

# GOVERNMENT EFFECTIVENESS AND SUSTAINABLE PEACE IN NORTH KIVU PROVINCE, IN DEMOCRATIC REPUBLIC OF CONGO (DRC)

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**Abstract:** This study scrutinized the impact of government effectiveness as a governance practice on sustainable peace in North Kivu Province, in DRC (Democratic Republic of Congo). Rooted in functionalism theory, the study adopted a positivism philosophy and employed a correlational research design to delineate functional interconnections between the identified variables. Employing a questionnaire survey integrated with open-ended qualitative questions, the study gathered data from a cohort of 250 respondents domiciled in the city of Goma. Findings confirmed a positive and significant relationship between government effectiveness and sustainable peace, thereby rejecting the research hypothesis. This implies that an increase in government effectiveness would contribute to a linear increment in sustainable peace, thereby affirming the application of the functionalism theory. Nonetheless, an analysis of descriptive statistics reveals a discouraging indication of the DRC government's effectiveness in North Kivu Province. The government grapples with the challenge of maintaining a proficient civil service capable of executing decisions and policies with efficacy, seemingly lacking a results-oriented approach. Moreover, instances of public service delivery, when they occur, frequently fall short of acceptable quality standards. Factors contributing to the ineffectiveness of the government encompass, but are not confined to, the persistent presence of armed groups, hindering its operational capacities. Additionally, government-funded goods and services often evade rigorous quality inspections, leading to prolonged delays in delivery and diminished citizen satisfaction levels. Other factors contributing to the lack of effectiveness include; incompetence, corruption, a dearth of political will, delayed or absent remuneration for civil servants, and infiltration of public institutions, notably the military, and foreign entities, including foreign armed forces. The study recommends the establishment of robust institutions, including an efficient National Police Service, army, and other national public service institutions that can respond promptly to the population's needs concerning security, political stability, economic stability, and development in the province. Additionally, collaborative efforts between the population and government institutions are encouraged to achieve sustainable peace.

**Keywords:** Governance, Governance practice, Effectiveness, Sustainable Peace.

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## 1. INTRODUCTION

Worldwide Governance Indicators (WGI) defines governance as "traditions and institutions by which authority in a country is exercised, "which includes the method by which governments are chosen, followed, and replaced, their ability to create and carry out sound policies, and both the citizens' and the state's respect for the institutions that control economic and social interactions (The SDG Knowledge Hub, 2018). As stated by Cortright, Seyle and Wall (2018), governance encompasses various facets of decision-making and implementation aimed at achieving collective action and maintaining

social order. At its core, governance revolves around the exercise of power, focusing on the allocation of political authority for decision-making and influence.

Effectiveness in good governance refers to institutions and processes that provide good governance and produce results that meet society's needs while utilizing scarce resources effectively. Effectiveness equals the extent of fulfilling one's intended purpose or performing your intended function – the extent to which one exceeds its objectives, or doing the right thing at all times (Olivia, 2022). Adeyinka (2020) concurs with this perspective and defines effectiveness as making the best use of available resources through the processes and institutions and produce results that meet the required needs of society. The concept of efficiency also covers the sustainable use of natural resources and the protection of the environment in the framework of good governance.

Consequences of ineffectiveness in public sector include; the absence of transparency and accountability, non-implementation of government policies, propagation of corruption, favoritism, power abuse, spread of fraud, and predominance of bureaucracy inside the government's organs and lack of peace. All these factors contribute to a clear setback in the effectiveness of the public sector's institutions and the bad status of public services that will result in citizen dissatisfaction and the increase of the trust crisis between the citizen and the government and to recurrence state of the jungle (CABRI, 2015). It is against this background that the study examined the influence that government effectiveness on sustainable in North Kivu Province in DRC.

On the other hand, a research carried out by the Advisory Group of Experts (2019) notes that sustainable peace should broadly be understood as a goal and a process to build a common vision of a society; it ensures that the needs of all segments of the population are taken into account. Activities which are aimed at preventing the outbreak, escalation, continuation and recurrence of conflict, addressing root causes, assisting parties to conflict to end hostilities, ensuring national reconciliation, and moving towards recovery, reconstruction, and development, and emphasizing that sustaining peace, is a shared task and responsibility that needs to be fulfilled by the government and all other national stakeholders. Building peace is about much more than ending war, it is about putting in place the institutions and trust that will strengthen the social contract and carry people forward into a peaceful future (UNDP, 2020). This calls for effectiveness from the government.

### ***1.1. North Kivu Province in DRC***

North Kivu is one of the 26 provinces of the DRC. Located in the Eastern part of the country, with Goma as its capital city, the province borders Rwanda and Uganda to the east, the province of Ituri to the north, Tshopo to the northeast, Maniema province to the southwest and South Kivu province to the south. The Province consists of three main cities namely, Goma, Butembo and Beni; and six territories, namely, Beni, Masisi, Rutshuru, Nyirangongo and Walikale (Province du Nord-Kivu, 2022). The province has been the epicenter of war in the DRC, which has generated a multitude of armed groups, with over two dozen emerging over the past two decades. It was here that the precursors to the Congo wars began with ethnic violence in 1993, and it is here that the most formidable challenges to stability in the country persist today (Kizaliwa, 2019). As this research is being published many territories of North Kivu Province including the city of Bunagana are under the control of M23 rebel group and other armed groups.

## **2. OBJECTIVE OF THE STUDY**

### ***2.1 Overall Objective***

The general objective of the study was to examine the influence of governance practices on sustainable peace in North Kivu Province, in DRC.

### ***2.2 Specific Objective***

The specific objective of the study was to assess the influence of government effectiveness on sustainable peace in North Kivu Province, in DR Congo.

## **3. RESEARCH HYPOTHESIS**

The research was guided by the following null hypothesis:

H<sub>01</sub>: Government effectiveness has no significant influence on sustainable peace in North Kivu Province, in DRC.

#### 4. LITERATURE REVIEW

This section reviews literature on government effectiveness and sustainable peace.

##### 4.1 Government Effectiveness

Effectiveness in good governance refers to institutions and processes that provide good governance and produce results that meet society's needs while utilizing scarce resources effectively. Effectiveness equals the extent of fulfilling one's intended purpose or performing your intended function – the extent to which one exceeds its objectives, or doing the right thing at all times (Olivia, 2022).

Adeyinka (2020) concurs with this perspective defining effectiveness as making the best use of available resources through the processes and institutions and produce results that meet the required needs of society; the concept of efficiency also covers the sustainable use of natural resources and the protection of the environment in the context of good governance.

Florina (2017) also concurs and posits that effectiveness in the public sector means considering an assembly of conditions concerning the competence, organization, assumption of responsibilities, governmental transparency, citizen participation in decision-making on certain common issues, of public interest, efficient allocation of public resources, and democratic governance. This depends on the quality of civil servants, on the quality of administrative act, conditioned in turn, by the qualification of the staff in the administration.

On the other hand, consequences of ineffectiveness in public sector include; the absence of transparency and accountability, non-implementation of government policies, spread of corruption, favouritism, abuse of power, widespread fraud, and predominance of bureaucracy inside the government's organs. All these factors contribute to a clear setback in the effectiveness of the public sector's institutions and the bad status of public services that will result in citizen dissatisfaction and the increase of the trust crisis between the citizen and the government (CABRI, 2015).

Increasing effectiveness in the public sector has to meet the growing and more diversified requirements of citizens, as an essential objective of public administration actions, to this end, determining the effectiveness of the public sector, in different fields, making a contribution to the formulation of strategies of public funds management, aimed at the objectives fulfilment (Florina, 2017).

A number of actions can encompass effectiveness increase in the public sector: They include; legislative simplification of administrative rules and procedures; diminishing bureaucracy; increasing budgetary and fiscal transparency and accountability at governmental level; extending the use of electronic means of information in the development of the processes, in the administration-citizen relationship in order to make the activity performance more efficient; implementation of training and improvement programs, in relation to existent needs at local public administration level; and targeting the effectiveness of the public sector towards a level of satisfaction of social needs, as high as possible, through: social protection systems for vulnerable groups, increasing the quality of provided goods and services; heritage and environment preservation etc. (Florina, 2017).

A study in Italy by Giordano, Lanau, Tommasino, and Topalova (2018) confirmed the positive effect of (in)effectiveness of public service provision. The research found that it is not only an important determinant of firm productivity but also statistically and economically significant. From a regional perspective, a study by Duho, Amankwa and Musah-Surugu (2020) on determinants and convergence of government effectiveness in Africa and Asia revealed that more so, about 17 out of 48 Asian countries record non-negative scores on government effectiveness in 2002. These include Singapore, Hong Kong, Israel, Japan, Malaysia, South Korea, Macao, United Arab Emirates, Taiwan, Bhutan, Bahrain, Qatar, Maldives, Oman, Thailand, Jordan and Kuwait. This list increased to 23 countries by 2018 with some notable ones such as Georgia, China, Saudi Arabia, India, Indonesia, Philippines, Kazakhstan and Vietnam making some strides. The countries with the least scores are Iraq, Afghanistan, North Korea, Syria and Yemen (Duho *et al.*, 2020).

As far as the African continent is concerned, countries still need to make more strides in government effectiveness. Comprehensive insights on the performance of countries can be assessed using the ratings of the government effectiveness index. The scores range from -2.5 (weak) to 2.5 (strong). This provides a year-on-year assessment of countries (TheGlobalEconomy.com, 2020). As of 2002, only eight (8) African countries out of 53 countries recorded a non-negative score under the government effectiveness index. These include South Africa, Botswana, Tunisia, Mauritius, Seychelles, Namibia, Senegal and Mauritania. As of 2018, this had changed, as countries such as Tunisia, Senegal and Mauritania dropped while others like Cape Verde and Rwanda gained positive scores. Countries such as Chad, the Democratic Republic of Congo, Sudan, Comoros, the Central African Republic, Eritrea, Libya, and Somalia are positioned at the lower end or bottom of the list. (Duho *et al.*, 2020).

#### ***4.2 Sustainable Peace***

Sustaining peace should be broadly understood as a goal and a process to build a common vision of a society, ensuring that the needs of all segments of the population are taken into account, which encompasses activities aimed at preventing the outbreak, escalation, continuation and recurrence of conflict, addressing root causes, assisting parties to conflict to end hostilities, ensuring national reconciliation and moving towards recovery, reconstruction and development (Schmidt and Mincieli, 2018).

Sustaining peace thus encompasses an array of interventions, including strengthening the rule of law, promoting sustainable economic growth, poverty eradication, social development, sustainable development and national reconciliation. Some of the means and principles by which these interventions are pursued are inclusive dialogue and mediation, access to justice and transitional justice, accountability, good governance, democracy, accountable institutions, and respect for human rights and gender equality. Built on principles of human security, integrating an understanding of the root causes of conflict, and the protection of human rights, sustaining peace is inextricably linked with sustainable development (Caparini, 2017). The World Bank's (2020) definition of sustainable peace emphasizes the concept as both a goal and an enduring condition devoid of violence. It is characterized by factors such as social cohesion, regional integration, fair economic opportunities, and inclusive, accountable institutions designed to benefit all individuals.

On 27 April 2016, the General Assembly and the Security Council adopted substantively identical resolutions on peacebuilding (A/RES/70/262 and S/RES/2282 (2016), respectively) (United Nations, 2017). The resolutions introduced the term "sustaining peace", which, rather than redefining peacebuilding, provides for an expanded scope (United Nations, 2017). The concept of sustaining peace should, according to these resolutions, be broadly understood as a goal and a process that requires a comprehensive, coordinated and coherent approach. Sustaining peace involved activities that aimed at preventing the outbreak, continuation, escalation and recurrence of violent conflict; addressing root causes; assisting parties of conflict to end hostilities; ensuring national reconciliation; and moving towards recovery, reconstructions and development. Inherently, a political process as addressing root causes and ending hostilities requires finding political solutions (United Nations, 2017).

A research on the European Union's role in conflict prevention and peacebuilding, Juncos and Blockmans (2018) noted that over the past two decades, the European Union (EU) has become increasingly involved in preventing conflict and promoting sustainable peace beyond its borders and the efforts are said to be particularly promising. However, it continues to face four key challenges in this area including bridging the early warning-response gap; improving cooperation with other international partners in conflict prevention and peacebuilding; enhancing civil-military coordination; and ensuring local ownership (Juncos and Blockmans, 2018).

Another research on sustainable peace in Colombia by Kerry (2015) confirmed the relationship between governance practices and sustainable peace. The main challenge of achieving sustainable peace in Colombia was related to rule of law. The study noted that the challenge of achieving sustainable peace was due to the fact that FARC was not ready to face the full force of the law and did not agree to end its hostilities if the government planned on making them legally responsible for their crimes. On the other hand granting them amnesty would have strengthened the populations' impression that impunity prevails.

A report on operationalizing the Sustaining Peace Agenda: Lessons from Burkina Faso, Liberia, and Papua New Guinea by Sarfati (2020) confirmed that bad governance was one of the root causes of conflict in the three countries. Sarfati (2020) found that in order to achieve sustainable peace there was need to address the root causes of the conflict. Local context must be taken into account through a comprehensive analysis of drivers of peace that examines grievances, inclusive politics, social cohesion and root causes of conflict. Furthermore, operationalizing the Sustainable Peace Agenda in Liberia has required revitalizing the peacebuilding architecture and enhancing its synergies with all streams of work (Sarfati, 2020).

An empirical study by Githaiga (2016) revealed that peace that is owned is an expectation that the state will provide basic socio-economic needs, security, the right to justice and more equal opportunities. In Kenya, state-led peacebuilding has sought to build peace in the provision of security, harmonious co-existence and, to a lesser extent, the right to more equal opportunities. From that perspective, sustainable peace in Kenya is conceptualized primarily as security. While it builds peace as security, the state-led approach does not deal with other substantive aspects of owed peace, such as justice, provision of socio-economic needs and more equal opportunities. On the other hand, owned peace requires the transformation of structures of inequality and injustice to allow for lasting peace (Githaiga, 2016).

Away from the state-led approach, Interpeace’s (2021) notes that, “Peace can only be sustained from within these communities. That is why the emphasis is put on strengthening the resilience of local peacebuilding spaces, so that peace can be sustained peace beyond any short term funded intervention” (Interpeace, 2021).

Finally, as far as the Eastern DRC is concerned, Kizaliwa (2019) noted that sustainable peace in that region of the country remains a challenge. The research findings uncovered that, at a personal level, critical obstacles to attaining sustainable peace in the Democratic Republic of Congo (DRC) encompass issues like social exclusion, misappropriation of national resources, partiality, and the neglect of cultural factors in conflict resolution, among other factors. To address the situation, actions such as humanitarian assistance and awareness campaigns are necessary. These initiatives can lead to the recovery of affected individuals and encourage their active participation in the peace-building process (Kizaliwa, 2019).

## 5. METHODOLOGY

The research followed a positivist philosophy and employed a correlational research design using a census approach. It was guided by the functionalism theory. Data was collected in the provincial capital, Goma, targeting a diverse group of respondents, including 40 academicians, 40 judges/advocates, 30 members of civil society, 30 members from non-governmental organizations, 50 members from the business community, 20 university students, and 40 citizens. In total, 250 individuals responded to the questionnaires. Rigorous quality control measures were employed, ensuring completeness and consistency of information in the questionnaires after each day of field data collection and before storage. Data analysis was performed using SPSS version 21. The data analysis plan for the study consisted of two main components; firstly, the descriptive statistics were analyzed and the data presented, and secondly, the inferential statistical analysis was conducted through linear correlations and linear regression, revealing positive correlations between the independent variable and the dependent variable. Open-ended questions were categorized under each variable and were utilized to enhance, validate, and elaborate on the narratives derived from the survey results.

**Table 1. Profile of the Respondents**

Profile of Respondents	Data collection method	Total Number
Academicians	Questionnaire survey	40
Judges/advocates	Questionnaire survey	40
Civil society	Questionnaire survey	30
NGOs	Questionnaire survey	30
Business community	Questionnaire survey	50
University students	Questionnaire survey	20
Citizens	Questionnaire survey	40
<b>Total</b>		<b>250</b>

## 6. FINDINGS

This section presents the empirical findings and the outcomes of applying the two variables using a correctional research design. The section begins with presenting the results of the pilot study (validity and reliability of the research instrument, followed by a descriptive discussion of the government effectiveness and sustainable peace, and concludes with the inferential statistical analysis of the variables.

### 6.1 Response Rate

Questionnaires were used as the main tool for data collection. The results in Table 2 indicate that a total number of 382 questionnaires were administered and 250 questionnaires were returned, representing 65% of response rate, which is very adequate for this study. Lindsay (2019) reported that a response rate of above 50% is adequate for analysis.

**Table 2. Response Rate**

Response Rate	Frequency	Percent
Returned	250	65%
Unreturned	132	35%
Total	382	100%

### 6.2 Background of the Respondents

The background of the respondents is presented based on the collected and analyzed data. To establish their educational backgrounds, participants in the study were requested to indicate their level of education. The following sub-sections provide the findings related to this aspect as presented in Table 3.

The majority (43.6%) were university graduates, 35.2% were undergraduates, 8% had attained a college qualification, 7.2% had attained a high school (secondary) education, and 6% possessed a postgraduate level of education. Findings show that all respondents had attained a certain level of education, with the majority having reached university level. These findings were significant to the positive outcome of the study.

**Table 3. Level of Education**

		Frequency	Valid Percent
Valid	Secondary	18	7.2
	College	20	8.0
	Undergraduate	88	35.2
	Graduate	109	43.6
	Post-graduate	15	6.0
	Total	250	100.0

### 6.3 Pilot Study Results

The suitability of the instrument (questionnaire) for this study was tested by administering it to a small number of respondents, say 10% of the sample size as recommended (Mboya, *et al.*, 2019), which enabled the study to ascertain the reliability of the instrument used. Out of 382 respondents, 38 respondents, which represents 10% of the target population, were randomly selected and participated in the pilot test in Goma, the capital city of North Kivu.

### 6.4 Reliability and Validity of Research Instrument

Reliability refers to how consistently a method measures something; if the same result can be consistently achieved by using the same methods under the same circumstances, the measurement is considered reliable (Middleton, 2021). This research used Cronbach's alpha tests developed by Lee Cronbach in 1951 to measure reliability or internal consistency. The measurement scales for reliability were tested using Cronbach's alpha coefficient and for an alpha of 0.7 and above, the instrument was interpreted as reliable. The results in Table 4.2 show Cronbach's alpha of 0.810, implying that the instruments were sufficiently reliable for measurement. Since the reliability coefficient was found to be above the recommended threshold of 0.7, the validity of the instrument was considered reliable.

**Table 4. Reliability Test Statistics**

Item	Cronbach's	Alpha Number of item
Government effectiveness	.810	13
Sustainable peace	.790	9

### 6.5 Factor Loading Analysis

Construct validity is the process of finding and accumulating judgmental evidence based on research that have been conducted by other scholars by using specific instruments for measurement (Greenfield & Greener, 2016). Construct validity evaluation needs to examine the association of the measure being assessed with the variables said to be correlated or theoretically correlated to the construct gauged by instrument. A construct is considered to be independent if it has a structural relationship that influences another construct and is not being influenced by any other construct in the model.

The construct validity of the questionnaire was determined using factor analysis. Factor analysis using the Principle Component method of extraction was computed to determine the sampling adequacy. Kaiser-Meyer-Olkin (KMO) and Bartlett's test of sphericity were conducted, which analyses if the samples from populations with equal variances produced p-values less than 0.05 ( $p < .001$ ). Bartlett's test of sphericity tests the hypothesis that the correlation matrix is an identity matrix, which would indicate that the variables are unrelated and therefore unsuitable for structure detection. A small value (less than 0.05) of the significance level indicates that a factor analysis may be useful with the data. The Bartlett's test of sphericity test is used in testing the hypothesis that the correlation matrix is an identity matrix. This simply indicates that

there are sufficient relationships among variables (Wilson, 2017). KMO measures vary between 0 and 1, and values closer to 1 are better with a threshold of 0.5. These results are presented in Table 5.

The factor analysis results of Government effectiveness had loadings greater than the threshold value of 0.50 (at 0.535); and therefore all the 13 measures were retained while, sustainable peace also had loadings greater than threshold value of 0.50 (at 0.743); and therefore all the 10 measures of Sustainable peace were retained. In conclusion, the two items had KMO above the acceptable value of .50 (Field, 2005), showing that it was appropriate to subject data for factor analysis on this variable of reconfiguration capability (Leech *et al.*, 2013).

**Table 5. KMO and Bartlett's Test**

Variable	KMO	Sig
Gov. effectiveness	.535	.510
Sustainable peace	.743	.000

### 6.6 Descriptive Analysis

The study assessed the influence of government effectiveness on sustainable peace in North Kivu Province of the DRC while considering the following four indicators: the ability to maintain law and order, effective implementation of government decisions, cost-effective service delivery and involvement of citizens in the decision-making processes. The findings are presented in Table 6 below.

**Table 6. Descriptive statistics on Government Effectiveness**

Statement	SD	D	N	SA	A	Mean	S. D.
The effectiveness of government operations is a factor to sustainable peace.	8.8%	21.2%	12.8%	27.6%	29.6%	3.48	1.342
The legal system, are effective to interpret and apply the law and maintain order	19.6%	27.2%	30.4%	10.8%	12%	2.68	1.245
The Province has well-functioning police and armed forces.	19.2%	45.6%	18%	10.8%	6.4%	2.40	1.108
The government has put in place policy to build trust and positive relationships between police officers and community members	18.4%	56.8%	14%	6.8%	4%	2.21	.956
The civil services of the state are effective in applying government's decisions	31.2%	47.6%	12.4%	4.4%	4.4%	2.03%	1.005
DRC government operations are results-oriented	18.8%	42.4%	22%	8.4%	8.4%	2.45	1.141
The government improves and adapts to the changing circumstances and citizen needs	22%	50%	12.4%	6.8%	8.8%	2.30	1.149
The government has policy in place of effective service delivery	22%	50%	12.4%	6.8%	8.8%	2.30	1.149
Government provides quality goods and services	16.4%	32.8%	16%	13.2%	21.6%	2.91	1.407
The government strive to reduce inequalities and promote inclusion	19.2%	45.6%	18%	10.8%	6.4%	2.40	1.108
Citizens participate in decision-making is by voting in elections to choose representatives	14.4%	28%	12.4%	16.8%	28.4%	3.17	1.463
Government often holds public hearings and consultations before making major policy decisions	31.2%	46.8%	12.8%	4.8%	4.4%	2.04	1.015
Government structure at local level provide forums for citizens to discuss and influence decisions about local issues	16.4%	32.8%	16%	13.2%	21.6%	2.91	1.407
Average Mean and S.D.						2.40	1.191

From a contextual perspective, the study sought to know whether having an effective government in place influences sustainable peace in North Kivu Province. The descriptive analysis in Table 6 shows that the majority 57.2% (27.6% strongly agreed and 29.6% agreed) support the statement whereas 8.8% strongly disagree, 21.2% disagree, while 12.8% were neutral with a mean of 3.48 and an S.D. of 1.342.

On another note, the effectiveness of the legal system to interpret, apply laws and maintain order was rated as follows: 19.6% strongly disagreed, 27.2% disagreed, 30.4% were neutral, 10.8% strongly agreed and 12% agreed, with a mean of 2.68 and an S.D. of 1.245. Measured on a Five-point Likert scale, there is a low indication that courts, judges and legal professional are effective in interpreting and applying law and maintaining order in North Kivu Province. In regards to having a well functioning police and armed forces that maintain law and order, 19.2% strongly disagreed, 45.6% disagreed, 18% were neutral, while 10.8% strongly agreed and 6.4% agreed with a mean of 2.40 and an S.D. of 1.108. A significant majority (64.8%) holds the opinion that the police and the army are not performing effectively in North Kivu Province. Furthermore, assessments using a Five-point Likert scale reveal low indicators of the effectiveness of these two institutions in maintaining law and order in the province.

In regards to putting in place policies to build trust and positive relationships between police forces and community members, a big majority of respondents (75.2%) disagreed on the existence of the said policies, while 14% were neutral with a mean of 2.21 and an S.D. of 0.956. Measured on a Five-point Likert scale, there is a very low indication of any existing policies or practices that aim to build trust and positive relationships between the police forces and the citizens.

On whether decisions are applied effectively within the public administration, 31.2% strongly disagreed, 47.6% disagreed, 12.4% were undecided, 4.4% strongly agreed and 4.4% agreed, exhibiting a mean of 2.03 and an S.D. of 1.005. According to the majority 78.8%, effective application of decisions remains a challenge in the DRC in general and North Kivu Province in particular due to various reasons. Indications from a Five-point Likert scale reveal that civil services of the state are not effective in applying government decisions.

When asked whether the performance of the DRC government in North Kivu Province is result-oriented, 18.8% strongly disagreed, 42.4% disagreed, 22% were neutral, 8.4% strongly agreed and 8.4% agreed, indicating a mean of 2.45 and an S.D. of 1.141. A cumulative percentage of a simple majority (61.2%) reveals that the performance of government in North Kivu is not result-oriented. On the other hand findings on improving and adapting to the changing circumstances and citizens needs is quasi inexistent in North Kivu Province as confirmed by a significant majority of respondents (72%) who disagreed, against 6.8% who strongly agreed and 8.8% who agreed, while 12.4% were neutral with a mean of 2.30 and an S.D. of 1.149. These findings on the mean and S.D. show a very low indication that the government improves and adapts to the changing circumstances to respond to citizens.

Effective service delivery was rated as follows: 22% strongly disagreed, 50% disagreed, 12.4% were neutral, 6.8% strongly agreed and 8.8% agreed, with a mean of 2.30 and an S.D. of 1.149. Measured on the Five-point Likert scale, there is very low indication the country has a policy for effective service delivery.

Descriptive statistics pertaining to government effectiveness indicated a widespread absence of state services in numerous locations. Furthermore, in cases where these services are available, accessibility remains a significant challenge, and even when accessible, their delivery is often untimely. The study aimed to evaluate the quality of goods and services, and the assessment of the delivery of quality goods and services yielded the following ratings: 16.4% strongly disagreed, 32.8% disagreed, 16% were neutral, 13.2% strongly agreed and 21.6% agreed, with a mean of 2.91 and an S.D. of 1.407. The analysis shows that a simple majority (49%) was of the opinion that state services are of poor quality in areas where they are provided. Additionally, the Five-point Likert scale measurement leans towards a low indication of good quality services being provided by the state in the province.

In regards to whether the government strives to reduce inequalities and promote inclusion, 19.2% strongly disagreed, 45.6% disagreed, against 10.8% who strongly agreed, 6.4% who agreed, while 18% held a neutral perspective, with a mean of 2.40 and an S.D. of 1.108. A Five-point Likert scale measurement indicates very minimal efforts by the government to reduce inequalities and to promote inclusion in the North Kivu Province.

As far as holding of public hearings and consultations before making major policy decisions with the local population is concerned, the respondents rated that aspect as follows: 31.2% strongly disagreed, 46.8% disagreed, 12.8% were neutral, while 4.8% strongly agreed and 4.4% agreed; with a mean of 2.04 and an S.D. of 1.015. Measured on a Five-point Likert scale, there is a very low indication that the government holds public hearings and consultations. In regards to whether citizens discuss and influence decisions about local issues, 16.4% strongly disagreed, 32.8% disagreed, 16% were neutral, while 13.2% strongly agreed, and 21.6% agreed; with a mean of 2.91 and an S.D. of 1.407. Measured on a Five-point Likert scale, there is a low indication of the practices being applied in North Kivu Province, as confirmed by a simple majority of respondents (49.2%).



When asked to pinpoint the challenges affecting government effectiveness, respondents highlighted that the presence of armed groups poses a significant obstacle. Additionally, goods and services funded by the government often evade quality inspections, and citizens often experience delayed delivery with lower satisfaction levels. This is particularly evident in the context of their current roads and bridges, which are often overpriced despite experiencing rapid deterioration; depicting cases where significant financial resources are spent but producing very poor results within the public administration. Other reasons for lack of effectiveness include incompetence, corruption, a lack of political will, coupled with late or no payment for civil servants, and infiltration of the public institutions, in particular the army, which is infiltrated by foreigners including foreign armed forces.

**6.7 Correlation Analysis**

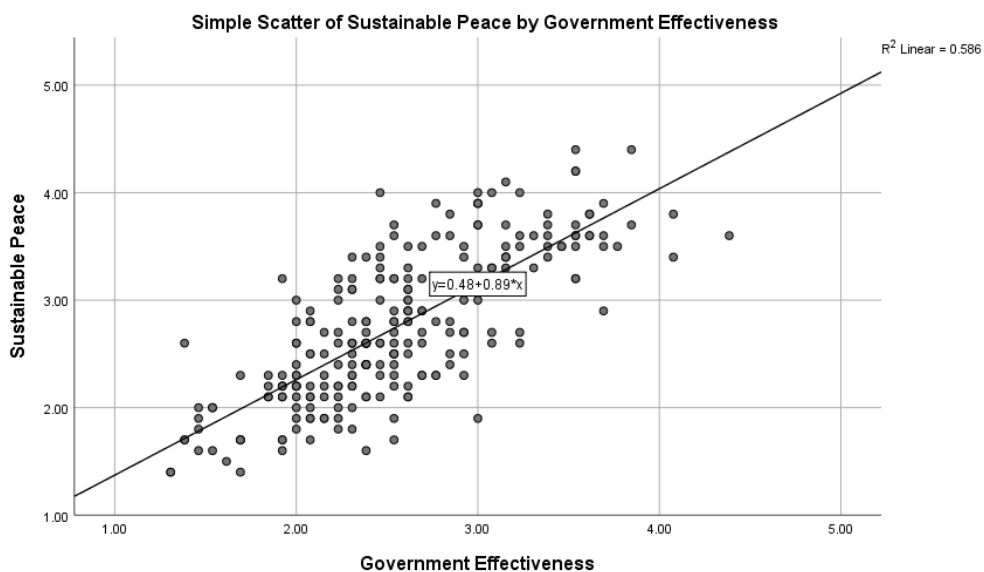
Correlation examines the relationship between two variables in a linear fashion; this analysis helps to identify whether one variable is related to another. To find out whether there was linear relationship between Government effectiveness and sustainable peace, Pearson correlation coefficient was used (Delve and Limpaecher, 2023). The results of the finding is presented on Table 7 and indicate that the variables; Government Effectiveness and Sustainable Peace have a positive and significant relationship indicated by a correlation coefficient value of .766 and a p-value of  $.000 \leq .001$ . This suggested that there was a linear positive and significant relationship between the two variables (Government Effectiveness and Sustainable Peace), which means that an increase in government effectiveness would lead to a linear increase in sustainable peace.

**Table 7. Pearson correlation analysis between Gov. Effectiveness and Sustainable Peace**

		Sustainable Peace	Government Effectiveness
Sustainable Peace	Pearson Correlation	1	.766**
	Sig. (2-tailed)		.000
	N	250	250
Government Effectiveness	Pearson Correlation	.766**	1
	Sig. (2-tailed)	.000	
	N	250	250

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Other than product moment correlation coefficient, linearity was also tested using scatter plot between government effectiveness and sustainable peace and the result in Figure 4.6 clearly indicated that there was linear relationship between government effectiveness and sustainable peace.



**Figure 1. Scatter Plot between Government Effectiveness and Sustainable Peace**

### 6.8 Regression Analysis

Grant, Hickey, Head (2019) define linear regression as models that are used to establish the relationship between a dependent variable and an independent variable that can be used for a variety of different purposes in research studies. Government effectiveness was the predictor of sustainable peace. The Table 8 shows the analysis of the fitness of the model used in the study. The results indicated that the overall model was satisfactory as it was supported by coefficient of determination, also known as the R-square of .042. This means that the predictor positively explains 42% of the variations in the dependent variable.

**Table 8. Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.215 <sup>a</sup>	.046	.042	1.393

a. Predictor: (Constant), Government effectiveness.

The analysis of Variance was tested to know whether the model above was good or not good enough, in other words, it was to tell whether X<sub>1</sub> (Government effectiveness affects Y (Sustainable peace)). The Table 9 provided the results on the analysis of Variance (ANOVA). The results indicated that the overall model was statistically significant. This meant that the independent variable (Government effectiveness) is a good predictor of sustainable peace. This was supported by an F calculated of 12.039 and the reported p value (0.001) which was less than the conventional probability of a 0.05 significance level. These results suggested that the independent variable is a good predictor of Sustainable Peace.

**Table 9. ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	23.367	1	23.367	12.039	.001 <sup>b</sup>
1	Residual	481.337	248	1.941		
	Total	504.704	249			

a. Dependent Variable: Sustainable peace

b. Predictors: (Constant), Government effectiveness.

The Model:

$$Y = \beta_0 + \beta_1 X_1 + e$$

$$H_0: \beta_0, \beta_1 = 0$$

$$H_a: \beta_0, \beta_1 \neq 0$$

From the ANOVA table, P-value  $\leq 0.05$  hence we reject the null hypothesis. The model is fit and the independent variable Government Effectiveness explain the variance 42% from the adjusted R Square. This means that 42% of the changes in sustainable peace could be attributed to the effect of government effectiveness. An increase in the government effectiveness would contribute to linear increment in sustainable peace. However, 58% of the variance is explained by other factors not covered in the study.

## 7. DISCUSSIONS

The study assessed the influence of government effectiveness on sustainable peace in consideration of four indicators; namely, ability to maintain law and order, effective implementation of government decisions, cost-effective service delivery and the involvement of citizens in decision-making processes. Inferential analysis confirmed the positive and significant relationship that exists between government effectiveness and sustainable peace. An increased in government effectiveness contributes to a linear increment in sustainable peace.

The findings concur with many studies including Oshewolo (2018) who explains that regions and countries, which have adopted and implemented governance practices, enjoy sustainable peace compared to those that have not. On the contrary, countries without adequate governing capacities are more likely to experience armed violence; the consequences include recurrent civil war, human insecurity, proliferation of organized armed groups and rebellions against the state. The findings also concur with the United Nations Office on Drugs and Crime (2023) which argues that many positive outcomes, including sustainable peace can arise where there is effective governance, characterized by capable implementation, sound policy

processes and separation of powers along with high levels of political participation. The study therefore agreed on the importance of effectiveness towards achieving sustainable peace, confirming the application of the functionalism theory.

Nonetheless, an examination of descriptive statistics reveals that the government of North Kivu Province is struggling in terms of maintaining a competent civil service, army and national police that can effectively implement decisions and policies, and provide security as it appears to lack a results-oriented approach. The European Commission (2023) corroborates with the findings and explains that “the sheer number of crimes committed has overwhelmed the Congolese justice system, beset by challenges in investigating offences and carrying out successful prosecutions. In addition, fighting continues to leave some regions isolated, while victims and witnesses are not only unprotected from armed attackers, but also unable to access justice. This reality undermines public trust and confidence in the authorities’ ability and effectiveness to render justice.”

Moreover, in instances where public services are offered, they are often of subpar quality. All respondents fully agreed that the DRC government is not effective, as it is unable to carry out its mission of fulfilling its promises and as a result, the members of the community have minimal trust in the government. The findings agreed with reports from Stiftung (2022) who reported that the DRC has a long record of failing to implement policies; structural constraints such as the unsuitability of skilled personnel in certain strategic positions, poor infrastructure and inadequate budgets seriously hamper the implementation of even the most basic of measures. Moreover, while the Congolese government has launched numerous programs in recent years, these initiatives often lack a clear strategic vision, and the policies they seek to implement are not rooted in established evidence. Despite the numerous donor-funded capacity-building programs, the DRC does not have an institutional framework for policy learning (Stiftung, 2022).

Key driving factors contributing to government ineffectiveness include; incompetence, corruption, a lack of political will, delayed or absent payment for civil servants, nepotism, lack of accountability, and infiltration of public institutions, notably, the army, which is infiltrated by foreigners, including foreign armed forces.

From the perspective of functionalism theory, the DRC government in North Province is failing in its mission in terms of achieving its purpose of planning and directing society, meeting social needs, maintaining law and order, and managing international relations (Trueman, 2022).

## **8. CONCLUSIONS**

In conclusion, the research findings revealed significant relationship between government effectiveness and sustainable peace since the p-values was less than 0.05. In the study, a linear regression found that the sustainable peace model was satisfactory as it is supported by coefficient of determination (also known as the R-square) of 0.420. This means that the independent governance practice variable contribute to 42% of the variations in the dependent sustainable peace variable. The study established that there is a strong positive influence on sustainable peace in North Kivu Province attributed to units of change for the the independent governance practice variable. The ANOVA test, conducted to assess the overall significance of the five variables, including government effectiveness at a 0.05 significance level, revealed the significance of the model. This conclusion is supported by a substantial F statistic of 12.039, coupled with a reported p-value (.000) that is below the conventional probability threshold of 0.05.

These results suggested that the independent variable (government effectiveness is a good predictor of sustainable peace. Nevertheless, as indicated by the descriptive analysis, the DRC government encounters challenges in being effective as a result of combination of factors including, but not limited to a lack of political will, public accountability, corruption, incompetency, delayed or absent payment for civil servants, nepotism, lack of accountability, and infiltration of public institutions, notably, the army, which is infiltrated by foreigners, including foreign armed forces. Despite its active engagement and endeavors in conflict resolution processes, the attainment of sustainable peace remains a distant prospect in the North Kivu Province.

## **9. RECOMMENDATIONS**

Given the overall significance test of government effectiveness, and, which found the model to be significant and indicated that an increase in the variable would result in a linear increase in sustainable peace in North Kivu Province, the study puts forth the following recommendations:

- In terms of government effectiveness, the study recommends the establishment of robust institutions, including an efficient National Police Service, army, and other national public service institutions based on merit and competency that

will be able respond promptly to the population's needs concerning security, political stability, economic stability, and development in the province.

- It is imperative that the establishment of a robust working rapport and collaborative synergy between the populace and governmental entities be encouraged for the attainment of sustainable peace.

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