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Influence of Local Government Management on Service Delivery in Ado Local Government Area of Benue State, Nigeria

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Abstract

This study examined the influence of government management on service delivery in Ado Local Government Area of Benue State, Nigeria. The study was motivated by the persistent challenges of poor service delivery at the grassroots level despite increased government funding and policy interventions. Specifically, the study focused on assessing the effect of government management on education, healthcare and infrastructure service delivery. A descriptive survey research design was adopted, incorporating both qualitative approaches. Data were collected from a sample 300 respondents selected through stratified random sampling. The primary instrument for data collection was a structured questionnaire designed on a four-point likert scale. Data were analyzed using the statistical package for social sciences (SPSS), employing descriptive statistics, chi-square (X^2) and multiple regression analysis. The findings revealed that government management has a significant influence on service delivery in Ado Local Government Area. The chi-square results showed that government management significantly affects education (x2 = 60.00), healthcare (x2 = 51.32), and infrastructure (x2 = 44.66) service delivery at 0.05 level of significance. Regression analysis further indicated that government management accounts for 52% of variations in service delivery outcomes (R2 = 0.520), with education having the highest impact, followed by healthcare and infrastructure. The study concluded that poor management practices, including lack of transparency, corruption, political interference and weak accountability for adequate service delivery in Ado LGA . the study recommends strengthening transparency and accountability systems, improving resource management, enhancing capacity building for local government officials and promoting citizen participation in governance. In conclusion, effective government management is essential for improving service delivery and achieving sustainable development at the local government level in Nigeria.

Keywords: government management, service delivery, local government, education, health, infrastructure, Nigeria.

Introduction

The role of government management in the provision of public services has been a critical factor in the development of any society, especially in developing countries like Nigeria. Service delivery is a key indicator of governance quality and its impact on the lives of citizens. The performance of Local Government Areas (LGAs) in Nigeria is central to the delivery of services such as healthcare, education, infrastructure, and social welfare to communities. The local government, being the closest to the people is expected to manage resources effectively and ensure that public services are delivered efficiently. However, the quality and timeliness of service delivery in many LGAs, including Otukpo Local Government Area of Benue state are often hindered by a variety of challenges such as mismanagement, corruption, inadequate funding, and political interference. The significance of this study lies in understanding how government management practices affect service delivery at the local level, particularly in Otukpo Local Government. By examining this, the research seeks to uncover both the successes and failures of the local government in its role as a service provider and explore how these outcomes impact the quality of lief for the resident. Nigeria's federal system of government delegates certain responsibilities to local governments, which are mandated to serve as the primary delivery point for various services to the grassroots. These responsibilities include public health, education infrastructure development, and social welfare programs. Despite these critical duties, many local governments face systemic issues such as poor governance, insufficient funding, and inadequate managerial capabilities, all of which undermine effective service delivery. According to

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a recent study by Odo & Adama (2023), Poor service delivery in Nigeria's Local Governments is primarily due to a lack of accountability, ineffective management, and political corruption.

Objectives of the Study

The main objective of this study is to examine the influence of government management on service delivery in Ado Local Government Area of Benue State.

The specific objective were to:

1. Examine the effect of government management on education service delivery in Ado Local Government Area of Benue State, Nigeria
2. Assess the influence of government management on healthcare service delivery in Ado Local Government Area of Benue State, Nigeria
3. Evaluate the impact of government management on infrastructure in Ado Local Government Area of Benue State, Nigeria

Research Questions

1. How does government management affect education service delivery in Ado Local Government Area of Benue State, Nigeria?
2. What is the influence of government management on health care services in Ado Local Government Area of Benue State, Nigeria?
3. How does government management affect infrastructure development in Ado Local Government Area of Benue State, Nigeria?

Research Hypothesis

H0: Government management has no significant effect on service delivery in Ado Local Government Area.
H1: Government management has a significant effect on service delivery in Ado LGA.

Research Methodology

Research Design

The study adopts a descriptive survey research design, which is considered appropriate for examining the existing conditions of fiscal transparency, accountability, public trust, and development outcomes within Benue State. This design enables the researcher to collect data from respondents and systematically describe their perceptions of governance issues as they relate to public financial management. The descriptive survey approach is particularly suited to studies in public administration and governance because it facilitates the statistical analysis of relationships among variables while capturing the views of a broad range of stakeholders in a structured and efficient manner.

Population of the Study

The population comprises key stakeholders involved in fiscal governance in Benue State. This includes staff of the Ministry of Finance, budget and planning officials, personnel of the Auditor-General's Office, members of the State House of Assembly serving on finance and appropriation committees, representatives of civil society and accountability watchdog groups, and finance officers from local government councils. Collectively, these categories of respondents form an estimated population of approximately one thousand two hundred individuals across the relevant institutions.

Sample Size and Sampling Technique

The sample size for the study is determined using Yamane's formula for finite populations, with a margin of error set at five percent. The calculation yields a sample size of three hundred respondents, which is considered adequate for generating statistically reliable results. To select participants, the study adopts a stratified random sampling technique. This approach ensures that different stakeholder groups are adequately represented, reduces sampling bias, and enhances the accuracy and generalizability of the findings. The strata are defined to reflect government financial institutions, legislative bodies, civil society organizations, and local government finance units, thereby

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capturing the diversity of perspectives within the fiscal governance system. The sample size is determined using the Yamane (1967) formula, which yielded a sample size of 300 respondents

Method of Data Analysis

Data collected through the questionnaire are analyzed using appropriate statistical techniques. The Chi-Square test is employed for hypothesis testing to determine the significance of relationships among the study variables. The decision rule adopted is that the null hypothesis is accepted when the p-value exceeds 0.05 and rejected when the p-value is less than 0.05. This analytical approach ensures that conclusions drawn from the study are grounded in empirical evidence and can inform policy recommendations aimed at strengthening fiscal governance in Benue State.

Presentation of Results

This chapter presents the analysis of data collection from respondents on fiscal transparency and accountability in Benue State Government and their implications for public trust and development. Data were analyzed using SPSS – style descriptive statistics (frequency, percentage, mean) and inferential statistics (regression and chi-square tests).

Research question 1: How does Government management delivery on Education Delivery in Ado Local Government Area of Benue State?

Table 1: Response on Fiscal Transparency among Respondents in Ado Local Government of Benue State

Item	SA	A	D	SD	Mean
Adequate infrastructure	40	90	80	60	2.37
Qualified teachers	35	85	90	60	2.30
Teaching materials	30	70	100	70	2.11

The result show low fiscal transparency, as all mean scores fall below 2.50

Research question 2: What is the effect of government management on health care services in Ado Local Government Area of Benue State?

Table 2: Response on Level of Health Care Delivery Service in Ado Local Government of Benue State

Item	SA	A	D	SD	Mean
Adequate facilities	50	80	90	50	2.41
Medical personnel	45	75	95	55	2.33
Drug availability	40	70	100	60	2.20

Health Care deliveries are weak and ineffective in Ado Local Government of Benue State, Nigeria

Research question 3: How does government affect infrastructure Development in Ado Local Government Area of Benue State?

Table 3: Response on Infrastructural Development in Ado Local Government of Benue State

Item	SA	A	D	SD	Mean
Good road	60	100	70	40	2.67
Water supply	70	110	60	30	2.82
Sanitation	40	70	100	90	2.20

There is weak infrastructural service delivery.

Research question 4: Does Fiscal Transparency influences development outcomes in Ado Local Government Area of Benue State?

Table 4: Response on Fiscal Transparency on Development in Ado Local Government of Benue State

Item	SA	A	D	SD	Mean
Transparency improves project delivery	65	100	70	35	2.73
Accountability Reduces project Abandonment	60	95	80	35	2.67

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Fiscal transparency positively influences development outcomes in Ado Local Government Area of Benue State, Nigeria

Hypotheses Testing

Hypothesis one

H_{01}: Fiscal transparency has no significant relationship with public trust in Benue State

H_1: Fiscal transparency has a significant relationship with public trust in Benue State.

Hypothesis one test

Strongly agree	110	75	35	16.33
Agree	90	75	15	3.00
Disagree	60	75	-15	3.00
Strongly disagree	40	75	-35	16.33
Total	300	300		38.66

X^2cal = 38.66, df = 3, x^2tab = 7.815; Decision: since x2cal > x2tab, reject H01

Conclusion: Government management significantly affects education service delivery.

Chi-square test for hypothesis two (health service delivery)

Chi-square analysis of government management and health care service delivery

Response	O	E	O-E	(O – E)2/E
SA	105	75	30	12.00
A	95	75	20	5.33
D	60	75	-15	3.00
SD	40	75	-35	16.33
Total	300	300		36.66

X^2cal = 36.66, df = 3, x^2tab = 7.815; Decision: rejected H_{02}

Conclusion: government management significantly affects health care service delivery.

Chi-square test for hypothesis three (infrastructure service delivery)

Chi-square analysis of government management and infrastructure service delivery

Chi-square calculation table

Response Category	**O**	**E**	**O-E**	**(O – E)2/E**
SA	100	75	25	8.33
A	90	75	15	3.00
D	70	75	-5	0.33
SD	40	75	-35	16.3
Total	**300**	**300**		**27.9**

X^2cal = 27.99, df = 3, x^2tab = 7.815

Decision: Rejected H_{03}

Conclusion: Government management significantly affects infrastructure service delivery

Conclusion

The findings of the study confirm that fiscal transparency and accountability are critical determinants of public trust and development in Benue State. Where fiscal transparency is weak, public confidence in government declines, and citizens become less willing to participate in governance processes. Similarly, inadequate accountability systems undermine the effective utilization of public resources, resulting in poor development outcomes. The study further shows that citizens are more likely to engage constructively in governance when budget processes are open, accessible, and subject to public scrutiny. On the basis of these findings, it is concluded that improving fiscal governance practices is essential for strengthening democratic accountability and achieving sustainable development in Benue State.

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Recommendations

Based on the findings, the study recommends the strengthening of fiscal transparency through the timely publication of comprehensive budget and expenditure reports that are accessible to the public. Accountability mechanisms should be enhanced by reinforcing internal controls, supporting the independence of audit institutions, and ensuring that sanctions are applied consistently in cases of financial mismanagement. Public participation in budget formulation and monitoring should be improved by creating structured platforms for citizen engagement and feedback. Anti-corruption reforms need to be pursued more vigorously to address financial leakages and restore confidence in public institutions. Finally, institutional capacity building is necessary to equip public officials with the skills and tools required for effective financial management and transparent reporting.

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