

Intrigues of Bureaucratic Corruption and Service Delivery in Anambra Government System (2006-2014)

Obi, Helen Obiageli PhD1; Emenike, Ekene2 & Chukwurah, Daniel Chi Junior PhD3

1Public and Private Department, Faculty of Law, Nnamdi Azikiwe University, Awka - Nigeria

2&3 Dept.of Public Administration, Faculty of Social Sciences, Chukwuemeka Odumegwu

Ojukwu University, Igbariam

Correspondence: Obi, Helen Obiageli - ohoobi@yahoo.com

Abstract: *This study examined intrigues of bureaucratic corruption and service delivery in Anambra state local government system for a period of 2006-2014. Corruption remains a major problem which has constrained local government especially in Nigeria from contributing meaningfully to the upliftment of the standard of living of the local people. This problem is manifest in almost every local government area in Nigeria. The following are the Objectives of the study, to ascertain the effect of embezzlement on service delivery in Anambra State local government system, to determine the effect of extortion by Local Government staff in Anambra State local government system, to evaluate the effect of financial fraud on workers service delivery in Anambra State local government system. The researcher employed the application of regression analysis to test the hypothesis and simple percentage method was used in the analysis of data. The population of the study was the entire Anambra state, whereas this study used 9 local government areas in three senatorial zones. Three hundred and ninety-nine questionnaires were distributed but only three hundred and thirty-three were retrieved and analyzed. The study concluded that Financial fraud have significant negative effect on workers service delivery. The researcher recommended that the solution must begin from the leadership perspective. Thus, the leadership in all spheres of Nigerian polity must be reoriented towards quality service delivery to the citizenry: such leaders must be able to suppress personal interests to favour national interests while carrying out their official responsibilities.*

Keywords: Bureaucratic Corruption, Embezzlement, Official Responsibilities, Service Delivery

Introduction

The local government being the government nearest to the populace, is one of the best agencies for generating motivations and encouraging mobilization for self-help, as well as including the much needed wider participation of the local population in the decision making process at the local level (Ukah, 2012). The so-called third world is a rural world where any meaningful discussion of community development really means not only “talking of overall national development,” but because “it is in community that the problems of inequitable distribution of resources or a marked lack of purchasing power and of grinding poverty in which the wretched members of society stagnate and stare one in the face with brutal clarity (Eluwa, 2012:11).

The raison d’etre of the local government in Nigeria is to, at least stop the deteriorating living conditions in the various communities of the country. An effective local government will be better disposed than the state or federal government, not only to stem the grim reality of the rising tide of grassroots poverty but also be better positioned to evoke communal efforts and networking to manage and mobilize the support of local citizenry in participating in all the programmes that may affect them (Eluwa, 2012). As an agent of development, the major priorities of any local government should include reduction of poverty in the community, increasing the standard of living of the local dwellers, provision of social amenities, enhancing the participation of the local citizens in political activities that concern them, enhancing their individual human capabilities, boosting nationalism, inspiring creativity and innovation as well as educating the local people (Bello-Imam, 2007). The traditional role of the public service is the maintenance of law and order and the provision of basic rudimentary social goods and services such as roads, water and education. However, the global focus on the public service in the 21st century has expanded this traditional role to a more broad term of service delivery to cover effective and efficient service delivery from the perspectives of quality, accessibility, affordability and even safety. This is aimed at aptly meeting the ever increasingly, fast changing, enlightened and multiple-choice demand- driven clients (Ugwu, 2017). These have all cumulatively pressed on the public service to deliver most appropriately and fairly. Besides the service beneficiaries perspective for enhanced service delivery (which of course is their basic right), today’s service delivery is explicitly anchored globally on performance measurement for all public service actions. Hence, public services be it in the United States, Canada, Western Europe, New Zealand, Australia and in countries of Asia, Africa and Latin America, have made Service Measurement (SM) a core component of public service delivery- putting the public service on its toes.(Heinrich, 2004).

Invariably, the public service serves as the canal through which public funds are channeled for public purposes by the government. According to the United Nations Development Assistance Framework UNIDAF, the public sector is referred to as largely the main source of investment for most nations especially developing nations like Nigeria. Therefore for it to effectively meet and even surpass

this saddled responsibility, the fountain is anchored on the provision of these cardinal factors that includes expertise, adequate working resources and enormous funding on a scale that by far exceeds what governments now provide. The reality is that no government has ever adequately funded its public service. As Olaopa (2017) puts it, most public organizations are specifically faced with the dearth of proper and adequate funding to carry out the task of governance. Sequel to the stiff competitions which the public sector organizations have to put up with amidst other government departments and activities for the allocation of funds, it therefore implies that the “little” resources at their disposal require a critical mass of prudent management. Besides, stealing public funds through official bureaucratic corruption which ultimately affects the public purposes for which these funds are meant, has assumed a monumental dimension (Yayale, 2016). The major concern here is how we are yet to explore and effectively implement an institutional control framework for dealing with lapses in the use of public resources. Ironically, public sector corruption in Nigeria is no longer seen as a peccadillo or a transit trend that will soon come to pass. Nevertheless, from a more pragmatic perspective, this reveals weak management controls in public sector institutions.

In Nigeria, like other countries, bureaucratic corruption control efforts have concentrated at the strategic policy level of passing laws and creating anti-corruption institutions. This window-dressing approach produces largely symbolic actions that have little effect on everyday graft and bureaucratic corruption affecting the public sector, especially if no one appears to be harmed by it. Potential users are expected to complement and support strategic efforts. In an effort to come to grips with the nature of bureaucratic corruption, much of the early anti-corruption activity produced research data, multilateral agreements, model laws, frameworks and strategies for prevention ultimately producing the Anti-Bribery Convention and the United Nations Convention against bureaucratic corruption (Rufia, 2013). With these instruments now firmly in place and their implementation are being systematically monitored, it is tempting to think that the remaining challenges for those organizations engaged in anti-corruption efforts around the world are all about implementation. But, there are continued gaps in our knowledge about how and why corruption happens and consequently how best to prevent it. This might be regarded as a diagnostic challenge and the research of the last decade suggests that there is much more to be learned about the causes and dynamics of corruption that will help us to improve the effectiveness of prevention interventions. The study therefore discerned studies like active (Pollitt, 2008), on bureaucratic corruption and its negative effect on national development, Kaufmann, Pollitt and Tanzi (2015) links the pervasiveness of bureaucratic corruption and its devastating effects on administrative inefficiency-ineffectiveness among others. This necessitates the need to x-ray the public service with a view to identifying loopholes therein. To ascertain the nature and magnitude of these loopholes vis a vis defined public service legal institutional framework, attitudinal values of public officials and the ecological factors must be considered as essentially sensitive.

Among the many challenges facing public service institutions in developing countries, corruption remains one of the most pervasive and the least confronted. Historically, donor agencies and their clients accepted the inevitability of bureaucratic corruption in public service delivery; it was at worst a necessary evil and at best the ‘grease’ essential to move the wheels of economic development (Lui, 1985). In recent years, however, consensus has emerged that bureaucratic corruption is a central challenge to equitable and sustainable development. A growing body of research suggests that bureaucratic corruption and rent seeking shrink the range of opportunities available to developing countries as investments become less productive, the cost of capital increases, and private investment, foreign direct investment, and foreign aid all decline (Tanzi & Davoodi, 1997; Wei, 1999). Donors are increasingly sponsoring research on bureaucratic corruption (including in their own projects), and many have created units dedicated to providing assistance to developing countries for assessing and responding to corruption-related problems. Many of these research and support activities, however, are not very helpful to individuals working on public service reform at the organizational level. Whereas curbing corruption requires understanding and action at both the policy and the institutional levels, most research and advice focuses on the former. Anti-corruption programs sponsored by development agencies emphasize macro-level initiatives such as economic and sector policy reforms (e.g., liberalizing trade and reducing subsidies) and transformation of critical institutions such as the judiciary (Kaufmann, 1998; World Bank, 1997). Large-scale corruption in Africa have made bureaucrats attempt to increase their level of compensation by lobbying lawmakers and politicians and by engaging in other activities to influence the political system and maximize benefits accruing to them. Many civil servants also illegally increase their compensation by providing services to interest groups that seek favors from the government (Mauro, 1995). Political coalitions seeking ways to subvert the existing rules to redistribute national income and wealth in their favor can achieve their objectives by bribing civil servants whose job is to enforce state regulations and implement national development plans.

If bureaucrats discover they can earn more income from providing services to groups seeking state favors than from their regular (public) jobs, they may pay more attention to the demands of such interest groups than to the proper enforcement of state laws and regulations and the effective implementation of national development plans. In societies where civil service compensation levels are relatively low, a significant part of the public employee's total compensation may be derived from engagement in outside activities, resulting in a significant increase in bureaucratic corruption (Mbaku 1991). The rules that regulate socio-political relations in a country have a significant impact on the ability of civil servants to seek and secure (either legally or illegally) outside income. In

nondemocratic societies, as has been shown by Mwangi (1987), bureaucrats are less constrained in their employment of public resources to lobby legislators and influence those individuals with direct responsibility for determining levels of compensation for the public sector.

In fact, in many African countries, most civil servants are members of the politically dominant group and have significant influence over the allocation of resources. Under these conditions, civil servants behave like interest groups whose primary objective is to put pressure on the political system in an effort to redistribute wealth to themselves. In countries with poorly constructed, inefficient, and non self-enforcing constitutional rules, opportunistic behavior (including rent seeking) is usually quite pervasive. In such countries, the rules that regulate socio-political interaction, have failed to adequately constrain the government. As a result, state intervention in private exchange is equally pervasive. Excessive regulation of economic activities creates many opportunities for rent seeking, including bureaucratic corruption.

Bureaucratic corruption has been an important subject of analysis by social scientists for many years. In the 1960s, however, two major events rekindled interest in the study of corruption, especially in developing countries. First, the development by Samuel Huntington (1968, 1990) and others of theories of modernization and political development renewed discussions on bureaucratic corruption and the role of laws and institutions in economic growth and development (Leff 1964, Huntington 1990, Myrdal 1990). Second, the economies and markets of the newly independent countries of Africa and Asia were overwhelmed by corruption, bureaucratic inefficiency, and incompetence. Since the early 1960s, researchers have devoted significant effort to the examination of bureaucratic corruption in the developing economies, paying much attention to the effects of the behavior of civil servants on economic growth and development. Despite this emphasis on the study of corruption in post-independence Africa, there has been insufficient attention paid to the problem of corruption cleanup in Africa

"Service delivery" has become a buzz word commonly used to describe particularly, basic services provided by the government such as social amenities like hospital, road, electricity, water supply, market place, customs services, licensing, sanitary services, physical infrastructure, town planning, housing among others. However, government's capacity in delivering most of the aforementioned services is questionable and unimpressive. Thus, more often than not, in response by the citizens, the number of "service delivery protests," or protests in quest for better service delivery, has become more popular, particularly in Nigeria, as more people have staged public protest in response to poor power supply, ill-services in health care sector and unnecessary charges for services not rendered or unsolicited services by communication service providers, inhuman nature of policing system in Nigeria among other poor service attitudes.

Therefore, the term "service delivery protest" has become a common phrase loosely used by the media to define various types of protests in Nigeria. In the relationship between government institutions and the citizens, service delivery is very central, because it could either boost or mar the confidence of the citizens in the government and its institutions. The recognition that citizens symbolized customers to their government over the past ten years has continued to influence the way governments think and act in relation to its citizens. This realization portends a good sign of responsiveness on the part of government, particularly in developed democracies.

The realization is based on the assumption that every customer has the right to request quality services that suit their timely needs at modest cost from their service providers and all packaged in a friendly manner. This is applicable to the scenarios between citizens and the government: in this regard government is seen as service provider of key public services (Jean, 2007) It is instructive to note that, the existence of any government is presumed on its ability to fulfill the basic necessity of lives of its citizens. Put differently, the existence of government is justifiable on the basis that it supplies crucial services such as security of lives and properties, maintaining orderliness, providing social amenities and infrastructure, and offer legal framework for conflicts prevention and resolution and acceptable system justice.

Research Questions

The following research questions raised will guide this study

1. How has embezzlement of public fund by local government staff affected both quantity and quality of their service delivery in Anambra State local government system?
2. How has extortions by local government staff affected both quantity and quality of their service delivery in Anambra State local government system?
3. How does bribery of local government staff affect both quantity and quality of their service delivery in Anambra State local government system?

4. How has Nepotism in local government system affected both quantity and quality of their service delivery in Anambra State local government system?

Escapade of Bureaucratic Corruption and Service Delivery in Anambra Government System

Rasul and Rogger (2015) did a study on the Management of Bureaucrats and Public Service Delivery: Evidence from the Nigerian Civil Service. Data used were Nigerian civil service for 4700 public sector projects, independent engineering assessments of project completion rates and delivery quality was done. The study showed that changes in how bureaucrats are managed can have potential large impacts on public service delivery especially in developing countries. If we have well trained bureaucrats in the public sector, this will go a long way towards reducing this menace in the local government system in Anambra State.

Davis (2004) wrote on Corruption in Public Service Delivery: Experience from South Asia's Water and Sanitation Sector. The paper presents empirical data regarding types and magnitude of corrupt behaviours documented in water supply anti sanitation service provision as well as the strengths and weaknesses of current strategies to reduce corruption among several public water and sanitation bureaucrats. Drawing from interviews and focus group discussion with more than 1400 staff, customers and key Informants, the study revealed that where corruption has been reduced, two concomitant drivers are-observed: a shift in the accountability network of service providers and a change in the work environment that increases the moral cost of misconduct.

Writing on Bureaucratic Corruption and the Practice of Public Administration in Nigeria. Nwankwo, Ananti and Madubeze (2015) using documentary data identified the causes of corruption in the state Bureaucracy as well as suggested remedies.

Tjptoherijanto (2012.) did a study in Civil Service Reforms in Thailand; Political Control and Corruption. The study shows that the strategy to centraliz power and control across the bureaucratic machinery seems to create a system which is fragmented by cliques and which is hard to avoid.

Kayode, Adeghe and Anyio (2013) also did a study on Corruption and Service Delivery: the case of Nigerian Public Service. Using mainly qualitative data derived from secondary sources, the study exposes the effects of corruption on effective service deliver) in the Nigerian public service to the citizenry. The study adopting the Principal - Agent model as a theoretical bases agreed that due to privileged position of the public servants (Agents) to public resources and information, they tend to abuse these privileged to the detriments of the principals (Nigerian citizens). The study concludes that completion has negatively affected the ability of government to provide essential services in education, health, water, electricity and other infrastructural facilities,

Dahlstrom and Johnson (2007) did a study on Bureaucratic Corruption. MNEs and FBI paper adds to the limited number of studies analyzing the relationship between host country corruption and FDI inflows. Regression analysis, using panel data finds that host country corruption has a significant negative effect on FDI inflows to developing economics but not for developed economics.

Gander (2011) did a study on Macroeconomic Analysis of Corruption among Developing Counties. Using empirical data, a two equation game type corruption. Reaction function model was developed. A data model approach was used rather than the usual a priors approach. The study revealed that variation in the frequency of corruption across regions of countries was generally not significant.

Omoieso and Mobolaji (2015) in a study done to investigate the impact of governance indices (especially control of corruption) on economic growth in some selected sub-Saharan African, countries for the period 2002-2009, using the panel data framework discovered that political stability and regulating quality indices have growth enhancing features as they impact on economic growth in the region while government effectiveness impacts negatively on the economic growth in the region. Despite several anti-corruption policies in the region, the impact of corruption control on economic growth is not very obvious,

Writing on corruption in developing countries Olken (2012) noted that recent year has seen a remarkable expansion in economists' ability to measure corruption. That development in turn has led to a new generation of well-identified microeconomic studies In his study, he reviewed the evidence on corruption in developing countries in light of these recent advances, focusing on three questions: how much corruption is there? What are the efficiency consequences of corruption and what determines the level of corruption? His findings show that corruption corresponds to standard economic incentive theory but that the effects of anti-corruption policies often attenuate as officials find alternative strategies to pursue rents,

Voskanyan (2000) studied the effects of corruption on Economic and political development of America, The paper demonstrated that high scale bureaucratic corruption may have very harmful effect, on economic and political development as corruption may decrease the efficiency of public spending, decrease the budget revenues, raise the budget deficit, hinder foreign direct investment, reduce the effectiveness and the use of aid. dissipate political legitimacy and hinders the democratic development.

The World Bank Institute of Development Studies (2006) examined the role of the parliamentarians in curbing corruption. The study noted that the parliament has the constitutional mandate to both oversee government and to hold government to account, often, audit institutions, QmhuDs and anti-corruption agencies report to parliament as-a means of ensuring both their independence from government and reinforcing parliament's position at the apex of accountability institutions.

AIDT (2010) in his study examined corruption and sustainable development, the paper studied the relationship between corruption and sustainable development in a sample of 110 countries between 1996 and 2007, The empirical analysis consistently finds that cross national measures of perceived and experienced corruption reduce growth in genuine wealth per capita, the negative correlation between a wide range of different corruption indices and growth in genuine wealth per capita, is very robust and is of economic as well as of statistical significance,

IMF (2016). In a research on Fighting Corruption Critical for Growth and Macroeconomic Stability, revealed that corruption undermines growth and economic development and makes economics too social costs high. The study among other things identified transparency, effective institutions and leadership as key factors of success.

Agba, Ogbu & Chukwurah (2013) study assessed the service delivery in Nigerian Local Government system using Idah Local Government Area of Kogi State as a case study from 2003-2010. Structured questionnaire made up of open and close ended questions; personal observation and interview were used to collect primary data. The secondary data were collected through textbooks, journals, newspapers, government and internet publications. Analysis of data was through descriptive statistics of pie charts, tables and simple percentages. The study revealed that Idah Local Government has averagely performed in service delivery. In spite of this, the study discovered that some of the factors affecting the discharge of service delivery in Idah Local Government in terms of timeliness, satisfaction, adequacy and effectiveness are insufficient funds; irregular payment of salaries and allowances; undue political interference and divided loyalty; poor observance of the principle of meritocracy in recruitment and promotion of staff and corruption. It was recommended among others that employment and promotion should be based on ability, high performance, experience, qualification and not patronage; intensification of the campaign against corruption at the local government level by bringing to book all corrupt public officials; regular payment of salaries and allowances and increase funding backed up by prudent management. Finally, the study recommends that undue political interference in the affairs of local governments should be discouraged and stopped

Egberi & Madubueze, (2014) aimed at examining the effect of Corruption on Service Delivery in Local Government System in Nigeria. The paper argues that the Constitutional mandate of Local Government in terms of "performance" has not been translated into reality due to corruption in the system. Data for the study was generated from secondary sources, anchoring on 'Principal-Agent Model' as a theoretical basis. It was found amongst others that, due to the privileged position of the Public Servants (Agents) to public resources and information, they tend to abuse these privileges to the detriments of the 'Principals' (Nigerian citizens). The paper therefore recommended that local governments must make effort to overcome corruptions that have caused them to avoid their performance. It is only by this effort, can the local governments be positioned to render social services in a timely, effective, adequate, prompt and satisfactory manner to justify their continuous existence and the huge financial allocations to them

Akujuru (2015) examined Local Government, Good Governance and Sustainable Development in Nigeria: A Case Study of Emohua Local Government Area of Rivers State (2001-2012). A sample of 400 respondents from 14 wards of Emohua Local Government Area in Rivers State was studied. Out of the 400 copies of questionnaire administered, 387 copies were retrieved and after going through them 381 copies (i.e. 95% response rate) were found useful for data analysis. Pearson's Product Moment Correlation Coefficient (r) was used to test the hypotheses.

Agboola (2017) identified the key problems affecting good governance, sustainable development and the economic empowerment of the people in local government areas in Nigeria; to include: Lack of funds to execute local government programmes, Lack of employment opportunities, Bribery and corruption / incompetence, lack of transparency and accountability, lack of planning for Good Governance / public objectives, non-Government co-operation on socio-economic issues for the citizenry / decisions poor capacity utilization. Indeed there is still loud yearning for good governance at the local government level. From this study, it is evident and conclusive that: Good governance promotes sustainable development in Emohua Local Government Area, Good Governance encourages the economic empowerment of the people in local government areas. The study therefore recommends that: Instead of direct sharing or transfer of cash, local government should embark on programmes that can empower local citizenry.

Equally, the controlling state governments should show good example in transparency and accountability to local political leaders. This will minimize corruption at local level. Finally, State governments should also desist from hijacking the functions of local government. It is by allowing local political leaders to discharge these functions while in office that they can master the ropes of governance.

Muhammad Mohammed Kirfi & Aliyu (2013) Bureaucratic corruption and service delivery in Nigeria, The fundamental raison d'être of the public service is efficient service delivery to the people. Recent trends portray an unprecedented pressure translating into increased demand for services that are specific in nature and strictly designed to meet both individual and collective desires. The success of government globally depends on the performance of the public service to provide satisfactory services that lead to trust and confidence building as corresponding responsiveness on the parts of the citizenry and government respectively. Public Expenditure Tracking Survey (PETS)

Reinikka, (2009) and the Quantitative Service Delivery Survey (QSDS) Chaudhury and Hammer, (2012) have established the place of institutional weaknesses in the promotion of corruption in the public service. The paper uses a documentary (non-empirical) method. Based on the method adopted, it concludes that tragically, the escalating level of public sector corruption in Nigeria has succeeded in crippling service delivery. This has metamorphosed into a wide vacuum of trust deficit, heightened crises of confidence for the bureaucrats, the service itself, and the corporate existence of the nation. Drawing on this, we recommend for a holistic and integrated internal institutional control mechanism to stamp out corruption in the entire public sector, thereby accelerating effective service delivery that aptly meets the yearnings and aspirations of all Nigerians in the 21st century.

Odeh (2015) this study was aimed at examining the impact of corruption on good governance in Nigeria. With the use of the secondary source of data, certain indicators derived from the main composites of the concepts of Good Governance were analyzed. These are; the legitimacy of the government, the accountability of the public officials, and the capacity/competence of government to formulate policies and deliver services to the citizens, as well as respect for human rights and the rule of law. The study revealed that despite the huge resources put into the implementation of policies geared towards good governance in Nigeria, there have not been visible changes in the living standard of the citizens, due to gross corruption. Corruption is one of the major reasons for the poor economic performance, decaying infrastructures, the rising cost of living and poverty in Nigeria. The fight against corruption is that of the survival of the nation itself. The choice before Nigerians is very clear: they either go to war sincerely against corruption in all its ramifications, or keep the status-quo and be consumed by this hydra-headed dragon. Hence, some recommendations were made to ameliorate the problems.

Asaju, Onah & Anyio (2013) exposed the effects of corruption on effective service delivery in the Nigeria Public Service to the citizenry. It is a known fact in Nigeria, that corruption has negatively affected the ability of government to provide essential services in education, health, water, electricity and other infrastructure facilities. Using mainly qualitative data derived from secondary sources, the paper concludes that corruption in the Public Service is a major impediment to effective service delivery to the Nigerian populace. Adopting the 'Principal-Agent Model' as a theoretical basis, the paper argued that due to the privileged position of the Public Servants (Agents) to public resources and information, they tend to abuse these privileges to the detriments of the 'Principals' (Nigerian citizens). The paper therefore among others recommends a culture of relative openness, effective supervision/monitoring of programmes geared towards provision of essential public goods and services.

Badmus (2017) studied the travail of service delivery and developmental failure in post-independence Nigeria. Given the increase in public demands for socio-economic and developmental services, along several plans and resources committed to public services by Nigerian government, poor service delivery has continued to bedevilled development in post-independence Nigeria. Extant studies have linked factors such as lack of accountability, political instability, governance constraints, corruption, bad-governance and Western penetration among others to developmental failure in Nigeria. However, this study argues that poor service delivery attitudes have impacted negatively on developmental programmes in Nigeria. Thus, for Nigeria to achieve speedy development, there must be a positive change in the attitudes of government and its officials towards service delivery particularly, to ensure fairness, responsiveness, equity, accountability and justifiable profit maximization which are necessary ingredients for boosting peoples' confidence in the government and its institutions, which would help the government to garner peoples support required for developmental programmes and discourage or minimize other anti-developmental pathologies in Nigeria.

Findings: The following findings are noted

1. Embezzlement of public funds has significant impact on both quantity and quality of their service delivery in Anambra State local government system
2. Extortion by local government staff has significant impact on both quantity and quality of their service delivery in Anambra State local government system
3. Bribery of local government staff has significant impact on both quantity and quality of their servicedelivery in Anambra State local government system
4. Nepotism by local government staff has significant impact on both quantity and quality of their service delivery in Anambra State local government system

Conclusion

The study focuses on effect of bureaucratic corruption and service delivery in Anambra state local government system. The study regressed bureaucratic corruption on service delivery. The regression result reveals that about 50% of the systematic variation in the dependent variable is explained by the three independent variables. The F-statistic is significant at the 5% level showing that there is a linear relationship between the workers service delivery and the three independent variables. The researcher selected nine local governments from the three senatorial zone in Anambra state. Three hundred and ninety-nine questionnaires were distributed but only three hundred and thirty-two, were successful filled and returned. The analysis was done using E-view package, this was chosen because it gives us fast, accurate and reliable result

The result revealed that embezzlement has negative effect on worker service delivery, however extortion also have negative effect on workers service delivery in local government system of Anambra state. Financial fraud also has a negative effect on workers service delivery. The researcher concluded that bureaucratic corruption has significant effect on workers service delivery in Anambra State.

Recommendations

In line with the findings of the study the following recommendations are made:

1. The solution must begin from the leadership perspective. Thus, the leadership in all spheres of Nigerian polity must be reoriented towards quality service delivery to the citizenry: such leaders must be able to suppress personal interests to favour national interests while carrying out their official responsibilities.
2. There must be systemic re-orientation of civil society groups, media, developmental organizations and agencies: the National Orientation Agency could be instrumental in this respect to spread the information on the need for integration of accountability as the core aspect of service delivery in public institutions.
3. The principles of equity, fairness, justice and supremacy of rule of law among workers, between workers and management must be fully entrenched: equal workers must be treated equally and there should be justice between unequal workers in a bureaucratic system in order to ensure motivation and discourage unfair treatment.
4. The issue of Nepotism should not arise in the first place at the local government level. Appointment, promotion by the local government councils should be based on merit rather than mediocrity.

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