

## ABSTRACT

This study examined the effectiveness of good governance practice in the public health service performance with respect to three elements which are Accountability, Transparency and good governance. The study had three specific objectives which were to Establish if Accountability is in place in Mount Meru Hospital, to establish if Transparency is in place in Mount Meru Hospital, and to establish if participation is in place in Mount Meru Hospital, the theory used was successful society theory. This study adopted a case study research design. This study adopted descriptive research design. The sample size consisted of 75 respondents who were selected using random and purposive sampling. Data were collected through interviews, questionnaires, and documentary review. The data were analyzed by descriptive statistics and inferential statistics. The findings indicated that the three elements of good governance which were examined were present in the hospital although they differed slightly in the rate of their existence. Also on the management perception and understanding on good governance, the hospital management was very much aware of the governance issues of the hospital and they put much emphasis on good governance for the betterment of the hospital. The employees were largely satisfied with the level of accountability (90.7%), transparency (97.4) and participation (93.2) at the hospital. In conclusion, the three elements of good governance were found to be in place at the hospital though there were some areas which would require increased efforts in order to improve governance and therefore promote development of the hospital. Given the weaknesses revealed it is recommended that employees should be provided with the education related to good governance to enhance in hospital governance by the Ministry of Health, Arusha municipal, or NGOs. Participation should be increased by Mount Meru Hospital Management to increase inclusiveness. The Mount Meru Hospital Management should further improve information flow by use of technology and traditional means. Furthermore the study has focused on relations internal to the hospital management but to improve services to the hospital clients, further studies should also cover governance issues pertaining to the health services to the communities.