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Analysing the Effects of Corruption on Public Service Delivery in Banadir Region Mogadishu-Somalia

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Ali Mohamed Alim Guled

*Faculty of Economics and Management,
Jamburiya University of Science and Technology
E-mail: caliyare550@gmail.com*

ORCID: <https://orcid.org/0009-0007-8550-154X>

Abdihabib Mohamed Warsame

*Faculty of Economics and Management,
Jamburiya University of Science and Technology
E-mail: garaadhabib87@gmail.com*

Zamzam Gedi Yusuf

*Faculty of Economics and Management,
Jamburiya University of Science and Technology
E-mail: Zamzamgedi3832gmail.com*

Mushtaq Mohamed Adan

*Faculty of Economics and Management,
Jamburiya University of Science and Technology
E-mail: Mushtaaqm352@gmail.com*

Zeinab Muhsin Mumin

*Faculty of Economics and Management,
Jamburiya University of Science and Technology
E-mail: Zubeymacadey@gmail.com*

Abstract

This study examined how corruption influences public service delivery in Mogadishu's Banadir region, with a focus on bribery and embezzlement. It used a quantitative descriptive design and collected primary data through a structured questionnaire from 136 respondents selected from a group of 207 people, including public service professionals, service users, and representatives of anti-corruption agencies. Stratified random sampling and Slovin's formula were used to determine the sample size. Data were analyzed using descriptive statistics and regression analysis using SPSS.

The article reveals that bribery is widespread in public service delivery in Mogadishu and has a considerable impact on service quality and efficiency, such as in the provision of healthcare, education, and infrastructure. Moreover, the study expresses that bribery undermines public trust and confidence in government institutions. Nevertheless, despite institutional interventions, government efforts to curb bribery have yielded no statistically significant improvement in the quality or efficiency of public service delivery.

The research further shows that the embezzlement of public resources is perceived as widespread and leads to the misallocation of resources, which negatively affects the delivery of public services. Nevertheless, the perception that embezzlement directly reduces service quality was not statistically significant. Additional research concludes that corruption has a significant effect on the delivery of public services in Mogadishu and the ability of institutions to meet the needs of citizens.

Keywords: *Corruption, public Service Delivery, Bribery, Embezzlement, Misappropriation.*

1. INTRODUCTION

Corruption is defined as dishonest practices occurring in various sectors, including the economy, government, community, and culture. It is measured by the dominant societal values that govern individual interactions and shape participation in economic, political, and cultural aspects. According to organisations like the World Bank and Transparency International (TI), corrupt behaviors involve abusing public roles for private gain, benefiting either the individual involved or a third party. Specifically, political corruption encompasses dishonest

actions that threaten the integrity of the established political system (Senu, 2020).

Corruption refers to conduct that strays from the formal duties associated with a public position to gain a private advantage (for oneself, close relatives, or a private group), whether in terms of money or status, or to who violate regulations prohibiting certain types of personal influence. The problem is that they are not perfect; even when a public service is accessible to all, it is expected that demand for it will consistently exceed the supply rate. This situation arises after a line has formed. It becomes crucial to reorganise the queue management system. This reorganisation can happen either legally or illegally (Emmanuel & Qijun, 2019).

The impact of corruption on public services, particularly in healthcare and education, is significant. Corruption leads to insufficient funding, resulting in a lack of essential resources, such as medical supplies, equipment, and skilled personnel, ultimately compromising healthcare quality. Similarly, institutional corruption severely diminishes educational standards by diverting critical public funds away from classroom resources, teacher professional development, and infrastructural upgrades (Bolatito, 2023).

Corruption is a widespread problem in Somalia that obstructs progress, weakens governance, and diminishes public confidence (Mudey & Arshad, 2025). They noted that corruption within Somali society impacts both the public and private sectors, leading to the misappropriation of public resources, bribery, and clan-oriented patronage networks, while businesses respond to the lack of lawfulness by evading taxes and dealing in expired products and medications. Specialists suggest strategic policies and practical or technical measures aimed at stopping and identifying these crimes. For example, D. A. Kulmie et al. (2024) asserts that the Somali government ought to establish efficient control systems, engage government anti-corruption agencies, and create strong legal frameworks to encourage accountability and discourage offenders (D. Kulmie, 2025).

Corruption in Somalia, particularly in the Banadir region, including Mogadishu, has significantly weakened public institutions and degraded the quality and accessibility of public services. The lack of transparency and accountability fosters an environment ripe for bribery, fund embezzlement, and political patronage, resulting in persistent inefficiencies and inequalities in service delivery.

The phenomenon of corruption is particularly prevalent in procurement processes, allocation of government grants, and the distribution of public services, with local officials often being accused of embezzling funds, demanding bribes, and engaging in nepotism and favoritism in the allocation of resources (Ndikabona & Kalikola, 2024).

This article aims to analyse the impact of corruption on the delivery of public services in the Banadir region of Mogadishu, Somalia. The aim is to recognise the various forms and underlying causes of corruption in the public sector, evaluate its impact on the accessibility and quality of services, and explore possible policy measures to improve transparency, accountability, and the effective provision of public services.

So this article wants to explain these specific objectives so as to clarify its impact

To examine the effect of bribery and corruption on public services delivery in Mogadishu Somalia

To assess the effect of embezzlement corruption on public services delivery in Mogadishu, Somalia.

2. LITERATURE REVIEW

Whether perpetrated by individuals or corporate entities, corruption represents a highly damaging practice that severely undermines the state, citizens, and organisations alike. Corruption is described as the conduct of public or private officials that deviates from or breaches their responsibilities and duties to achieve personal financial or status-related advantages. (Saputra & Bimas Saputra, 2021).

Corruption is the misuse of power for personal gain, posing significant financial challenges to governments, corporations, and society. While more common in low-income countries, it is also increasingly visible in the US public and private sectors. Deploying automated algorithms to manage resource allocation offers a strategic means of mitigating corruption risks by reducing discretionary human intervention (Castelo, 2024).

The corruption involving high-ranking officials and political leaders arises from significant public initiatives and laws enacted by legislatures and enforced by administrative bodies. This corruption proliferates through costly electoral frameworks in parliamentary governance, as politicians seek to enhance their political support, often amidst voters who may lack a moral compass and do not utilise available information (Emmanuel & Qijun, 2019).

Theoretical Framework

This study utilises Principal–Agent Theory to explain the dynamics of corruption and its detrimental effects on public service delivery. The theory posits that corruption arises when authority is entrusted to public officials (agents) by citizens and political leaders (principals), particularly in contexts where oversight mechanisms are weak, leading to potential misuse of authority for personal gain. This can result in corrupt practices like bribery and embezzlement, ultimately harming the efficiency, accessibility, and quality of public services (Yan & Hyman, 2024). To further this analysis, the study introduces Prebendalism Theory, which suggests that public offices are often viewed as opportunities for personal enrichment, allowing officials to distribute benefits to supporters or family. This treatment of public resources as personal advantages reinforces patron–client relationships, eroding accountability and normalizing corruption within the public sector (Rogers, 2020).

Combining these theories, the study presents a conceptual model to analyze corruption in public institutions, where Principal–Agent Theory identifies the institutional weaknesses fostering corruption, and Prebendalism Theory provides insight into the socio-political context that sustains such corrupt practices (Harnois & Gagnon, 2022).

Operationally, the theoretical framework is tested through a regression model that investigates the correlation between bribery and embezzlement (independent variables) and public service delivery in Mogadishu (dependent variable), asserting that elevated corruption levels correlate with declining service quality (AlWehaib, 2025).

BRIBERY

Bribery is the act of offering, promising, providing, accepting, or soliciting benefits to influence others to act in ways that may be illegal, unethical, or breach trust. The widespread consequences of bribery and corruption alter the institutional landscape for all stakeholders, ensuring these challenges remain a critical focus of public debate and academic enquiry. Extensive research has been conducted on the causes, effects, and possible solutions to corruption and bribery (Houque et al., 2020).

Bribery and corruption pose major global challenges, leading to heightened international support for anti-corruption measures. Notable initiatives include the United Nations Convention against Corruption (UNCAC), launched in 2003 with 189 member countries, and the

OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, established in 1997, which serves as the first comprehensive framework addressing the supply side of bribery (Mondez & Cruz, 2024).

EMBEZZLEMENT

Embezzlement is categorised as a white-collar crime impacting various levels of government. According to the Federal Bureau of Investigation (FBI), embezzlement involves the unauthorised use or misappropriation of entrusted assets for personal gain, including cash, property, or valuable items. The deliberate diversion of funds or resources to objectives outside of their original, intended mandate represents a distinct criminal act. The National White-Collar Crime Centre (NW3C) emphasises that the key difference between embezzlement and other theft forms is the breach of financial trust between the asset owner and the offender. While embezzlement falls under theft in uniform crime reports, accurately quantifying such incidents can be challenging, leading to varying statistics based on different sources (Yaqub, A.B. et al., 2024). Embezzlement is the misappropriation of public resources by trusted individuals, like ministers. Deception involves dishonesty to persuade property owners to relinquish possessions. A public official taking medical supplies for personal use constitutes theft, whereas fraud occurs when the official misleads an aid organisation into providing excessive resources by exaggerating beneficiary numbers (Zakari & Button, 2022).

PUBLIC SERVICES DELIVERY

The provision of public services is essential for government support and community governance. Key services often include education, healthcare, water supply, sanitation, transportation, electricity, communication, and law enforcement, highlighting the government's commitment to public needs rather than profit generation. Public administration plays a vital role in implementing public policies, enforcing laws, and improving societal well-being, emphasising the necessity of efficient service delivery methods for beneficiaries. Moreover, fostering a collaborative effort between the government and citizens is an effective strategy for maintaining public service channels and processes. This collaborative nature distinguishes public services

from those provided by the private sector in several ways (Jev et al., 2022).

Public service delivery corruption refers to the misuse of official positions for personal benefit, leading to inefficiency, unfairness, and diminished public trust in government. This corruption manifests through bribery, embezzlement, nepotism, and favouritism, impacting various public services such as healthcare, education, infrastructure, law enforcement, and social welfare. Perceptions of official corruption frequently erode public trust in state capacity, ultimately threatening social cohesion and political stability (Bolatito, 2023).

Journal (2022) investigate the Effects of Corruption on Service Delivery in Nigeria: A Study of the Public Sector in Osun State. This research primarily drew qualitative data from existing sources. The method employed for this examination is content analysis. The results show that corruption hinders the effective delivery of services by the Nigerian public sector. Corruption has negatively affected the government's capability to provide essential services in sectors like education, healthcare, water, electricity, and other basic needs, a situation that is widely recognised in Nigeria.

Ndikabona & Kalikola (2024) evaluate the effects of corrupt practices on service delivery within the public sector, with an emphasis on Iganga Municipal Council in Iganga District, Uganda. Particularly, it investigated the connection between corruption and the quality-of-service delivery across important sectors like healthcare, education, and infrastructure. Information was gathered from 200 participants, including government officials and local citizens, via structured questionnaires and interviews. The data were examined using numerous linear regression representations through SPSS and STATA. The findings from the regression model demonstrate that corruption, driven primarily by bribery, embezzlement, and nepotism, has a severely detrimental impact on service delivery across various public sectors. In particular, the quality of healthcare services deteriorated due to bribery, while embezzlement negatively impacted education services, and nepotism hindered infrastructure projects. The regression findings suggested that an increase of one unit in corruption-related factors like bribery, embezzlement, and nepotism was linked to a significant decline in perceived service quality within these sectors, with important coefficients ($p < 0.05$).

SJ (2021) explores the influence of corruption on the provision of services in South African local governments. This article exclusively

utilises secondary data, sourcing information from various newspapers, books, journal articles, conference proceedings, official reports, and academic theses. The results of the study align clearly with existing literature, demonstrating that corruption negatively influences the capacity of local administrations in South Africa to deliver vital services.

Mwesigwa (2021) Analysing community service provision in Uganda requires a reassessment of pervasive corruption. The research methodology utilised a mapping review and synthesis method to explore corruption within public institutions. The findings reveal the possible impact of both predisposing and precipitating factors relating to socioeconomic and political contexts.

Adesewa, (2025) analysed how bureaucratic corruption influences the efficiency and quality of public service delivery within the Edo State Civil Service. Throughout this research, a correlational research design was employed, and data was gathered using a survey method, with responses collected through a structured questionnaire. The analysis of the results was conducted using chi-square statistical techniques. The findings indicated that there was no notable link between the embezzlement of public funds and the health care services provided by the Edo State Ministry of Health.

Mamokhere & Thusi (2024) explore the fundamental causes of corruption and its effects on sustainable service delivery in Limpopo Province, South Africa. This research employs a qualitative methodology and the New Public Management (NPM) framework to analyze the origins of corruption, governance challenges, and inadequate service delivery. The results reveal a detrimental connection between corruption, governance problems, and sustainable service provision.

Karuu, (2023) examines the relationships between decentralisation, corruption, and service delivery in Kenya, focusing specifically on the health, education, and market sectors. The research approach involved the dissemination of surveys, conducting individual interviews, holding focus group discussions, and analyzing county audit and budget reports. The findings indicated that poor management at decentralized tiers could result in corrupt practices.

Diboye-Suku & Adekemi D. (2021) evaluated the effect of bureaucratic corruption on the delivery of services in the Maiduguri Metropolitan Council of Borno State. This study utilized survey research and collected data from primary sources. In total, 357 structured questionnaires were created and distributed among local government employees across different departments. The study showed that the

presence of fake employees on the payroll has had a considerable impact on the delivery of services such as access to clean water, improved education, road development, and the distribution of scholarships in MMC, Borno State.

3. RESEARCH METHODOLOGY

The research study employed a quantitative research design utilising a descriptive research methodology aimed at systematically analysing research variables. The target demographic included a total of 207 individuals, divided into three main categories: 67 service professionals from health and education sectors, 128 public service users accessing government services such as healthcare, education, and public utilities, and 12 representatives from anti-corruption agencies tasked with societal corruption control. To enhance representation and reduce sampling bias, the study utilised a stratified random sampling technique. This involved segmenting the population into three strata based on their roles: service professionals, public service users, and representatives from anti-corruption agencies. Respondents were then selected in proportion to their representation in the overall population, ensuring each group was adequately represented, which significantly contributed to the reliability and validity of the study's findings.

The sample size for the research was determined using Slovin's formula, which is defined as follows:

$$\text{Slovene's formula, which is } n = N / (1 + (N \cdot e^2)),$$
$$n = 207 / (1 + (207 \cdot 0.0025)) = 136 \text{ respondents}$$

where n represents the sample size and e the margin of error. Therefore, using the values for N and e as 207 and 0.05, respectively, it was determined that the sample size for the research would be 136 respondents. This sample size was considered statistically sufficient and adequate for ensuring reliability, precision, and generalisation of research findings at a 95% confidence level. Data collection for the research was carried out using a structured written questionnaire that included closed-ended questions. The questions in the research instrument were arranged in thematic sections that aligned with the research objectives. Most of the research constructs used in the study were measured using a five-point Likert scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree. The reliability of the research instrument was determined using Cronbach's alpha method. Reliability values above 0.70 for all research constructs indicated that the research instrument

was reliable for measuring the research constructs. Data analysis for the research used statistical software called SPSS (Statistical Package for Social Sciences). Regression analysis and descriptive statistics were employed to analyse research findings. Ethical considerations were strictly observed by securing approvals from the appropriate bodies and obtaining informed consent from all participants, who were assured that their responses would be used exclusively for academic analysis.

This study has several limitations. First security conditions in Mogadishu limited access to some institutions and respondents, reducing the geographical coverage of the research. Second, the study relied on self-reported questionnaire data, and some participants may have been reluctant to provide completely honest responses due to the sensitive nature of corruption issues. Finally, Furthermore, differences in respondents' understanding of the questionnaire items may have influenced their responses.

4. RESULTS AND INTERPRETATIONS

This section discusses the findings of the research, focusing on the examination of how corruption affects public service delivery in Mogadishu, Somalia. The study primarily aimed to investigate how corrupt practices influence the efficiency and execution of public services in Mogadishu, Somalia. A quantitative data collection approach was utilised through a Likert scale questionnaire administered to 136 participants. After outlining the demographic details of the participants, an analysis of the research objectives is provided in a sequential manner, addressing each goal. The subsequent sections will present, analyse, and interpret the data.

Demographic data of the respondents

Table 1: Demography of respondents

Gender			
		Frequency	Percentage
	Male	83	61.0
	Female	53	39.0
	Total	136	100.0
Age			
		Frequency	Percentage
Valid	20 – 30 years	95	69.9
	31– 40 years	35	25.7
	41 – 50 years	6	4.4
	Total	136	100.0
Marital status			
		Frequency	Percentage
Valid	Single	70	51.5
	Married	59	43.4
	Divorced	7	5.1
	Total	136	100.0
		Frequency	Percentage
Valid	Secondary level	7	5.1
	Bachelor level	100	73.5
	Master level	24	17.6
	PhD level	1	.7
	Other level	4	2.9
	Total	136	100.0
Occupation of the respondents			
		Frequency	Percentage
Valid	Employed	109	80.1
	Manager	27	19.9
	Total	136	100.0

Sources: computed by authors (2025)

The table above presents an analysis of five key variables, derived from the responses of 136 participants. The first variable, gender, revealed that 61% (83 respondents) identified as male, while 39% (53 respondents) identified as female, indicating a noticeable predominance of males in the sample. The second variable pertained to age, with a substantial 69% (95 respondents) falling within the 20 to 30 age brackets. The distribution across other age groups showed that 25.7% (35 respondents) were aged 31 to 40, and only 4.4% (6 respondents) were aged 41 to 50, underscoring the younger demographic of the study. Marital status comprised the third variable, where 51.5% (70 respondents) were single, 43.4% (59 respondents) were married, and 5.1% (7 respondents) were divorced, indicating a majority of singles in the sample. Educational attainment, the fourth variable, demonstrated that a significant 73.6% (100 respondents) held at least a bachelor's degree, with 17.6% (34 respondents) possessing a master's degree, and only a small fraction comprising those with secondary education (5.1%), lower levels (2.9%), and one individual (0.7%) with a PhD. This suggests a high level of education among respondents. Lastly, the variable of occupation revealed that 80.1% (109 respondents) were employed, while 19.9% (27 respondents) held managerial roles, indicating that the majority of participants were in employment rather than in management positions. Overall, the data collected points to a predominantly young, educated, and single male demographic engaged in employment.

Coefficients^a

Model	Unstandardised Coefficients		Standardised Coefficients	T	Sig.	Multicollinearity Test	Normality Test
	B	Std. Error	Beta			VIF	Kolmogorov-Smirnov ^a
1 (Constant)	.163	.190		.855	.394		
Bribery is widespread in public service delivery in Mogadishu.	.287	.086	.256	3.351	.001	1.395	.000
Bribery negatively affects the quality and efficiency of public services such as healthcare, education, and infrastructure in Mogadishu	.302	.094	.260	3.222	.002	1.632	.000
The government of Mogadishu has implemented effective measures to reduce bribery in public service delivery	.080	.059	.099	1.348	.180	1.510	.006
Bribery in public services has led to a lack of trust and confidence among the citizens of Mogadishu in their government institutions	.235	.070	.264	3.336	.001	1.697	.046

a. Dependent Variable: Public service delivery in Mogadishu is influenced more by bribery than by the actual needs of the citizens.

The table presents regression analysis that investigates the link between bribery-related factors and perceived public service delivery in Mogadishu. The analysis reveals three key variables that significantly and positively predict public service delivery perceptions. Firstly, the belief that bribery is prevalent in public services correlates strongly with negative perceptions of service delivery ($\beta = 0.256$, $t = 3.351$, $p = 0.001$). Secondly, the sentiment that bribery undermines the quality and efficiency of essential services such as healthcare, education, and infrastructure is also a significant predictor ($\beta = 0.260$, $t = 3.222$, $p = 0.002$). Thirdly, the view that bribery erodes trust and confidence in government institutions is related to adverse perceptions of public service delivery ($\beta = 0.264$, $t = 3.336$, $p = 0.001$). These results imply that heightened perceptions of bribery correlate with the belief that service delivery is swayed more by bribery than by the actual needs of citizens.

Conversely, the perception of effective government actions against bribery does not show a statistically significant impact ($\beta = 0.099$, $t = 1.348$, $p = 0.180$), indicating that survey respondents do not perceive government anti-bribery measures as positively influencing service delivery.

The findings suggest that people perceive that these anti-corruption measures are not making a difference. This aligns with previous research, which suggests that within fragile or post-conflict environments, trust in anti-corruption policies remains lukewarm, particularly when there is a distinct lack of effective policy implementation (Yue & Liu, 2024). Overall, perceptions of bribery, including the prevalence of it, the quality of services, and trust, play a significant role in shaping perceptions of public service delivery within Mogadishu. However, it should be noted that because this study measures perceptions rather than objective data, establishing definitive causal links remains difficult.

Moreover, the Variance Inflation Factor (VIF) values, ranging from 1.395 to 1.697, are below the acceptable threshold of 5, suggesting a lack of multicollinearity among independent variables. The Kolmogorov–Smirnov normality test yields significance values below 0.05, indicating deviations from a normal distribution; whilst this is typical for Likert-scale data, it does not significantly compromise the reliability of the regression analysis.

Coefficients							
Model	Unstandardised Coefficients		Standardised Coefficients	T	Sig.	Multicollinearity Test	Normality Test
	B	Std. Error	Beta			VIF	Kolmogorov-Smirnov ^a
1 (Constant)	.555	.203		2.726	.007		
Embezzlement of public funds is a common problem affecting public service delivery in Mogadishu	.296	.091	.285	3.268	.001	1.504	.000
Embezzlement of funds by public officials has negatively impacted the quality and availability of essential public services in Mogadishu, such as healthcare, education, and infrastructure	-.031	.098	-.032	-.313	.755	1.602	.000
The embezzlement of public funds leads to a misallocation of resources, resulting in poor delivery of services to the citizens of Mogadishu.	.256	.085	.281	3.018	.003	1.666	.013
Efforts by the government and authorities in Mogadishu to address embezzlement have been effective in improving public service delivery.	.148	.065	.182	2.292	.023	1.762	.144
a. Dependent Variable: Public service delivery in Mogadishu is influenced more by embezzlement than by the actual needs of the citizens.							

The table presents a regression analysis that investigates the correlation between factors related to embezzlement and the perceived quality of public service delivery in Mogadishu. Key findings indicate that a belief in the prevalence of embezzlement positively correlates with perceptions of service delivery, with a notable coefficient ($\beta = 0.285$, $t = 3.268$, $p = 0.001$), suggesting that respondents who consider embezzlement widespread tend to attribute poor service delivery to it rather than to the genuine needs of residents. Similarly, the perception that embezzlement results in resource misallocation and poor service delivery is a significant predictor as well ($\beta = 0.281$, $t = 3.018$, $p = 0.003$). Furthermore, respondents who view governmental efforts to combat embezzlement as effective also show a positive correlation with perceived public service improvement ($\beta = 0.182$, $t = 2.292$, $p = 0.023$). Contrarily, the belief that embezzlement adversely affects the quality and availability of essential services such as healthcare, education, and infrastructure did not demonstrate a statistically significant relationship with the dependent variable, indicated by a coefficient of ($\beta = -0.032$, $t = -0.313$, $p = 0.755$). The results reveal that the perception of anti-corruption efforts influences how citizens receive public service delivery, even though underlying systemic issues exist (Falisse & Leszczynska, 2022). In contrast, the perception that embezzlement of public funds by public servants affects the quality and accessibility of public service delivery does not hold statistically. This implies that citizens experience the effects of embezzlement indirectly—through compromised governance and systemic administrative failures—rather than observing a direct, immediate decline in the quality of public service delivery. The aforementioned studies are in line with existing research, which indicates that public service delivery is more likely to be negatively impacted by corruption through a reduction in institutions and a shift in public spending and not through a direct, visible reduction in service quality (Zarychta et al., 2024).

The Variance Inflation Factor (VIF) values, which ranged from 1.504 to 1.762, suggest no multicollinearity concerns among the independent variables. Moreover, the Kolmogorov–Smirnov normality test yielded significant results below 0.05 for most variables, indicating a deviation from normal distribution that is typical in Likert-scale survey data but does not compromise the reliability of the regression outcomes. Ultimately, the analysis reveals that perceptions surrounding embezzlement and its associated consequences significantly affect views on public service delivery in Mogadishu.

Reliability tests

The research instrument's reliability was evaluated through Cronbach's alpha, yielding a value of 0.888, which exceeds the recommended threshold of 0.70, indicating a high degree of internal consistency. This score reflects the reliability of all constructs in the questionnaire, which focused on bribery, embezzlement, government responses to corruption, and public service delivery. The instrument featured closed-ended questions rated on a five-point Likert scale. High reliability scores confirm that the questionnaire items consistently measure perceptions of corruption and public service delivery in Mogadishu, thereby validating the instrument for further statistical analysis.

Reliability Statistics	
Cronbach's Alpha	.888

Model Summary							
Model	R	R-square	Adjusted R-square	Std. Error of the Estimate	Change Statistics		
					R-square Change	F Change	Sig. F Change
1	.507 ^a	.257	.235	.81234	.257	11.349	.000
a. Predictors: (Constant), Efforts by the government and authorities in Mogadishu to address embezzlement have been effective in improving public service delivery. Embezzlement of public funds is a common problem affecting public service delivery in Mogadishu. The embezzlement of public funds leads to a misallocation of resources, resulting in poor delivery of services to the citizens of Mogadishu. Embezzlement of funds by public officials has negatively impacted the quality and availability of essential public services in Mogadishu, such as healthcare, education, and infrastructure.							

Model fit

The model summary indicates a moderate relationship ($R = 0.507$) between embezzlement-related factors and public service delivery in Mogadishu. The R-square value of 0.257 shows that about 25.7% of the variation in public service delivery is explained by the predictors in the model. The adjusted R square of 0.235 confirms that the model explains 23.5% of the variation after adjusting for the number of variables. The F-change value of 11.349 with $p < 0.001$ indicates that the model is statistically significant. Overall, the findings suggest that embezzlement and related governance issues significantly affect the quality and effectiveness of public service delivery in Mogadishu.

5. CONCLUSION AND RECOMMENDATIONS

This research examined the relationship between corruption and the delivery of public services in the Banadir region of Mogadishu, focusing on bribery and embezzlement. Through a quantitative descriptive method and regression analysis of a survey among 136 respondents, the results indicate that: The belief that bribery is widespread in public service delivery is significantly associated with the belief that bribery negatively affects the quality and efficiency of public services and that bribery undermines trust in government institutions. More specifically, these associations are statistically significant with positive beta values ($\beta = 0.256$, $p = 0.001$ for widespread bribery; $\beta = 0.260$, $p = 0.002$ for the effect on quality and efficiency; $\beta = 0.264$, $p = 0.001$ for undermining trust). These outcomes further reinforce the perception that public service provision in Mogadishu is shaped by bribery rather than the genuine needs of the citizens. However, the belief in the effectiveness of government efforts to control bribery was not statistically significant ($p > 0.05$).

In relation to embezzlement, the results indicate that the perception of its prevalence ($\beta = 0.285$, $p = 0.001$) and the belief that embezzlement results in the misallocation of public resources ($\beta = 0.281$, $p = 0.003$) are strongly associated with the belief that public service delivery in Mogadishu is more influenced by embezzlement than by the needs of the citizens. However, the belief that embezzlement affects the quality and availability of essential public services was not statistically significant ($p > 0.05$). In general, the study's findings reveal a robust correlation between perceived corruption—manifested through

bribery and resource misallocation—and the view that public service delivery in Mogadishu is highly distorted.

Recommendations highlight the need for an approach that strengthens institutional frameworks, boosts accountability and transparency, promotes civic participation, reforms the judiciary, and encourages international collaboration to address public-sector corruption in Mogadishu. Implementing these measures could enhance the transparency, accountability, and effectiveness of Somalia's public sector in serving its citizens.

Enhance Independency and Capacity: Provide complete funding and shield anti-corruption commissions from political pressures to guarantee efficient monitoring and responsibility.

Enforce Ant-corruption Laws: Ensure the implementation of existing anti-corruption legislation and establish additional regulations to fill any legal voids, while also promoting the safeguarding of whistleblowers.

Enhancing Transparency and Accountability: Adopt digital platforms and employ digital systems for procurement, record management, and financial transactions to minimize chances for corruption and guarantee public access to information. Ensure that government data and documents are available to the public to foster transparency.

Promoting Civil Engagement and Education: To implement anti-corruption initiatives, organize public awareness efforts and educate the community about the harmful impacts of corruption and their part in fighting it. **Employ Media Outlets:** Utilise radio, television, and social media to spread anti-corruption messages and share success stories.

Reforming The Judiciary Branch: **Safeguarding Judicial Independence and Protecting Judges from Political Influence:** Implement strategies to preserve the judiciary's autonomy from the pressures applied by the executive and legislative branches. Establish transparent appointment processes by developing clear protocols for judicial selection, ensuring that appointments are made strictly on the basis of qualifications.

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