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Research Article

THE INFLUENCE OF NON-GOVERNMENTAL ORGANIZATIONS ON SOCIAL SERVICES IN ADAMAWA NORTH

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Abstract

This study examined the proliferation of NGOs and social service delivery in the Adamawa North Sectorial District. The data for the study was obtained using a structured questionnaire administered to 400 purposively selected beneficiaries of NGO social services and NGO officials. The estimation techniques employed are descriptive statistics like frequencies and percentages and inferential statistics like Chi-square. The result indicates that the proliferation of NGOs promotes social service delivery in Adamawa North Senatorial District. In addition, the proliferation of NGOs has a significant effect on the social well-being of people in Adamawa North Senatorial District. Furthermore, NGOs faced challenges in their bid to deliver social services in Adamawa North Senatorial District. Thus, the study recommends that the government and individuals should provide an enabling environment for NGOs to consolidate their mandate of providing social services and enter a partnership agreement with NGOs so that they can aid in facilitating government policies and programmes in reaching remote areas in Adamawa State. In addition, there is a need to improve the funding profile of both local and international NGOs and ensure minimal interference from political elites, citizens participation should be encouraged, and the security architecture of the district be beefed up.

Keywords: Adamawa State, Adamawa North Senatorial District, Non-Governmental Organizations (NGOs), Proliferation, Social Services

Introduction

Globally, there have been concerns about the sustainability of the government's role in social service delivery. This is because the government cannot provide these social services alone due to its ever-expanding expenditure and dwindling revenue. To support this assertion, Bell (2002) opined that the sustainability of social service delivery requires 35 per cent participation by businesses, 30 per cent by non-governmental organizations (NGOs) and 24 per cent by the government. These facts inform why NGOs have continued to play an essential role in (1) social development, (2) community development, and (3) sustainable consumption. The aims of establishing non-governmental organizations (NGOs) are to achieve a strengthened civil society development and enhanced contributions to social justice, democracy, and sustainable development. NGOs play an essential role in developing societies, improving communities and promoting the participation of indigenes in their social affairs. Conceptually, NGOs are groups or institutions entirely independent of government control and have purely humanitarian rather than the commercial objective of profit maximization. In other words, they are organizations

owned and financed by individuals who believe in specific social principles and have patterned their activities to bring about development in rural areas and communities they operate. According to the World Bank (2014), NGOs are classified into; (1) operations NGOs that are primarily concerned with the design and implementation of related developmental projects, and (2) advocacy NGOs that are concerned with promoting or defending a specific cause and seek to enforce the policies and programmes of the World Bank. Social Services, on the other hand, is an array of public services such as education, health care, food subsidies and subsidized housing provided by the government, private individuals, and profit and non-profit organizations, among others. These services are provided to build stronger rural communities, promote equality and create opportunities for all. To allude to this fact, NGOs are fondly regarded as the third sector in an economy in addition to the public and private sectors because of their penchant for social service delivery (Owa *et al.*, 2017; Nelson-Nunez, 2019). NGOs ease the suffering of those affected by natural disasters, disease and war by providing essential healthcare services and embarking on sustainable development projects that centre on training and retraining. They also indulge in food security programmes to assist devastated populations to be self-sufficient in war-torn areas. To support this assertion, Job and Ochom (2024) opined that NGOs enhance national development through poverty reduction, STDs/AIDS advocacy, primary healthcare, women empowerment, education and literacy, conflict resolution, development of the girl child, peace promotion, human right, environment-related challenges, democracy and good governance, among others. In Nigeria, the demand for social service provision has increased, and so has the number of NGO activities, which have increased geometrically since 2009 (Clayton *et al*., 2000; Ihenacho, 2018). The Northeastern part of Nigeria experienced more of these proliferations due to the activities of insurgents (Boko Haram). Maiduguri, Yobe and Adamawa (North Senatorial District) were the most affected states in the Northern region. Adamawa North Senatorial District was captured by the insurgents on the 29th of October, 2014. In December 2014, the Nigerian Army overpowered the insurgents (Boko Haram). However, social infrastructures like schools, roads, hospitals, churches, mosques, markets and means of livelihood were destroyed as though those things never existed. As a result, life became unbearable, thus creating a platform for the proliferation of NGOs. Since then and till now, they have been the leading autonomous organization providing basic needs to vulnerable children and women and advocating for their rights with occasional partnerships from the government and corporate organizations. Consequently, NGOs have been protecting parentless children and widows, health care services, auxiliary educational services, HIV/AIDS advocacy, training on small and medium scale businesses, agricultural seedlings and water pumps for dry season farming, among others (Banks & Hulme, 2012). Moreso, empirical shreds of evidence have shown that NGOs play a vital role in social service delivery (Antuono *et al.*, 2006; Owa *et al.*, 2017; Ihenacho, 2018). Against this backdrop, this study was conceived to assess the contribution of NGOs to social service delivery in Adamawa North Senatorial District, the effects of these social

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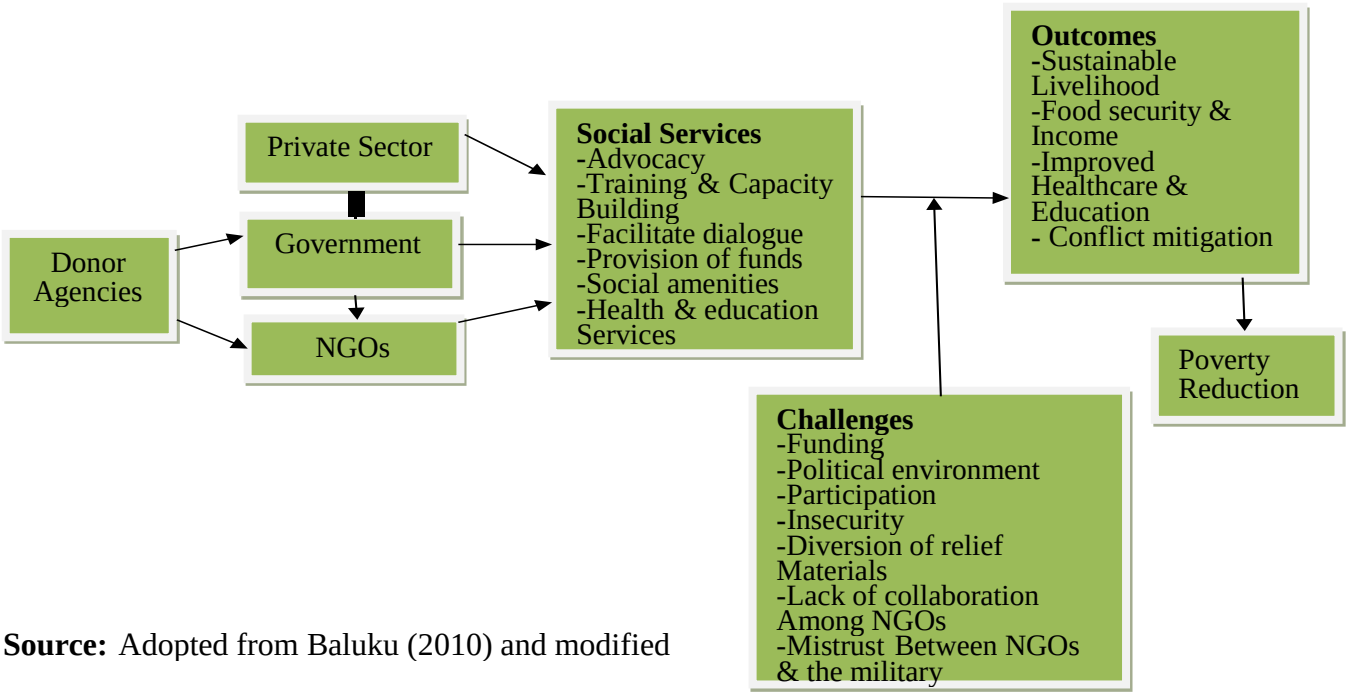
services on social well-being and the challenges they encounter when delivering these social services. Following the introduction in section one, the literature review is presented in section two, methodology is discussed in section three, data presentation, analysis and results are presented in section four, discussion of findings is in section five while section six captures the conclusion and recommendations.

Literature Review

Theoretical and Conceptual Framework

To examine the proliferation and social service delivery of NGOs, this study adopted the theoretical and conceptual framework of Baluku (2010) with modification. Thus, Figure 1 presents the NGO service supply hain.

Figure 1: NGOs social service delivery Chain



Source: Adopted from Baluku (2010) and modified

In Figure 1, the private sector, government and NGOs are the principal providers of social services in Adamawa North Sectorial District. However, these service providers depend on resources from donor agencies except for the private sector. On the other hand, the government provides financial resources to the private sector and the NGOs to provide social services. The interest of this study is in the social services provided by NGOs. Social services provided by NGOs are depicted and the outcomes. However, the provision of these services is constrained by numerous challenges highlighted above.

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1.1 Empirical Review

There are myriads of empirical studies on the role of NGOs in social service delivery in different countries using diverse sampling and inferential techniques. For instance, Antuono *et al.* (2006) used a case study approach to study the benefits and drawbacks of NGOs' social service provision in Southern Asia regarding Afghanistan. The study used Bangladesh and Nepal to probe the provision of social services in Afghanistan. The study found that NGOs have played a vital role in social service delivery in Bangladesh and Nepal. The study recommended that NGOgovernment relationships should be reinforced in the areas of information sharing and resources to provide more efficient services. Nyang'au *et al.* (2016) examined the contribution of NGOs in the social development of Unguja Island Zanzibar, Tanzania. The study employed a cross-sectional survey and a questionnaire interview method was adopted with a sample of 126 respondents. The result indicates that respondents were satisfied with the contribution of NGOs in the social development of the study area by supporting education. It was concluded that the role of NGOs in promoting social development is indisputable. Thus, the government and other stakeholders were admonished to embrace NGOs as partners in attaining development. Owa *et al.* (2017) studied the role of NGOs in strengthening civil society and democratic development in developing countries. The study observed that the provision of social services is a development strategy adopted by the government, non-governmental organizations, and private individuals. Thus, NGOs often mark up for the epileptic service delivery of the government in developing economies. These organizations exhibit non-governmental, non-profit-based, autonomous features with a grass-root connection. They play an important role in service delivery, technical, welfare, legal and financial services. The study recommended that NGOs preserve the attributes of impartiality and independence, reliability of purpose, integrity and transparency to strengthen democratic development and civil society effectively. Ihenacho (2018) used a qualitative case study to investigate the advancement of social service delivery through cross-sector partnerships (CSPs) in Nigeria. A purposeful sampling technique requires participants' experience pertinent to the study. The study employed coding, patterning, categorization, description and interpretation. The study found that the institutional capacity of NGOs, partnership management and government policy are crucial to supporting social service delivery. The study recommended synergy of action across sectors to advance policy formulation and social service delivery. Using a mixed-method approach, Nelson-Nunez (2019) investigated whether NGOs build or undermine the democratic link between governments and citizens from the Peruvian Amazon. The study used household data and a structured interview with community leaders, NGOs and the government. The study found that the likelihood of demanding social services and interacting with the government increased with more NGO interaction, affirming the positive impact of NGOs. On the contrary, the study suggested that high levels of NGO activity in communities can deter the demand from the government for social services. The study, therefore, concluded that its findings have implications for

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NGOs' role in affecting government accountability and responsiveness to the demands of its citizens. Hashim *et al.* (2020) investigated the role of local NGOs in community development in Zamfara State, Nigeria. The study used a questionnaire administered to 200 beneficiaries of NGO activities and 58 officials of local NGOs and employed descriptive techniques like frequencies, and percentages, while t-test and correlation were deployed for inferential statistics. The result indicates that NGOs contribute significantly to community development through self-help efforts, awareness creation and sensitization, and training and re-training of community members. In addition, the study found that inadequate funds and personnel, lack of government support, and no commitment from beneficiaries were the major problems faced by NGOs. Thus, the study recommends that the government and other development partners should provide financial support, and technical and human resources to NGOs to enhance their efficiency and effectiveness. Francis *et al.* (2020) studied the proliferation of NGOs and the decline of state intervention in Nigeria's development using documentary evidence. The authors observed that NGOs contribute significantly to the redistribution and transformation required for structural change necessary to tackle the root causes of poverty rather than its symptoms. Thus, it recommends enhanced funding structures and opportunities that can make these NGOs autonomous and respond swiftly to the social needs of their constituents. Job and Ochem (2024) examined the contribution of NGOs to women's empowerment in FCT Abuja. The study used data obtained from questionnaires, interviews and observation and deployed the Chi-square estimation technique. The results indicate that NGOs play a crucial role in women's empowerment by providing access to financial services vocational training, provision of business grants, legal services, and scholarship support, among others. Thus, it was recommended that the government, individuals, and other organizations support the activities of NGOs by providing an enabling environment, and technical and financial support.

2. Methodology

2.1 Research Design

This study adopted a survey research design to examine the proliferation of NGOs and the social services they render within Adamawa North Senatorial District. This technique allows the researchers to arrive at a conclusion about the targeted population based on data gathered from a sample of selected respondents. In addition, it helps the researchers to gather information on the relationship between the variables under consideration. Thus, this technique was employed to collect data on NGOs and social service delivery in Adamawa North Senatorial District, Nigeria.

2.2 Study Area

Adamawa State has 21 local government areas grouped into three zones, also known as the senatorial district. The senatorial districts are Adamawa North, Adamawa Central, and Adamawa South. This study focuses on Adamawa North Senatorial District, made up of five Local Government Areas (LGAs): Madagali, Maiha,

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Michika, Mubi North, and Mubi South. The Northern Senatorial district was chosen because it was affected more by the activities of insurgents and experienced a high inflow of NGOs.

Table 1: Adamawa North LGAs and Headquarters

S/N	L.G.A	HEADQUARTER
1	Madagali	Gulak
2	Maiha	Mayo-nguli
3	Michika	Michika
4	Mubi North	Mubi
5	Mubi South	Gella

Source: Compiled by the Authors, 2024

2.3 Population of the Study

The study population consists of all NGOs and beneficiaries of their social services in Madagali, Maiha, Michika, Mubi North, and Mubi South Local Government Areas of Adamawa State, Nigeria. The different local government areas and populations are presented in Table 7:

Table 2: List of Local Government Areas and Population Distribution

S/N	L.G.A	Male	Female	Estimated Population
1	Madagali	67,134	68,008	135,142
2	Maiha	55,622	54,553	110,175
3	Michika	75,036	80,202	155,238
4	Mubi North	78,059	73,456	151,515
5	Mubi South	66,553	63,403	129,956
Total		342,404	339,622	682,026

Source: Compiled by the Authors using data from the National Population Commission (NPC) 2006 Census Data

2.4 Sample Size and Method of Sampling Sample Size

In this study, since the finite population is known, the Yaro Yamane formula (1967) was used in determining the sample size as follows:

$$n = N/1 + (N .e^2)$$

Where: n = Sample size

N = Actual population

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e = the error term (0.05)

n = 682,026/ [1 + (682,026 x 0.05^2)]

n = 682,026 / [1 + 682,026 x 0.0025)]

n = 682,026 / (1+ 1705.065)

n = 682,026/ 1706.065

n = 399.7655

n = 400 Sample size

The researcher adopted the purposive sampling technique in selecting the sample for this study. Odu (2007) defined purposive sampling as a technique that uses judgment and deliberate efforts to obtain a representative sample by including typical areas or groups in the sample selected. This technique was adopted due to the nature and character of the variable under study.

2.5 Instrumentation

The instrument for this study is two sets of structured questionnaires developed by the researchers and administered to respondents. The first respondents are the beneficiaries of NGOs' social services while the second respondents are the NGOs. The first questionnaire is divided into two sections, Section A is on the demographic characteristics of respondents while Section B captures questions on social service delivered by NGOs and respondents indicates the correction option that appeals to them using a 4 four Likert Scale measure of Strongly Agree (SA), Agree (A), Strongly Disagree (SD), and Disagree (D). In the second questionnaire, NGOs were asked about the challenges they are facing in providing social services to the people of Adamawa North Senatorial District.

2.6 Validity and Reliability of Instrument

To validate the instrument developed for this study, the researchers deployed a face validity technique to determine its appropriateness while content validity was done to ensure that it covers relevant aspects of the topic and is clear and comprehensive. In doing this, a draft copy of the two sets of questionnaires was validated jointly by the researchers. In addition, the instrument reliability test was conducted using the test-retest technique. The data for the instrument reliability test was generated at two different times using a pilot study of 100 questionnaires (20 for each local government), constituting 10 per cent of the sample size. The reliability coefficient of 0.79 indicates that the instruments have a good test-retest reliability and are stable.

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2.7 Method of Data Collection

Data for the study was collected through a questionnaire. In the process of data collection, the researchers engaged research assistants and trained them on how to distribute questionnaires. After the training, researchers and their research assistants moved to places of primary assignment of the beneficiaries and administered the questionnaires to the respondents which were collected immediately.

2.8 Method of Data Analysis

The data for this research was analyzed with the chi-square statistical technique with k-1 degrees of freedom, where K means the number of categories and the justification for using this method is because the responses are represented in categorical data. Furthermore, the chi-square as a non-parametric test is used to examine whether or not two variables are related.

The basic formula for chi-square is stated thus:

$$X^2 = \frac{\sum(Of - Ef)^2}{Ef}$$

Where:

X^2 = Chi-square statistics

$\sum$ = Summation sign

Of = Observed frequencies

Ef = Expected frequencies

The degree of freedom for chi-square is computed as $df = (R - 1)(C - 1)$

Where df = degree of freedom

C = Column

R = Row

2.9 Sources of data

The sources of data for this study were grouped into primary and secondary sources.

i. **Primary sources:** This shall consist of first-hand information obtained from respondents in the course of fieldwork. The questionnaire, interview and documented studies made up the primary data for this study.

ii. **Secondary sources:** The secondary sources consist of library research, including Elibrary for reviewed works of other scholars, journals and other official information on the major variables of the study. They constitute the literature reviewed in this study

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3. Data Presentation, Analysis and Results

3.1 Presentation of Results

Table 3: Percentage Summary of Respondents

Questionnaire	Responses	Total	Percentage (%)
No. returned	392	392	98
Not returned	8	8	2
Total	**400**	**400**	**100**

Source: Field survey, 2024

From Table 3, 400 questionnaires were administered to respondents; out of this, 392 questionnaires were returned while 8 questionnaires were not. The total number of questionnaires returned was 392, representing a 98 per cent response rate.

Table 4: Percentage of Respondents by Gender

Respondents	Frequency	Percentage (%)
Male	185	47.19
Female	207	52.81
Total	**392**	**100**

Source: Field survey, 2024

The above table shows that female respondents were greater in number with a total of 207, representing 52.81 per cent, while male respondents were 185, representing 47.19 per cent of the total number that constituted 392 respondents of the study from retrieved questionnaires. The percentage was derived by dividing the frequency of each gender by the total number of respondents, the outcome was multiplied by 100 per cent.

Table 5: Percentage of Respondents by Age

Age	Frequency	Percentage (%)
20 – 25	60	15.31
26 – 30	75	19.13
31 – 40	217	55.36

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41 and above	40	10.20
Total	**392**	**100**

Source: Field survey, 2024

The above table shows that those who fall between the ages of 31-40 constitute the majority of the respondents, with 217 representing 55.36 per cent. Those between the ages of 26-30 years recorded 75 respondents representing 19.13 per cent; respondents between the ages of 20-25 years recorded 60 respondents representing 15.31 per cent, while those between the ages of 41 years and above recorded 40 respondents representing 10.20 per cent.

Table 6: Percentage of Respondents by Marital Status

Marital status	Frequency	Percentage (%)
Single	163	41.58
Married	229	58.42
Total	**392**	**100**

Source: Field survey, 2024

The above table illustrates that a greater part of those who filled out the questionnaire were married, with 229 as the frequency representing 58.42 per cent. On the other hand, the single respondents were 163 representing 41.58 per cent.

Table 7: Percentage of Respondents by Educational Qualification

Qualification	Frequency	Percentage (%)
SSCE	205	52.29
HND/B.Sc.	182	46.43
Masters and above	5	1.28
Total	**392**	**100**

Source: Field survey, 2024

The above table illustrates that the greater part of the people who filled the questionnaire were holders of SSCE with 205 representing 52.29 per cent. Holders of HND/B.Sc followed, with 182 representing 46.43 per cent. Respondents with Masters Degrees and above were 5 representing 1.28 per cent.

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3.2 Data Analysis and Interpretation

Table 8: Summary of Chi-square computation of the relationship between the proliferation of NGOs and social service delivery in Adamawa North Senatorial District.

Test Statistics

	The proliferation of NGOs promotes Social Service Delivery in Adamawa North Senatorial District
Chi-Square	365.311[a]
Df	22
Asymp. Sig.	.000

Hypothesis One: Proliferation NGOs do not promote social service delivery in Adamawa North Senatorial District. To test this hypothesis, the Chi-Square was used.

From the result of the analysis in Table 8, the chi-square calculated value of 365.311 is greater than the table value of 36.42 at 22 degrees of freedom and the p-value of 0.000 is less than 0.05 chosen significance level we therefore reject the null hypothesis and conclude that proliferation of NGOs promotes social service delivery in Adamawa North Senatorial District.

Table 9: Summary of Chi-square computation of the relationship between the proliferation of NGOs and the social well-being of people in Adamawa North Senatorial District. Test Statistics

	Proliferation of NGOs and social well-being of people in Adamawa North Senatorial District
Chi-Square	146.148[a]

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Df	22
Asymp. Sig.	.000

Hypothesis two: the proliferation of NGOs has no significant effect on the socio-economic wellbeing of people in Adamawa North Senatorial District. To test this hypothesis, the Chi-Square was used.

From the result of the analysis in Table 9, since the chi-square calculated value of 146.148 is greater than the table value of 36.42 at 22 degrees of freedom and the p-value of 0.000 is less than the 0.05 chosen significance level, we, therefore, reject the null hypothesis and conclude that proliferation of NGOs has a significant effect on the social well-being of people in Adamawa North Senatorial District.

Table 10: Summary of Chi-square computation of the challenges faced by NGOs in their bid to deliver social services in Adamawa North Senatorial District. Test Statistics

	Challenges faced by NGOs in their bid to deliver social services in Adamawa North Senatorial District
Chi-Square	278.221[a]
Df	22
Asymp. Sig.	.000

Hypothesis three: NGOs faced no significant challenge in their bid to deliver social services in Adamawa North Senatorial District.

From the result of the analysis in Table 10, since the chi-square calculated value of 278.221 is greater than the table value of 36.42 at 22 degrees of freedom and the p-value of 0.000 is less than the 0.05 chosen significance level, we, therefore, reject the null hypothesis and conclude that

NGOs faced challenges in their bid to deliver social services in Adamawa North Senatorial District.

4. Discussion of Findings

From the results obtained, we found that the proliferation of NGOs promotes social service delivery in Adamawa North Senatorial District. This finding agrees with the conclusions of Hashim *et al.* (2020), Francis *et al.* (2020), and Job and Ochem (2024). Thus, this result implies that NGOs' social services through advocacy, training and

capacity building, provision of funds, provision of social amenities, and health and education services have contributed to the empowerment of men and women through sustainable livelihood programmes, food security and income, improved healthcare and education, and conflict mitigation thereby reducing multidimensional poverty in Adamawa North Senatorial District. This indicates that the social services provided by NGOs have made men and women live above the poverty line, thereby being able to cater for themselves and their immediate family, and making them contribute meaningfully to the development of their communities. Furthermore, from the result obtained, we discovered that the proliferation of NGOs has a significant effect on the social well-being of people in Adamawa North Senatorial District. This result supports the assertion of Nyang'au *et al.* (2016), who concluded that the role of NGOs in promoting social development is indisputable. In addition, this finding is in tandem with the study of Owa *et al.* (2017) who found that NGOs play an important role in service delivery, technical, welfare, legal and financial services. This finding may be that the social services provided by NGOs have gone a long way in improving the social well-being of people in Adamawa North Senatorial District. Lastly, we found that NGOs faced challenges in their bid to deliver social services in Adamawa North Senatorial District. This finding aligns with the study of Hashim *et al.* (2020) that revealed inadequate funds and personnel, a lack of government support and no commitment from the beneficiaries of NGOs' social services. This implies that the core mandates of NGOs in terms of social services within Adamawa North Senatorial District are constraints by factors ranging from funding, the political environment, participation of the citizens, insecurity, diversion of relief materials, lack of collaboration among local and international NGOs, and mistrust between NGOs and the military, among others.

5. Conclusion and Recommendations

5.1 Conclusion

This study examined the proliferation of non-governmental organizations (NGOs) and social service delivery in Adamawa North Senatorial District. It assessed their prospects for sustainable social services delivery, socio-economic well-being, and the reduction of multidimensional poverty in Adamawa North Senatorial District. The study adopted a survey research design, the population and sample size for this study was 392 respondents, the instrument of data collection was the questionnaire and the data collected was analyzed using the Chi-square statistical technique using SPSS software. From the study findings, it is concluded that the proliferation of NGOs promotes social service delivery in Adamawa North Senatorial District, proliferation of NGOs has a significant effect on the social well-being of people in Adamawa North Senatorial District. In addition, the study found that NGOs faced challenges in their bid to deliver social services in Adamawa North Senatorial District.

5.2 Policy Recommendations

Based on these research outcomes, the following recommendations are made:

i. The government and individuals should provide an enabling environment for NGOs to consolidate their mandate of providing social services in Adamawa North Senatorial District by recognizing them as the third sector in addition to the public and private sectors. If this is done, it will further deepen their efforts in complementing the efforts of the Adamawa State government in providing social services to the poor and vulnerable people.

ii. The government should enter a partnership agreement with NGOs so that they can aid in facilitating government policies and programmes in reaching remote areas in Adamawa State. If this is done, it will boost the effectiveness of government social protection programmes through policy advocacy and development projects implementation and improve the social wellbeing of people in Adamawa North Senatorial District.

iii. There is a need to improve the funding profile of both local and international NGOs, with minimal interference from political elites, citizens participation should be encouraged, the security architecture of the district be beefed up, and proper monitoring should be instituted to check the diversion of relief materials, collaboration between local and international NGOs is encouraged while encouraging a strong synergy between the NGOs and military personnel to avoid distrust. If these things are done, the challenges faced by NGOs in their bid to provide social service in Adamawa North Senatorial District will be lessened.

Author Contribution

JTH conceptualized, prepared the original draft, supervised, and analyzed the data; DM contributed to the literature review; all authors read and approved the final manuscript.

Conflict of Interest

The authors declare no conflict of interest.

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