

## Original Research Article

## Measure of satisfaction: Post Service Evaluation of National Youth Service Corps (NYSC) Scheme

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### ABSTRACT

Facilities, service and activities management are an integral part of the overall management of the national youth service corps (NYSC) scheme. The actualization of the goals and objectives of NYSC scheme require the provision, maximum utilization and appropriate management of the facilities, services and activities, as well as the satisfaction of the facilities, services and activities. Furthermore, advances in science and technology, necessitate that the NYSC scheme managers should adopt modern methods of facilities, services and activities management. This will improve the quality of National service and promotion of norms and values. A direct relationship exists between the quality of NYSC facilities Services and Activities satisfaction rendered and the quality of the products of the national service and also the promotion of the national norms and values. The physical environment of a NYSC such as Camp is a major determining factor in the attainment of its objectives. This paper describes the consequences of dissatisfaction with NYSC facilities, service and activities and facility, services and activities satisfaction management problems and this paper also measure the satisfaction of the corps members with facility, services and activities, It also explore the effect of lack of satisfied facilities, services and activities in the scheme, and concluded that NYSC facilities, services and activities satisfaction give meaning to the national service and promotion of national norms and value process. It recommended that NYSC managers should carry out comprehensive assessment of the facilities, service and activities, to determine areas of need. This type of assessment will assist in policy formulation as it relates to facility management in schools camps etc.

### 1. Introduction

The NYSC was established in 1973 by the Nigerian government under the leadership of General Yakubu Gowon. The historical background of the policy is traceable to the unforgettable events that took place in Nigeria towards the last half of 1960s; the years 1967-1970 which were characterized by the Nigerian civil war. At the end of the war, Nigerian government under the General Gowon administration came up with new policies that would promote post-conflict peace, reconciliation, rehabilitation and reconstruction. Consequently, the vital need for national unity led to the introduction of the NYSC idea. The NYSC programme was introduced through Decree No 24 of 22nd May 1973 (Chukwuemeka & John, 2014). It states that the NYSC is being established with a view to the proper encouragement and development of communities through the youths of Nigeria and the promotion of national unity (NYSC Handbook, 1996).

A month later, the ruling military government came up with Decree No 51 of 16th June, 1973, which outlined the objectives of the scheme thus: to inculcate discipline in Nigerian youths by instilling in them a tradition of industry at work and patriotic as well as loyal service to Nigeria in any situation they may find themselves: to raise their morale tone by giving them the opportunity to learn about higher ideals of national achievements, social and cultural improvement: to develop in them attitudes of mind, acquired through shared experience and suitable training, which will make them more amenable to mobilization in the national interest: and to develop common ties among them and promote national unity. Those mobilized are trained for three weeks in the different orientation camps, at the end of which they would be posted to the areas of primary assignment, where they would stay and work for the remaining part of the service year. The service year is ended with a Passing out Parade (POP) and certificate award, which is a compulsory requirement for employment.

Dissatisfaction with facilities and services in some of the NYSC camp has been a contributing factor for the corps not to stay in the camp for better education and orientation about the promotion of national, norms and values of the dear country. NYSC scheme in the nation become the medium through which it bring national identity and equality, to bridge the gap between rich and poor and create cordial relationship between prospective members of NYSC. But the lack of effective management, supply and deterioration in the facilities, services and activities has pave a way of discouraged performance for better service education and orientation, where it can result or lead to creation of medium through which country will be poorly served and create corruption incubation in youth.

Facilities and services such as water, hostel accommodations, electricity, connivances (toilet and bath) should be providing /rendering the required services that corps member fill satisfied. That may encourage them for better understanding /educating and orientation in order to better understand means of promoting norms and values of the nations and serve better.

The health status information citizens in the NYSC database has become uncertain and unreliable where many corps members formulate falsehood medical report just for them to leave the unsatisfied rendered services in the camp, and the scheme that make them bored, before passing out where the aimed of posting to other distinct state other than the state of origin will not being achieved. As Report indicate that while the corps members are striving to serve in their host communities for a year; in reality due to above mentioned unsatisfied services, less than 30% of those mobilized actually serve the country, the rest return to their states of origin, only returning to the area of primary assignment during the quarterly and now, monthly screening exercise for payment popularly called *alawi*. The inspectors have also being accused of getting 50% or more of the allowances of these 'ghost' corps members for giving them patriotic cover-up (Onyishi, 2011). It was indicated in the statement of Amuta (2014) the number of corps members redeploying to the state of their origin and state of the preference has double the percentage of ghost corps members mentioned above.

NYSC scheme has become the medium where every graduate youth under the age of 30 years will have as second chance to practice of how to work in the future carrier and to practically joint the industries after the student industrial working experience. Lack of facility and dissatisfied services rendered in the system may become the inception of corruption to young graduate in their future carriers. Unsatisfied services produce them half baked. Where the country will not be served better, there will also be deficiency in promotion of the norms and values and boycotting of process in the system, such as relocation without genius reason, sub standard performance in place of primary assignment, failure to fully participate in community development service, as outline in the study of Amuta (2014).

Nation youth service corps is the national scheme that help Nigerian youth graduate in bridging the theoretical and practical aspect that was thought to the in school as they will post to spend a year in working industries, alongside teaching discipline to the youth in their future carriers, where it also being providing a medium through which the citizens in the country mingle and interacts with others for better peace inculcations, unity and peace development. As the one among the main objectives of introducing the system is to promote post-conflict peace, reconciliation, rehabilitation and reconstruction, are the vital need for national unity after the mid years 1967-1970 which were characterized by the Nigerian civil war (Chukwuemeka & John, 2014). This laudable scheme which helped most of our present leaders to have a patriotic understanding of fellow Nigerians by appreciating the uniqueness of different localities through living and mingling together is now being threatened by insecurity, lack of adequate facilities to rendered satisfied required service (Ohagenyi, 2014).

National youth service is a medium where current and accurate data of graduate in the country are capture. Beside that it is the largest body or scheme where youth are orientated accordingly and bitterly understood in short period of time. NYSC

scheme become the platform where vase cultural norms and value are promoted, shared and understood that has leads to unity development and progress of the nation. It is an organization that is well motivated and capable of bringing out the best qualities in our youth and imparting in them the right attitude and value for nation building. It serves as a catalyst to national development and a sense of pride and fulfilment of its participating graduate youths.

NYSC has provided a medium through which youth acquires skills and it where youth explore the various skills they have for development and encouragement of self reliance, innovations, and upgrading the youth in the country. For example at the end of the 2012 Batch "B" orientation course, 45,000 corps members had been trained in various skill areas. A further breakdown shows that 5,404 were trained in agro-allied skills, 5,509 in food processing and preservation, 8,035 in culture and tourism-related skills and 5,062 in cosmetology. Information and communication technology had 8,119 power and energy 2,885 and environment 2,672. Another set of 2,837 members acquired skills in beautification, 2,057 in construction and 2,425 in education (Utomwen, 2012). However, from that time the scheme has continue to take place and number of the youth has continue to increase tremendously in triple digit up to date.

As the scheme become laudable, which helped inculcating unity, peace and development in the country and as scheme that promote post-conflict peace, reconciliation, rehabilitation and reconstruction is now being threatened in progressing by lacked of dissatisfied services, lack of facilities, unplanned or too much of activities and insecurity to some extent (Ohagenyi, 2014).

But with unsatisfied derivation from the services, lack of functional facilities, and miss plan activities, in this system today, the achievement of the mentioned sophisticated desirable objectives become unsuccessful by the scheme. Also it persisted among the bottleneck of the scheme threading it progress, where it attract much attention in budget and huge allocation of fund which has become subject of consideration on the expenditure list. It has become the alarm factor calling the attention of the management, researchers and government to addresses for better serving and promotion of norms and value in the country, against the background there is need for studies to be conducted in order to measure level of satisfaction of corps members with the scheme.

## **2. Problems and Issues in Facilities, Services and Activities Satisfaction Management**

The most fundamental problem in facilities, services and activities' satisfaction management is lack of policy guidelines for infrastructural development in NYSC Camp. In some NYSC camps, there are inadequate hostel accommodations lectures hall, staff offices, water supply electricity supply, toilet and bathroom etc. while in some, these facilities, services and activities are adequately provided and manage. This situation arises because the Federal Governments have not establish policy directives on minimum standards in relation to NYSC camp facilities, services and activities satisfaction, or a failure implementing it by NYSC staff. As some NYSC camp programmes hold under unsatisfactory facilities, service and activities and corps members are exposed to unsatisfied conditions, others hold in better equipped camps. At such, some others have well equipped facilities and service satisfaction rendering, for effective training and educating the corps member for better national service and promotion of national norms and value, others has none; and where they exist, such facilities and services are poorly equipped for rendering better satisfaction. It therefore becomes imperative that the federal government should address the issue of development and implementation of minimum standards for facilities and services satisfaction development and management (Sergiovanni, Burlingame, Coombs & Thurston, 1980). Hence, the end user satisfaction model was adapted from Doll and Torkzadeh (1998) in Figure 1 to carry out the service evaluation of National Youth Service Corps (NYSC) scheme satisfaction of the corps.

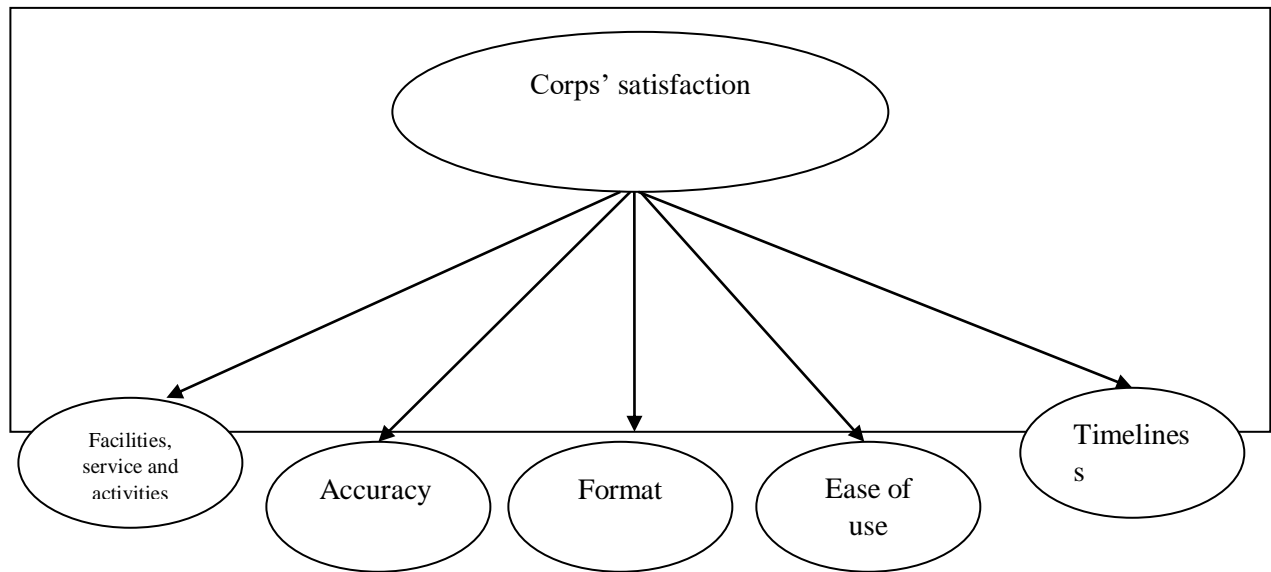


FIGURE 1: End user satisfaction model adapted from Doll and Torkzadeh (1998)

**3. Research Methodology**

The study employed survey design. The target population was present and ex-corps members and purposeful sampling technique was employed to select 250 corps members from batch A and B, 2018 to 2020 NYSC scheme, that served in Abuja. Data was collected using Google form online, self-administered anonymous structured close-ended questionnaire. The questionnaire was prepared based on the available literature and the opinion generated from the NYSC scheme. 199 (79.6%) questionnaires were retrieved out of 250. Present and the ex-corps member who gave their consent to participate in the study received elaborate explanation on the purpose of the study. Data processing and analysis were done using SPSS vision 21 statistical software. Descriptive statistics used were frequencies and percentages on NYSC basic data and mean and standard deviation are also used facilities service. A recommended judgmental significant mean value of 2.85 was used to determine the satisfaction and dissatisfaction levels; where any variable with mean value below 2.85 are indicating satisfaction while any construct above 2.85 is indicating dissatisfaction.

**4. Results**

From the analysis done it was obtained that there are 199 responses from the questionnaire survey. The basic service information of the respondents was presented in Table 1.

Table 1: Basic Service Information

Attributes	Options	Percentage
Gender	Male	81.6%
	Female	18.4%
Year of service	Year 2018	18.2%
	Year 2019	24.6%
	Year 2020	57.2%
Redeployed/ relocated	Yes	52.4%
	No	47.6%
Reason for redeployment	Health	29.7%
	Insecurity	19.8%
	Others	50.5%
Place of primary Assignment	Government organization	73.2%
	Nongovernmental organization	26.8%

The Table 1 above shows the basic service information of the corps members. The result of the analysis of gender shows that 81.6% are male and 18.4% are female; it shows that male are the dominant of the respondent. The respondents are mostly from year 2020 exercise with 57.2%, follow by year 2019 with 24.6% and year 2018 with 18.2%. On redeployment and

relocation, 52.4% of the respondent have redeployed/relocated and 47.6% has not redeployed/ relocated. Considering the reason of deployment 'other reason' has the highest percentage of 50.5%, follow by health related reason 29.7%, and the least reason is insecurity with 19.8%. Concerning the place of primary assignments it shows 73.2% of the respondents are serving in government organizations and 26.8% are serving in Non-governmental organization.

The levels of descriptive statistical tests were established at mean value of 2.85. The mean magnitudes of which it serve as judge metal mean to determine the satisfaction or not; with mean value  $>3.20$  as very dissatisfied, 2.85 to 3.20 means as dissatisfied, 2.50 to 2.84 as satisfied, and below 2.50 as very highly satisfied.

Facilities, services and activities	Mean	Std. Deviation
Toilet and Bathroom	3.48	1.329
NYSC Kit, Size, Quality etc.	3.34	1.376
Hostel accommodations	3.20	1.267
Hospital	3.10	1.179
Transportations to posted PPA	3.05	1.244
Water supply	3.05	1.424
Electricity supply	3.03	1.392
SEAD lectures etc.	2.94	1.377
Social Night	2.93	1.444
Hostel Allocation	2.87	1.326
NYSC Staff Approach	2.77	1.313
PPA. Matching course of study	2.76	1.502
Mami market	2.73	1.261
Registration and Verification of Documents	2.62	1.281
Parading Time	2.61	1.246
Information and Navigation	2.46	1.136
Arrange series of Events	2.45	1.175
Friendliness	2.39	1.104
Allowance	2.39	1.238
Simplicity of Portal	2.36	1.197
Security at Camp Entrance	2.17	1.206

Descriptive statistical analysis was carried out to explore the satisfaction of corps members with the facilities, service and activities of NYSC. The Table 1 above shows result obtained in analysis. NYSC staff approach, PPA matching course of study, Mami market, registration, verification of documents and parading time, information and navigation, arrange series of events, friendliness, allowance, simplicity of portal and security at camp entrance with means values of 2.77, 2.76, 2.73, 2.62, 2.61, 2.46, 2.45, 2.39, 2.39, 2.36 and 2.17 respectively, which are below the recommended judgmental mean value of 2.85 indicating satisfaction of corps members with above facilities, service and activities of NYSC scheme.

While on the other hand toilet and bathroom, NYSC kit, size, quality etc. hostel accommodation, hospital, transportations to posted PPA, water supply, electricity supply, SEAD lectures etc., social night and hostel allocation with means values of 3.48, 3.34 and 3.20, 3.10, 3.05, 3.05, 3.03, 2.94, 2.93 and 2.87 respectively, which are clearly above the recommended judgmental men value of 2.85 which is indicating dissatisfaction corps members with the above mention facilities, services and activities of NYSC scheme.

## 5. Conclusion

This study measured the level of corps members' satisfaction with NYSC scheme. It may be concluded from the results of the study that the corps members are not satisfy with facilities, services and activities such as toilet and bathroom, NYSC kit it sizes quality etc, hotel accommodations, hospital, health and safety, water supply and electricity supply, and so on. As the service rendered are not meeting the need of the corps members, where it has been among the factors leading substandard serving of the nation, initiation of corruption in to the system and failure in promoting the national norms and values. Exiting from the camp before the passing out date, unnecessary redeployment and relocations of corps members with reasons other

than health related issues and insecurity, has amount to large number (more than half) of the mobilized corps member in a year, are relocated as result of lack of satisfaction with above mentioned facilities services and activities.

## 6. Recommendation

From the outcome of the research, the study recommends that there are needs for improvement in the service rendered by NYSC facilities, services and activities such as toilet and bath and its maintenance as the corps come from different backgrounds, NYSC kits, its size, quality and sewing need improvement to meet the stand as it is icon of the nation. Hostel accommodations, hospital health and safety, water and electricity supply in the camp need to be improve for meeting the need of the number of the users. It is recommended that the mode of hostel allocation, social night activities and camp lectures such as SEAD etc. need to be reschedule to meet the need of the corps member.

It recommended that NYSC managers should carry out comprehensive assessment of the facilities, service and activities, to determine areas of need. This type of assessment will assist in policy formulation as it relates to facility management in schools camps etc. Corp member should be posted to single their state of preference other than state of their origin for better promotion of national norms and values and to enhance discipline corps members should be posted to private sector in large numbers.

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