

IMPACT OF SOCIAL AMENITIES

IN

ORGANISATION DEVELOPMENT

*A CASE STUDY OF RURAL GENERAL HOSPITAL
AGAIE*

BY

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REG. NO: PGDBMT/19/2000/2001

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**IN PARTIAL FULFILMENT FOR THE AWARD OF POST
GRADUATE DIPLOMA IN BUSINESS MANAGEMENT
TECHNOLOGY**

FEBRUARY 2002

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ACKNOWLEDGEMENT

I wish to express my profound and sincere gratitude and deep appreciation to Almighty Allah for guiding me safely throughout the entire course of my study.

My gratitude goes to the Head of Department Dr. Samuel Kolo Tswayan for his immense contribution and kindness to us in order to see us through my special thanks to my supervisor Dr. Adaeze Glory Okoli despite her tight schedule spare same time to go through and effect corrections in my manuscripts.

I am particularly grateful to Mallam Ibrahim Magana, of the establishment office of Federal University of Technology Alhaji Adamu Danjuma, principal school of Nursing Bida and Alhaji Umaru Sanda Mohammed of Ministry for Local Government.

Finally, my regard to my course mates Alhaji Babagitsu, Mallam Umaru Mohammed for their co-operation, kindness, caring, and understanding. This project work will be incomplete without mentoring the computer operator Mallam Nasiru Mohammed who computed all the manuscripts in a very careful manner and also various authors whose books and journals I have consulted deserved to be mentioned.

ABSTRACT

The management and the chief executives of the public organization as the agents of the owners are to be responsible for conducting the affairs of the organization in accordance with the desire of the owner while conforming with the basic rules of the society.

The purpose of this study is the impact of social amenities in organization development. It is also intended to examine descriptively and empirically the relationship between the provision of social amenities and organization development.

- This include – To examine the relationship between social responsibility and organization development.
- To determine the impact of social amenities on staff motivation.
- To identify the strengths and limitation in the provision of social amenities.
- To suggest more effective ways of providing in organization social amenities to staff and clients in particular.

Literature review of the study was based on the objective and propose of the study outlined in chapter two.

In trying to find out the problem of social responsibility information was gather through three main aspects of methodology.

The first aspect has to do with drawing inference from observations when they are exert in nature.

The second aspect looks of the methods of collection of appropriate statistics and techniques for testing hypothesis.

The target population was 50 people fifty percent of staff strength was randomly sampled including 10% of the patient. Methods of date collection includes the use of questionnaires, observation and interviews was used as instrument for date collection.

The statistical method used for data analysis was the chi-square test which is used for normal or ordinal level of measurement and no assumption need to be made about the shape of underlying population.

Five percent significant level was used to test the hypothesis. The chi-square observe is

$$X^2_{0.05, 2} = 5.991$$

After the analysis the conclusion and recommendation were reached.

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CHAPTER ONE

1.0 INTRODUCTION:

Nwanobi (1992) described human beings as the most helpless of all the animals here on the earth for obvious reasons such as – very long gestational periods during pregnancy, depend entirely on the mother for survival. The young human beings also depends on the other human beings for survivals. No man is an Island to himself, in other words we, are human because we have to interact with other human beings. It therefore follow that man achieve there optimal quality when they operate as a members or society. Every human identified as a society is associated with culture.

Society to which any culture is attached is identified as aggregate of people when they interact in patterned ways over a long period of time within a context that makes its activities in all spheres of life. This must be an enduring group lasting for at least more than a generation. The fact that human beings is a science (Biological) they are optimum when they belong to the society, this fact has being of interest to various people.

At birth human beings is of biological than sociological being, bit by bit to acquire culture. From the evaluating point of view the early human beings were more of biological beings and they have contended to develop as they socialize and acquire culture.

1.1 BACKGROUND OF THE STUDY:

Human beings were able to live together and survive because of natural resources available to them, which were provided by nature for there benefit, when taped properly and utilized. These natural resources include:- water, mineral deposits and other biological beings for our use. These natural resources if properly utilized will transform the life of

citizenry through a well organized system of government that is people oriented.

People or group of people gather together to form an organized system of government to run the affairs of the society so as to maintain law and order in the society. This is carried out by planning, organizing, coordinating and controlling the affairs of the society in such a manner that the hope and aspiration of the individuals in the society is enhanced and individual fundamental human right are not infringed upon in the course of running the government.

The government then set the machinery in motion to provide for people basic social infrastructures like. Schools, hospitals clean and portable drinking water, electricity, good roads for evacuation of farm products.

Agriculture inputs to boost food production, skill and non-skill employment opportunities, guarantee the citizens adequate security of life and property, uninterrupted power supply and above all economic empowerment of the people should be of paramount importance. All the above social responsibility couldn't be achieved without properly managed human and material resources devoid of bureaucratic bottle necks and red tappersm. A bureaucratic that is formal, organized and efficiently manage large and heterogeneous population especial in contemporary time will be able to provide social responsibilities to the people and this will in turn enhance the popularity and acceptance of the government by the people.

The above mentioned social responsibilities when provided need to be maintained by the government in order to enhance a lasting set objectives and purpose of providing then. In this regard adequate working tools and conducive environment be provided for workers such as prompt payment of salaries and allowances as at when due to avoid industrial crises, promotions, other incentives like vehicle loan, housing loan,

furniture loan, health facilities should be made available for workers and their families, staff schools should also be established for children; workers unions and associations should be allowed to exist in order to represent the interest of the workers in getting them welfare packages that is due to them from the authority. If all this are allowed workers it will bring about much needed organizational development.

1.1 **STATEMENT OF PROBLEM:**

In view of the aforementioned need to provide social responsibilities by organizations to their staffs, customers and society in general, management officials have over the years put into machinery several modalities in place to ensure the provision of social facilities to workers. However, the issue is how well have these social responsibilities been met? What is the impact on motivation of staff and productivity of the organization? What are the limitations issues and prospect? Is there awareness on the part of stakeholders to press for the provision of social responsibilities.

Based on this fact above the researcher in this study attempts to provide answers to the raised questions.

1.2 **PURPOSE OF STUDY:**

- To examine the relationship between social amenities and organizational development.
- To determine the impact of social amenities on the motivation of staff.
- To identify the strengths and limitations in the provision of social amenities.
- To suggest more effective ways of providing in organizations social amenities to customers, employers, and society in particular.

1.3 SCOPE OF THE STUDY:

The provision of social amenities and organization development are essential factors for the achievement of goals and objectives in all sectors of economy, such as Agriculture, manufactory. Building construction and profit competitors. This study is designed to assess the performance of the social amenities and the organizational development in Niger State. But since it will be too cumbersome for the researcher to assess the performance of all organizations in providing social amenities in Niger State. An organization has been chosen for the purpose of study, that is Rural General Hospital Agaie, Niger State.

1.4 SIGNIFICANCE OF THE STUDY:

Several efforts have been made in the past to pressurize federal, state, and local governments to fulfil their social responsibility to the people, but little attention has been paid to individual organizations and their social responsibilities to staff. But one knows that the adequate provision of social responsibility to a society or nation depends on the combined efforts of both government public, private sectors and individual organizations.

The findings of this study will:-

- ◆ Show the impact/effect of fulfillment of social responsibility in organizational development.
- ◆ It will also show areas where companies should be socially responsible to their workers in order to improve their organizational development.

It will provide information for the organization under study on the importance of social responsibility to the organizations growth and survival. Furthermore it will contribute to organizational development.

1.5 LIMITATION OF THE STUDY:

This study would have been carried out nationwide, but due to time and financial constraints and the difficulties in obtaining adequate data relating to the study has made it necessary to limit the study to a particular case study. As stated above that study could have include all other organizations but for some unavoidable circumstances the study will be limited to Rural General Hospital Agaie. The finding of which will be generalizable to other organizations in the state and the country in general.

1.6 RESEARCH QUESTIONS:

- ◆ Of what importance is social amenities and organization development?
- ◆ What are the impediments to the provision of social amenities by organizations?
- ◆ What is the role of employees, society and the customers in the provision of social facilities for the improvement of their social wellbeing?
- ◆ Is there any way the government will intervene in the provision of social facilities by the organizations.

1.7 DEFINITION OF TERMS:

Social amenities: -This can be defined as intelligent and objective concern for the welfare of society.

Organizational development: - This is refers to as restricting organization to the enhancement of its operational efficiency, decision making process and capacity to meet new challenges in business environment.

Society:- This is an aggregate of people when they interact in patterned ways over long period of time within a context that makes its activities in all spheres of life.

Bureaucracy:- This is a formal organization and it has been known as most efficient type of organization for making large, and heterogeneous population in our contemporary time.

Culture:- This is the making rotating of whatever man has acquired as a member of the society.

CHAPTER TWO

REVIEW OF RELATED LITERATURE:

2.0 INTRODUCTION:

Every organization be it public or private consists of human beings and material resources available in order to achieve set objectives and goals. The achievement is such away is by teamwork since nobody on his own in the organization can achieve the objectives of an organization. Every member has one responsibility or the other each member of the team has one need to satisfy and achieve in his lifetime (Chike – Okoli 2002).

The objectives of this chapter is to recognize and bring out of work of other people on this topic and to related them to the one the researcher is going to present or build on it with his own materials as related to provision of social amenities and organization development. The interature review will be discussed under the following heading.

2.1 CONCEPTUAL MEANING OF SOCIAL RESPONSIBILITIES:

Responsibility has been described by many winters in various ways. It is a concept that has no precise definition. Discussion on social responsibility of businesses is central on three areas.

- ◆ The question of relationship which the employers bears towards his employees.
- ◆ Social responsibility is a term used to assert or assign leadership responsibility, with respect to the culture of the community.
- ◆ Support of the service as a trustee and board of educational and religious institution, also financial support of philanthropic and other community courses.

Asarte – Odama (1991) observed that social responsibility in the final analysis implies a public posture towards society's. Economic and human resources and its unwillingness to see that those resources are utilized for broader social end and not simply for narrowly circumscribed interest of private person or firm. It can be more specifically viewed as improving the physical environment. Mobilizing human resources and establishing a product of societal value.

Social responsibility can also be described as the intelligent and objective concerns, which restrain individual or corporate behaviour from ultimately destructive. A classic discussion of social responsibility is the obligation of businessmen to pursue these policies to make decision or to follow those lines of actions, which are desirable in terms of objectives, and value of the society.

Lawal (1993) described social responsibility as intelligent and objective concern for the welfare of the society.

Kreithner Robert (1992) defined social responsibility as the notion that Corporation has an obligation to constituent groups in society other than stockholders; and beyond that prescribed by the law or union contract. It also emphasizes on means rather than ends. Corporate behaviours should in most cases be judged by the decision actually reached.

Broadly speaking corporations need to analyse the social consequences of their decision before they make then and take steps to minimize the social cost of these decision when appropriate. The appropriate demand to be made of those who govern large corporation is that they incorporate into their decision making process, means by which broader social concerns are given full considerations.

Social responsibility according to Timeyiniu (2001) is described as the provision of social infrastructures to the communities by the government and other corporate organizations. Such as good road network, portable

drinking water, healthcare, facilities, uninterrupted electric power supply, public conveniences, drainages, refuse disposal facilities among others.

Bola Tinubu (2001) in a forum organized to provide social amenities to rural communities stated thus:- the forum is to take on the formulation of policy guidelines and rural development programmes. It will complement the effort of the other government agencies and interface between beneficiary communities and government. According to him the state government has concluded plans to provide social amenities such as in suburb communities of the state, roads, health clinic, portable water, power supply and drainage from the above discussion social amenities could be accepted to included social responsibility implies being responsible and accountable to a group of people living in communities with regard to the betterment of conditions of life which includes provision of good drinking water, roads, health clinics, power supply, schools etc.

2.2 OBJECTIVE AND DEVELOPMENT OF SOCIAL AMENITIES:

Lawal (1993) and Ola Lere (1972) described amenities as intelligent and objective concern for the welfare of the society. Accordingly provision of social amenities is the duty of government to ensure that her citizens enjoy a reasonable amount of comfort. The objective of which is to place the welfare of the people well above any other thing.

A classic discussion of social amenities is the obligation of the organization to provide social amenities necessary for the smooth running of the day to day affairs of the organization. Social amenities that are important for the development of the organization are usually given priority attention. A good examples provision of electricity and water to a health institution, since water is needed daily to wash ward, bloodstain clothes and bedens, instruments and surgical equipment needs water for

sterilization and disinfectant. Electricity on the other hand is required to power electrical appliances such as X – ray machine, sterilizers and autoclave machines to maintain sterility in the hospital so that infection will be kept at bearest minimum. Transportation services is very vital for smooth running of the hospital services, such as ambulance service to go round for medical officers and other emergency staff that are on call duty.

Inability to provide these services to the hospital will seriously paralyze and affect the hospital services, If they are not overcome immediately it will lead to labor unrest because the environment will be difficult to work in without these amenities.

Organizations like food processing factories require electricity and water to operate and function. Government institutions need water and electricity to flourish. Higher institutions such as universities, polytechnics etc. require water and electricity for their dally operation, this is usually given prominent priority in order to avoid student unrest.

Ubeku (1975) was of the opinion that development of an organization depends largely on the number of social amenities available to it in order to achieve set objectives and goals. Such amenities an organization requires to meet daily affairs a:e water electricity. Health facilities for workers and most important of all is the regular payment of salary which in turn has directly or indirectly enhancing the development of an organization.

Prompt payment of salary and fringe benefits will go along way in encouraging workers to double there efforts and commitment to duty which will intern increase the productively level of workers. Regular payment will also bring about peace and tranquility in the organization there by enlacing industrial harmony between management and workers, in a country where provision of social amenities by the government to its citizens is becoming increasingly difficult owing to numerous government programmes.

Government also has a duty to employer private and public organizations to come in to provide some social amenities to the communities in order to up lift the living standard of it citizens. In Nigeria today provision of social services by the government for general public has been hopelessly inadequate and over stretched this inform any private investor that expect return for his investment has no option than to provides this social facilities to his employees and the communities in its area of operation. This will be carried out in recognition of their contribution to the welfare of the Nigerians. This will then transform the life and economic aspect of the citizens.

Asante-odame (1991) described social responsibility in the final analysis implies a public posture towards society's economic and human resources transformation and willingness to see to that there resource are outward for broader social end. It can be more specifically viewed as improving the physical environment mobilizing human and material resources and establishing a product of societal value.

2.3 HISTORICAL BACKGROUND OF CORPORATE SOCIAL RESPONSIBILITY:

During the industrial revolution in the 19th century business operated virtually unencumbered by government and public pressure. The prevent concept of business responsibility was purely economic with the solitary goal of their activities, unfortunately many firms abused their power and the era was marred by incident of unethical behaviours, some of which ran contrary to the "free enterprise" philosophy of our nation.

In the early 20th century government stepped in to remedy some of those problems. Most of the early legislation however was aimed at preserving competition and the free market. Business was still regarded as an economic entity. Nevertheless business people took it upon themselves

to expand their social role through philanthropic activities. The event of the 1960's and 1970's created a situation in which the social role of business changed and became concerned about equal opportunity the environment, product, and safety. Thus government owes a responsibility to it people and so every government establishment should hold some responsibility to their workers. This responsibility must be acknowledged, accepted and faithfully carried out. For any organization to be sustained in development it need to fulfil it social responsibility to the workers. This resulted in increase government involvement and a myriad of social motivated laws and regulations.

Despite the contention that it was in business long run self interest to be socially responsible, many economist such as Nulton Fradman continued to argue that social activities had no place in business and instead should be attended to by unfitted working of the free market system.

Thus the role of business was again refined although it is primary economically oriented business is now forced to consider social consequences of its economic activities as well as to engaged in purely social courses.

2.4(a) SHOULD BUSINESS BE SOCIALLY RESPONSIBLE:

Business should not only manufacture or render services, but it should also contribute to the physical and wellbeing of the people in the community. But the traditional view of social responsibility is based in the assumption that a business organization should be separated from social responsibility because "business of a business is business". Advocates condemns social responsibility and equate it with stealing from their shareholders. He considered profit maximization to be only valid purpose of a business, which should not be surrendered for any other business. Harvard business school is also a strong opponent of the doctrine of social

responsibility. His opinion is that corporate action in the social area is outside the value of market system and hence is not subjected to the usual rigorous test of efficiency of the price mechanism.

Argument put forward by traditional views includes:

- ◆ Profit maximization based on idea view.
- ◆ Cost of social responsibility may be high.
- ◆ Lack of support for social responsibility.
- ◆ Over loading business organization with additional responsibility.
- ◆ Social responsibility may edge out marginal firms.

The primary purpose of the business will be diluted by social responsibility. At the other side, the school made up of idealist or expansionist believed that environmental problem are created by the business and as such behold responsible for their externalistic. The assertion of the school is that corporation should be multi-purpose business. Their belief is that business organization should be social responsible. A distinguished economist argue that large corporation must be socially responsible.

Argument put forward by this school include:-

- Long run profit maximization.
- Improving corporate image
- Reducing extent of government restrictions
- Social responsibility may be converted to profit in future.
- Need to operate within the social cultural norm.

It must be noted that for an organization to engaged in social responsibility, it must be making maximum profit because the ability to carryout social responsibility depends on availability of funds. Also the organization must be willing and capable to engage social responsibility.

(B) In Nigeria any discussion of a doctrine of corporate social responsibility faces special problem some of which are derived from the ownership and the size effects of business firm.

Firstly, most business corporations are foreign owned and hence corporate social responsibility becomes the responsibility of foreigners to a society or community in which it operates. The doctrine of corporate social responsibility is also predicted on the need to reduce the power of government in a democracy or rather minimize the extensions of governmental power. In Nigeria prominent business leaders have sought to curtail the extension of governmental power into industry.

The sizes of the problem further complicate the analysis. In United State large foreign corporations exist but not considered threat compare to local business sector and government. In Britain on the other hand as in Canada, United State firms by comparison look too big in Nigeria too foreign firms by comparison are rivals only to the government. Both people and their government are bound to be Jealous of there large foreign corporations as centres of wealth, power and influence.

The analysis so far gives the impression that business in Nigeria has no social responsibility. This is most incorrect, social responsibility is sensitive in less develop nations like Nigeria.

The problem business in Nigeria is facing includes:-

- Local businesses are not allowed into management circle of foreign corporations e.g. oil companies.
- Another foreign corporations do not engage in research and development because they are mostly owned by foreigners and they get instruction from their parent bodies.

Moreover Nigerians rely so much on government to provide all the social needs. Resources are limited and other sectors in the economy compete for the available limited resources.

2.5 **COMPARATIVE MODEL OF SOCIAL RESPONSIBILITY:**

(A) THE CLASSICAL ECONOMIC MODEL

The classical economic model can be traced to the 18th century when business were owned largely by entrepreneurs or owner manger competition was vigorous among operation and short-run profit were the sole concern of these early entrepreneurs. Of course the key to attaining short-run profits was to provide society with needed goods and services. According to Adam Smith father of classical economic model an "invisible hand". Promoted the public welfare, Smith believed that efforts of the competing entrepreneurs had a neutral tendency to promote the public interest. When each tried to maximize short-run profit. In other words Smith believed that the public interest was served by individuals pursuing their own self interest. According to the classical economic model of business, short-run profitability and social responsibility are the same.

(B) THE SOCIAL ECONOMIC MODEL.

Reflecting society's broader expectation for business e.g. safe and meaningful jobs clean air and water, charitable donations safe products. Many think the time has come to revamp what they believe to be an absolute classical economic model.

Advocates of the socio-economic model point out that many groups in the society besides stakeholders have stake in corporate affairs. Creditors current and retired employees, customers suppliers competitors all levels of government, the community and society in general have expectations often conflicting for management.

According to socio-economic view business has an obligation to responds to the needs of all stakeholders while pursuing profits.

2.6 VARIOUS WAYS BY WHICH GOVERNMENT CAN INFLUENCE SOCIAL RESPONSIBILITY:

A crucial social responsibility for managers and especially for the business managers is the relationship of business and government. The manager has responsibility to this relationship as part of their responsibility for enterprise itself, so also the government has the responsibility to the relationship in order to enable business organizations carry out their social responsibility.

Government can assist business enterprise in social responsibility by:-

- Reshaping the existing laws in order to ensure that business organization operates in social responsibility manner.
- Developing orientation programme aimed at encouraging business executives to be at socially responsible.
- Ensuring that representatives of stockholders are appointed as a members of Board of Directors in order to defend their interest in the board.
- Creating social responsibility department charged with the responsibility of alerting the organization about social responsibility factors.
- Encouraging organization to conduct social responsibility audit.

2.7 THE ETHICS OF RESPONSIBILITY:

Business people we are told solemnly should not cheat, lie, give or take bribe ethics is the study of moral obligation involving the distinction between right and wrong. Business ethics, sometimes refers to as management ethics of organization. Each manager needs to understand his own personal code, ethics, what is fair, right and wrong?

The following ethical issues in today organizations are employee theft, conflict of interest, abuse of expensive account misuse of company assets, and environmental pollution.

Others includes; receiving excessive and entertainment's, kickbacks, insider trading, quality control and method of gathering competitors information.

In other to encourage ethical conduct there is a great need for ethical training.

2.8 HISTORICAL BACKGROUND OF ORGANIZATIONAL DEVELOPMENT AND BENEFITS:

(A) Chike – Okoli (2002) described organization development as an attempt to change the system rather than just changing the individual worker. It is the process of changing the culture or climate of an organization by applying knowledge from behavioural science. The focus of organization development is an organization elements such as decision – making, communication, leadership and problem-solving and capacity to meet new challenges in business environment.

It is particularly important that, the management recognized the significant of its workers. They should be made to fill happy and especially as regard to what affect them directly, interm of decision making they should be involved so that there should be no discontentment. Unions or associations if any exist should be involve in any decision that affect workers. By keeping workers abreast of any development in the organization will enhance good relationship with the workers and management.

(B) Organization development is a process designed to formulate and implement a strategy for improving organization effectiveness. Organization development is becoming important because of the need for

change in the working environment. The need to provide a longer term embracing change approach that achieve the expected level of performance as well as improve the satisfaction of organization members.

Lastly because of the need for more experimental learning process in the employee training.

The word organization development itself remains inconsistently defined it may be used to refer to "growth" that is, change in organization size or "development" which involve policy decision, low, change in the organization objective.

Cole (1994) described organization development as a strategy for improving organization effectiveness by means of behavioural science approaches involving the application of diagnostic and problem solving skills by external consultant in collaboration with the organization some of the benefits.

Organization development enables an organization to adopt to change in away that obtains the full commitment of employee concerned.

Produce organization structure that facilitate employee co-operation and the achievement of task.

Release talent energy and creativity in the organization.

Improve understanding of organizations objectives by employees.

Improve decision making process and skill.

Provide opportunities for management development in the context of real organization problem.

Stimulate a more creative approach to problem-solving throughout the organization.

Increase the ability of management group to work as a team.

CHAPTER THREE

RESEARCH METHODOLOGY:

3.0 INTRODUCTION:

In this chapter, we shall discuss three main aspects of the methodology. The first aspect has to do with drawing inference from observations when they are exert in nature.

The second aspect looks at the methods of collection of appropriate statistics and techniques for testing hypothesis.

3.1 TARGET POPULATION:

The case study is general Hospital Agaie. The organization has staff strength of fifty people. Fifty percent of the staff strength was randomly sampled including ten percent of the patients who visited the hospital between May and June 2002.

3.2 SAMPLING TECHNIQUE:

The main objective of drawing methods for collection of samples of observations from a population is such that the sample can adequately represent and accurately interpret the population samples that, are representative of the population so that inferences can be to eliminate biases is usually sought. Through sampling procedures. There are many methods that could be used depending on the research problem. However, with the present study, we shall use the method of simple random sampling.

3.21 SIMPLE RANDOM SAMPLING:

This is the most widely used type of sampling with this method a sample is selected so that each item or person in the population has the same chance of being included in the sample.

In using the method the identification number of each employee and table of random numbers was employed. Random numbers have been generated by a random process (as contained in the table of random numbers) for each digit of a number, the probability by 0,1,2,----- 9 is the same. Thus the probability that employee number 011 will be selected is the same for employee number 050. Bias is eliminated from the selection process. The sample was selected using the procedure explained above.

3.3 METHOD OF DATA COLLECTION:

In gathering information for the study two main sources of data were employed namely:-

- The primary source.
- The secondary source.

With the primary source, questionnaires observation and personal interviews was adopted. Extraction of information of records from journals and text was equally used.

3.3.1 QUESTIONNAIRES:

A set of questionnaires was administered on sample chosen through the methods of simple random sampling. The questions were grouped under three main headings:

- (1) Personal data
- (2) Social services in the organization.
- (3) Staff welfare services in the organization.

Each of these subheadings were further subdivided. A copy of the questionnaires could be found under Appendix A. the questionnaires were administered by hand and repeat visit was made after two days to collect the filed copies of the questionnaires.

3.3.2 OBSERVATION:

This was the simplest method used. Re-action of staff and patients that visit the hospital was observed for about three months this is possible because I am a staff of the study area.

3.3.3 PERSONAL INTERVIEW:

With this method same individuals were asked a series of question as contained in questionnaire with the hope that they will supply useful information on the subject matter. This approach was employed on the patients that visit the hospital during the period of the study.

The three methods were used to gather the information we shall present subsequently. It was observed that we were able to gather the desire information under short time with high response rate and the quality and quantity of information was achieved at little or no cost.

3.4 SAMPLE TAKEN:

The organization has staff strength of fifty with the following distribution.

QUALIFICATIO N	POPULATION	SAMPLE	% FREQ
MBBS	3	2	10%
BSC	3	1	5%
HND	2	1	5%
DIP/RN	42	21	80%

On the average twenty patients visits the hospital on any given day. Two people were interviewed on the average which gave a total of one hundred and thirty two subjects.

3.5 PRESENTATION OF DATA

This units gives tabular presentation of the questionnaire result administered on the staff and patients.

GROUP A:- Age distribution.

TABLE 3.5-1

AGE	FREQUENCY	% FREQ
18 – 27	1	5%
28 – 37	8	40%
38 – 47	10	50%
48 – 57	1	5%
58 – 67	-	-

GENDER TABLE 3.5-2

SEX	FREQUENCY	% FREQ
MALE	12	60%
FEMALE	8	40%

EDUCATIONAL QUALIFICATION:

TABLE 3.5.3

EDUCATION QUALIFICATION	FREQUENCY	% FREQ
MBBS	2	10%
BSC	1	5%
HND	1	5%
DIP/RN	16	50%

WORKING EXPERIENCE

TABLE 3.5.4

WORK EXP	FREQUENCY	% FREQ
0 – 5	-	
6 – 10	5	25%
11 – 15	6	30%
16 – 20	4	20%
21 – 25	4	20%
26 – 30	1	5%

GROUP B.

SOCIAL AMENITIES IN THE HOSPITAL

TABLE 3.5.5

SOURCES OF WATER	FREQUENCY	% FREQ
PUBLIC WATER SUPPLY	11	55%
WELL	2	10%
BOR-HOLE	7	35%

The above table shows that about 11 of water sample population (i.e. 55%) preferred water from public water supply (i.e. tap water) 10% chose well and 35% preferred bore-hole.

ELECTRICITY

TABLE 3.5-6

SOURCES OF LIGHT	FREQUENCY	% FREQ
NEPA	20	100%
GIANT SET	17	85%
SOLAR POWER	3	15%

DRUG SUPPLY

80% are of the view that drug supplied to the hospital is sufficient and 20% of the population have contrary opinion.

GROUP C,**WELFARE SERVICE TO THE STAFF****TABLE 3.5-7**

TYPE OF WELFARE	FREQUENCY	% FREQ
Training/Staff Development	11	55%
Promotion	5	25%
Prompt Payment of Salary	4	20%

IMPACT OF SOCIAL SERVICE ON HOSPITAL:**TABLE 3.5-8**

RATING	FREQUENCY	% FREQ
HIGHLY EFFECTIVE	1	5%
VERY EFFECTIVE	12	60%
EFFECTIVE	7	35%

IMPROVEMENT IN THE IMAGE OF HOSPITAL**TABLE 3.5-9**

RATING	FREQUENCY	% FREQ
VERY GOOD	10%	50%
GOOD	10%	50%

IMPACT OF WELFARE SERVICE OF STAFF:**TABLE 3.5-10**

RATING	FREQUENCY	% FREQ
AGREE	16	80%
DISAGREE	4	20%

80 percent of the population viewed the provision of training and staff development, regular promotion to have boosted the moral of the staff and there is increase in output on the part of staff.

3.6 TEST OF HYPOTHESIS:

We shall state the null hypothesis used in the study. This hypothesis will be stated for the purpose of being rejected.

- A) HO:- There is no significant differences between the availability of social amenities and organization performance.

SOURCE OF WATER	FREQUENCY	% FREQ
PUBLIC WATER SUPPLY	11	55%
BORE-HOLE	7	35%
WELL	2	10%

SOURCE OF LIGHT	FREQUENCY	% FREQ
NEPA	20%	100%
GIANT SET	17	85%
SOLAR POWER	3	15%

- B) HO:- There is no significance change in the motivation of staff and welfare programme introduced in the hospital.

TYPE OF WELFARE	FREQUENCY	% FREQ
Training/Staff Development	11	55%
Promotion	5	25%
Prompt Payment of Salary	4	20%

- C) HO:- There is no significance difference between the availability of social amenities and the image making of the organization.

RATING	FREQUENCY	% FREQ
VERY GOOD	10	50%
GOOD	10	50%

These hypothesis have corresponding alternative hypothesis in such away that the rejection of null hypothesis lead to the acceptance of the alternative hypothesis.

- 1) HO:- The Organization can provide all the social service required by the staff and patients in the hospital.

TEST STATISTICS:

The chi-square test will be used. This test is used for normal or ordinal level of measurement and no assumption need to be made about the shape of underlying population. This type of data can only be classified into categories. It is distribution free technique.

The test criteria has a limitation if only two cells are involved. the result in such a situation will lead to erroneous condition.

Furthermore if twenty percent of the expected frequency is less than five it will not be used. We shall instead used simple percentage to the situation.

Five percentage significant level will be used to test the hypothesis.

CHAPTER FOUR

4.0 ANALYSIS AND INTERPRETATION OF RESULT:

This chapter presents the analysis of the data as presented in chapter three. It also test the hypothesis stated and interpret the results. Conclusion reached are based on the discussion from the test statistics.

4.1 INTERPRETATION OF TABLES:

TABLE 3.5-1 On age distribution of staff revealed that all the members of staff are above 18 years of age, with about 90% of the population falling between 28 and 47 years of age. No member of staff is up to the retirement during the period of the study.

TABLE 3.5-2 On gender gave about 60% of the population as male.

TABLE 3.5-3 On educational attainment revealed that 50% of the staff has DIP/RN with 10% been medical doctor.

TABLE 3.5-4 Is on working experience this show that no member of staff has served the hospital for less than five years with only 5% having served for up to 30years. We could conclude that the staff are highly experienced which will have positive impact on the performance and efficiency of the hospital.

4.2 TEST OF HYPOTHESIS:

To test the first hypothesis on:

HO:- There is no significant differences between the availability of social amenities and organization performance.

Taking an overview of the social amenities such as water, power supply, source and provision of essential routine drugs.

TESTING:- The individual hypothesis on social services:- that is there are no deference between the observed and expected frequencies.

TABLE 3.5-5 On water supply.

SOURCE OF WATER	FREQUENCY (OBSERVE)	% FREQ (ESP)
WELL	2	20/3
BORE-HOLE	7	20/3
PUBLIC WATER SUPPLY	11	20/3

Since twenty subjects were understudy and each of them has equal probability of making one out of the three choices our expected frequency will be nx^1/p .

$$\text{Since } X^2 = \frac{\sum (fo - fe)^2}{fe} \text{ with } k - 1 \text{ degrees}$$

Frequencies

Our computed chi-square equals 6.101 at 5% significant level chi-square observed as

$$X^2_{0.05, 2} = 5.991$$

The computed x^2 of 6.101 is the rejection region beyond the critical value of – 5.991. The decision, therefore is to reject HO at the 0.05 level and to accept H, the difference between the observe and the expected frequencies is not due to chance we conclude that it is unlikely that preference for are the same among the three source of water supply.

Empirically we could conclude that tap water is preferred to other source of water. However, for a lower region level we may reject HO.

Source of light is presented in table 3.5-6 it was noticed that 100% of the sample preferred national grid. However, on the alternative, that is incase of power outage from NEPA we have the table below.

TABLE 3.5-6

Alternative Source of Power	FREQ (OBSERVE)	% FREQ (EXP)
GIANT	17	10
SOLAR POWER	3	10

$$X^2_e = 9.8$$

$$X^2_{0.05,1} = 3.84$$

We reject the null hypothesis and accept H_1 – difference between observed and expected frequencies are larger enough to be considered significant. The chance of these differences being done to sampling is very small.

DRUGS

Routine drugs are sold in the hospital through the drug revolving scheme. However, not all drugs recommended are obtainable in the hospital especially since the scraping of Petroleum Trust Fund (PTF) Scheme.

DRUGS SOLD	% FREQ
SUBSIDIZED	16
NOT SUBSIDIZED	4

Since this maybe relative especially if the subject is not conversant with the current prices in the town. Chi-square was not used to have the test.

One thing that is glearing is that drugs we desired are sold at subsidized rate.

The provision of these social amenities has immensely improved the services in the hospital. This could be noticed in the following areas:

- 1) Number of patients
- 2) Number of successful surgeries
- 3) Drugs sold in the hospital.

	Before provision of Amenities	After Provision of Amenities
Number of patients	300	500
Number of Successful Surgeries	2	10
Drugs Sold by Hospital	N5,000	N20,000

STAFF WELFARE SERVICES:

The staff welfare type in the organization are:

- Training and staff development.
- Promotion
- Prompt payment of salary and allowances.

HO:- There is no significant different change in the motivation of staff and welfare programme introduced in the hospital.

HO:- There is no preference for staff welfare programme.

TABLE 3.5-7

Type of welfare	Freq. (Obs)	Freq. (Exp)
Training/Staff Dev.	11	20/3
Promotion	5	20/3
Prompt Payment of Salary	4	20/3

$$\begin{aligned}
 X^2 &= \frac{(11 - 20/3)^2 + (5 - 20/3)^2 + (4 - 20/3)^2}{20/3} \\
 &= \frac{18.77778 \times 2.77778 \times 7.11111}{6.66667} \\
 &= \frac{28.666667}{6.66667} \\
 &= 7.299 \\
 &\sim 7.3 \\
 &^2/X^2 0.05, 2 = 5.991
 \end{aligned}$$

Reject HO, but at 20% or 1% 5 – 9. We may fail to reject HO.

We therefore conclude that there is preference for a particular kind of welfare type at 5% significant level.

Empirically we could say that the staffs are highly interested in training and staff development programme of the hospital.

LIMITATION OF THE ORGANIZATION:

To be able to test the hypothesis.

HO:- The organization can provide all the social services required by the staff and patients.

Our interaction and discussion with those in the authority has revealed that only the essential service that has direct influence on staff and patients can be provided. Other social services that does not affect the primary objective of setting up the organization are presently not attended to due lack of financial resources.

TABLE 3.5-8: On impact of social services

On the hospital gives the result

RATING	Freq. (Obs)	Freq. (Exp)
Highly Effective	1	20/3
Very Effective	12	20/3
Effective	7	20/3

TO TEST THE HYPOTHESIS:

HO:- There is no significant difference between the availability of social amenities and organization performance.

$$X^2_c = 9 - 1$$

and $X^2_{0.05, 2} = 5.991$

We reject the null hypothesis and conclude that social amenities has improve the services of the organization at 5% significant level. However, on the probability of type are error decreases to say 1% significant level we may fail to reject the null hypothesis.

Empirically the responses has shown clearly that provision of social amenities has improved the efficiency of the service in the hospital.

TABLE 3.5-9: IMPACT OF WELFARE SERVICE ON STAFF:

RATING	FREQ. (OBS)	FREQ. (EXP)
AGREE	16	
DISAGREE	4	

HO:- Provision of welfare service has no positive impact on the service of the organization

$$X^2_c = 7 - 2 \text{ and } X^2_{0.05, 1} = 3.84$$

Since X^2 observed is less than X^2 computed we may reject the null hypothesis that provision of welfare service has no positive impact on the organization.

CHAPTER FIVE

5.0 SUMMARY, CONCLUSION AND RECOMMENDATION:

This chapter shall provide a comprehensive summary of the project findings, conclusion shall be drawn from findings. The recommendation shall be based on conclusion.

5.1 SUMMARY OF FINDING

Based on the result of critical presentation and analysis of data in chapter four various facts as regards social amenity in relation to other variable have been gathered.

Looking through the tested hypothesis, it can be said now that provision of social amenity by organization in Nigeria will definitely boost the level of organization performance because the test gave result a high significant relationship between the two variables.

Hypothesis two also indicate the fact that provision of social amenity to organization such as welfare programmer has significantly enhanced the motivation of staff in the organization.

Also the third hypothesis showed that availability of social amenities in the organization has a grate effect. In the image of the organization.

According of Davis Lawal (1993) said that social responsible organization will definitely at long-run have it profit increase.

Asante Odawa (1991) observed that social amenities in the final analysis implies a public posture towards society's economic and human resources and its willingness to utilized for broader social end and not simply for the normally circumscribed interest of the private person or firm. It can be more specially viewed as improving the physical environment, mobilizing human resources and establishing a product of societal value.

Ubeku (1975) was of the view that development of an organization depends largely on the number of social amenities available to it in order to

achieve set objectives and goals. Such amenities an organization may requires to meet daily affairs are water electricity, health facilities for workers and must importantly regular payment of salary.

5.2 CONCLUSION:

In conclusion one must be sincere that only few public organizations are social responsible to their immediate environment, this is because of lack of adequate government legislation.

Privately own organization are very active in this regard, they are responding to social course and reduction of social cost because they have all necessary resources at their disposal and are being closely monitored by government policy and regulation.

5.3 RECOMMENDATION:

The following recommendations should be implemented to encourage the provision of social amenities by public organizations in Nigeria.

- 1- The government should reshape the existing laws to ensure that organizations operate in a socially responsible manner.
- 2- The government should support and encourage public organizations wishing to provide social amenities to it workers and clients, this will go along way to sustain a healthy economic.
- 3- The government should make fund available to public organization so as to provide social amenities that will promote organization performance.
- 4- There is need to re-orient chief executives and managers to pursue policies, decision and actions that will make them socially responsible.

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FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
SCHOOL OF SCIENCE AND SCIENCE EDUCATION
DEPARTMENT OF GENERAL STUDIES

Vice-Chancellor: Prof. M. A. Daniyan B. Sc., M. Sc., Ph. D
Ag. Head of Department Dr. Sam Kolo Tswanya B. Ed., M. A., Ph. D

Our Ref:

Date

6th March, 2002

Dear Sir/Madam

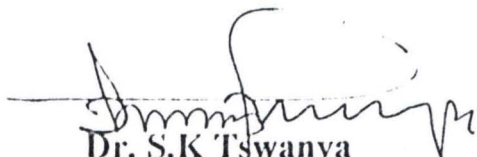
TO WHOM IT MAY CONCERN

The bearer **MALL. YAKATUN B. MOHAMMED** is a Post Graduate Student of this University. He is now on his Research Project.

This University will be extremely grateful for whatever assistance you/your Organization can render to him.

Thank you.

Yours Sincerely,


Dr. S.K Tswanya
(Head of Department/Coordinator)

Department of General Studies,
Federal University of Technology,
Minna.

Dear Respondents.

QUESTIONNAIRE

This questionnaire is on the provision of social amenities and its impact in organization development as a study of General Hospital Agai

You are please requested to give candid opinion on the questions. Your name is not required. You are therefore assured of the confidentiality of information given.

Thank you for your co-operation

YAKATUN .M. BIDA.

INSTRUCTIONS

Please tick the most appropriate responses.

1. How old are you?
 - (a) 18 – 27 years
 - (b) 28 - 37 years
 - (c) 38- 47 years
 - (d) 48-57 years
 - (e) 58 and above
2. What is your sex?
 - (a) Male
 - (b) Female
3. What is ^{Your} last educational qualification?
 - (a) MBBS
 - (b) BSC
 - (c) HND
 - (d) DIP/RN
4. For how long have you been working?
 - (a) 0-5 years
 - (b) 6-10 years

- (c) 11-15 years
- (d) 16-20 years
- (e) 21-25 years
- (f) 26-35 years

(5) How would you rate the impact of social amenities and the performance of your organization?

- (a) Highly effective
- (b) Very effective
- (c) Effective
- (d) Not effective

6. Do you think your organization will have better opportunity in profit making if social amenities are provided?

- a) Yes
- (b) No

7. How do you see the image of your organization now and what it use to be before these social services were provided.

- (a) Very good
- (b) Good
- (c) Not good

8 Which types of the welfare services are available in your organization as a means of motivating staff.

- (a) Promotion as at when due.
- (b) Training/staff development
- (c) Prompt payment of salary
- (d) Allowances and other incentives.

9. Do you notice any increase output on the part of staff with availability ^{of} welfare service?

- (a) Yes
- (b) No

(10) In analyzing the promotion of social amenities and it benefit to organization and staff, How would ^{you} asses it benefit to the organization and staff?

- (a) Very high
- (b) High

- (c) Moderate
- (d) No benefit

(11) What other social services are available in your organization apart from the staff welfare packages?

- (a) Water
- (b) Electricity
- (c) Staff canteen
- (d) Drugs
- (e) Transport service

(12) What source of water supply do you prefer in your organization?.

- (a) Public water supplies.
- (b) Well
- (c) Bore hole
- (d) Water tanker

(13) Is your organization connected to National grid?

- (a) Yes
- (b) No

(14) What alternative source of power do you prefer to NEPA.

- (a) Giant set.
- (c) Solar power
- (d) Rechargeable lantern

(15) How regular is the supply from National grid

- (a) Regular
- (b) Not regular.

(16) Drug supply is it always available in your hospital?

- (a) Yes
- (b) No

(17) If it is available how do you obtained it after prescription?

- (a) Freely supply.
- (b) At subsidize rate
- (c) The same as obtains outside hospital.

(18) Do you get all your prescribed drugs in the hospital.

- (a) Yes
- (b) No