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Impact of Governance on Public Trust in Mogadishu's Municipal Leadership

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Abstract

The building and maintenance of public trust, crucial for the efficient provision of public services and the advancement of democratic principles, heavily relies on good governance. This is defined by key traits such as transparency and responsiveness. This study aimed to thoroughly investigate the effects of implementing good governance practices on the improvement of public trust in the Mogadishu Municipality.

This research was conducted in Mogadishu Municipality and using a comprehensive approach. The process entailed the distribution and analysis of survey questionnaires to a meticulously selected sample of 385 participants. The selection of this diverse group was intended to ensure a thorough representation of the municipality's population, aiming to include a variety of viewpoints and experiences about the current governmental practices.

This study's results indicate a statistically significant correlation between the adoption of effective governance measures and the level of trust among citizens in Mogadishu Municipality. Responsiveness has been recognised as the foremost factor in fostering public trust in local government within the context of effective governance. This underlines the critical need for immediately and appropriately addressing public demands and concerns as a vital element of building and maintaining trust.

The study indicated that, although being regarded as a fundamental principle of good administration, transparency did not significantly influence public trust in the context of Mogadishu Municipality. The unforeseen discovery acts as a stimulus for more inquiry into the local population's dynamics and expectations around governance processes.

Keywords: *Good governance, Transparency, Public trust, Responsiveness, Mogadishu Municipality*

1. Introduction

Effective governance is a crucial factor in cultivating public trust, particularly in vulnerable and conflict-affected regions like Somalia. In Mogadishu, the capital of Somalia, governance issues have traditionally eroded popular trust in municipal authorities. The Mogadishu Municipality encounters substantial challenges with responsiveness and transparency, both essential elements of effective administration. Nonetheless, the lack of honest communication, delayed responses to public demands, and the perceived obscurity in governmental acts have resulted in a fall in public trust. These apprehensions correspond with global trends indicating a deterioration in public faith in government, attributed to inefficiency, lack of transparency, and corruption (Abdi & Hashi, 2024).

This research seeks to elucidate the influence of effective governance practices on public trust in the Mogadishu Municipality. There is a universal consensus that public trust in governments has significantly diminished during the previous decades. American trust has diminished since the 1960s, influencing assessments of governmental institutions, their leaders, and the system overall (Chanley, Rudolph, & Rahn, 2001). Consequently, individuals have assigned several national issues to government institutions (Tolchin, 1996). Conversely, Goodsell (2006) underscores that the principal objective of public sector organisations is to cultivate and maintain public trust in government, an essential component for the proper operation of a democracy.

Houston and Harding (2013) assert that the decline in trust has substantial implications for the legitimacy of public services, the efficacy of programs, and the capacity to recruit and retain staff. Van de Walle, Van Roosbroek, and Bouckaert (2008) contend that the erosion of public trust in government has emerged as a chronic concern in modern

political debate. Feldheim and Wang (2016) illustrate the significance of public trust in government, highlighting its function in bestowing legitimacy on governmental choices and actions. Governments that actively foster trust can get more legitimacy and heightened popular support.

The significance of public trust in fostering effective government is well-recognised globally. Governments with high public trust indicate greater operational efficiency and effectiveness relative to those with low trust levels (Shi, 2001). The legitimacy of governmental institutions mostly relies on ethical norms and dependability within these entities. Salminen and Ikola-Norrbacka (2010) observed that the incidence of corruption escalates when ethical principles and rules of behaviour are not clearly defined in public organisations, hence undermining public trust.

Feldheim and Wang (2016) claim that establishing and preserving public trust should be a fundamental priority of government entities. They contend that trust confers essential legitimacy for the development and execution of policies, and governments that proactively cultivate public trust reap considerable benefits in credibility and popular backing. Gordon (2000) also underscored the significance of public trust in securing support for governmental programs and facilitating their execution.

Transparent information on government acts is seen as a vital element in improving accountability and trust. Cheema (2010) contends that the tenets of effective governance—namely transparency, accountability, and responsiveness—are crucial for cultivating public trust. Yousaf et al. (2016) similarly assert that principles of good governance foster trust in governmental institutions.

In Somalia, the significance of transparency, accountability, and responsiveness is particularly urgent. Sofe and Miruts (2017) discovered that governmental institutions in Puntland, a more stable area in Somalia, demonstrated inadequate levels of transparency, accountability, and responsiveness, which adversely affected public trust. The Mogadishu Municipality, confronted with escalating instability, endures exacerbated governance shortcomings. The absence of transparency, accountability, and responsiveness in public institutions erodes individuals' faith in governmental organisations and their personnel.

This study seeks to investigate the influence of effective governance practices—specifically transparency and responsiveness—on public trust in the Mogadishu Municipality. This research examines the impact of

governance principles on public trust, enhancing the comprehension of governance difficulties in fragile nations and offering empirical insights for policy enhancement.

2. Literature Review

This section offers a thorough examination of pertinent literature about the study's aim of assessing the influence of effective governance practices on public trust in the Banadir Regional Administration. The literature is sourced from internet journals, papers, textbooks, and university libraries. The framework corresponds with the study's aims, namely investigating the impact of transparency, transparency, and responsiveness on public trust.

2.1: Good Governance and Public Trust

The correlation between effective governance and public trust is extensively documented in the literature. The United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP, 2019) defines good governance as comprising involvement, accountability, transparency, responsiveness, and adherence to the rule of law. These factors mitigate corruption and guarantee the representation of underprivileged groups in decision-making processes. Numerous studies have shown that the adoption of effective governance practices enhances public trust in governance systems (Yousaf, Ihsan, & Ellahi, 2016). Beshi and Kaur (2019) emphasise the significance of competent governance in reinstating public trust in local government. In Somalia, where governance frameworks are tenuous owing to persistent wars, these aspects of effective government are especially crucial (Abdi&Hashi, 2024).

2.2: Transparency and Public Trust

Transparency is seen as a fundamental principle of effective governance, defined as the provision of information on governmental activities to the public (Grimmelikhuijsen, 2010). Transparency fosters ethical administrative practices by guaranteeing transparency in decision-making and equitable access to public information (Sandu, 2016). Transparency is crucial for mitigating corruption and cultivating trust in public institutions. Schmidhuber, Ingrams, and Hilgers (2020) discovered that

transparency enhances public trust when individuals perceive themselves as empowered participants in decision-making.

Nonetheless, the correlation between transparency and trust is not invariably direct. Mabillard and Pasquier (2016) illustrate that whereas transparency often fosters trust, excessive transparency may inundate individuals with information, resulting in confusion rather than heightened trust. This corresponds with Bugarcic's (2005) results, which emphasised that transparency, lacking suitable context and framing, may result in information overload, hence reducing its efficacy in fostering trust.

In Somalia, transparency challenges are heightened by a historical mistrust of state institutions. Abdi and Hashi (2024) discovered that in post-conflict environments such as Somalia, where institutions are frequently seen as corrupt or ineffectual, merely disseminating knowledge is insufficient to rebuild public trust. Transparency must be coupled with responsiveness and accountability to significantly influence trust.

2.3: Responsiveness and Public Trust

Responsiveness denotes the government's capacity to solve public issues and fulfil people's requirements. Yang and Pandey (2007) characterise responsiveness as the extent to which public institutions respond to the choices and expectations of citizens. Beshi and Kaur (2019) identified a clear association between governmental responsiveness and elevated levels of public trust in local governance. In unstable governments such as Somalia, responsiveness is essential for rebuilding trust in institutions that have traditionally been inattentive to public issues.

This study determined that responsiveness within the Banadir Regional Administration is more pivotal in fostering public trust than transparency by itself. This corresponds with worldwide research, like Schmidhuber et al. (2020), which contends that although transparency is vital, it is the amalgamation of transparency and responsiveness that genuinely fosters public trust in government.

2.4: Global Perspectives on Transparency and Trust

Internationally, research has yielded inconsistent findings concerning the correlation between transparency and trust. Cook, Jacobs, and Kim (2010) discovered that in some democratic nations, transparency can enhance trust by diminishing information asymmetries. O'Neill (2002)

contends that transparency may engender distrust and undermine trust if it reveals governmental shortcomings. Mabillard and Pasquier (2016) discovered that the correlation between transparency and trust frequently depends on people's capacity to engage substantively in the decision-making process.

In Somalia, the intricacies of administration indicate that transparency alone is improbable to re-establish trust. Abdi and Hashi (2024) emphasise that in post-conflict nations, trust in public institutions is frequently linked to the government's capacity to provide services efficiently and address residents' requirements. This indicates that in unstable regimes, timeliness and service delivery may be more essential for establishing trust than transparency alone.

2.5: Summary and Conclusion

The literature indicates that although transparency and responsiveness are essential elements of effective government, their influence on public trust is context-dependent. In Somalia, where government systems are tenuous, responsiveness seems to be more essential in reinstating public trust than transparency. Additional study is required to investigate the intricate link between governance practices and trust in fragile governments such as Somalia.

2.6: Conceptual Framework and Hypothesis Development

The researcher asserts that public trust in governance is directly affected by two essential aspects of excellent governance practices: transparency and responsiveness. Local governments are essential in reconciling popular expectations with governmental actions, especially in precarious environments like Mogadishu. Considering the distinct governance issues in fragile nations, it is crucial to assess how these factors enhance public trust.

Transparency and Public Trust:

Transparency is frequently considered a fundamental principle of effective government. It pertains to the transparency of governmental entities in revealing information, policies, and public's choices. Transparency allows the public to oversee governmental activities, thereby promoting accountability and diminishing corruption.

Transparent governments are more likely to earn the trust of their population, as transparency offers clarity and diminishes the ambiguity that may undermine trust (Schmidhuber et al., 2020). The correlation between transparency and public trust is not consistently clear, especially in unstable and post-conflict contexts. Research indicates that transparency may have a constrained impact on public trust unless it is paired with efficient service delivery or government efficacy (Brown, 2019). In situations where individuals encounter everyday adversities, merely offering access to information may be insufficient to cultivate trust if the government neglects to meet their tangible needs. This study posits that, although transparency is crucial, its impact on public trust in Mogadishu may be less pronounced than that of responsiveness.

Responsiveness and Public Trust

Responsiveness denotes the capacity of governments to attentively listen to, comprehend, and address the demands and problems of their population promptly and effectively. It is an essential element of efficient governance since individuals' direct engagement with local authorities frequently shapes their overall assessment of governmental efficacy. A responsive government fosters trust by showing attentiveness to public needs and a commitment to enhancing citizen well-being (Scharpf, 1999). Studies indicate that responsiveness significantly influences public trust, particularly in situations when individuals anticipate concrete acts from their leaders (Schmidt & Müller, 2019).

In unstable governments such as Somalia, where governance structures are nascent and public services are inadequate, responsiveness may assume an even greater importance in cultivating public trust. Residents of Mogadishu may value the government's capacity to provide services and handle their issues over mere information dissemination. A government that swiftly addresses residents' demands is more likely to earn their trust, as responsiveness directly influences their daily interactions with local administration.

Linking Transparency, Responsiveness, and Public Trust

The correlation between transparency and responsiveness and public trust is essential in precarious environments such as Mogadishu. Transparency equips individuals with the necessary knowledge to hold governments responsible, promoting a culture of transparency and

responsibility (Schmidhuber et al., 2020). In unstable states, transparency alone may be inadequate for fostering trust unless it is accompanied with efficient service delivery. In these circumstances, transparency may disclose inefficiencies, thereby undermining public trust if not paired with improvements in governance (Brown, 2019).

Conversely, responsiveness illustrates the government's dedication to promptly and effectively resolving citizen complaints. Studies indicate that governments regarded as responsive to residents' demands are more likely to cultivate public trust, especially in conflict-affected regions where expectations for service delivery are elevated (OECD, 2021). In these precarious situations, residents frequently favour concrete results, such as governmental services and prompt replies, over mere access to information. Consequently, responsiveness is expected to have a bigger impact on public trust than transparency (Schmidt & Müller, 2019).

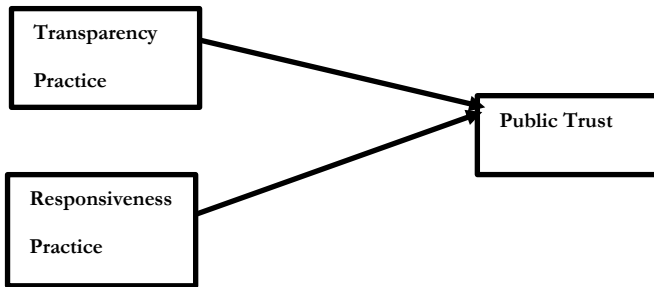


Fig. 1 Conceptual framework of the

Hypotheses:

H₁: There is no relationship between good governance practice and public trust in Mogadishu Municipality

H₂: There is no relationship between responsiveness and public trust in Mogadishu Municipality

H₃: There is no relationship between transparency and public trust in Mogadishu Municipality

3. Methodology

A quantitative study approach was utilised to evaluate the two hypotheses through the distribution of a survey to citizens of the Mogadishu Municipality. Mogadishu, the capital of Somalia, consists of 17 administrative districts. While official numbers on the city's population are lacking, it is assumed that the overall population surpasses 2.7 million (WPR, 2023). This study utilised a sample frame of social media users in Mogadishu, primarily targeting Facebook users, because of the lack of reliable government demographic statistics.

3.1: Sampling Frame and Sample Size

The research focused on Facebook users because of their significant and readily available demographic representation. The sample frame consisted of 42,385 Facebook members located in Mogadishu. A non-probability selection technique, purposive sampling, was utilised to pick participants, including university students, professors, municipal directors, and government officials. These groups were selected according to their ability to understand and deliver informed replies to the survey questions, enhancing the reliability of the evaluation of the study variables.

The sample size of 385 respondents was calculated using Cochran's method to assure statistical validity, targeting a 95% trust level with a 5% margin of error. Out of 385 surveys disseminated using Google Forms, 278 complete replies were received, resulting in a response rate of 72%. The high response rate is consistent with expectations for online surveys targeting educated and technologically adept people.

3.2: Representativeness of the Population

The poll, utilising Facebook as the principal platform for data gathering, reflects a sample of the population that is comparatively more educated and digitally engaged. This sample may not comprehensively represent the entire population of Mogadishu, yet it offers significant insights into the viewpoints of essential demographic groups, including university students, lecturers, municipal employees, and government officials, who are well-equipped to evaluate governance practices within the municipality.

The research encompassed all 17 administrative districts of Mogadishu, guaranteeing geographic variety. Nevertheless, 23 surveys were omitted from the study due to erroneous or absent data regarding the respondents' districts. This choice was made to preserve the precision and dependability of the sample's geographic dispersion.

3.3: Data Collection and Instruments

The research employed a closed-ended questionnaire to gather primary data. The questionnaire originally had 42 topics aimed at eliciting comprehensive views on transparency, participation, accountability, responsiveness, effectiveness, and public trust. However, the current study only measures two dimensions of good governance, which are transparency and responsiveness as explanatory variables with public trust as a dependent variable. After doing reliability assessments, the items were reduced as follows:

- **Transparency:** Initially, there were 9 questions; following the reliability assessment, 4 things were eliminated, resulting in 5 items remaining.
- **Responsiveness:** Initially, there were 9 items; following the reliability assessment, 5 items were eliminated, resulting in 4 items remaining.
- **Public Trust (Dependent Variable):** Originally comprised of 10 items; following the reliability assessment, 6 items were eliminated, resulting in 4 items remaining.

Exploratory factor analysis (EFA) was employed on the gathered data to ascertain the reliability and validity of the measuring items. Subsequent to data reduction, only items that met the reliability criteria were preserved for further analysis.

- **Transparency:** Assessed by five statements following the dependability evaluation.
- **Responsiveness:** Assessed using four statements following the reliability evaluation.

- **Public Trust:** Comprises four components assessing residents' trust and trust in the municipal government of Mogadishu.

The materials utilised in this research were modified with minor adjustments to align with the local environment, drawing from existing works by Beshi and Kaur (2019), Park and Blenkinsopp (2011), Said et al. (2015), Vigoda and Yuval (2003), and Grimmeliikhuijsen (2012). Participants were instructed to evaluate their level of agreement with each statement on a five-point Likert scale, from "strongly agree" to "strongly disagree."

Table 1: *Dimensions and indicators of independent and dependent variables*

Concept	Dimension	Code	Indicators
Good governance practices (independent variable)	Transparency	Tr1	The municipality publicises its budget to ensure transparency of its financial operations
		Tr2	The municipality regularly shares information with the local communities
		Tr3	The municipality provides more information on its actions and inactions to its citizens
		Tr4	The city procurement and awarding contracts are transparent
		Tr6	The process of recruitment of staff in the municipality is transparency
	Responsiveness	Rs7	The municipality administration is making a sincere effort to support those residents who need help.
		Rs8	The municipality administration is efficient in providing quality solutions for public needs
		Rs9	Citizen's appeals to the municipality administration are treated properly within a reasonable period of time
		Rs6	The municipality administration follows treasury rules and regulations in all circumstances.
Public trust (dependent variable)		PT7	Public authorities in the Mogadishu Municipality administration are acting in public interest
		PT8	Public authorities in the municipality administration are honest
		PT9	Public authorities in the municipality administration carry out their duties effectively
		PT10	Public authorities in the municipality administration are capable

3.4: Data Analysis Techniques

The data underwent exploratory factor analysis (EFA) to ascertain the underlying connections among the items and to confirm construct validity. The elements that should be retained were determined by computing eigenvalues and factor loadings. The subsequent steps were executed:

Exploratory Factor Analysis (EFA) was conducted on the dataset to diminish the number of items and ascertain principal components. Factors with eigenvalues over 1 were maintained, while factor loadings above 0.6 were deemed significant for inclusion.

For testing internal consistency, reliability Assessment (Cronbach's alpha) was employed to evaluate the internal consistency of each concept (Transparency, Responsiveness, and Public Trust). The reliability ratings for the kept items exceeded 0.7, signifying robust dependability.

Data Reductions were employed; Items exhibiting low factor loadings or minimal contribution to the explained variation were discarded. This procedure guaranteed that the final dataset was dependable and legitimate for subsequent research.

The resulting dataset was used for correlation analysis and multiple regressions to evaluate the link between the independent factors (transparency and responsiveness) and the dependent variable (public Trust).

4. Data Analysis and Findings

4.1: Demographic Profile of Respondents

The analysis of the data was conducted using SPSS version 20. Table 2 presents an overview of the profile outcomes of the participants. The findings revealed that the proportion of men was 78.4% (218), while the proportion of females was 21.6% (60). The majority of participants in the research were young, with 75.5% (210) falling within the age range of 18-30 years old. Approximately 21% (58 individuals) were between the age range of 31 to 40 years. A significant proportion of the participants indicated that they possessed a Bachelor's degree, with around 26% (72)

of them holding a Master's degree. Merely around 3% of them have a PhD. A mere 2.5% of the participants possessed a diploma, whilst the remaining 1.8% possessed just a secondary education certificate. Concerning the residential districts of the participants in this study, all districts within the city were included: Hodan (21.3%), Wadajir (15.4%), Warta-Nabadda (11.4%), Yaqshid (11.8%), and Darkeynley (11.0%). Conversely, the districts of Abdiaziz and Hamarweyne were the least represented, accounting for only 0.4% apiece.

Table 2: *Demographic profile*

Variable	Category	Frequency	Percent
Gender	Male	218	78.4
	Female	60	21.6
	Total	278	100.0
Age	18-30	210	75.5
	31-40	58	20.9
	41-50	5	1.8
	50+	5	1.8
	Total	278	100.0
Education Level	Secondary	5	1.8
	Diploma	7	2.5
	Bachelor	185	66.5
	Masters	72	25.9
	PhD	8	2.9
	Others	1	.4
	Total	278	100.0
	Huriwa	14	5.5
	Karan	10	3.9
	Hamarweyne	1	.4
	Howlwadag	6	2.4
	Shibis	2	.8
	Shangani	2	.8
	Bondhere	5	2.0
	Abdiaziz	1	.4
	Hodan	54	21.3
	Wadajir	39	15.4
	Kahda	12	4.7
	Dharkeynley	28	11.0
	Daynile	14	5.5
	Warta-Nabadda	29	11.4
	Waberi	7	2.8
	Yaqshid	30	11.8
	Total	254	100.0

4.2: Reliability and validity test

4.2.1: Reliability test

Reliability concept pertains to the degree of consistency exhibited by a set of measurements conducted during the process of analyzing and interpreting answers (Amin, 2005). The Cronbach's alpha coefficient was employed to assess the reliability of the questionnaire.

Table 3.: *Reliability dimensions*

NO.	VARIABLE	N	Items	Items deleted	Cronbach's Alpha
	Transparency	278	9	4	.826
	Responsiveness	278	9	5	.766
	Public Trust	278	10	6	.789

According to the data shown in Table 3, all variables have met the established criterion for Cronbach's alpha testing, which is set at 0.70. According to the findings shown in Table 2, the transparency variable exhibited the greatest alpha value ($\alpha = .826$). Following transparency, the public trust variable demonstrated the second-highest alpha value ($\alpha = .789$). Conversely, the responsiveness variable had the lowest alpha value ($\alpha = 0.766$).

4.2.2: Exploratory Factor analysis for good governance practices

Principal components analysis (PCA) was conducted on the 27 items about transparency, responsiveness, and accountability using SPSS version 20. Before doing PCA, the data's appropriateness for factor analysis was evaluated. Upon examination of the correlation matrix, it was seen that several coefficients with values of .3 and higher were present. According to Kaiser (1970, 1974), the Kaiser-Meyer-Olkin value was found to be .879, which surpasses the required threshold of .6. Additionally, Bartlett's Test of Sphericity (Bartlett 1954) yielded statistically significant results, providing evidence for the factorability of the correlation matrix.

Table 4: *Exploratory Factor analysis for good governance practices*

Factors			Factor Loading	
	Item Label	Items	F1	F2
F1: Transparency	Transp2	The municipality publicises its budget to ensure transparency of its financial operations	.808	
	Transp1	The municipality regularly shares information with the local communities	.782	
	Transp4	The municipality provides more information on its actions and inactions to its citizens	.779	
	Transp6	The city procurement and awarding contracts are transparent	.751	
	Transp3	The process of recruitment of staff in the municipality is transparency	.719	
F2: Responsive	Respon8	The municipality administration is making a sincere effort to support those residents who need help.		.812
	Respon9	The Municipality administration is efficient in providing quality solutions for public needs		.783
	Respon6	Citizen's appeals to the Municipality administration are treated properly within a reasonable period		.748
	Respon7			.724
		Percentage Variance Explained	33.410	25.845
		Eigenvalues	3.007	2.326
		Reliability	0.826	0.766

The use of principal components analysis indicated the existence of five distinct components within the independent variables. These components had eigenvalues greater than 1, accounting for 25.090%, 16.819%, 5.172%, 4.391%, and 3.764% of the variance, respectively. A decision was made to preserve two components for subsequent examination, resulting in the total elimination of the accountability variable throughout the data reduction process. The variation was described by the two-component solution, which accounted for 59.255%. Transparency contributed 33.410% to this variance, while responsiveness contributed 25.845%. Varimax rotation was conducted to facilitate the comprehension of these two components.

The solution that was rotated demonstrated a basic structure (Thursone 1947), with both components exhibiting several significant loadings, as indicated in Table 4. After a lengthy procedure, 9 out of 27 items were identified as independent variables. The accountability components within the dimension were eliminated due to their inadequacy in explanatory factor analysis. Table 5 demonstrates that out of the 10 dependent variables, only four were preserved.

.Table 5: *Exploratory Factor analysis for public trust*

Factors			
	Item Label	Items	F1
<i>F1: Public trust</i>	Trust9	Public authorities in the Mogadishu Municipality administration are acting in public interest	.823
	Trust8	Public authorities in the Mogadishu Municipality administration are honest	.810
	Trust7	Public authorities in the Mogadishu Municipality administration carry out their duties effectively	.792
	Trust10	Public authorities in the Mogadishu Municipality administration are capable	.736
		Percentage Variance Explained	62.566
		Eigenvalues	2.503
		Reliability	0.789

4.3: Testing Hypothesis

Null Hypothesis One: There is no relationship between good governance practice and public trust in Mogadishu Municipality

The first hypothesis of the study was there is no relationship between good governance practice and public trust in Mogadishu Municipality. To verify this hypothesis, the researcher analysed the data by using regression analysis which was presented as observed below:

Table 4: Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.707 ^a	.500	.496	.72465	.500	137.517	2	275	.000
a. Predictors: (Constant), Responsiveness, Transparency									

The summary results of the model indicate a statistically significant positive moderate correlation ($R = 0.707$, $p = 0.000$) between the predictor elements of good governance, namely responsiveness and transparency, and the dependent variable of public trust. The sample reveals that transparency and responsiveness have a 50% impact on public trust in Mogadishu Municipality. This metric quantifies the extent to which the variables of transparency and responsiveness, which are two pillars of good governance practices, account for the overall variation observed in the public trust variable. The other 50% can be ascribed to several additional causes. When applied to the entire population, this impact accounts for 49.6%. Nevertheless, the importance of responsiveness and transparency about public trust is exceedingly high, reaching a level of 100%. According to the findings presented above, it is recommended to reject the null hypothesis [$r(278) = .707$, $p = .000$] and accept the alternative hypothesis. This indicates a statistically significant association between excellent governance practices and public trust in Mogadishu municipality.

Research Hypotheses Two: There is no relationship between Responsiveness and public trust in Mogadishu Municipality

In an attempt to verify whether there is a relationship between responsiveness and public trust in Mogadishu Municipality, the researcher analysed data by using S.P.S.S and the following products were presented as observed below and the Findings are represented in the following tables and subsequent discussions.

Table 6. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.707 ^a	.500	.498	.72334	.500	276.027	1	276	.000
a. Predictors: (Constant), Responsiveness									

Table 6. Results show that there is a positive moderate correlation ($R = 0.707$, $p = .000$) between the predictor's factor responsiveness and the dependent variable public trust.

The sample reveals a 50% correlation between responsiveness and public trust in Mogadishu Municipality. This metric quantifies the extent to which the practice of responsiveness accounts for the overall variability seen in the public trust indicator. The other 50% can be ascribed to several additional causes. The effect, when applied to the entire population, is 49.8%. Nevertheless, the impact of responsiveness on public trust is exceedingly great, reaching 100%. Based on the obtained data, it is recommended to reject the null hypothesis [278] with a p-value of .000. Conversely, the alternative hypothesis should be accepted, indicating a statistically significant association between responsiveness practices and public trust in the Mogadishu municipality.

Research Hypotheses Three: There is no relationship between transparency and public trust in Mogadishu Municipality

In an attempt to verify whether there is a relationship between transparency and public trust in Mogadishu Municipality, the researcher analysed data using S.P.S.S and the following products were presented as observed below and the Findings are represented in the following tables and subsequent discussions.

Table 7 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.042 ^a	.002	-.002	1.02206	.002	.498	1	276	.481
a. Predictors: (Constant), Transparency									

Table 7 shows a very weak association between transparency and public trust in Mogadishu municipality $r(278) = 0.042, p = 0.489$. This shows that there is no effect of transparency on the public trust. Therefore, the null hypothesis was accepted and the alternative hypothesis was rejected, that is from the result we do not have sufficient evidence to reject the null hypothesis.

5. Discussion of the Results

This model predicts significant results for the officials of Mogadishu Municipality by providing a scientific basis for forecasting the elements that affect public trust and trust. The results demonstrate that responsiveness and transparency are essential components in cultivating public trust in local governance. This model serves as an effective instrument for predicting the execution of transparency and responsiveness initiatives designed to bolster public trust in the municipality. The approach enhances the precision of predictions concerning the impact of governance practices, especially responsiveness, on public trust in Mogadishu.

5.1: Consistency with Prior Studies

The results of this study align with other research that underscores the importance of competent governance in fostering public trust. Yousaf, Ihsan, and Ellahi (2016) established that adopting effective governance practices enhances trust in governance systems. Beshi and Kaur (2019) underscored the crucial importance of competent governance in reinstating public trust in local administrations, especially in unstable or post-conflict nations such as Somalia. Jameel, Asif, and Hussain (2019) substantiated that effective governance practices are causally associated with increased public trust in government. This conclusion aligns with Alaaraj and Ibrahim's (2014) study on Lebanon, which identified a significant association between the adoption of good governance measures and heightened public trust.

The study's findings affirm that responsiveness significantly impacts public trust in the Mogadishu Municipality. This aligns with international research highlighting the importance of responsive government in fostering trust. Zaini, Zainal, Singaravelloo, and Azizan (2018) established that responsiveness is crucial for cultivating public trust, whereas Brillantes and Fernandez (2011) observed that the reinstatement

of public trust depends on responsive government methods. Governments may substantially improve public satisfaction and trust by ensuring that public institutions are responsive to the demands and concerns of citizens (Yousaf, Ihsan, & Ellahi, 2015). The findings emphasise that responsiveness is essential for sustaining public trust in Mogadishu's local administration, underscoring the necessity for ongoing enhancement in service delivery and the prompt and effective resolution of people's issues.

5.2: Influence of Transparency on Public Trust

The study revealed that transparency did not significantly affect public trust in the Mogadishu Municipality. This outcome diverges with studies like those conducted by Grimmelikhuijsen (2011), which indicate that an overabundance of government information may, in certain instances, engender distrust instead of trust. Mabillard and Pasquier (2015) discovered that, in certain countries, more transparency has paradoxically resulted in a decline in public trust. The study's findings indicate that although transparency is a crucial aspect of government, it does not necessarily enhance public trust in situations such as Mogadishu, where residents may choose service delivery and responsiveness above transparency alone.

This outcome also diverges with research such as that conducted by Beshi and Kaur (2019), which revealed a positive and statistically significant correlation between transparency and public trust in local government. Yousaf, Ihsan, and Ellahi (2015) contended that insufficient transparency undermines public trust and hampers effective government. In Mogadishu, the revelation of adverse information on government processes may diminish public trust if residents see inefficiencies or failings in governance. This indicates that transparency, although crucial, must be paired with enhancements in governance performance to cultivate trust. When individuals are informed about government operations yet witness inadequate performance, their faith in the institution may diminish, as public expectations remain unfulfilled.

5.3: Moderate Correlation between Responsiveness and Public Trust

The research identified a statistically significant positive, albeit moderate, correlation between responsiveness and public trust ($R = 0.707$, $p =$

0.000). This modest correlation suggests that although responsiveness is essential, several factors may influence public trust, such as governmental stability, economic situations, or public safety. The model indicates that transparency and responsiveness collectively account for 50% of public trust in Mogadishu Municipality, implying that governance changes focused on these aspects might markedly enhance public perceptions of local government. Nonetheless, initiatives must also be undertaken to tackle overarching structural challenges that might influence individuals' general trust in governmental institutions.

5.4: Inconsistencies in the Function of Transparency

The absence of a substantial correlation between transparency and public trust ($r(278) = 0.042$, $p = 0.489$) contrasts with results seen in more stable political contexts, where transparency frequently serves as a fundamental element of trust development. This mismatch may be attributed to the local context: in unstable governments like Somalia, individuals may prioritise urgent, concrete government acts such as service delivery, security, and infrastructure above the availability of information. In this scenario, transparency alone may be inadequate for establishing trust unless it is paired with enhancements in government efficacy and responsiveness to people's requirements.

This discovery necessitates reassessing transparency's function within Mogadishu's governance framework. Although universally acknowledged as vital for cultivating trust, transparency may have restricted efficacy unless accompanied by pragmatic and responsive governance initiatives. Local government institutions must promote transparency to enhance service delivery, aligning with residents' goals and cultivating authentic public trust.

5.5: Conclusion and Policy Implications

This study provides a significant addition to comprehending the correlation between governance practices—particularly transparency and responsiveness—and public trust in the Mogadishu Municipality. The results indicate that responsiveness is essential in influencing public trust, but transparency, although substantial, does not exert a statistically meaningful effect on trust when considered alone. The results indicate that individuals in Mogadishu favour concrete governance outcomes, like service delivery and issue resolution, over the accessibility of information.

The modest positive correlation between responsiveness and public trust underscores the necessity for local government entities to prioritise citizen participation and timely service provision. In fragile and conflict-affected states such as Somalia, this emphasis may aid in restoring public trust in governmental institutions, which is crucial for enhancing political stability and encouraging collaboration between residents and local authorities.

The tenuous connection between transparency and public trust in Mogadishu indicates that while transparency measures are internationally seen as essential for governance, they must be judiciously integrated with enhancements in governance performance. When transparency reveals inefficiencies without providing remedies, it can erode rather than enhance trust. Consequently, transparency initiatives must be integrated with improved responsiveness and efficacy to guarantee they favourably influence public perceptions of government.

The findings of this study offer substantial insights for policymakers in Mogadishu. The results indicate that local government officials should prioritise improving responsiveness to residents' demands as a fundamental approach to fostering public trust. This may be accomplished through enhanced service delivery systems, consistent communication with constituents, and expedited solutions to public issues. Furthermore, although transparency is essential, the findings suggest that transparency programs must be intentionally integrated with efforts to enhance government performance, preventing transparency from inadvertently revealing inefficiencies or failures.

By implementing a more responsive and efficient governance strategy, Mogadishu's local government may cultivate enhanced ties with its inhabitants, resulting in increased public trust. These findings provide actionable insights for local government officials and policymakers aiming to enhance governance in conflict-affected and unstable places such as Somalia.

This study establishes a core paradigm for further research on governance practices in other post-conflict or fragile countries, where public trust is essential for attaining long-term stability and prosperity.

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