59	92	105	382
	%	11.3	21.7	15.4	24.2	27.5	100.0
Water supply services need trained personnel to work for water supply services.	N	232	68	18	41	22	382
	%	60.8	17.9	4.6	10.8	5.8	100.0
Poor governance and coordination of institutions is a problem, for water supply services.	N	151	97	27	70	37	382
	%	39.5	25.3	7.0	18.3	9.6	100.0

The findings reveal that Hossana City faces significant challenges in providing reliable water supply services. Most respondents reported frequent water interruptions and identified aging pipelines, shortages of skilled personnel, and weak governance and institutional coordination as the major causes of poor service delivery. More than 70% of respondents believed that deteriorating infrastructure and limited technical capacity negatively affect water supply, while over 60% highlighted poor governance and coordination as key challenges. Interview results further identified inadequate financial resources, outdated infrastructure, weak contract management, limited private sector participation, rapid urban population growth, and delayed administrative decision-making as critical barriers. Overall, the findings indicate that improving infrastructure, strengthening institutional capacity, enhancing financial investment, and promoting effective public-private partnerships are essential to achieving reliable and sustainable water supply services in Hossana City.

3.4. Discussion of Findings in Relation to Literature

Access and Public Relations Performance

The study found out that Public Private Partnerships (PPPs) have not really improved access to water supply services, in Hossana City Administration. People thought that private companies would make services better. Many people said they still have problems getting water when they need it. This is what the World Bank said in 2019. Companies can only make public services better if the government is doing a good job and people are held responsible. Marin also said in 2009 that Public-Private Partnerships can help

with water services if there are rules and everyone knows what they are supposed to do.. This study found that poor management and weak coordination have stopped Public-Private Partnerships from working well in Hossana City Administration.

The results of the study are connected to what the study was trying to find out if Public Private Partnerships can really improve water supply services. The study assumed that if everyone works together and does their job Public-Private Partnerships can be successful. But the study found that this is not happening in Hossana City Administration so people are still having trouble getting water. The services are not getting better. Private Partnerships are supposed to help with water supply services but in Hossana City Administration they are not working as well as they should.

Water Quality

The study found out that people who live in Hossana City Administration are really worried about the quality of water. They said that the water they get is not always clean or safe to use. This is what the study discovered. It is similar to what UN-Water said in 2020. UN-Water said that if companies are involved in providing water the water quality will improve only if there is money invested if the system is properly maintained and if there is a good system to monitor the water.

The study also found out that the people in charge of providing water are having a time keeping the water clean. The study supports the idea that the institutions that manage water need to be effective and have the power to regulate in order to provide public services when working with private companies. Private companies are supposed to help make the water system work better and manage the infrastructure. However because there is no system to monitor and maintain the water the private companies have not been able to improve the water quality in Hossana City Administration. So the study says that we need systems to check the water quality and make sure that the people, in charge are doing their job regularly so that we can have safe and sustainable water services. Water quality is a concern and we need to make sure that water services are safe.

Affordability

The study found out that Public Private Partnerships have helped make water services more affordable to some extent. More than half of the people who took part in the study said that having companies involved in water services helps keep the cost of water affordable. This is what Kikeri and Nellis said in their study in 2004. They said that Public Private Partnerships can make water services more affordable when the government makes sure that the rules are fair and the prices are right. However many people who took part in the study were worried about the cost of water services going up if they would be able to pay for water in the long run. These findings show that Public Private Partnerships can help make sure that water services are financially sustainable and that the cost is covered if the government does not have strong control over the prices and rules it can create problems with fairness and affordability. The findings are connected to what the study was trying to find out which is how Public Private Partnerships affect the affordability of water services. The results show that affordability depends on Public Partnerships but also on the government making sure that the rules are fair and that people are treated equally and that the prices are fair, for everyone.

Institutional Coordination

The study found that different groups involved in providing water services do not work together. Many people said there is confusion about what each group's supposed to do when working together in partnerships. This matches what Estache said in 2010 that when groups do not work well together and do not cooperate partnerships do not work well in providing services. Estache emphasized that for partnerships to succeed it is essential that everyone knows their role communicates effectively and works together.

The study's results show that poor cooperation among groups has hurt partnerships in Hossana City. This is different, from what was expected as it was thought that partnerships would work well if groups worked together and knew their responsibilities. Therefore the study suggests that groups need to work together be more accountable and have stronger administrative abilities to provide better water services.

Public Private Partnership Effectiveness

The study shows that people are not happy with how Public Private Partnerships work to make water supply services better. Even though private companies are part of the water supply business many people think that their involvement has not made water services more accessible, better, fair or efficient. Other studies in some countries found the same thing. Public Private Partnerships often do not work as planned because the rules are not strong the government offices are not capable and the system is not fair.

This study agrees with those studies and says that Public Private Partnerships can only work well if the government and other organizations are strong and can manage things properly. The study also found that partnerships between the government and private companies can only succeed if there is management people are held responsible, for their actions everything is clear and open and all parties work together. So the study says that to make Public Private Partnerships work better in Hossana City Administration the

government needs to make its organizations stronger create rules get all parties to work together and get both the government and private companies to commit to mak

4. Conclusion and Recommendations

4.1. Summary of key Findings

This study looked at the status and challenges and potential roles of private partnerships in urban water supply services in Hossana Municipality. We collected data from 382 households and 10 key people from the Water and Sewerage Authority. We used numbers and words to understand the data we got from the households and the key people from the Water and Sewerage Authority.

The main thing we found out about private partnerships in Hossana Municipality is that the water supply system in Hossana Municipality is not working well because of many problems. Private partnerships in urban water supply services in Hossana Municipality have these problems. The problems with private partnerships in Hossana Municipality include not having enough water, bad infrastructure and weak coordination between institutions in Hossana Municipality. Even though people think private partnerships can improve water supply services in Hossana Municipality public-private partnerships are not making a big difference in the water supply system, in Hossana Municipality.

The major findings of the study are summarized as follows.

1. Performance of water supply services

We discovered that the water supply services in the city are not doing a job. Many people in Hossana Municipality have problems with their water supply. The water supply services do not work properly all the time. Sometimes the water is available. Sometimes it is not. This means the water supply system is not working the way it should for the people who live in Hossana Municipality. The water supply services are supposed to provide water to people in Hossana Municipality. They are not doing that.

2. Water Access

In some areas of the city people in Hossana Municipality do not have water pipes in their homes. Some people think that working with companies can help solve this problem. However many people in Hossana Municipality are not sure if working with companies is a good idea. This shows that private companies are not really helping to get water to people in Hossana Municipality. People in Hossana Municipality need access to water but private companies are not making this happen.

3. Water Quality

Many people in Hossana Municipality are not happy with the water they get. The important people we talked to said that people in Hossana Municipality are complaining about the water quality. They are saying that the water is not safe to drink and clean. This shows that there are problems with the people who check the water quality in Hossana Municipality and the water systems are not being taken care of. Water quality is an issue in Hossana Municipality and the water supply services need to be improved. The people, in Hossana Municipality need safe water and it is the job of the water supply services to provide that..

4. Affordability of Water Services

Even though many people think that private partnerships can help keep water prices low there are still concerns about how to pay for the services. This is a challenge because the people who provide the water services need to get paid. The people who use the water services in Hossana Municipality also need to be able to afford them.

5. Efficiency and Equity

We found out that people do not have confidence in public private partnerships to improve the efficiency of water services and reduce waste in Hossana. People also think that the water is not being distributed fairly. This shows that private partnerships are not doing a job of getting water to everyone who needs it in Hossana.

6. Status of Public-Private Partnerships Implementation

Even though there are private partnerships in the water and sanitation sectors they are not working well. Many of these partnerships do not have rules, roles and systems to manage the contracts. This means that the private sector is not being used effectively to provide services.

7. Key Institutional and Structural Challenges

We found out that there are challenges that affect the water supply system in Hossana Municipality, including institutions, not enough money and lack of rules for public-private partnerships not enough involvement from stakeholders and poor coordination between institutions.

4.2. Conclusion

Our study shows that even though private partnerships have been talked about as a way to solve urban water supply challenges they are not working well in Hosanna City. Private partnerships are supposed to improve services by combining the good things about the public sector with the efficiency of the private sector. However our study shows that this is not happening in reality.

The water supply system in Hosanna is still facing problems, including weak institutions, bad infrastructure and not enough money. At the time the current private partnerships in Hossana are not strong enough to solve these problems.

So our study concludes that private partnerships in Hossana cannot solve water supply problems on their own. They need to be part of a plan that includes governance, clear rules and better institutions in Hossana Municipality. Private partnerships in Hossana Municipality should be seen as part of a reform process than a solution on their own.

4.3. Recommendations

Based on what we found out we have some recommendations. We organized these into term and long-term actions to make them clear and relevant to policy in Hossana.

Short-term recommendations

1. Strengthen coordination and regulation

- ❖ The water sector in Hossana needs rules for partnerships. The water sector needs these rules.
- ❖ We have to be transparent and accountable when we manage contracts and monitor progress in the water sector. This is very important for the water sector.
- ❖ We need to define the roles of sectors so that we do not get confused This will help the water sector.

2. Improve the efficiency of service delivery

- ❖ We should check the water supply systems to reduce problems in the water sector. The water sector will benefit from this. We need to supervise the water supply systems to reduce problems. This will make the water sector better.
- ❖ We need to improve how we handle customer complaints in the water sector. We also need to respond to customer complaints in the water sector. The water sector needs this.
- ❖ We have to introduce targets to evaluate the performance of service providers in the water sector. This will help the water sector.

3. Improve community engagement and awareness

- ❖ The public needs to know about partnerships and water service management in the water sector we need to educate people about this.
- ❖ We need to educate people about partnerships in the water sector this is important for the water sector.
- ❖ We need to strengthen community feedback and engagement mechanisms in the water sector. We need to improve communication between service providers and users in the water sector.
- ❖ This will build trust and cooperation, in the water sector the water sector needs trust and cooperation.

Long-term recommendations

1. Strengthening public sector capacity

- ❖ The Water and Sewerage Authority needs management and financial skills.
- ❖ The Water and Sewerage Authority must. Budget properly.
- ❖ They must use their resources wisely the staff at the Water and Sewerage Authority needs training.
- ❖ The Water and Sewerage Authority needs to be strong. They must manage their money well.

2. Modernizing water infrastructure

- ❖ We need to invest in the water supply system. We must make it bigger and better.
- ❖ The water infrastructure needs an upgrade. We must keep investing in it.
- ❖ The water system has problems. We need to fix the wastewater and old pipes.

- ❖ We must modernize the water infrastructure. It is very important.

3. Improving Public-Private Partnerships design and implementation framework

- ❖ Contracts between sectors must be fair. They must be clear.
- ❖ The public and private sectors must work together. They must be accountable.
- ❖ The public and private sectors must share risks. It must be fair for everyone. Private Partnerships are very important.

4. Ensuring equity and sustainability in service delivery

- ❖ Water services must be available everywhere in the city. Not just some areas. We must help people who cannot afford water services. They must get the help they need.
- ❖ Private partnerships must work with the city. They must make sure everyone has access, to water. We must take care of the environment. The city must make sure everyone has water.

5.4 Policy Implications and Future Directions

Our study has implications for both policy and practice in Hossana. First it shows that improving water supply systems requires more than introducing private partnerships in Hossana. It also requires institutions, oversight and consistent investment in Hossana.

Second our study highlights the need to prioritize governance reforms before expanding sector participation. Without addressing weaknesses private partnerships are unlikely to bring about sustainable improvements in Hossana.

Finally future policy directions should focus on integrating private partnerships into an urban water sector reform strategy. Such a strategy should focus on long term sustainability, equity, in water service delivery and infrastructure development than focusing on short-term service improvements in Hossana.

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