**NIGERIA PUBLIC SERVICE, PROBLEMS AND PROSPECT**

**( A CASE STUDY OF NTA CHANNEL 6 ABA)**

**ABSTRACT**

This research is basically focused on the problems of Nigerians public service with Nigeria Television Authority channel 6 Aba as the case study. Many problems encountered by the Nigerian public service were realizes. The problems impede efficiency and productivity in the public service. The study was carried out for the purpose of explaining the relevance of public service in the state. And to comprehend the things that impede effective performance in the Nigerian public service, the impact of the problems was examined. Several ways of curbing the problem were stated. And recommendations were proffered.

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**CHAPTER ONE**

**INTRODUCTION**

* 1. **Background of the Study**

Public service is a service where federal, state or local government has an interest or where its presence is felt. It is a very wide organ, encompassing the civil service, the school system, the judicially, the local government system, the security agents, government companies and public service is of great importance to any given state. The purpose of the state is to maximize the potentials of its citizens by providing basic rights, liberty, security and welfare. And government exist to enable the state realize the above objective. For such to be done, the government needs efficient and well-informed public service. The bulk of decision and actions undertaken by government are influenced and implemented by the public service. The public service provides the modern government the requisite structure and procedure necessary for efficient administration and good governance. Public service will ever remain relevant in the scheme of politics of politics and administration in Nigeria not only because it is well scheme of polities and administration in Nigeria not only because it is well positioned to do so but more importantly because of its long history, experience and specialization. However, the Nigerian public service is said to be suffering from a seemingly endemic illness. Prior to the military intervention in political in 1966, there existed the spirit of comradeship, neutrality, high efficiency and so on. The enthusiasm and dynamism, which followed the organization of the Nigeria civil service, which hitherto remained one central public service, provided strong and healthy governments.

Thus, the emergence of the military in polities made Nigeria political climate to become unfortunate. This greatly affected the public service. Besides, it made the public service to have a conquered history for it was moving in tandem with the style of government. There exist other problems such as corruption, poor communication system. And gradually, high productivity and efficiency fade away as a consequence. The researcher ascertained that the foretasted problems affected the Nigerian television authority channel 6 Aba (NTA) negatively, and recommended that public service will only realize its objectives if the diseases are cured.

The Nigerian Television Authority channel 6 Aba date back to July 1964 when the then eastern Nigeria broadcasting service, which had two television, station at Enugu and Aba. Then Aba station was a booster. The Aba station was totally destroyed after the civil war and was refurbished with a 10kw Thompson CSF transmitter. The east central broadcasting service Tv (ECRSTV) channel 6 Aba was its name then. It re-command transmission in September 1974 still, as a booster to the one in Enugu. It offered effective service to viewer in the current Imo and Abia states. South East states (now Cross Rivers state), Rivers state, parts of Bendel state and some parts of Equatorial Guinea and the Cameroun’s.

The Imo broadcasting service inherited the Television station in Aba. With the creation of Imo state in 1976, the Nigeria Television, channel 6 Aba became fully independence for the first time. Later, in 1976, the station was taken over by the Nigerian Television Authority but formally came into existence with the promulgation of decree No 24 of 1977 and channed to color transmission in the same year with the aid of a Thompson CSF 003 var specifically bought for that purpose.

In February, a second transmmitor a 10kw Philips PYE TX was installed to boost operation. Two microwave stations were as well established in Owerri and Ohaekelem as part of NTA DOMSAT network to enable NTA channel 6 Aba transmit NTA national programmed NTA is today witnessing the commissionary of yet another new digitalized equipment, the Rhodea and Showers 10kw T and studio equipment, which is hoped will tremendously improve the station’s operations with the station’s logo pioneering excellence in broadcasting there is no doubt NTA Aba has come of age and with the commission, of the digital transmitter and computerized studio equipment it shall be able to re-establish viewer ship in the states.

**1.2 STATEMENT OF THE PROBLEM**

Constant change of the structure of the public service due to political instability, this makes the service to be inefficient. Autocratic nature of decision-making process as in the case of military regime. Mediocre are recruited in service, there is executive of poor-quality job. Existence of inefficiency and low productivity, Erosion of public confidence in the service, Delay in the execution of government policies and programmes preference of money to acquiring skill.

**1.3 OBJECTIVES OF THE STUDY**

1. To explain the importance of public service in the state.

2. To ascertain the problems impeding the efficiency and effectiveness of the Nigeria public service.

3. To examines the impact of the problem on the capacity of the public service to facilitate the running of government in Nigeria.

4. To acquire more knowledge on how to utilize government resources for high productivity and efficiency.

5. To point out and realize the various techniques that tend to encourage active participation of the people in initiating, planning, executing and as well use their own initiative to get things done properly in the service.

6. To make recommendation by reveal what is expected of the public service in a given state.

**1.4       RESEARCH QUESTIONS**

To bring to focus the thrust of the study, there is need to ask some crucial questions.

1. Does public service contributes to the smooth running   of government

 2. Does public service enhance development in the state?

3. What are the obstacles encounter by the public service in the course of discharging its duties.

4. Can government succeed without the public service?

**1.5 RESAERCH HYPOTHESES**

**H0:** Public service do not contribute to the smooth running of government.

**H1:** Public service do not contribute to the smooth running of government.

**H02:** Public Service do not enhance development in the state.

**H12:** Public Service do not enhance development in the state.

**1.7 SIGNIFICANT OF THE STUDY**

It is argued that the study would contribute to our knowledge the importance of the public service and the problems impeding the efficiency of the public service. It will also be of great importance to the political leaders, policy makers and all others who are involved in the public service.

The organization understudy (NTA ABA) will benefit because with the result of the study, it will be armed with the way of doing things so as to attain the best result. NTA Aba must improve and design strategies on how to influence and motivate employees.

Furthermore, it will be of help for further research.

**CHAPTER TWO**

**REVIEW OF RELATED AND RELEVANT LITERATURE**

**2.1 Brief introduction**

**Understanding Public Service Delivery**

From the time man accepted the concept of organization of state which necessitated the need for social contract, division of labour and function emerged (Mbachu, 1998). Since then, Public Administration has been building a bridge of management between the state and the public by ensuring prompt response to tax payers’ needs. Public Administration shoulders the responsibility of executing policies and programmes whose target is to deliver important welfare services that can enhance the standard of living of the public. The term ‘public’ simply means the citizens of a particular polity at a particular time (Jones, 1970). The concept of public service evokes the thought of government’s involvement in service delivery devoid of profit maximization. Public service delivery is akin to public administration which is rightly said as; Designed to satisfy public will through the implementation of public policies, enforcement of public laws and realization of public welfare (Ogunna, 2004: 2) Public services are those services provided by governments (local, municipal, or larger-scale) to the public. The need for services that no individual can or will pay for, but that benefit all by their presence, is one justification for taxation (Answers, 2016). The importance of public service delivery cannot be overemphasized because; It forms the fundamental structure for nation-building; it makes the state visible to its citizens, often forming the principal tangible link between government and their people. Public services carry and diffuse the values of the new nations and contribute to the bonding between the state and citizens. (Walle, & Scott, 2009). Since public service is a service which is provided by government to people living within its jurisdiction, either directly (through the public sector) or by financing provision of services (Wikipedia, 2017), it is therefore very important to figure out the most effective and efficient means of carrying out the responsibility. This is to ensure cost effective, quality and timely delivery strategy so as to meet the present and future needs of the public. This explains the reason we are in search of the appropriate technologies and how to apply such to achieve the tripod responsibility of providing the services on time, the people accessing on time and satisfaction of the citizens as well. The channel of public service delivery must be sustained if the beneficiaries are to get the best of such services. Besides, one of the most effective ways of sustaining the channel and process of public service delivery is by making the project a government-citizens venture. The involvement of the citizens or public in a project or service delivery responsibility that favours them will likely make it more forceful and effective insofar as the government is overly committed to the actualization of such project. The delivery of service to the public involves multiple arrangements; first, the production of such service and finally, the actual transmittal of such services to the clientele, which could happen directly by government or its agents. In some public service provision and delivery, government could liaise with a private firm to provide services to the public while sitting as the regulator. For example, Nigeria is hugely enjoying the services of mobile telephone companies (MTN, GLO, Etisalate etc) not directly provided by government, but are being regulated by the government of Nigeria to ensure that quality and sustained service delivery to Nigeria is not compromised.

**2.2 THEORETICAL FRAMEWORK**

Mc Gregor Douglas theory X and theory y. the two opposing theories draws much from self-fulfillment prophesy that the attitude of subordinate are regarded reinforce by the deposition of their bosses (manager) to them in terms of the level of trust and confidence. The study is structured along side this theory as managers perceptions and the attitudes towards their subordinate, determined the subordinate reforms in the public service. The theory is considered as a framework in examining the attitude of workers in the public service.

**Theory X**

For younger people, what McGregor labeled the 'Conventional View' of management tasks may seem confusing as most business schools normally teach a more Theory Y approach to management. However, in the 1950s when he was writing the 'conventional conception of management's task in harnessing human energy to organizational requirements' or what he described as Theory X (in order to avoid the complications associated with creating a label, 1957), was that it was the duty of management to organise, direct, control, and modify the behaviour of employees as otherwise they might become passive or even resistant to work. The underpinnings of this view were, as argued by McGregor (1957), that people were averse to working, lacked ambition and a desire for responsibility, were selfish, resistant to change, and gullible. Therefore the conventional wisdom was that people needed to be, indeed preferred to be, led by others. In response to these assumptions, management style then resulted in the 'hard' and 'soft' management approaches. The 'hard' approach being coercive, requiring close supervision and tight control which often resulted in resistance and obstruction, a 'soft' approach which was seen as resulting in the abdication of management and indifferent performance. The popular strategy then which was developed amongst managers, was “firm but fair“ (McGregor, 1957).

**Theory Y**

In contrast to Theory X, or the conventional approach to management, McGregor (1957) proposed an alternative approach based on “more adequate assumptions about human nature“, which he called Theory Y. In this perspective, managements role is not simply direction, but in organising the resources for an enterprise to meet its objectives, whether they be human or material. People are not passive, and it is the responsibility of management to provide opportunities for the development of their employees, to release their potential by creating the conditions so that people can harness their efforts to achieve organisational objectives. This perspective rests on the view of human beings, that rather than being indolent and seeking direction, humans actually are the reverse. According to McGregor (1957), it was beginning to be understood that, “that, under proper conditions, unimagined resources of creative human energy could become available within the organizational setting.“ With organisations meeting the most basic needs of their human resources, the opportunity exists to (and is indeed required as explained by Head, 2011, p. 204) to “draw out“ the performance of their staff, in essence, to meet their higher needs. One criticism of this view was that it resulted in the abrogation of responsibility by managers. However, this judgement lacked the understanding that the Theory Y approach required a fully engaged managerial role, and that the role had changed from one of direction to one of creating conditions to allow employees to fulfill their potential in the pursuit of organisational goals. McGregor was the first to point out that this “goal“ was not something which could be achieved overnight, and as he noted (McGregor, 1957), “change in the direction of Theory Y will be slow, and it will require extensive modification of the attitudes of management and workers alike.“ The basic difference between the two approaches is well expressed by McGregor. Another way of saying this is that Theory X places exclusive reliance upon external control of human behavior, whereas Theory Y relies heavily on self-control and self-direction. It is worth noting that this difference is the difference between treating people as children and treating them as mature adults. (McGregor, 1957).

**2.3 Nature of Nigeria public service**

In Nigeria and other developing countries of the world, the government usually has the major responsibilities for the maintenance of stability and the promotion of rapid economic and social development. These responsibilities of government have become more compelling in Nigeria today in view of the harsh economic climate and the highly deplorable conditions of living of most Nigerians. Government agencies are therefore designed for the realization of these responsibilities. This is why the public service of any nation is often regarded as the live-wire or nerve-centre of the state structure. The civil service is the operational arm of government charged with the analysis, implementation and administration of public policy. It is the executive arm of public administration. The public service manages the day-to-day affairs of the state by administering public services and back stopping government operations (Kyarinpa 1996). Indeed, the civil service has been rightly described by the former head of the Nigerian civil service, Mr. Stephen Oronsaye as the bridge between the government and the governed, stressing that an inefficient public service, therefore constitutes a barrier between the government and the people (The Nation September, 28, 2010). The importance of the public service can be seen in the fact it gives effect to the policies and decisions of the government of the day whose responsibility it is to administer the affairs of the state. As the machinery of government, it has the traditional duties to collaborate with any political party that wins the election or is on power, whether or not it agrees with the tendency and views of government as they relate to policies for the effective identification, formulation and implementation of public policies and legislation designed for the good of the citizenry. To a large extent therefore, the efficient and effective performance of the public service determine greatly, the level of development and stability of a nation’s administration system (Naidu, 2005). This is why every government in developed and developing countries of the world acknowledge that the achievement of its social and economic development objectives depends on effective public services (Nti, 1996). The public service of any country performs certain distinct and crucial functions. It provides a number of social services to the people of a country. Such services include transportation, communications, supply of water, roads, education, health, housing, power, public enterprises and other public utilities in the interests, of socio-economic justice. It also formulates and implements laws and policies of government. By so doing, it remains the essential instrument for translating laws into reality. The public service provides continuity when governments change in a country. It survives even revolutions and coup d’états (Naidu, 2005). It is in the light of the crucial role of the public service to deliver social services to the citizenry that we need to examine the critical importance of effective service delivery in Nigeria. As noted above, the public service is the main machinery of government for the implementation of public policies and decisions. It therefore follows that the primary responsibility of government is to deliver, promptly and efficiently, quality services to its citizens at affordable prices. Indeed, service delivery is the “raison d’etre” of the public service. Fundamentally, the ability of a government to legitimately tax and govern people is premised on its capacity to deliver a range of services required by its population which no other player will provide. In other words, government owes its existence and its legitimacy to the fact that there are services in which the possibility of market failure is great (Olowu, 2008 ). The goods and services that are usually provided by government are known as public goods. This category of goods and services require exclusion, jointness of use or consumption, and not easily divisible. They are usually consumed jointly and simultaneously by a large number of people and difficult to exclude people who do not or cannot pay. Public goods are also usually allocated through decisions made by political, process and considerations. By its nature, service delivery in Nigeria has variously been described as “chaotic” “epileptic” “unsatisfactory” “shoddy”, “deplorable”, “sensitive”, “inflexible”, “non-cost effective” and so on and has been characterized by such negative attitudes and traits as insensitivity towards customers and their complaints, lateness; absenteeism, needless delay and red-tapsm; palpable negligence, inexcusable incompetence, unbridled corruption, favouratism, lackluster performance and a general lackadaisical attitude to work (Okon, 2008). By its nature therefore, public service delivery is crucial to a greater percentage of a country’s population. In view of the critical importance of public service delivery to the citizens of any country, the need for effective delivery of these categories of services cannot be overstressed. This is why public service delivery should also be accessible, high in quality and be effectively delivered. The government is therefore faced with the challenge of providing basic public services to which each citizen is entitled in a timely, fair, honest, effective and transparent manner. However, over the years, public service failure or ineffective delivery of such services has always been the order of the day in many developing countries of the world. This has also become the concern of many of these countries today. In order to effectively address this challenge, it has become imperative for governments to adopt strategies that will increase citizen participation in decision making on how public services are provided. This is why the pressure toward greater citizen involvement in decision making in government has compelled governments everywhere to seek to increase the quality of government services at a time when the available resources for delivering services have declined (Olowu 2005).

**2.4 The attributes of Nigerian public service**

Civil service is the backbone of any society. A government can be conducted without Parliament for some time or even without ministers but it would be practically impossible for a society to manage its affairs without a well organised, efficient and honest civil services.

**Functions of Public Services**

They are implementers of government policies and projects

They provide essential services to the citizens

They assist the government in policy formulation and implementation

They act as intermediary between government and the people

They identify the new areas of societal concerns, inform the government and help them design the potential solutions in the form of various schemes and programmes.

**2.5 The problem of Nigerian public service**

A number of problems has been hindering Nigerian public administration over the years from playing its role

as an instrument of national development. Such challenges include the following factors:

**Bribery and Corruption**

The Nigerian public service is so grievously plagued by bribery and corruption that the country now ranks very high on corruption ranking (Transparency International, 2017). This problem ranges from public servants accepting bribes, grafts and gratifications for carrying out their lawful duties to inflation of contract awards so as to collect kick-backs from contractors in return. It also ranges from embezzlement and misappropriation of public funds to direct looting of the treasury (Achimugu, et al, 2013; Igbuzor, 2015;

Arthur, 2016). For example, the sum of five billion Naira (N5b) was allocated to non-existent agencies in the 2010 national budget (Nigerian Tribune, May 20, 2010). Furthermore, crude swaps due to subsidy and domestic crude allocation from 2005 to 2012 indicated that 11.63 billion US dollars were paid to the Nigerian National Petroleum Corporation (NNPC), but there was no evidence of the money being remitted to the federation account (Wikipedia, 2015). In fact, the problem of corruption in Nigeria is not peculiar to the public service; it permeates the private sector too. For example, some bank officials are reported to have defrauded their employers or customers, while some firms falsify records in order to evade tax and other payments. According to Vanguard News (February 3, 2015), about 68.1 percent of the total revenue Africa loses annually through illegal transfer of revenue abroad comes from Nigeria. The funds are stolen through corruption, tax evasion and illegal transfer of profits by Multinational Companies (MNCs). There are many other shocking cases of corruption in the country. The government of Nigeria has tried to contain this monstrous malaise through the establishment of anticorruption agencies, enactment of laws and the enforcement of integrity systems, but success has been slow in coming. Rather than waning, corruption continues to wax stronger in the country.

**Paucity of Training and Development Opportunities**

Many public sector organizations in Nigeria do not realize the importance of staff training and development, hence they send few (if any). The fact however remains that an untrained employee is a liability to a dynamic

organization, as he does not only apply the wrong skill but also imparts the wrong knowledge or ideas to his subordinates and subsequent employees. According to Nwachukwu (2008):

*no nation is known to have attained sustained high level of economic growth and development without an ample supply of qualified manpower. Of all the factors that unlock the force of economic growth and development, a country’s human resource is the most vital, for without it, all the other factors will have to wait…* Where the need is realized and staff trained or developed, they are often not properly utilized. It is trained administrators that can be effective in national development.

**Rigidity and Red Tape**

Bureaucracy in Nigeria is marked by excessive adherence to official routines, laws and procedures. In other words, it is characterized by gross inflexibility (Ezeani, 2005). Strict adherence to rules, policies and procedures produces timidity, conservatism and technicism in the public servants. Besides, formalism and ritualism prevail in societies or organizations in which members cling tenaciously to bureaucratic principles and practices. This is the case in Nigeria. In the words of Ezeani (2005), inflexibility not only stifles

innovation; it also leads to waste of time and delay in the implementation of public policies. However, national development requires innovative behaviour and appreciable amount of flexibility and willingness to bend formal procedures, where necessary, to meet the task at hand.

**Ineffective Leadership**

The trouble with Nigeria is simply and squarely a failure of leadership (Achebe, 1983). What this legendary author implies is that the country does not often have effective leaders. It is the unwillingness or inability of Nigerian leaders to rise to the responsibility, to the challenge of personal example which are the hallmarks of true leadership.

In firmer and more concrete terms, Ukaegbu (2010) asserts:

*...Upon deeper reflection on the development policies of Nigerian governments, there is evidence that Nigerian leaders, past and present, exhibit a fatalistic orientation, have a high*

*level of dependent mentality, and lack a sense of personal or group self-efficacy. Consequently, the type of leadership they provide continues to stall the country’s development…*

It is clear from the foregoing discussion that one of the major challenges staring Nigeria in the face regarding national development is the lack of firm and purposeful leadership, that will be full of integrity, hard work and sound knowledge of what to do, where, when and how.

**Poor Remuneration**

The salaries and wages paid to public servants in Nigeria are very low compared to the amount paid in the private sector in the country and other countries in sub-Saharan Africa. Besides the paucity, the meager

income is often eroded by the persistent high rate of inflation. Therefore, to ameliorate the situation, a number of attempts has been made since independence in 1960 to increase public sector minimum wage in

Nigeria (Okoli and Onah, 2002). These efforts include the Morgan Commission (1964); the Adebo Commission (1971); the Udoji Commission (1974); the Dotun Philips Commission (1988) and the Ayida Panel (1994). In addition, the Shagari-led administration (1979-1983); the Abdulsalami Abubakar military regime (1998-1999); the Obasanjo government (1999-2007); and the Yar’Adua/Goodluck Jonathan administration (2007-2015) did increase the minimum wage in 1981, 1998, 2000 and 2011 respectively,

which brought it to the current amount of N18,000.00 per month or N216,000.00 per annum. According to Salisu (2001), effort at such wage increases could achieve little or nothing because they soon get eroded by

very high inflation; worse still they were most times beyond the budget of state governments, who are more often than not unable to pay workers at the new minimum wage, resulting in conflict between Labour Unions

and the state governors (Salisu, 2001).

Under poor remuneration, one can mention irregular payment of salaries to workers. When workers’ emoluments are paid to them as at when due, they will feel sufficiently motivated to exhibit good behaviours that are capable of enhancing the accomplishment of stated goals. This cannot happen when workers go about their work on empty stomachs because their salary payment has been delayed or if they are owed a backlog of salary arrears which sometimes run into many months. This situation does not only demoralize the average Nigerian public servant; it also results in poor attitudes to work which retard national development.

**Inadequate Provision of Energy Resources/Public Utilities**

Wood is still a major source of energy for cooking among the rural populace and a significant proportion of the urban dwellers in Nigeria. As Uzuegbunam (2005) and Apeh (2013) aptly observe, serious imbalances usually exist between the demand for wood and its supply in many parts of the country. This situation leads to a rapid destruction of forest resources and a greater rate of desertification and erosion. The irony of this problem is that it exists in a country that is the world’s 7th largest producer of crude oil and the 5th largest proven natural gas reserves, in addition to other solid minerals. Besides, only about 40 percent of households in Nigeria have access to potable water supply. The available water for industrial and other uses is also inadequate. Moreover, electricity is in short supply to both residential and industrial houses, and the increasing demand outstrips the current rate of electricity generation in Nigeria (Ukwenya et al, 2016). These

problems invariably constitute an albatross to national development.

**Crimes and Insecurity**

Safety and security of lives and property are necessary for the development of a nation. However, Nigeria is currently bedeviled with the problems of crime and insecurity. The vices manifest in frequent cases of armed

robbery, pen robbery, religious riots, inter-ethnic clashes, youth restiveness, political thuggery, rape of women, Boko Haram insurgency, ethnic militias, secret cult activities, herdsmen attacks, child trafficking, kidnappings and a host of others (Njoku, 2007; Adegbe et al, 2013; Ugwueze, 2014; Ani, 2017). These are serious issues of concern as they make lives and property unsafe and threaten to dampen the country’s quest or national development.

**National Cake Mentality**

Nigerians believe that since the resources of the country do not belong exclusively to anybody or any group of people but rather to the entire citizenry, they should scramble for them. Thus, some public servants are

reported to have grabbed what they could afford from government and made them personal. This explains why government treasury is often looted. Other citizens demand for fragmentation of the country or the governmental structure. Thus, there are interminable requests for creation of additional states and local governments. This selfish strategy adopted by Nigerians only helps to negate the desire for national development.

**POSSIBLE SOLUTIONS FOR IMPROVING PUBLIC ADMINISTRATION FOR NATIONAL DEVELOPMENT**

The following suggestions are capable of re-engineering this machinery of government to be able to cope with the arduous demands of national development.

**Empowering Anti-Corruption Institutions**

Empowerment involves equipping one with the ability to act or do something, control or exercise rights or authority in one’s sphere of responsibility (Apeh, 2013). It is synonymous with capability or enablement.

Anti-corruption institutions in Nigeria that require such empowerment include the Economic and Financial Crimes Commission (EFCC), the Independent Corrupt Practices and Other Related Offences Commission

(ICPC), the Public Complaints Commission (PCC), the Public Accounts Commission (PAC), to mention but a few. The existence of these institutions notwithstanding, corruption in Nigeria continues to increase, especially in the public sector. Little wonder, the Transparency International in her latest Corruption Perception Index (CPI) released on Wednesday, 21st February 2018, ranked Nigeria 148th out of 180 least corrupt nations of the world. Therefore, there is the need for the government to garner the necessary political will, finance and the training and re-training of staff needed to ginger the institutions into more acceptable performance.

**Human Capital Development**

Education is the catalyzing factor in both human and national development (Dike, 2002; Alhassan, 2007).

Ghandi (1988) puts it this way:

*Good education is the key to development of our most valuable assets, and our human resources. It is through education that hard-bound traditional age-old prejudices give way to reason and the scientific spirit. It is through good education that society is modernized.*

Good quality education involves educating for character change, good moral values and civic responsibility. It is this type of virtues that shapes the character of nations. However, problems currently facing the

educational system in Nigeria include examination misconduct, giving of money and sex for marks, recycling of curriculums for several decades without substantial changes, lack of tools to produce qualified graduates capable of managing national affairs efficiently and effectively, nonchalant attitudes to teaching and learning by teachers and students respectively, irregular payment of staff salaries and allowances – just to cite a few.

Moreover, many public sector organizations pay little attention to staff training and development. It is nevertheless noteworthy that only trained or developed staff can render efficient services that can contribute

effectively to national development. The need therefore for Nigeria to, as a matter of urgency, invest heavily in education-driven human capital development cannot be over-emphasized.

**Introduction of Information and Communication Technology (ICT)**

Introducing information and communication technology in public governance has become imperative in Nigeria to obviate the problem of over-bureaucratization, and thereby ameliorate government performance.

Doing so will also reduce the existence of red tape and rigidity. The essence of this point lies in the fact that public administration in Nigeria is still characterized by traditional administrative principles and practices in

a fast-moving world in which speed and accuracy are the order of the day. Because Nigerian public administration is unimaginably slow and lacks innovation and drive, it is weak in translating policies into reality (Achimugu et al, 2013). These are the impediments that ICT tools can be antidotes to (Ifinedo, 2008).

**Effective Leadership**

The problem with Nigeria, as discussed above, is that of leadership failure. The country needs leaders who are knowledgeable, intelligent, honest, hardworking and ready to face and tackle challenges with an apparent

sense of commitment. Therefore, for national development to take place, the government should ensure that men and women of sound pedigree are appointed to the helm of affairs. They should be outstanding Nigerians whose integrity and sense of dedication to duty are unquestionable and who, in the words of Stogdill (1974), are:

*characterized by a strong drive for responsibility and task completion, vigour and persistence in pursuit of goals, venture someness and originality in problem-solving, drive to exercise initiatives in social situations, self-confidence and a sense of personal identity, willingness to tolerate frustration and delay, ability to influence other persons’ behaviour, and capacity to structure social interaction systems to the purpose at hand.*

**Improved Remuneration Packages**

It is axiomatic that the most important input for achieving national development is the human resource. There is therefore the need to have such human capital sufficiently motivated especially in terms of improved

remuneration because, according to Lethbridge (2004) and Apeh (2014), a vital element in the motivation of human capital is undoubtedly the quality of its remuneration packages. This view is quite true in the case of

Nigerian public servants whose remuneration packages are currently low. The status quo should therefore be reviewed upwards in order to be able to mobilize Nigerian government employees towards national development. Government should also endeavour to ensure prompt and regular payment of staff emoluments, thereby motivating them to more productive efforts.

**Adequate Provision of Energy Resources/Public Utilities**

Development is strongly linked to the availability of energy for heat, light and mechanical power (Sambo, 2010). The major energy sources in Nigeria include fuel, wood, kerosene, diesel and liquefied natural gas, fossil fuels and electricity (Ukwenya and Barki, 2016). Water is also very essential for both industrial and residential uses. The Nigerian government should therefore move quickly to revitalize the organizations and agencies that provide the various types of energy, such as the various electricity generation and distribution companies, oil companies and water boards and agencies, so that the supply of these amenities which have been epileptic will become regular at moderate prices. Such intervention can be through enhanced capacity building, greater funding, inter-organizational collaboration, proactive control measures and staff training and development programmes to improve effectiveness.

**Mitigation of Crimes and Insecurity**

The factors responsible for the increasing volume of crimes and insecurity in Nigeria include population growth, poverty, high underemployment and unemployment. One can also mention injustice, greed, inequality, laziness and unpatriotism. For national development to be successful in Nigeria, the government should take steps urgently to reorientate Nigerians on the need to be patriotic, sincere, hardworking and committed to nation-building. These virtues can be taught as core values in primary, secondary and tertiary

institutions in form of civic education. It can also be taught to Nigerians generally through a national orientation programme. In addition, genuine and concerted efforts should be made by Nigerian leaders to unite the people of the various ethnic groups so that there will be unity in diversity. This action will allow mutual trust, peace, love and honesty to rein in the country. Moreover, what is most important, which should constitute security, is a multifaceted approach to addressing the degrading conditions in which Nigerians live.

Addressing the material poverty of Nigerians is security (Onoja, 2013). Catering for Nigerians is the first step to safeguarding the State because when the government considers people first in terms of welfare, they will

in turn safeguard the State.

**CHAPTER THREE**

**RESEARCH METHODOLOGY**

* 1. **Research design**

The researcher used descriptive research survey design in building up this project work the choice of this research design was considered appropriate because of its advantages of identifying attributes of a large population from a group of individuals. The design was suitable for the study as the study sought to examine Public Service, Problem and Prospect.

* 1. **Sources of data collection**

Data were collected from two main sources namely:

(i)Primary source and

(ii)Secondary source

**Primary source:**

These are materials of statistical investigation which were collected by the research for a particular purpose. They can be obtained through a survey, observation questionnaire or as experiment; the researcher has adopted the questionnaire method for this study.

**Secondary source:**

These are data from textbook Journal handset etc. they arise as byproducts of the same other purposes. Example administration, various other unpublished works and write ups were also used.

* 1. **Population of the study**

Population of a study is a group of persons or aggregate items, things the researcher is interested in getting information which will aid to examine Public Service, Problem and Prospect. 200 respondents were randomly selected randomly by the researcher as the population of the study.

* 1. **Sample and sampling procedure**

Sample is the set people or items which constitute part of a given population sampling. Due to large size of the target population, the researcher used the Taro Yamani formula to arrive at the sample population of the study.

n= N

1+N(e)2

n= 200

1+200(0.05)2

= 200

1+200(0.0025)

= 200 200

1+0.5 = 1.5 = 133.

**3.5 Instrument for data collection**

The major research instrument used is the questionnaires. This was appropriately moderated. They respondents were administered with the questionnaires to complete, with or without disclosing their identities. The questionnaire was designed to obtain sufficient and relevant information from the respondents. The primary data contained information extracted from the questionnaires in which the respondents were required to give specific answer to a question by ticking in front of an appropriate answer and administered the same on the respondents. The questionnaires contained about 16 structured questions which were divided into sections A and B.

* 1. **Validation of the research instrument**

The questionnaire used as the research instrument was subjected to face its validation. This research instrument (questionnaire) adopted was adequately checked and validated by the supervisor his contributions and corrections were included into the final draft of the research instrument used.

* 1. **Method of data analysis**

The data collected was not an end in itself but it served as a means to an end. The end being the use of the required data to understand the various situations it is with a view to making valuable recommendations and contributions. To this end, the data collected has to be analysis for any meaningful interpretation to come out with some results. It is for this reason that the following methods were adopted in the research project for the analysis of the data collected. For a comprehensive analysis of data collected, emphasis was laid on the use of absolute numbers frequencies of responses and percentages. Answers to the research questions were provided through the comparison of the percentage of workers response to each statement in the questionnaire related to any specified question being considered.

Frequency in this study refers to the arrangement of responses in order of magnitude or occurrence while percentage refers to the arrangements of the responses in order of their proportion.

The simple percentage method is believed to be straight forward easy to interpret and understand method.

The researcher therefore chooses the simple percentage as the method to use.

The formula for percentage is shown as.

% = f/N x 100/1

Where f = frequency of respondents response

N = Total Number of response of the sample

100 = Consistency in the percentage of respondents for each item contained in questions.

**CHAPTER FOUR**

**PRESENTATION ANALYSIS INTERPRETATION OF DATA**

**4.1 Introduction**

Efforts will be made at this stage to present, analyze and interpret the data collected during the field survey. This presentation will be based on the responses from the completed questionnaires. The result of this exercise will be summarized in tabular forms for easy references and analysis. It will also show answers to questions relating to the research questions for this research study. The researcher employed simple percentage in the analysis.

**DATA ANALYSIS**

The data collected from the respondents were analyzed in tabular form with simple percentage for easy understanding.

A total of 133(one hundred and thirty-three) questionnaires were distributed and 133 questionnaires were returned.

**Question 1**

**Gender distribution of the respondents.**

TABLE I

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender distribution of the respondents** | | | | | |
| Response | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Male | 77 | 57.9 | 57.9 | 57.9 |
| Female | 56 | 42.1 | 42.1 | 100.0 |
| Total | 133 | 100.0 | 100.0 |  |

From the above table it shows that 57.9% of the respondents were male while 42.1% of the respondents were female.

**TEST OF HYPOTHESES**

**H0:** Public service do not contribute to the smooth running of government.

**H1:** Public service contribute to the smooth running of government.

**Table III**

|  |  |  |  |
| --- | --- | --- | --- |
| **Public service contribute to the smooth running of government** | | | |
| Response | Observed N | Expected N | Residual |
| Agreed | 40 | 33.3 | 6.8 |
| strongly agreed | 50 | 33.3 | 16.8 |
| Disagreed | 26 | 33.3 | -7.3 |
| strongly disagreed | 17 | 33.3 | -16.3 |
| Total | 133 |  |  |

|  |  |
| --- | --- |
|  | |
|  | Public service contribute to the smooth running of government |
| Chi-Square | 19.331a |
| Df | 3 |
| Asymp. Sig. | .000 |
| a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 33.3. | |

**Decision rule:**

There researcher therefore rejects the null hypothesis which states that Public service do not contribute to the smooth running of government as the calculated value of 19.331 is greater than the critical value of 7.82

Therefore, the alternate hypothesis is accepted which states that Public service contribute to the smooth running of government.

**TEST OF HYPOTHESIS TWO**

**H02:** Public Service do not enhance development in the state.

**H12:** Public Service enhances development in the state.

Table V

|  |  |  |  |
| --- | --- | --- | --- |
| Public Service enhances development in the state**.** | | | |
| Response | Observed N | Expected N | Residual |
| Yes | 73 | 44.3 | 28.7 |
| No | 33 | 44.3 | -11.3 |
| Undecided | 27 | 44.3 | -17.3 |
| Total | 133 |  |  |

|  |  |
| --- | --- |
| **Test Statistics** | |
|  | Public Service enhances development in the state |
| Chi-Square | 28.21 1a |
| Df | 2 |
| Asymp. Sig. | .000 |
| a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 44.3. | |

**Decision rule:**

The researcher therefore rejects the null hypothesis which states that Public Service do not enhance development in the state as the calculated value of 28.211 is greater than the critical value of 5.99

Therefore, the alternate hypothesis is accepted which states that Public Service enhances development in the state.

**CHAPTER FIVE**

**SUMMARY, CONCLUSION AND RECOMMENDATION**

**5.1 Introduction**

It is important to ascertain that the objective of this study was to examine Nigeria Public Service, the problems and prospects.

In the preceding chapter, the relevant data collected for this study were presented, critically analyzed and appropriate interpretation given. In this chapter, certain recommendations made which in the opinion of the researcher will be of benefits examining Nigeria Public Service, the problems and prospects.

* 1. **Summary**

This study was undertaken to assess Nigeria Public Service, the problems and prospects. The study opened with chapter one where the statement of the problem was clearly defined. The study objectives and research hypotheses were defined and formulated respectively. The study reviewed related and relevant literatures. The chapter two gave the conceptual framework, empirical and theoretical studies. The third chapter described the methodology employed by the researcher in collecting both the primary and the secondary data. The research method employed here is the descriptive survey method. The study analyzed and presented the data collected in tables and tested the hypotheses using the chi-square statistical tool. While the fifth chapter gives the study summary and conclusion.

* 1. **Conclusion**

This study has revealed that there are many challenges obstructive of national development in Nigeria, which include bribery and corruption, inadequate education/training opportunities, rigidity and red tape, ineffective leadership, poor remuneration, inadequate sources of energy, increasing rates of crimes and insecurity and national cake mentality. These are the factors that stand in the way of Nigerian public administration in its

bid to play its catalyzing role in national development. Possible solutions to these problems have also been proffered, and they include the revitalization of the organizations and agencies providing the various resources of energy and water, empowering the anti-corruption institutions, introduction of information and communication technology (ICT) in public governance, efforts to be made to have effective leadership and improved remuneration packages. The government should also endeavor to address the material poverty (needs) of Nigerians as a deliberate move to curb crimes and insecurity. These suggestions are capable of repositioning Nigerian public administration so as to play its role in a way that will effectively engender

national development.

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**QUESTIONNAIRE**

**INSTRUCTION**

Please tick or fill in where necessary as the case may be.

Section A

1. Gender of respondent

A male { }

B female { }

1. Age of Respondent
2. 21-30 { }
3. 31-40 { }
4. 41-50 { }
5. Educational Status
6. None [ ]
7. FSLC [ ]
8. BSC [ ]

Others……………………………….

**SECTION B**

1. Do you keep accurate records of your transactions?
2. Agreed { }
3. Strongly agreed { }
4. Disagreed { }
5. Strongly disagreed { }
6. Do you have a system where the retrieval of accounting data is very possible?

(a) Agrees { }

(b) Strongly agreed { }

(c) Disagreed { }

(d) Strongly disagreed { }

1. The Nigeria public service system is tribalistic.
2. Agreed { }
3. Strongly agreed { }
4. Disagreed { }
5. Strongly disagreed { }
6. You do not operate an automated accounting system.
7. Agreed { }
8. Strongly agreed { }
9. Disagreed { }
10. Strongly disagreed { }
11. The Nigeria public service system enhances national growth.
12. Agreed { }
13. Strongly agreed { }
14. Disagreed { }
15. The Nigeria public service enhances state growth.
16. Agreed { }
17. Strongly agreed { }
18. Disagreed { }
19. Strongly disagreed { }
20. The Nigeria public service system lacks proper management.
21. Agreed { }
22. Strongly agreed { }
23. Disagreed { }
24. Strongly disagreed { }
25. The Nigeria public service system lacks transparency.
26. Agreed { }
27. Strongly agreed { }
28. Disagreed { }
29. Strongly disagreed { }
30. The Nigeria public service system lacks accountability.
31. Agreed { }
32. Strongly agreed { }
33. Disagreed { }
34. Strongly disagreed { }
35. The Nigeria public service system suffers from Nepotism.
36. Agreed { }
37. Strongly agreed { }
38. Disagreed { }
39. Strongly disagreed { }
40. The Nigeria public service system is corrupt.
41. Agreed { }
42. Strongly agreed { }
43. Disagreed { }
44. Strongly disagreed { }