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BY

THE ROLE OF CIVIL SOCIETY ORGANIZATION IN
PUBLIC SERVICES PROVISION
(THE CASE STUDY OF SOME SELECTED CIVIL
SOCIETY ORGANIZATION IN ZAMFARA STATE)

**THE ROLE OF CIVIL SOCIETY ORGANIZATIONS IN PUBLIC SERVICES
PROVISION (THE CASE STUDY OF SOME SELECTED CIVIL SOCIETY
ORGANISATIONS IN ZAMFARA STATE)**

BY

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**BEING AN UNDERGRADUATE RESEARCH PROJCT SUBMITTED TO THE
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AWARD OF DEGREE OF SCIENCE (BSc Hons.) DEGREE IN PUBLIC
ADMINISTRATION**

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CERTIFICATION

This research project entitled "THE ROLE OF CIVIL SOCIETY ORGANIZATIONS IN PUBLIC SERVICE PROVISION IN ZAMFARA STATE" by MUSA HAFIZ GUSAU meets the regulations governing the award of Degree of Science (B. Sc) Degree in Public Administration of the Federal University Gusau, and is approved for its contribution to knowledge and literary presentation.

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Research Project Supervisor

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Sign

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Date

Dr. Nura A. Allumi
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Date

External Examiner

Sign

Date

DEDICATION

This research is dedicated to my lovely late mother Rokayah Muhammad Bello May her soul rest in perfect peace and May Allah *Subhanahu wa Ta'ala* grant her *Aljannatul-Firdausil A'ala*, Amin.

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All praises be to Allah the most gracious the most merciful, the omnipotent and omniscient who spared my life and gave me the wisdom and inspiration to successfully undergo this programme. May his infinite mercy be bestowed upon his prophet Muhammad (Peace Be upon Him) the seal of prophet hood, his entire family and his *Sahaba* (companions) and those that followed their footsteps to the Day of Judgment (*Ameen*).

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Abstract

There have been growing concerns on the role of civil society organizations in the sphere of public service provision. This is connected to the wide spreads of complex public problems that government alone cannot handle. Civil society organisations in Nigeria have been working tirelessly fill the gap left by the government in area of public service provision. It is in this sense, this research project examines the role of some selected civil society organisations in Zamfara State. The study employed quantitative research approach to look at the activities challenge and pattern of relationship between civil society organisations and government agencies. Our findings reveals that civil society organisations engage in public service provision in the area of education (provision of writing and reading materials, school uniforms), relief materials to the internally displaced person among others. The study concludes that the role of civil society organisations in the sphere of public service provision cannot be overemphasized. They contribute within their own domain to support citizens where government lack the capacity to intervene. Therefore, it is recommended that civil society organisations should ensure collaboration with public sector organisations for effective public service provision.

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CHAPTER ONE

1.0.INTRODUCTION

1.1.BACKGROUND TO THE STUDY

The lingering challenges facing our society are enormous, wicked and complex, in which the so called one best approach of public service delivery cannot solely address. Some of these challenges are lack of trust in government, insecurity, lack of access to universal basic education, outbreak of chronic diseases and lack of access to health care facilities. These challenges are termed to be wicked and complex because they have no linear solution sequence (Alford and Head, 2017).

To address these wicked and complex challenges of public policy and services, there is need for public agencies to work across their formal organisational boundaries (Sullivan and Skelcher, 2002). That's to adopt strategic measures of harnessing the potentials of civil society and local enterprises to work mutual trust and interdependency.

According to National Audit office, UK 'third sector organisations' is a term used to describe the range of organisations that are neither public sector nor private sector. It includes voluntary and community organisations (both registered charities and other organisations such as associations, self-help groups and community groups), social enterprises, mutual and co-operatives (NAO, 2010).

The importance of this third sector, which is often called the "non-profit sector" or the "social economy", is now such that it is broadly associated with the major economic roles of the public

authorities : with the allocation of resources through production of quasi-public goods and services ; with the redistributive function through the provision, free or almost free of charge, of a wide range of services to deprived people via the voluntary contributions (in money or through voluntary work) which many associations can mobilise ; and finally, with the regulation of economic life when, for example, associations or social co-operatives are the usual partners of public authorities in the task of helping poorly qualified unemployed people, who are at risk of permanent exclusion from the labour mark (Defourny, 2001)

Therefore, third sector organizations is arguably capable of providing some basic public services due to their understanding of the needs of service users and communities that the public sector needs to address; closeness to the people, ability to deliver outcomes, innovation and performance (NAO, 2010). This has demonstrated the capacity of third sector organization to provide some basic public services. Thus, this study examines the role of some selected third sector organizations in relation to public service provision in Zamfara State, Nigeria.

1.2. STATEMENT OF THE RESEARCH PROBLEM

There has been growing interest in the contribution of civil society organisations (CSOs) in the sphere of public service provision. One strength that civil society organisations may bring to research involves the potential value of service delivery experience for indicating relevant research questions, namely through their involvement in service delivery. There have been problems associated with traditional model of public service, which emphasises on one size fits all approach

to public service provision (Hood, 1991). This one size fits all approach assumes that government alone can best tackle societal problems.

However, there are challenges constraining the capacity of government to effectively shoulder responsibility of direct public service provision. Van der Wal (2017) posits that 21st century is complex, volatile, and ambiguous to an extent that governments must cross its boundaries in order to meet societal demands (Sullivan and Skelcher, 2017). Some of these challenges are lack of trust in government, insecurity, lack of access to universal basic education, outbreak of chronic diseases and lack of access to health care facilities. These challenges are termed to be wicked and complex because they have no linear solution sequence.

To address these wicked and complex challenges of public policy and services, there is need for our public agencies to work across their formal organisational boundaries. That's to adopt strategic measures of harnessing the potentials of civil society and local enterprises to work mutual trust and interdependency (Van der Wal, 2017)

1.3.RESEARCH QUESTIONS

It is the above premises; this research project aims at examining the roles of civil society organisations in public service provision. Therefore, the following research questions are formulated to guide the study.

- i. What the types of public services civil society organisations are providing in Zamfara State? Who are the target beneficiaries of public services provided by civil society organisations in Zamfara State?
- ii. What are the challenges facing civil society organisation in public service provision?

1.4. OBJECTIVES OF THE STUDY

The primary objective of this study is to examine the role of civil society in public service provision. Other secondary objectives are as follows:

- i. To study types of public services the civil society organisation provide in Zamfara State
- ii. To examine the category of people the civil society organisation deal with
- iii. To study challenges constraining the capacity of civil society organisation in provision of public services

1.5. SIGNIFICANCE OF THE STUDY

The study aims at contributing to the body of knowledge, specifically on the studies of civil society and their roles in public service provision. While on the other hand, it is useful to practitioners in knowing strength and weaknesses of civil society organisation in public service provision.

1.6. SCOPE AND LIMITATION OF THE STUDY

This research project covers the activities of civil society organisations in relation to public services provision in Zamfara State, Nigeria. These includes category of public services they

provide, category of people they deal with and how they fund public service provision. However, during the course of carrying out this research, challenges such as time constraints, inadequate funds and lack of cooperation from respondents in filling and returning the survey in time affected the research directly or indirectly. Therefore, further research should try to address these challenges.

1.7.SCHEME OF WORK

This research study is structured into five chapters. Chapter one covers provides a primer to the study by introducing the main background of the study, explain the nature of the problem and provide research questions that necessitated the research. It also explains objectives, significance, scope and limitation of the study.

Chapter two contains review of related literature and other empirical studies, thereby identifying the rationale for the study. Chapter three houses research methods and justification for it, population, sample and sampling technique for the study, type of data used and method of its collection as well as method for data analysis. Similarly, chapter four presents data analysis, where we extracted findings of the study. Finally, chapter five summaries, concludes and proffers recommendations for theory and practical implications.

CHAPTER TWO

2.0. LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1. CIVIL SOCIETY: CONCEPTUAL AND THEORETICAL CLARIFICATIONS

Civil society is both an organizational structure and an analytical tool for the analysis of politics and development. As a structural entity, its precise content and boundary is contested. As an analytical framework, its relevance and potency is also contested. Civil Society is the associational life of citizens characterized by common interests, civil and public purposes, and voluntary collective and autonomous actions (Grindle, 1996, Ikelegbe 2001a:2). It comprises self, autonomous and non-state associations that are voluntarily constituted, self-generating, self-supporting and self-governing (Ikelegbe 2005:243).

It is those associations that enable citizens to participate voluntarily, freely and openly within the public realm, and operate and function independent of post-colonial states in Africa are not just weak and fragile but have been plagued by huge state and governance crises indicated by the following:

- i. Weak attributes and performance of the substantive and empirical attributes of statehood.
- ii. Concentrated and centralized power and monopolization of the political process.
- iii. Massive hegemony, bureaucratization and politicization of the political process.
- iv. Inclusion of favoured primordial segments and exclusive of rival claimants and groups

- v. Tenuous and weak hold on power and outside state and corporate power though relating to them.

Civil Society organization comprises clusters of diverse and overlapping non-governmental institutions through which collective and shared wills and interests are articulated, projected and defended. It is the organized socio-political and economic life of citizens and communities, for the mobilization of actions and engagements in relation to their needs, interests, existence and survival.

The civil society organization (CSO) is the major non-state structure by which people relate to themselves and through which they relate to the state and socio-political purposes. As Hyden (1996:92) notes, Civil Society connects individual citizens with the state and public realm.

Civil society's essential characteristics are:

- a) Associational life and activities of diverse set of voluntary organizations which are fairly autonomous of the state but relate to it and the political sphere; that are;
- b) Engaged in more social-political purposes as opposed to private and economic interests and;
- c) Advance the interests and needs of members, communities, supporters and address existential conditions and social realities;
- d) Through voluntary actions, cooperative activities (community, intra and inter-group) and collective action, and
- g) Utilizing information linkages and networks of public communication.

h) Within the normative framework of citizen rights, rule of law, democratic participation, civility and pluralism.

Civil Society then is defined by autonomy, plurality, participation, social-economic and political engagements and civility. Civility or "civic virtue" is crucial to the character of CS. It means that Civil Society engagements embrace the values of diversity, plurality, compromise, tolerance and cooperation; adherence to rules; respect for rights, the freedom of action of the citizenry and the diffusion of power vested in CS groups and coalitions; and accept the values of exchanges, competition and consensus (Hall 1995:26, 6-7).

Civil society is actually a formation of the organized social life of citizens, the sphere of social life outside the state, in which voluntary autonomous groups compete, collaborate and cooperate over interests and preferences. It is the network of institutions by which citizens represent themselves, a realm of associational solidarity, activism and engagement, and a site of collective civic and public action. It is further a theatre of discourse, debates, deliberation and exchange of public affairs, *the arena of social relations and communication between citizens informed by law and public policy but potentially critical of them* (Ikelegbe 2003:39). It is the means and the organizational framework by which citizens influence and engage the state in struggles over influence, change, domination, accommodation and opposition (Ikelegbe 2005:243-244; Chazan 1996:256).

There are political and sociological roots in the conception of CS. The sociological emphasizes the associations located between the state and family that are voluntarily constituted and possess

some degree of autonomy. These are associations that are largely formal, legal, operating within the law but could also be informal, illegal and clandestine.

The politically rooted conception takes civil society as particular associations which are associated with citizen engagements and participations that relate to the state somewhat within the context of citizen rights, rule of law and democratic representation. Viewed therein, Civil Society refers to a broad range of association that operate in the public realm, including the cultural, informal, primordial, survivalist, existential and business associations. The politically based conceptions recognize the political roles of civil society particularly in a democracy. Civil society then is a sphere of citizenship, democratic and political training, where citizens learn social responsibility, respect for others rights, the need for cooperation, sharing, trust and political equality (Miller 2002: 187-196).

A critical interrogation indicates that leadership, memberships, constituencies, interests and tendencies of civil society determine the issue basis, nature of relations with the state and the methods and levels of engagement with the state. Falton (1995:80-89) has identified three structural strata of civil society organizations (CSOs); predatory, quasi-bourgeoisie and popular civil society, which is synonymous with class compositions. The predatory civil society is comprised and led by the elite, who have benefitted from rent seeking through state connections and built patron client networks.

However, liberalization and adjustment policies shrank their rents and the elite then sought a strategic alignment with civil society, as a platform to moderate liberalization and protect their

privileges and interests. The quasi-bourgeoisie civil society situated between the popular forces and the predatory elite, were pro-political and economic reforms, and sought the retreat of authoritarianism, the emergence of democracy, private sector driven development and market reforms. The civil society formation presented the opportunity to restrain the state and drive the reforms. The civil society also represented new opportunities for influence, power and resources just as the support for reforms is limited to minimal undermining of their privileges and status. As civil society is an alternative route, the petit bourgeoisie are interested in resources and power and are ready to fraternize with the predatory elite and the state and to mobilize the popular forces when it suits their interests.

The popular Civil Society is dominated by the wider classes and deploys civil society as a platform to address their predicaments of survival, and as an alternative structure of social service delivery, welfare and basic needs. The popular civil society was the vanguard and foot soldiers in the struggle for democracy and the resistance of reforms that took away the welfare functions of the state. The civil society formation thus empowers the popular classes, strengthens their participation and provides safety nets and protection from the rapacious state and predatory state elites.

Civil society is a mosaic of diverse and heterogeneous groups with diverse orientations, values and interests, some of which are competing and conflicting. It is a realm of diverse social forces, some primordial, national, progressive, conservative, retrogressive, populist and elitist. It is thus a site of diverse and sometimes intense and conflict prone struggles and contentions. This is why civil society is somewhat a "complex balance" between difference, diversity and conflicts, and

agreements and consensus (Hall 1995:6). It is a "terrain of contests" between conflicting interests for dominance (Narsoo 1993:6- 7). It is a divided terrain, which may at some points be united for certain joint endeavours. These interests and tendencies are at once progressive and retrogressive, radical and conservative, populist and elitist, social movements and private groups, civil and uncivil.

Civil Society is thus a diverse constellation in terms of the diversity of objectives, interests, relations with others and the state, the degrees of civility, democratic-ness, range of organization, socio-political character and activities, rather than a *homogenous, coherent*, unidirectional, *purposeful* and *mutually supportive* (Chabal 1992:84). Some CSOs are atomized, unorganized and self-help based, while others are broad in membership and interests, organized and professional based.

As for the exact specification of what constitutes civil society, the Africanist conception of civil society removes it from the dynamics and realities of African conditions and circumstances. Civil society then is civic secondary associations; middle level, non-primordial and professional that are national, autonomous, that engage the state in the public realm, promote civil values or norms, and seek the common good or purposes. This conception is quite exclusive, as it deletes primary associations that are communal, ethnic, regional and religious, being parochial and particularistic. It also excludes the local and grass-root self-help or survival associations from the content of civil society.

African scholars conceive civil society more broadly to include every organized social life of communities, groups and individuals and all forms by which citizens organize themselves and relate to their necessities, needs, existence and survival. Thus the informal, primordial, clandestine, cultural and even recreation becomes inclusive. These groups are crucial to citizens in the context of poverty, precarious existence, insecurity, lack, disease, social decay, lack of social services and opportunities amidst the repression, partiality, insensitivity, corruption, partisanship and ineptitude of the post-colonial states. Viewed thus, civil society organizations include trade unions, professional associations, student organizations, socio-cultural organizations, development and welfare organizations, citizen movements, cooperatives, consumer associations, new social movements (Giner, 1995:321), constituency related organizations as those of traders, farmers, women, elders or the aged and physically challenged. There are also clubs, community based organizations, and mutual self-development associations, which collectively are regarded as organizations of survival (Narsoo, 1991:26-27). There are also research, capacity building, training and service organizations.

If we are to unbundle the Civil Society Organization, there are two broad elements, civil groups and non-governmental organizations.

The Non-Governmental Organisations can be regarded as:

- a) Organized voluntary actions and activities of persons
- b) Involved in developmental, social welfare and humanitarian activities
- c) Seeks to influence public policy and government actions through advocacy or

- d) Engage in direct actions and assistance activities
- e) Often revolve around single issues in which they build strength and networks such as gender, poverty alleviation, human rights
- f) Involves a small number of people, often operating in small geographical areas and usually urban based
- g) The income or funds of the organization are not shared among members or boards of trustees, except as compensation for specified works done.

The core attributes of the non-governmental organization are private ownership and socio-political purposes. Non-Governmental Organizations do not have profit orientation and do not distribute profits or dividends. Membership is voluntary and members make voluntary contributions of resources, time and energy. The nature of private ownership could be sets of individuals, organized as board of trustees and officials or groups based on certain identities as churches, professionals, activists, corporate organizations. Non-Governmental Organizations provide services to members, clients and public.

The Non-Governmental Organization segment is regarded as altruistic and third sector of the economy (Giner 1995:319). Non-Governmental Organizations could be charitable organizations, non-profit foundations, private voluntary and non-profit organizations.

The Non-Governmental Organization sector has grown tremendously since the 1970s, and is now a dominant feature of consultations, conferences and activities around development and social progress. In the South, the Non-Governmental Organization sector has tended to acquire some

other characteristics. It is dominated by urban based elites, dependent on and tied to foreign donor funds, with agenda and activities dictated by donor priorities, are strongly connected and networks, collaborates and partners with Northern NGOs and Civil Society Organizations.

2.2. CHARACTERISTICS OF SOME CIVIL SOCIETY ORGANIZATIONS

Type	Leadership	Support	Dominant Activities	Dominant Orientations	Territorial Base	Example
Trade Unions	Representative	Mass Based	Workers, welfare, socio-political	Radical/Progressive	Urban/major cities	
Associations	Representation	Mass Based	Socio-political		Urban/major cities	
Gender Groups	Limited-Representation /sometimes	Limited mobilization of special groups	Gender issues, socio-economic empowerment	Rights and claims	Urban	

	leadership, perpetuation		poverty alleviation civil/human rights			
Governmental Organizations	Founders/Board of Trustees	Special groups	Social Services Technical support Advocacy development activities	Rights and claims. Development orientation Radical	Major cities	
Faith-Based Organizations	Religious leaders often founders	Religious- based	Social welfare human capital Humanitarian assistance	Parochial		
Media	Owners of Media House	Readership/ Broad based	Information, enlightenment, outlet for diverse views, public scrutiny	Governance and development	Urban based	

			of governments			
Professional Associations	Representatives	Members, sympathizers supporters	Protection and projection of professional interests, public advocacy	Professional, Governance	Urban based	
Students and Youth Groups	Representatives	Support Youth, sympathizers	Protects against misrule, advocacy, mobilization	Mobilization, radical, contentious politics	Urban and Community based, Educational institutions	

Business Groups	Representatives	Business Sector, Corporate bodies	Economic governance issues, policy advocacy	Collaboration with government Remedial actions	Urban based	Farmers Association Chambers
Socio-Cultural Associations	Representative Founders	Identity groups, Communities kinship groups	Articulation of socio-political and cultural interests, contentious politics, public scrutiny policy advocacy	Parochial, Conservative	Community based	Ethnic, Regions, Communities, Clan associations
Uncivil Groups	Representative Founders	Members Socio Cultural leaders	Militant resistance violent engagements	Militant, Aggressive, Radical	Urban based	Militias, Cult Groups, Vigilantes

Clubs/Development Associations	Representatives	Members, Opinion leaders and kins	Socio-economic interests of members	Social and Economic empowerment and support	Rural and Urban	
Constituency Groups	Representatives	Members, families, interested others	Concerns of Constituents	Mutual and Welfare	Urban, Semi Urban and Rural	Associations of Women traders, farmers, artisans, the elders etc.
Organizations of Survival	Representatives	Members, families, interested others	Socio-economic welfare interest of members	Welfare and Support	Urban Semi-Urban and Rural	Mutual Savings Groups

Author: Derived from the literature.

Civic associations are a diversity of groups that mobilize their constituencies in pursuance of specific demands, interests and claims. They may be cultural associations, socio-political movements and special interest groups. The beauty of civil society is that though it does not represent the society as a whole, its diversity, plurality, overlapping nature and complexity of orientations and tendencies means that it reflects the perspectives and voices of a considerable active portion of the population.

In plural societies, associational pluralism or pluralist civil society is necessary for peaceful, civil and citizen engagements. Pluralist civil society requires the following attributes

- Pan-identify character, cross cutting ethnicity, religion, region and community;
- Mutual respect and tolerance among primordial and identity based groupings;
- Substantial autonomy from primordial and identity leaderships, patrons, the state and political interests;
- Democratic internal structures, processes and expression;
- Capability of balancing specific, specialized and parochial interests against broad socio-political interests.

There is no doubt that some civil society seeks improvements in political life, governance, inclusiveness, welfare and social services. In these ways, there may be constructive engagements and virtuous operations with huge potentials for overall social progress. But there are others who by their activities and objectives limit tolerance, pluralism, or accommodate state abuses and

repression, reject the status quo and seek to overthrow it, that reject the legal framework of rule of law and operate outside it.

In a sense therefore, civil society organizations can further be unbundled into civic or civil and non-civil or uncivil civil society. The goals and manners of engagement are central in the differentiation here as the civic or civil utilizes legal, acceptable and nonviolent methods in engaging other groups and the state in civil contestations, debates, advocacy, criticisms, and litigations and operates in the public realm through public communication, discourse and civic activism.

The uncivil or non-civil are characterized by the following:

- (a) Militant, aggressive and violent engagements over claims and grievances
- (b) Products of deep governance grievances such as marginality, exclusion etc.
- (c) Products of existing conflicts of which they are protagonists and vanguards;
- (d) Operate outside state and international laws and state control;
- (e) Social base in aggrieved or discontented groups usually identity related
- (f) Provide protection, defence, social safety nets and security
- (g) Foot soldiers are often youth and children
- (h) Often infringe on or violate the human rights of those within but particularly outside within or in-group through killings, destruction of property, kidnapping, often produced by poor state governance systems as abuse of group and human rights, repression, exclusion.

2.3. REVIEW OF RELATED EMPIRICAL STUDIES

A study by Adegrooye et al (2008) examines the roles of NGOs (Farmers Development Union; FADU and Community Women and Development - Nigeria; COWAD) in economic empowerment of rural women in Ibadanland, Nigeria. It determined the factors militating against women economic empowerment, assessed the strategies used by the NGOs and as well identified the constraints facing the NGOs in the study area. Primary data were collected through questionnaire; one hundred and ninety questionnaires were administered in randomly selected twenty-six (26) villages in four local government areas of Ibadanland. Secondary data were collected through the official documents of the NGOs. Collected data were analyzed with descriptive statistics such as frequency distribution and percentages. The study revealed that lack of finance accounted for 20.76% of the total factors militating against women economic empowerment in the study area. Others are lack of access to credit facility (19.87%); cultural practices (19.63%), lack of access to farmland (18.42%) in accessibility to information (17.74%); and uncooperative attitude of their husbands (3.58%). Strategies such as support services (18.28%); awareness campaign (17.37%); training programme (16.67%); soft loan (16.27%); and capacity building (15.37%) were used by NGOs to empower the rural women in the study area. However, NGOs encountered problems such as insufficient funds (20.2%); high rate of defaults (18.1%); illiteracy (17.2%); misapplication of loans on social functions (15.3%); irregularity in meeting attendance (15.1%) and poor roads (14.1%) in the study area. Notwithstanding, the

strategies of the NGOs have been effective in the economic empowerment of rural women in the study area.

Another study by Omofonwan and Odia (2009) examine some of the strategies for community development in Nigeria, with a particular emphasis on the role of Non-Governmental Organisations (NGOs). The methods of study include interview, observations, intensive local field studies and extensive travel throughout the state. The beneficiaries of NGOs activities and donor agencies – students, teachers, NGO functionaries, fire burnt victim and head of households were interviewed. The findings includes, a number of these NGOs are into various aspects of community development such as: community mobilization, environment, health and sanitation awareness creation, promotion of child's rights law, promotion of sexuality and reproductive health education and fight against child labour and human trafficking etc.

A study by Abegunde (2009) assesses the role of community based organizations (CBOs) in economic development of Osogbo, Nigeria. This is with a view to establish the economic impact of CBOs on local economy and their significance in national economic development. It uses primary data collected from all the heads of 140 CBOs that have registered with the 2 local government councils in the study area as at the time of the study. The study shows that CBOs could act as vehicles toward sustainable socio economic and physical developments of communities in developing nations.

CHAPTER THREE

3.0. RESEARCH METHODOLOGY

3.1. INTRODUCTION

Research methodology is of paramount importance in any research work. It gives an outline of what the researcher intends to do, determining the success of the study as well as providing the basis for drawing up inferences and conclusions. Thus, under this section outline of the research methodology used in the study are; research design, population of the study, sampling technique, sample size, sources of data and methods of data analysis.

3.2. Research Design

The study adopts the use of descriptive Research design. Descriptive research design is a scientific method which involves observing and describing the behaviour of a subject without influencing it in any way. The study is designed to examine the role of civil society organization in public service provision. Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It used determined cause and effect, experimental research is required.

3.3. Research Method

This research study adopted quantitative research method. Quantitative methods emphasize objective measurements and the statistical, mathematical, or numerical analysis of data collected through polls, questionnaires, and surveys, or by manipulating pre-existing statistical data using computational techniques. Quantitative research focuses on gathering

numerical data and generalizing it across groups of people or to explain a particular phenomenon.

3.4. Type of Data Used

The study adopted primary and secondary data. It is to be noted that both primary and secondary data are needed in every valid research to be valid and reliable. The primary sources of data are first-hand information collected by the researcher from the field. The major instrument used in generating these data for the purpose of this study is questionnaire, the use of questionnaire is justified on the bases of its reliability, economical, ease, preserving anonymity and lower rate of reactivity. The questionnaires were structured in both open and close ended question.

3.5. Method of Data collection

The research of this nature will definitely require the use of survey method and as such the following sources of data collection shall be explored.

Primary Source of Data: This includes information generated from the original source in order to satisfy the purpose of the research work. Primary source of data is questionnaire method.

Secondary Source of Data: Is information which has already been collected by others to satisfy a particular research work. They are data obtained from publications of individuals or organizations other than the original collection. Secondary sources of data include publications, official reports, journals, magazines and unpublished research projects, etc.

3.6. Population of the Study

The population of the study covers one-hundred and fifty registered civil society organisations operating in Zamfara State.

3.7. Sample and Sampling Technique

The sample size of the study represents seventy (70) civil society organisations, which were selected using random sampling technique to ensure average representation.

3.8. Method of Data Analysis

The use of combination of statistical tools (descriptive) was employed to present and explain the data in numerical form. The study used frequency tables and simple percentages, in analyzing and interpreting the data collected.

CHAPTER FOUR DATA PRESENTATION AND ANALYSIS

4.1 Introduction

The chapter presents an account of the raw data collected for this research in line with the methodology as stated in chapter one of this project, the data to be analysed in this chapter are gathered through primary and secondary method. These involve consultation of existing literature and questionnaires. The questionnaires were administered to the members of civil society organizations. This chapter is wholly devoted to the presentation and analysis of empirical data collected from the study area needed to present and describe the quantitative data collected through survey. The major findings of the study are also discussed in this chapter.

4.2. Questionnaire Administration

Distributed	Returned	Not Returned
70	55	15

Source: Field Survey 2019

The table above shows that total number of seventy questionnaires were distributed, but only 55 were duly returned and fifteen were not returned.

Table 1: Gender of the Respondents

Options	Frequency	Percentage (%)
Male	37	75
Female	18	25

Total	55	100
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Source: Research Survey, 2019.

From the above table, it can be seen that the male is higher than the female. The number of the male amounted to 37 which represent 75% of the total population, while the female is 18 which represent 25% of the entire population.

Table 2: Age of the Respondents

Options	Frequency	Percentage
18-30	28	62.5
30-40	18	25
40-60	9	12.5
Total	55	100

Source: Field Survey, 2019.

From the above shows that the highest number of respondents were the respondents whose age ranges between the ages 18-30. The table shows that their number amounted to 28 which represent 62.5% of the total staff while those whose ages ends between 30-40 amounted to 18 which represents 25%. Also those whose ages ranges between the ages 40-60 are amounted to 9 representing 12.5%.

Table 3: Educational Qualification of Respondents

Option	Frequency	Percentage (%)
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Undergraduate	31	58.3
Postgraduate	21	37.5
Others	3	4.2
Total	55	100

Source: Field survey, 2019

From the table above, it can be seen that undergraduates constitute a total number of 31 which represents 58.3% while 21 respondents are postgraduate which represents 37.5% also those with primary, secondary and NCE amounted to 3 which represent 4.2%.

Table4: Registered Civil Society Organizations

Options	Frequency	Percentage (%)
yes	51	91.7
Others	4	8.3
Total	55	100

Source: Field Survey, 2019

This table shows that most of the civil society organization are legally registered which amounted to 51 which represents 91.7% while others are amounted to 4 which represent 8.3%.

Table 5: Areas of Public Services the Civil Society organizations deal with

Options	Frequency	Percentages (%)
Education services	26	40.9

Healthcare services	9	18.2
Others	21	40.9
Total	55	100

Source: Field survey, 2019.

From the analysis of the responses most of the non-governmental organizations deal with education services with the total amount of 26, which represent 40.9%, followed by healthcare service which amounted to 9 and represent 18.2% and other special have 6 which present 13.6% while others amounted to 15 which represent 27.3%.

Table 6: People that the Civil Society organizations deal with

Options	Frequency	Percentages (%)
Internally displaced person	5	8.3
Less privileged	8	16.7
General public	14	29.2
All of the above	26	41.7
Others	2	4.1
Total	55	100

Source: Field survey, 2019

The above table shows clearly that most of the respondents focus on all of the above category listed with the number of 26 which represent 41.7%, followed by those that deals with the general

public with the number of 14 which represent 29.2%, less privileged have number of 8 which represent 16.7%, the internally displaced persons are amounted to 5 which represent 8.3%, while others were amounted to 2 which represent 4.1%

Table 7: Type of Public Services the Civil Society organizations normally provide

Options	Frequency	Percentages
Provision of writing, reading materials.	17	41.7
Provision of drugs, patient care	22	45.8
Provision of relief materials to IDPs	14	33.3
Others	2	4.2
Total	55	100

Source: Field Survey, 2019.

From the table above, based on the administered questionnaire provision of writing, reading materials amounted to 17 which represent 41%, provision of drugs, patient care amounted to 22 which represent 45.8%, provision of relief materials to the IDPs amounted to 14 which represent 33.3%, while identifying their problems and data amounted to 2 which represent 4.2%.

Table 8: Source of funds for Civil Society Organizations

Options	Frequency	Percentages (%)
Donations and contributions from members	40	70.8
Grants from government agencies	8	12.5

Grants from international donor agencies	3	8.3
Others	4	8.4
Total	55	100

Source: Field survey, 2019

From the above table, it is observed that their major source of fund is donations and contribution from members that amounted to 40 which represent 70.8%, their other source of funds includes grants government agencies which amounted to 8 that represent 12.5%, grants from international donor amounted to 3 which represent 8.3%, while others amounted to 4 which represents 8.4%.

Table 9: Duration into provision of Public Services

Options	Frequency	Percentages (%)
1-2years	11	20.8
3-4years	26	45.8
5-7years	11	20.8
Others	7	12.6
Total	55	100

Source: Field survey, 2019.

From the table above, it shows that duration into provision of public service from 1-2years amounted to 11 which represent 20.8%, from 3-4years is amounted to 26 which represent 45.8%,

from 5-7years is amounted to 11 which represent 20.8%, while others amounted to 7 which represent 12.6.

Table 10: Civil Society organizations collaboration with Government Agencies

Options	Frequency	Percentages (%)
Yes	20	37.5
No	30	58.3
Others	5	4.2
Total	55	100

Source: Field Survey, 2019.

From the table above, it shows that the highest percent goes to the organizations that does not collaborate with any government agency which amounted to 30 that represent 58.3% and those that collaborate with government agency amounted to 20 which represent 37.5%, while others are amounted to 5 which represent 4.2%.

Table 11: Responses on Political Affiliations

Options	Frequency	Percentages (%)
No	52	95.8
Others	3	4.2
Total	55	100

Source: Field Survey, 2019.

From the table above, almost all the non-governmental organizations do not affiliate with any political party, based on the questionnaire administered 95.8% doesn't have any political party affiliation, while others are amounted to 3 which represent 4.2%.

Table 12: Major areas of achievement recorded by Civil Society Organizations

Options	Frequency	Percentages (%)
Improved Access to primary school and quality education	20	37.5
Improved Healthcare services delivery	12	20.5
Improved Environmental sanitation	4	8.3
Improved Management of IDP Camps	14	25
Others	5	8.7
Total	55	100

Source: Field survey, 2019.

From the above table, it indicates that their achievements include improve access to primary education that amounted to 20 which represent 37.5%, improve healthcare service amounted to 12 which represent 20.5%, improve environmental services amounted to 4 which represent 8.3%, improve management services amounted to 14 which represent 25%, while others are amounted 5 which represent 8.7%.

Table 13: Major Challenges Facing Civil Society Organizations

Options	Frequency	Percentages (%)
Lack of Funds	22	37.5
Lack of Public Support	8	16.7
All of the above	19	33.3
Others	6	12.5
Total	55	100

Source: Field survey, 2019.

From the table above, responses based on the administered questionnaires shows that most of the challenges facing civil society organisations is lack of funds that amounted to 22 which represent 37.5%, other challenges include lack of public support that amounted to 8 which represent 16.7%, all of the above amounted to 19 which represent 33.3%, while others are amounted to 6 which represent 12.5%.

4.3. SUMMARY OF MAJOR FINDINGS

The study primarily aims at examining types of public services civil society organizations provide in Zamfara State. Therefore, the following findings emerged from the analysis and presentation of data:

- i. Civil society organizations provide public services mostly in the areas of education and health care.

- ii. The main target of recipient of these public services is the general public. However, in some special circumstances, emphasis is given to internally displaced persons and less privileged among the general public.
- iii. Writing, reading and other learning materials, drugs and patient care services are the specific public services civil society organizations usually provide.
- iv. Donations and contributions are the major source of income generation to the civil society in Zamfara State. As a result of this, they face serious financial constraints.
- v. There is no significant working collaboration between government agencies and civil society in Zamfara State.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0. INTRODUCTION

This chapter provides summary of the whole research thereby drawing conclusion and proffers recommendations.

5.1. SUMMARY

This research project aims at examining the role of civil society organisation in public services provision. In doing this, a research question is posed titled 'what are the types of public services civil society organisation provide? In response to this question, related literature and empirical studies were reviewed to provide theoretical understanding of our research questions. Moreover, descriptive research design and quantitative method were employed. Survey instrument was used to generate primary data quantitatively. The collected data was analysed using frequencies tables and percentages. The findings show that civil society organisations mostly provide education, health to the general public and internally displaced persons.

5.2. CONCLUSION

Civil society organisations have now become important sector that provide public services to the public, which is to mean, public sector is no longer the only provider of public services. Thus, the role of civil society organisations cannot be over emphasised, they have transformed to more robust organisation with spirit of managing human and material resources to provide collective goods and services such as education, health care services and management of internally displaced

camps. However, these public services are not provided hitch free, challenges such as lack of funds, lack of government and public supports affect civil society's role in public services.

5.3. RECOMMENDATIONS

This research project proffers the following recommendations:

- i. Civil society organisations should not only relent on donations and contributions from members. Collaboration with public sector could strengthen funding capacity towards effective public service provision.
- ii. Civil society organisations should collaborate with international donor organisations to share responsibilities in public service provision.
- iii. Government should use civil society organisations to boost social capital and provide employment opportunities for the teeming unemployed graduates.

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Appendix

The Role of Civil Society Organizations in the Provision of Public Services.

I am a final year student of the Department of Public Administration, Federal University Gusau undertaken a research project titled 'The Role of Civil Society Organizations in the Provision of Public Services: The Case of Some Selected CSOs in Zamfara State.

Hafiz Musa Gusau

1. Age of Respondent

18-30

30-40

40-60

Other:

2. Gender Orientation

Male

Female

Prefer not to say

Other:

3. Educational Qualification

Postgraduate

Undergraduate

Secondary School

Primary School

Other:

4. Name of the Civil Society organization you are working with

5. Address.....

6. Rank/Position.....

7. Is your organization legally registered?

Yes

No

Maybe

8. What area of Public Services your organization deals with?

Education Services

Healthcare Services

Environmental protection and sanitation

Other:

9. Which category of people your organization deals with?

Internally displaced persons

Orphans

Less Privileged

General Public

All of the above

Other:

10. What type of public service you normally provide to the category you selected in 10 above

Provision of writing, reading materials and school uniforms

Voluntary teaching

Provision of drugs, patient care and other healthcare related services

Environmental Sanitation- Fumigation to prevent the spread of Malaria

Provision of relief materials to the IDP camps

Other:

11. What are your major sources of Funds?

Donations and Contributions from members

Grants from Government agencies

Grants from International Donor Agencies

Other:

12. For how long you have been into provision of public services?

1-2 years

3-4 years

5-7 years

Other:

13. Does your organization collaborate with any government agency?

Yes

No

Maybe

14. Does your organization have any political party affiliation?

Yes

No

Maybe

15. What are your major achievements?

Improved access to primary schools and quality education

Improved healthcare service delivery

Improved environmental sanitation

Improved management of IDP camps

Other:

16. What are the major challenges your organization is facing?

Lack of funds

Lack of Government cooperation

Lack of qualified personnel

Lack of Public Support

All of the above

Other:

17. Suggest any possible means of overcoming the challenge you have identified above.