

**NEWPORT INTERNATIONAL JOURNAL OF CURRENT RESEARCH IN
HUMANITIES AND SOCIAL SCIENCES (NIJCRHSS)**

Volume 5 Issue 3 Page 45-63, 2025

<https://doi.org/10.59298/NIJCRHSS/2025/5.3.456300>

Page | 45

Local Government Administration System and Service Delivery in Akko Local Government, Gombe State Nigeria (2019-2024)

Tom Mulegi¹, Usman Bappi² and Eleanor Kirahora Barongo³

¹Department of Public Administration and Management, Kampala International University, Uganda

²Department of Public Administration, Gombe State University, Nigeria

³Department of Development, Peace and Conflict Studies, Kampala International University, Uganda

Email¹: tommulegi@gmail.com

ABSTRACT

This study examines the relationship between local government administration and service delivery in Akko Local Government Area (LGA) of Gombe State, Nigeria, between 2019 and 2024. It focuses specifically on three key service areas: healthcare, education, and social welfare. The research aims to determine the extent to which local government efforts in healthcare services contribute to improved maternal health, how educational service delivery facilitates adequate classrooms and teaching materials, and whether the provision of social welfare services ensures improved access to clean water and sanitation. A survey research design was adopted, utilizing both primary and secondary data. A total of 384 respondents including staff from relevant local government departments, community heads, and residents were purposively sampled. Data collection was carried out using structured questionnaires validated through expert judgment and tested for reliability using Cronbach's Alpha, which yielded a coefficient of 0.84. The findings revealed a weak but statistically significant positive relationship between local government administration and healthcare ($R=0.231$, $R^2=0.053$, $p<0.05$), education ($R=0.215$, $R^2=0.046$, $p<0.05$), and social welfare services ($R=0.227$, $R^2=0.051$, $p<0.05$). These results suggest that while local government administration has some influence on service delivery in Akko LGA, its impact remains limited. Contributing factors include inadequate funding, resource mismanagement, poor infrastructure, and insufficient capacity. The study concludes by recommending increased budgetary allocations, improved administrative efficiency, and greater community involvement to strengthen service delivery in local government systems.

Keywords: Local government administration; service delivery; Gombe State; Nigeria, healthcare services

INTRODUCTION

The dominant strategy of governance by most governmental system at the grass root is the local government globally. Indeed, virtually all forms of government or regime appear to have found the concept and practice of local government as an effective strategy for ensuring development at local level [1]. Governments exist to provide services, which will make people's live worth living. Accordingly, local governments as third tier government are created to bring government closer to the people and for transformation of lives at rural level [2] and [3]. Local and federal government agencies provide a range of different services to their citizens. These programs are called public services because they receive taxpayer funding and are available to the public [4]. The present 1999 constitution recognizes the local government as the third-tier system of government the Constitution a tier of government without unjustifiable encroachment by other tiers of government [5]. Local governments the world over are designed to serve as an instrument for rural development. In federal structure like ours, a local government is the basic unit of democracy; it is the fountain head of democracy upon which national democracy is established. Local government is a third-tier government in Nigeria as well as the closest tier of government to the people. The guidelines for 1976 Local Government Reform in Nigeria elaborately describes it as government at the local level exercised through representative councils established by law to exercise specific powers over local areas. The Primary Goal of local government is to bring government nearer to the people for the purpose of maximum participation of rural inhabitants, utilization of local resources (men and materials) for rapid and even development of local communities. Local governments worldwide are concerned with the management of public affairs at the grassroots. In Nigeria, a series of reforms have been carried out in the local government system. Yet, the narrative shows that local governments have not been effective agents of grassroots governance and development [6]. According to Zakari (2010) as quoted by [7], the founding fathers of Nigeria local government system had good

intensions. Their major aim was for this third tier of government to positively affect the lives of the people at the grass roots, but the system unfortunately has bureaucrats who work in favor of their personal interest. Thus, local government in Nigeria can be sarcastically described as a place where chairman and other key officials meet to share money monthly. [8], opined that, the provision of basic social services such as education, health, maintenance of roads, and other public services within the jurisdiction of most local government in the country is both a myth and a mirage, as primitively conceived as a process of wealth accumulation and not about service delivery to people. Similarly, [9], lamenting on poor service delivery of local government system lamenting on poor service delivery stated that the primary responsibility of the government as enshrined in the constitution is rural, urban and community development. However rather than working to reduce poverty by providing these services to their people, they end up just paying salaries of primary school teachers and not much more and Akko local government is not an exception [10]. Local government administration must create an appropriate and conducive environment for the people at the level through efficient and effective service delivery. It is responsible for the creation of an appropriate and conducive environment in which all sectors of the economy can perform optimally and it is this catalytic role of local government that has propelled governments all over the world to search continuously for better ways to deliver their services [11]. However, human capital is employed in local government to explore and translate other resources in to effective and efficient use toward service quality and delivery but lack of up to date in service training, frivolities and lackadaisical attitude of the employee towards job performance has somewhat rendered the council unproductive which avail citizens to question the existence of the local governments Areas [12]. Since Nigeria's return to democracy in 1999, there has been a decline in the delivery of social services at the local government level due to overwhelming corruption, weak institutions and oversights. Health services are inadequate, there is limited potable water, primary education is in a comatose state, teachers are protesting against not being paid, and public infrastructure is poorly maintained. Yes, the situation is dire, but neither hopeless nor incurable. However, the lack of transparency and accountability in Nigeria's local government system continues to be a significant hindrance to good governance [13]. Many challenges have defeated the essence of Local Government, which is to bring government nearer to the people, as well as delivery of social services at the grassroots. It is no news that the means of service delivery by Nigerian public institutions, Local Government in inclusion, is being hounded by the increasing rate of corruption among personnel. The hydra-headed corruption has become part and parcel in the Local Government [14]. These services should be provided in a satisfactory, timely, effective and adequate manner to meet the exact need of the people. A service delivery process is a special process describing a complete and integrated approach by performing a specific project type. It is therefore concerned with the where, when, how a service is provided or delivered to the consumers or users and whether this is fair or unfair in nature [15]. Thus, effective administration requires developable competencies and skills which may provide a useful way of looking at and understanding the administrative process [12]. Akko Local Government in her effort towards moving the system from local administration to local government with functional political and economic autonomy. Several efforts have been made in order to achieve sustainable development but confronted with issues and challenges such as federal and state government's interventions in constitutional responsibilities. Yet, it is seen as avenue for dispensing political patronage to party loyalists. These among other challenges facing local government administration have rendered it to be incapable of producing good governance and democratic dividends to the people. It is against that backdrop that this study will investigate on the effect of local government administration in Akko Local Government Gombe State Nigeria.

Research Design

This research work adopted the survey design since it focuses on the effect of Local Government Administration System on Service Delivery in Akko Local Government, Gombe State, Nigeria" with references to health, education and social welfare and security services delivery in the study area. Survey research is a technique where the desired characteristic of a given population is systematically examined [16]. It is a method in which information would be obtained from a sample of respondents. In so doing, variables that are related to Local Government Administration would be assessed carefully.

Sources of Data

The researcher have used both primary and secondary data

Primary source of Data

The study collected the data from the field using Questionnaire.

Population of the Study

The staffs and people of Akko Local Government Area constituted the population of the study. Akko local Government has a total number of 337,853 (2006 Population census). The staff included those who are working under in health department, education and social welfare departments with their HOD's respectively. The other population included people residing within Akko Local Government and Community/District heads.

Sample Size and Sampling Technique

The purposive sampling technique has used for the study and sample size for the study is 384 which included staff in the Health, Education and social welfare departments in Akko LGA as well as their HODs, and the resident people of the LGA. This is in accordance with [17] who recommended the sample size for 384 for a finite population of 100,000 and above at 95% confidence interval. The sample size was distributes in Table 3.1 as follows:

Table 1: Distribution of Respondents

S/No	Category of Respondents	Number
1	Health care staffs	28
2	Staffs from Education Dept.	50
3	Social Welfare staffs	20
4	People Residing in Akko L.G.A	254
5	HOD'S	3
6	Community Heads	30
TOTAL		384

Source: Field survey 2024

Instrument for Data Collection

The instrument for data collection for this study was two set of Questionnaires: Local Government Administration Questionnaire (LGAQ) and Service Delivery Questionnaire (SDQ). The (LGAQ) comprised three sections (A-C). Section A contains the items on the provision of healthcare services, while section B contained the items on provision of education and section C contained the items on social welfare services respectively. While the SDQ on the other hand consist of 10 items. All the items in the questionnaires were responded via 5 points Likert scale of: Strongly Disagreed (SD)=1, Disagreed (D)=2, Moderately Agree (MA)=3, Agreed (A)=4 and strongly agreed (SA)=5.

Validity of the Instrument

In order to ascertain the validity of the instrument, it has been subjected to face validity. The instrument will be validated by three Academic staff to expert judgments; one staff from each of the Department of Public Administration, Business Administration and Political Science, Gombe State University respectively. The researcher computed the content validity from experts' judgment which is called Content Validity Index (CVI).

$$CVI = \frac{\text{Number of Question declared valid}}{\text{Total number of Questions}}$$

The minimum CVI to declare an instrument to be valid is 0.70

Reliability of the Instrument

In order to obtain the reliability of the instrument, a pilot study was conducted on population of Yamaltu Deba Local Government. The choice of Yamaltu Deba L.G.A is because it has same characteristics with the target Local Government in terms of population and geographical location. The data obtained in the pilot test has been computed using a Cronbach alpha reliability coefficient and yielded a reliability index of 0.84.

Method of Data Collection

Introductory letter from the Head of Department (HOD) of Public Administration, Gombe State University was collected by the researcher and the permission has been granted. For the purpose of clarity; the procedure for data collection is categorized into four phases:

Phase One: Upon receiving introductory letter from the Head of Department (HOD) of Public Administration, Gombe State University, the researcher recruited 2 Research Assistants who are residing in three different districts of Akko L.G.A in order to enhance speedy administration of the instruments for the study (each one handled one district). The researcher handled one district.

Phase Two: The researcher personally met research Assistants individually to seek their consent, train and explain the aim of the study as well as their level of involvement in the study; this has been done in the first day. The researcher took time to explain various Sections of the questionnaires and instructed the Research Assistants to ensure that the respondents were properly enlightened not to leave any of the items unanswered. On the other hand, the researcher took the Questionnaires, introductory letters for confirmation by Unit Heads, indicating that the Research had been approved and permitted by the Department which allows him to administer the instruments proposed for this study.

Phase Three: The collection of data lasted for four weeks. 2 Research Assistants has been deployed to their Districts. The deployment was based on the Research Assistants residency and familiarity with the districts. While on the other hand the researcher handled one district.

Phase four: The Research Assistants distributed the instrument to the target population. The researcher trained the Assistants on how to monitor the completion and collection of the questionnaire directly from the respondents. The method of distribution of questionnaire has been done diligently to ensure 100% return rate. After collection of the questionnaires the researcher scored the questionnaires responses accordingly.

The data has been analyzed using simple percentage and frequency distribution, and the result has been discussed under various sub-headings as they relate to the subject matter. Linear regression has been used to test the hypotheses for the study.

Method for data Analysis

The data collected for this study were analyzed using both descriptive statistics and inferential statistics. Research questions were analyzed using descriptive statistics (mean and standard deviation) to find the role of local government administration on providing service delivery. While the formulated hypotheses were tested using linear regression analysis at 0.05 level of significance. If the p-value was less than 0.05 the null hypothesis was rejected, otherwise the null hypothesis was not rejected. All the data analyses were conducted using statistical software: SPSS version 26.

Historical Background of the Study Area

Akko local Government came in to existence in October, 1976 following the Local government reforms which paved the creation of additional states and local Governments. It was carved out of the then Gombe Native Authority and is one of the 11 Local government areas in Gombe State, is part of the Sudan agro ecological zone in North eastern Nigeria [18]. It is situated in latitude 10° to 12N and longitude 11°E to 12°E. The coordinates were geo reference using an android version global positioning system (GPS). The population of Akko is about 337853 people (NPC, 2006 and G.S.D.A.P, 1998). The total land area is 2627km². The administrative headquarters is in Kumo. The local government share boundaries with Gombe L.G.A in the North, Billiri to the south, Yamaltu Deba to the East and WestKirfi and Alkaleri Local Government of Bauchi State.

Climate

The air temperature characteristic is typical of West African Savanna climate and high throughout the year because of high radiation incidence that is relatively distributed. The temperature reaches maximum of 40°C around April, while minimum temperature could be as low as 18.5°C between the months of December and early January, during the harmattan. The amount of rainfall in the study area increases steadily between the months of April and May, reaching the peak in August and terminate in October, with mean total rainfall of about 835mm per annum. Relative humidity has the same pattern being 94% in August and drops to less than 10% during harmattan period [19].

Topography and Vegetation

The areas under study has a moderately gentle to undulating or strong slope originally; the vegetation is a tropical Sudan Savanna type but human interference through construction and farming activities have helped to modify the vegetation, the people in the study area practice mixed farming and most of the crop production activities are active in the rainy season so only small scale irrigation is being practices. Farmers grow mostly annual crops like maize, cowpea, soybean, groundnut sorghum, and some vegetables like sweet melon, amaranthus and jut etc. There are few scattered tree crops like neem, guava, mango, tamarind, moringa, locust bean, banana and acacia [20] and [21].

Agriculture

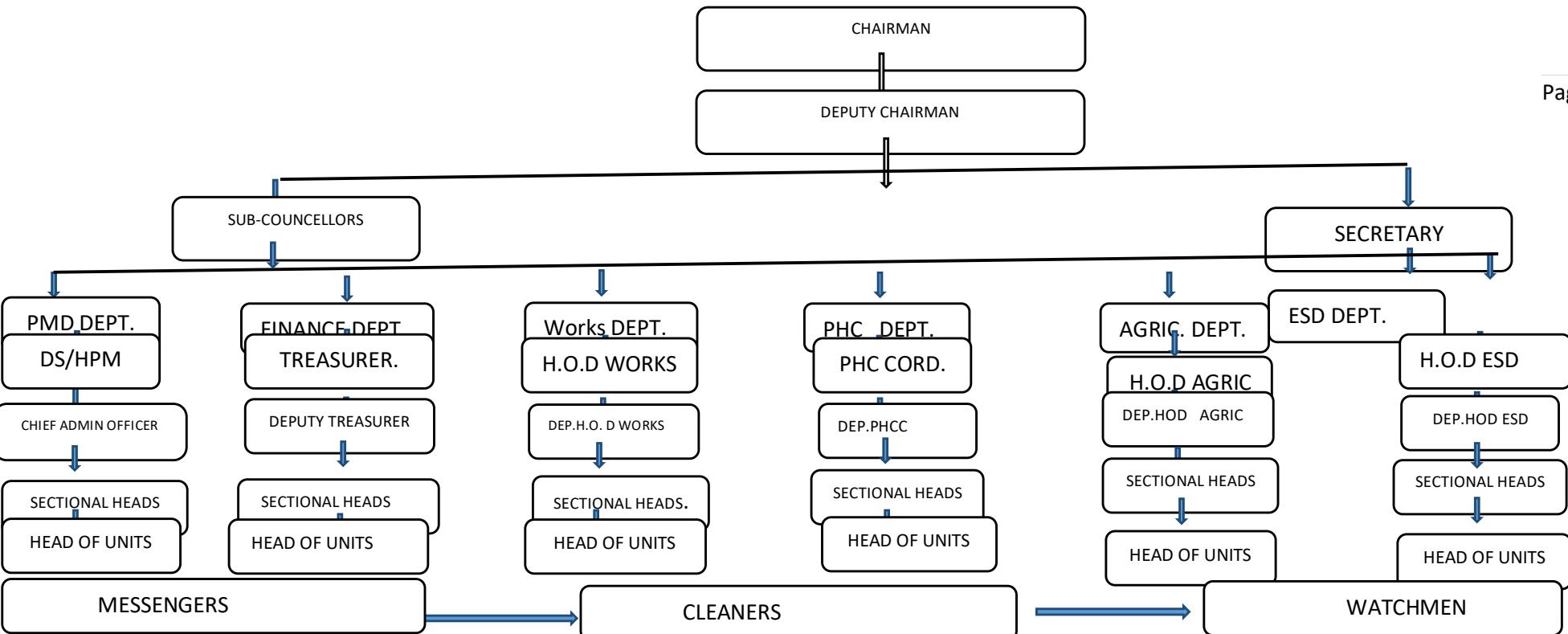
As a major food basket of the nation, Most of its 20,266Km² landmass is cultivable. About 80 percent of the populations were engaged in agriculture. The state government has put in plans for the construction of additional dams to significantly enhance the total land area available for irrigation. A number of food and cash crops and livestock are produced in the state. They include: Cereals: Maize, Sorghum, Rice and wheat: Legumes: Cowpeas,

In Akko the domestic water sources includes wells, boreholes, streams and sachet water. Rain can also serve as a source of water supply especially during the rainy season. The State Administration is investing efforts and resources to tap into the water resource potentials of the state and exploits the benefits of the hydrological infrastructure already in place. Beyond providing irrigation water to meet agricultural production targets, the three dams are central to government's effort at providing portable water for domestic and industrial use [22].

Functions of Akko Local Government Authority

Local Government is mandate to provide the following public goods and services: Establishment and maintenance of roads within the towns of the district, including sidewalks, street lights and street drainage system, construction of water reservoirs in towns and villages, construction and management of centers for the care of mother and child, physical planning of settlements of the districts and registration of the immovable property, solid waste collection and disposal, food and livestock markets, slaughter houses management of self-help projects, registration and maintenance of civil register and issuing business licenses among others [23]. Local Government generally, has long been recognized constitutionally as a veritable instrument for the development of local communities. This is because as a tier of government nearest to the grass roots, it has in a better position to know and address the problems of its residents [24]. The existence of local government is to deliver social services that will make life meaningful and worth living. Local Government as a tier of government was created to bring government closer to the people at rural communities and transform the lives at that level. One of the ways to bring government close to the people at grass root level is through the delivery of social services in a satisfactory, timely, effective and adequate manner [25]. Government at the local level performs a vital role in ensuring effective provision of public goods to the vast rural populace. Available facts reveal that more than seventy percent of Nigerians population emanate from rural areas, where local government is constitutionally empowered to provide social and public services as electricity, health centre's, water supply, schools and roads [26]. Traditional Rulers which serve as part of local Government authorities also plays significant role in maintaining unity, peace, security, within their Jurisdiction. They also provide advices and services as role models in and outside their communities. This demands the traditional institution to be restructured in a way and manner that will operate optimally for Local Government development [27].

Figure1: Organizational Structure Of Akko Local Government Authority



Source: Registry Dept. Akko L.G.A (2024).

Data Presentation

This chapter deals with the presentation of data collected in the course of the study. The data collected for the study were analyzed using frequency and percentages as well as Mean and standard deviation. Only responses from 377 questionnaires completed and returned by both staff and residents of Akko LGA, Gombe State and analyzed in the study.

Table 1: Analysis of Questionnaires Administered

Option	Total	Percentage
Questionnaire returned	377	98%
Questionnaires not returned	8	2%
Questionnaires Distributed	384	100%

The table above indicates that a total number of 384 Questionnaires were administered to the respondents, out of which only 377 questionnaires representing 98% were duly filled and returned while 8 questionnaires representing 2% were not returned. This is statistically significant to proceed with the study since the percentage of returned questionnaires is more than those who were not returned.

Demographic Information of the Respondents
Table 2: Distribution of Sex of the Respondents

S/N	Male	female	Total
1	264(70.02%)	113(29.98%)	377(100%)

Source: Field Survey

The data presented in Table 4.2 reflects the gender distribution of respondents who participated in the assessment of local government administration's impact on service delivery in Akko Local Government Area of Gombe State, Nigeria, during the period from 2019 to 2023. A total of 377 individuals were surveyed, and their responses form the basis of the analysis. From the data, it is observed that a significant majority of the respondents, totaling 264 individuals, are male. This group represents **70.02%** of the total sample population. This dominance suggests that men are either more accessible, more willing to participate in surveys of this nature, or possibly more engaged in local government affairs and community-based discussions within the area. In contrast, the number of female respondents stands at 113, which accounts for 29.98% of the surveyed population. Although lower in number compared to their male counterparts, this still represents a meaningful segment of the respondents, providing valuable perspectives on the quality of public service delivery within the local government jurisdiction. The gender imbalance noted in the survey may reflect broader social or cultural dynamics in Akko Local Government, where men are often more involved in public or civic activities than women. It may also be indicative of traditional gender roles that influence participation in governance-related issues or even availability during the survey process. Understanding this context is essential for interpreting the findings of the study in a holistic manner. Furthermore, this disparity highlights the importance of encouraging more female participation in local governance discourse and community development processes. Future assessments might consider more targeted outreach to ensure equitable gender representation, as a balanced demographic can contribute to more comprehensive and inclusive policy evaluation and development.

Table 3: Distribution of Age of the Respondents

S/N	Below 25 years	26 – 40 years	Total
1	23(6.1%)	354(93.9%)	377(100%)

Source: Field Survey

Table 3 provides a breakdown of the age distribution among respondents who participated in the study assessing the impact of local government administration on service delivery in Akko Local Government Area of Gombe State between 2019 and 2023. The age categories were grouped into two brackets: those below 25 years of age and those between 26 and 40 years. The data reflects the age-related composition of individuals whose opinions shaped the outcome of the study. According to the data, 23 respondents, which accounts for 6.1% of the total sample size of 377 individuals, fall within the below 25 years age group. This relatively small percentage suggests that younger individuals were either less involved in the survey process or were less likely to be selected as participants. It may also reflect a generational gap in civic participation, where younger people may not be as engaged in evaluating or monitoring local government performance. In contrast, the overwhelming majority of respondents 354 individuals, or 93.9% of the total sample belong to the 26-40 years age bracket. This group represents a significant portion of the adult population that is often at the peak of social, economic, and political engagement. Their dominance in the sample may indicate that individuals in this age range are more directly affected by public service delivery, thus making their opinions particularly valuable for evaluating the effectiveness of local government efforts. The age distribution shown in the table suggests that the study primarily captures the views of the adult working-age population. This demographic is typically more concerned with issues like healthcare, education, infrastructure, and employment all of which are core components of local government service delivery. Consequently, their responses are likely to reflect practical, lived experiences and expectations from local authorities.

However, the relatively low representation of individuals under 25 years could be seen as a limitation in terms of inclusivity. Young people, despite being fewer in the study, are also direct and indirect beneficiaries of government services, particularly in areas like education, youth empowerment programs, and job creation. It would be beneficial for future studies to adopt more inclusive sampling techniques that ensure greater participation of younger demographics, thereby providing a more balanced and intergenerational perspective on governance and service delivery in Akko LGA.

Table 4: Distribution of Length of Service of the Respondents

S/N	Below 5 years	6 years and above	Total
1	0 (0%)	377 (100%)	377 (100%)

Source: Field Survey

Table 3 presents the data on the length of service of respondents involved in the study on the effects of local government administration on service delivery in Akko Local Government Area of Gombe State, Nigeria, for the period spanning 2019 to 2023. The table categorizes respondents based on two service duration brackets: below 5 years and 6 years and above. This information is critical for understanding the experience level of those surveyed, particularly in relation to their familiarity with local government functions and service delivery processes. A close look at the data reveals that none of the respondents (0%) fall within the below 5 years category. This indicates that every individual surveyed has been in service or engaged with the local government environment for at least six years. Such a distribution reflects a respondent pool made up entirely of individuals with substantial experience and long-term exposure to local administrative systems and public service practices. All 377 respondents, accounting for 100% of the total sample, have served or interacted with the local government for six years or more. This remarkable level of uniformity suggests that the opinions expressed in the study are drawn from individuals with a deep understanding of the local government structure, its strengths, its weaknesses, and how it has evolved over time especially during the targeted study period from 2019 to 2023. The exclusive inclusion of long-serving respondents lends credibility and depth to the study findings. These individuals are more likely to have observed changes in policies, programs, and administrative procedures, and are in a strong position to assess whether such changes have translated into tangible improvements in service delivery. Their long-term perspective is invaluable in identifying consistent patterns, areas of inefficiency, and emerging trends in local governance. However, while this concentration of experienced individuals enhances the reliability of insights concerning systemic performance, it also presents a limitation. The absence of newer employees or recent stakeholders those with fewer than five years of engagement—means that the study may miss out on fresh perspectives, recent challenges, or innovative ideas that newer participants might bring. Future research efforts may benefit from incorporating a more diverse mix of service durations to ensure a broader and more balanced evaluation of local government administration in Akko LGA.

Table 4: Educational Qualification of the Respondents

S/N	Postgraduate degree	First degree	NCE/HND/ND	SSCE	Total
1	4 (1.1%)	102 (27.1%)	233 (61.8%)	38 (10.0%)	377 (100%)

Source: Field Survey

Table 4 presents the educational qualifications of the respondents who participated in the study assessing the effect of local government administration on service delivery in Akko Local Government Area of Gombe State, Nigeria. The educational levels captured in the table include postgraduate degrees, first degrees (bachelor's level), National Diploma (ND), Higher National Diploma (HND), Nigeria Certificate in Education (NCE), and the Senior Secondary Certificate Examination (SSCE). The total number of respondents remains 377. The data reveals that only 4 respondents, accounting for 1.1% of the sample, hold a postgraduate degree. This suggests that individuals with advanced academic qualifications are relatively few among the surveyed population. This small percentage could be attributed to the limited access to postgraduate education in the region or the fact that many civil or public servants in local government settings may not prioritize postgraduate studies due to career trajectory, financial limitations, or lack of institutional encouragement. A more substantial segment of the respondents 102 individuals, or 27.1% hold a first degree, which typically includes a bachelor's qualification from a university. This group represents a critical part of the educated workforce and is likely to include individuals in administrative, supervisory, or managerial roles within the local government system. Their academic background enables them to engage with policy, governance, and service delivery issues with a foundational level of critical thinking and analytical skills. The largest portion of the respondents 233 individuals, making up 61.8% of the total have attained a National Diploma (ND), Higher National Diploma (HND), or Nigeria Certificate in Education (NCE). This group forms the backbone of the local government workforce in many administrative and technical capacities. Their high representation underscores the importance of middle-level manpower in the operation and functionality of local governance and service provision in Akko LGA. Lastly, 38 respondents, which represent 10.0% of the total, indicated that their highest educational qualification is the Senior Secondary Certificate Examination (SSCE). While this group may hold more junior roles in the local government system, their perspectives remain vital, especially when evaluating how administrative decisions and service delivery impact lower-level staff and community engagement efforts. In conclusion, the distribution of educational qualifications among the respondents reveals a workforce largely composed of individuals with middle-level and undergraduate educational backgrounds. While the presence of postgraduate degree holders is limited, the overall data indicates a reasonably educated respondent pool, capable of offering informed opinions on the performance and impact of local government service delivery in

the area. It also suggests potential areas for capacity building, especially through training and educational advancement opportunities for staff to enhance the efficiency of public service delivery in Akko LGA.

Table 5: Category of the respondents

S/N	Health service staff	Education staff	Social welfare staff	People Residing in Akko LGA	HODs	Community Heads	Total
1	28 (7.4%)	50(13.3%)	20(5.3%)	246(65.3%)	3(0.8)	30(7.9%)	377 (100%)

Source: Field Survey

Table 5 provides an insightful breakdown of the categories of individuals who participated in the study on the effect of local government administration on service delivery in Akko Local Government Area, Gombe State, from 2019 to 2023. The respondents were drawn from a variety of professional and social backgrounds to ensure diverse perspectives on how public services are delivered and managed within the community. From the data, it is evident that 28 respondents, constituting 7.4% of the total population, are health service staff. These individuals likely include healthcare workers such as nurses, community health extension workers, and other professionals operating within the public health sector. Their inclusion is vital, as they are directly involved in the provision of primary healthcare services and can accurately assess the strengths and shortcomings of local health service delivery. The education sector is also significantly represented, with 50 respondents, or 13.3% of the sample, categorized as education staff. These individuals may include teachers, school administrators, and education officers within the local government area. Their views are crucial for understanding the state of public education services, including infrastructure, staffing, funding, and curriculum implementation in Akko LGA. Social welfare staff make up 5.3% of the respondents, totaling 20 individuals. These respondents are likely involved in programs related to vulnerable populations, child protection, poverty alleviation, and community development. Their experiences provide important insights into how effectively local government policies are addressing the needs of disadvantaged or at-risk groups within the community. By far the largest group in the study comprises the residents of Akko LGA, with 246 respondents, representing 65.3% of the total. This majority group represents the ordinary citizens who are the direct recipients of government services. Their perceptions reflect the real-life impact of policies and administrative efforts on daily life, and their feedback is essential for evaluating the practical outcomes of service delivery at the grassroots level. Additionally, the survey captured the perspectives of community leaders and administrative heads. Among them, 30 respondents (or 7.9%) are community heads, while 3 individuals, accounting for 0.8%, serve as Heads of Departments (HODs) in various local government sectors. Community heads often act as intermediaries between government and the people, while HODs are key in the implementation and supervision of departmental functions. Their combined input offers a leadership perspective on the formulation and delivery of public services, including institutional challenges and bureaucratic procedures. In conclusion, the categorization of respondents in this study reveals a comprehensive representation of different segments of society, including service providers, administrators, and ordinary residents. This diversity enhances the depth and reliability of the study findings, as it captures a broad range of experiences and expectations. It also underscores the importance of inclusive engagement when assessing governance outcomes, ensuring that both service implementers and recipients contribute to the dialogue on public service improvement in Akko LGA.

Table 6: Distribution of Occupation of the Respondents

S/N	Unemployed	Farming/ Business	Civil Servant	Student	Total
1	0(0%)	227(60.2%)	101(26.8%)	49(13.0%)	377 (100%)

Source: Field Survey

Table 6 offers a breakdown of the occupational status of respondents who took part in the study on the effect of local government administration on service delivery in Akko Local Government Area, Gombe State, between 2019 and 2023. The categories include farmers and business owners, civil servants, students, and the unemployed. This occupational distribution provides valuable insight into the socioeconomic composition of the participants and helps contextualize their views on service delivery. The most dominant occupational group in the study comprises individuals engaged in farming and business, totaling 227 respondents, which accounts for 60.2% of the entire sample. This significant percentage reflects the agrarian and entrepreneurial nature of the Akko LGA economy, where a majority of residents rely on agriculture and small- to medium-scale commercial activities for their livelihood. Their perspectives are crucial in assessing how local government services such as market infrastructure, rural electrification, road access, and agricultural support impact economic productivity and sustainability. The second-largest group consists of civil servants, with 101 respondents, representing 26.8% of the sample. These are likely individuals working within government departments, schools, healthcare facilities, and other public service institutions. As insiders within the government system, they are uniquely positioned to provide insights into administrative practices, policy implementation, and the challenges faced in delivering services efficiently to the public. Students make up the third occupational category, with 49 individuals, or 13.0% of respondents. Their inclusion is significant, as students are among the primary users of education-related services provided by the local government. Their feedback is critical for evaluating the accessibility and quality of educational facilities, teaching personnel, learning materials, and other youth-centered programs in the area. Interestingly, no respondents were recorded as unemployed, indicating that all participants were actively engaged in some form of occupation or educational pursuit at the time of the survey. This may suggest a relatively engaged and economically active population base among those surveyed, although it could also point to a sampling approach that focused more on

working individuals and students, potentially excluding unemployed groups who may offer different perspectives on service access and welfare support. Overall, the occupational distribution of respondents provides a clear picture of the types of individuals most directly impacted by local government decisions and actions. The high number of farmers and business owners underlines the importance of economic and infrastructure-related service delivery, while the presence of civil servants and students ensures that both governance and educational perspectives are well represented. Understanding the needs and experiences of these varied groups is vital for crafting inclusive and effective local government policies that truly address the realities of life in Akko LGA.

RESULTS AND DISCUSSION

The results of the data analysis for this study were presented in table below based on the research questions and the formulated hypotheses for the study.

RESULTS

Research Question One: Does Local Government Administration provide health care service in Akko LGA?

Table 7: Mean and Standard deviation of roles of Akko LGA on health care services

S/N	ITEMS	Mean	SD	Remark
1	Akko P.H.C provided medical aids and support for the prevention and treatment of tropical diseases.	2.818	1.365	Moderately Agreed
2	Akko LGA register early pregnancy in the P.H.C department for future medication	3.066	1.259	Moderately Agreed
3	Akko LGA provides preventive medicines for women at early pregnancy in the P.H.C department	2.588	1.315	Moderately Agreed
4	Akko LGA provide antenatal care, vaccination etc reports of women during early pregnancy and after delivery	1.923	0.933	Disagreed
5	Akko LGA promotes the issuance of certificate of birth and registration of children in P.H.C department	3.456	4.691	Agreed
6	Akko LGA monitors, diagnose and maintains the health of pregnant women and their babies in the P.H.C department	2.420	1.600	Disagreed
7	Akko LGA facilitates the distribution and procurement of health commodities in the P.H.C department	3.617	2.508	Agreed
8	Akko LGA A.S promotes guidance and concealing services to couples, pregnant and nursing mothers	2.916	1.444	Moderately Agreed
9	Akko LGA provides immunization /vaccination services for effective health care provision through the P.H.C department	2.372	1.119	Disagreed
10	Akko LGA promotes routine sensitization of clinicians/ Health workers and members of the community about climate change, disease outbreak, family planning and child care management	2.281	1.366	Disagreed
Grand Mean		2.746	1.760	

Source: (SPSS Output, 2025)

The data presented in Table 7 focuses on the extent to which the local government administration in Akko Local Government Area (LGA) contributes to healthcare service delivery, as perceived by the respondents. Ten specific items related to healthcare functions were evaluated using mean scores and standard deviations. Each item reflects an aspect of the role played by the Primary Health Care (PHC) department under the Akko LGA in delivering essential services. From the responses, it is observed that only two items Item 5 and Item 7 achieved mean scores above the benchmark of 3.50, which is considered the threshold for a strong agreement. Item 5, which deals with the promotion of birth certificate issuance and child registration, received a mean of 3.456 (despite the unusually high SD of 4.691, suggesting a wide variation in responses). Similarly, Item 7, concerning the distribution and procurement of health commodities, scored 3.617, indicating that respondents agreed that the local government is active in this area. These results highlight a relatively strong role by the LGA in administrative functions like documentation and logistics in healthcare. A cluster of responses fell within the "Moderately Agreed" range, suggesting that while some level of involvement by the Akko LGA in health care exists, it is perceived to be only somewhat effective. For example, Item 1 (medical aid and tropical disease treatment), Item 2 (early pregnancy registration), Item 3 (preventive medicines for pregnant women), and Item 8 (guidance and counseling services) all had mean scores between 2.588 and 3.066. These indicate that while the local government is attempting to perform these duties, there may be inconsistencies or limitations in the scope or quality of service delivery in these areas. Conversely, several critical items recorded mean scores significantly below 2.50, reflecting respondent disagreement on the local government's effectiveness in key maternal and child health services. These include antenatal care and postnatal follow-up (Item 4 - 1.923), monitoring of pregnant women and their babies (Item 6 - 2.420), vaccination and immunization services (Item 9 - 2.372), and community sensitization on health topics (Item 10 - 2.281). These scores raise concerns about the depth and effectiveness of PHC interventions in maternal and child health, immunization, and public health awareness all of which are essential to any local health system. The grand mean score of 2.746 with a standard deviation of 1.760 suggests an overall moderate agreement among respondents that the Akko LGA provides healthcare services. This implies that although some efforts are being made, they are not uniformly perceived as adequate or consistent across all aspects of primary health care. The standard deviation indicates considerable variation in responses, suggesting that access to or experiences with healthcare services may

vary significantly among different communities or respondent groups within the LGA. In summary, while the local government in Akko has demonstrated capacity in some administrative and logistical roles particularly in birth registration and distribution of health supplies—there are significant gaps in direct service delivery such as antenatal care, immunization, and health education. These areas require strengthened attention, policy support, and perhaps greater resource allocation. The results suggest a need for more consistent and widespread implementation of healthcare services to ensure equitable and effective public health outcomes across Akko LGA.

Research Question Two: Does Local Government Administration provide educational services in Akko LGA?

Table 8: Mean and Standard deviation of roles of Akko LGA on provision of education services

Page | 55

S/N	ITEMS	SD	D	MA
1	Akko LGA provides admission and registration services for pupils and students through its LGEA	2.615	1.507	Moderately Agreed
2	Akko LGA in conjunction with SUBEB, BESDA, SENSE and USAID facilitates the building of classes, resource center (T.R.C) and other infrastructures for effective basic education	2.993	1.410	Moderately Agreed
3	Akko LGA in conjunction with SUBEB, BESDA, SENSE and USAID facilitates capacity building workshops and seminars for teachers, examination officers, and other school support officers for effective basic education services	2.796	1.378	Moderately Agreed
4	Akko LGA promotes the supervision and inspection of teachers and schools for effective basic education services	2.280	1.159	Disagreed
5	Akko LGA evaluate the performance of teachers and schools for effective basic education services	2.336	1.160	Disagreed
6	Akko LGA administrative system ensures the utilization and management of the teachers resource centre for effective basic education services	2.398	1.167	Disagreed
7	Akko LGA administrative system organizes and conduct annual school census (A.S.C) in JSS and Nursery section for effective basic education services provision in the area through its LGEA	2.457	1.193	Disagreed
8	Akko LGA administrative system monitors the school based management committee (S.B.M.C) in each school for effective basic education services provision in the area through its LGEA	2.576	1.232	Moderately Agreed
9	Akko LGA administrative system facilitates the permanent and temporary staffing and transfers of staffs for effective service delivery in the area through its LGEA.	2.266	1.204	Disagreed
10	Akko LGA administrative system sponsor teachers to various institutions to acquire additional knowledge for effective service delivery in the area through its LGEA	2.576	1.066	Moderately Agreed
Grand Mean		2.529	1.248	

Source: (SPSS Output, 2025)

Table 8 presents data analyzing how respondents perceive the role of the Akko Local Government Administration (LGA) in providing educational services. The evaluation was based on ten key indicators that reflect various aspects of educational service delivery, such as infrastructure development, teacher capacity-building, administrative oversight, and staff management. The responses were measured using mean scores and standard deviations to determine the level of agreement or disagreement with each statement. A close look at the results reveals that none of the items reached the 3.50 benchmark, which was used as the threshold for strong agreement. This suggests that, across all the aspects evaluated, respondents generally did not strongly affirm that the local government provides robust educational services. However, several items scored above 2.50 but below 3.50, falling within the "Moderately Agreed" range. These include admission and registration services (Item 1 - mean: 2.615), facilitation of infrastructure projects in collaboration with partners such as SUBEB and USAID (Item 2 - 2.993), capacity-building workshops for educators (Item 3 - 2.796), monitoring of school-based management committees (Item 8 - 2.576), and sponsorship of teachers for further education (Item 10 - 2.576). These moderately agreed items point to some level of involvement by Akko LGA in education, especially in administrative functions and in partnership-driven development efforts. The role of the Local Government Education Authority (LGEA) in managing school registration and partnering with international agencies shows that there are coordinated attempts to improve educational access and quality in the region. However, the moderate nature of agreement also implies that these efforts might not be consistent, comprehensive, or sufficient across all communities within the LGA. On the other hand, a significant number of items were disagreed with, indicating areas where the local government's educational services are perceived as lacking. For example, Items 4 through 7 and Item 9 had mean scores below 2.50. These items relate to essential supervisory and evaluation roles, such as teacher and school inspection (Item 4 - 2.280), performance evaluation (Item 5 - 2.336), management of teacher resource centers (Item 6 - 2.398), annual school census activities (Item 7 - 2.457), and staffing and transfer of teachers (Item 9 - 2.266). The low ratings in these

critical areas suggest gaps in educational governance, quality assurance, and systemic management, all of which are essential for improving learning outcomes and school functionality. The grand mean score of 2.529, along with a standard deviation of 1.248, reflects an overall moderate level of agreement among respondents regarding the role of Akko LGA in providing educational services. While there is some recognition of administrative and collaborative efforts, the lower scores in core operational areas such as supervision, teacher evaluation, and staffing highlight the need for stronger institutional performance. The standard deviation indicates a reasonable spread in responses, suggesting that experiences with education services may vary among different communities or demographic groups within the LGA. In conclusion, the findings suggest that although Akko LGA plays a role in educational service delivery particularly in registration, infrastructure development, and teacher training there are notable shortcomings in its supervisory and managerial functions. Strengthening monitoring mechanisms, ensuring regular staff evaluations, and supporting better resource utilization could significantly enhance the effectiveness of educational services in the area. The moderate level of perceived involvement reflects both the progress made and the work that remains in ensuring quality, accessible, and well-managed basic education in Akko LGA.

Table 9: Mean and Standard deviation of roles of Akko LGA on provision of social welfare services

S/N	ITEMS	SD	D	MA
1	Akko LGA provides gifts to best students and schools on children day occasions and provide vehicles for supervisory officers in Education and Agric Departments	2.883	1.581	Moderately Agreed
2	Akko LGA provides financial aids, grants and economic services to elevate poverty	3.007	1.435	Moderately Agreed
3	Akko LGA facilitates entrepreneurial and self-reliance programs to citizenry in the area	3.128	1.451	Moderately Agreed
4	Akko LGA promotes social and recreational services	3.164	1.480	Moderately Agreed
5	Akko LGA facilitates occupational health and safety services (work injury compensation) in the area	2.573	1.344	Moderately Agreed
6	Akko LGA aids in the provision of non-formal educational services through social welfare and security department.	2.558	1.331	Moderately Agreed
7	Akko LGA aids in the provision of cultural services	2.617	1.349	Moderately Agreed
8	Akko LGA organizes programs on family issues and good household environment to prevent family crisis	2.902	1.422	Moderately Agreed
9	Akko LGA helps to handle and solve the cases of dysfunctional family environments in the area through its social welfare and security department	2.708	1.438	Moderately Agreed
10	Akko LGA shield and protect children, orphans, women, people with disability and forms of vulnerable community members from emotional or sexual abuse	2.726	1.190	Moderately Agreed
		2.827	1.397	

Table 9 presents an evaluation of the role of the Akko Local Government Administration (LGA) in delivering social welfare services to its constituents. The analysis draws from responses across ten indicators that reflect various dimensions of social welfare, including support for education, economic empowerment, health and safety, cultural development, and the protection of vulnerable groups. These responses are quantitatively assessed using mean scores and standard deviations to measure the degree of agreement or disagreement from the respondents. From the findings, it is evident that none of the items exceeded the benchmark score of 3.50, which was established as the threshold for a strong level of agreement. Nonetheless, all ten items received mean scores above 2.50, falling within the range of "Moderately Agreed." This implies that while there is no overwhelming consensus, there is a general acknowledgment that Akko LGA is moderately involved in the provision of social welfare services. The data further reveals that certain aspects of welfare services garnered relatively higher levels of agreement. For instance, Item 4, which pertains to the promotion of social and recreational services, scored a mean of 3.164, the highest among all indicators. This suggests that recreational activities and social engagement programs are relatively more visible or impactful in the community. Similarly, Items 2 and 3—covering financial aid and entrepreneurial programs—scored means of 3.007 and 3.128 respectively. These reflect the LGA's attempts to address poverty and unemployment by promoting economic self-reliance. Other moderately rated services include gift distribution and logistical support for education and agriculture departments (Item 1 - 2.883) and programs addressing family-related issues and home environment management (Item 8 - 2.902). These services indicate that Akko LGA takes steps to reinforce both educational excellence and family stability, albeit not in a highly systematic or far-reaching manner. Lower-scoring yet still moderately agreed items include those related to non-formal education (Item 6 - 2.558), occupational safety (Item 5 - 2.573), and cultural services (Item 7 - 2.617). These scores suggest that while these services are present, they may not be as actively promoted or consistently implemented as other welfare components. Additionally, the role of the LGA in protecting vulnerable groups such as women, children, orphans, and people with disabilities (Item 10 - 2.726) is acknowledged, though again not strongly emphasized according to respondent perceptions. The grand mean of 2.827, accompanied by a standard deviation of 1.397, indicates a moderate overall agreement with

the assertion that Akko LGA provides social welfare services. The variation in responses, as reflected by the standard deviation, suggests that while services are being rendered, their reach, consistency, and visibility may vary among different segments of the population or across different communities within the LGA. In summary, while Akko LGA appears to be making efforts to provide social welfare services in areas such as economic empowerment, family support, recreation, and protection of vulnerable populations, these efforts are perceived as moderate rather than robust or comprehensive. There is a clear need for the local government to enhance the depth and breadth of its welfare programs, especially in areas like occupational health, non-formal education, and family crisis intervention, to ensure a more inclusive and effective delivery of social welfare services throughout Akko LGA.

Test for Hypotheses

HO1: There is no significant relationship between Local Government Administration and health care services delivery in Akko LGA

Table 10: Regression ANOVA of the relationship between Local Government Administration and health care services delivery in Akko LGA

	Sum of Squares	df	Mean Square	F	Sig.
Regression	48.464	1	48.464	1.751	.019 ^b
Residual	857.778	31	27.670		
Total	906.242	32			

a. Dependent Variable: service delivery

b. Predictors: (Constant), health care services

Hypothesis HO1 was formulated to test whether a statistically significant relationship exists between Local Government Administration and the delivery of health care services in Akko Local Government Area. The null hypothesis (HO1) posits that no such relationship exists. To evaluate this, a regression analysis using ANOVA (Analysis of Variance) was employed, as detailed in Table 10. The ANOVA table displays key statistical values used to determine the strength and significance of the relationship. The Regression Sum of Squares is reported as 48.464, with 1 degree of freedom (df), indicating the amount of variation in healthcare service delivery that can be explained by local government administration efforts. The Residual Sum of Squares, which represents the unexplained variation, is 857.778 with 31 degrees of freedom. The Total Sum of Squares is 906.242, which reflects the overall variance in the dependent variable healthcare service delivery. The Mean Square for the regression, calculated by dividing the regression sum of squares by its degrees of freedom, is 48.464. For the residuals, the mean square is 27.670. The F-value, which measures the ratio of explained variance to unexplained variance, is 1.751. While this F-value appears relatively low, the significance value (Sig.) or p-value is reported as 0.019, which is less than the standard alpha level of 0.05. This p-value is critical in drawing a conclusion about the hypothesis. Since $p = 0.019 < 0.05$, the result is considered statistically significant. Therefore, we reject the null hypothesis (HO1). This means there is sufficient evidence to conclude that a significant relationship exists between the activities of local government administration and the delivery of healthcare services in Akko LGA. In essence, this analysis supports the assertion that local government structures and functions likely including funding, staffing, equipment procurement, community outreach, and health education play a measurable role in enhancing or impacting the state of healthcare delivery in the local government area. Despite the relatively modest F-value, the significant p-value demonstrates that these administrative activities should not be overlooked when evaluating healthcare outcomes in the area. To further strengthen this finding, future studies may consider exploring specific components of local government health initiatives that have the most impact (e.g., maternal care, vaccination programs, disease prevention campaigns). Additionally, the inclusion of more robust sample sizes and qualitative data could enrich the understanding of how and why local government administration affects healthcare service provision in Akko LGA.

Table 11: Model summary of regression analysis on relationship between Local Government Administration and health care services delivery in Akko LGA

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.231 ^a	.053	.023	5.26025

a. Predictors: (Constant), health care

Table 11 provides a model summary of the regression analysis conducted to assess the influence of Local Government Administration on the delivery of healthcare services in Akko Local Government Area. The model includes key statistical values such as the correlation coefficient (R), coefficient of determination (R Square), adjusted R Square, and the standard error of the estimate.

The correlation coefficient (R) is reported as 0.231, indicating a weak positive relationship between the efforts of local government administration and the effectiveness of healthcare services in the area. This means that, while there is a positive direction in the relationship i.e., as local government involvement increases, so does healthcare service delivery the strength of this association is relatively low.

The coefficient of determination (R^2) is 0.053, suggesting that only 5.3% of the variability in healthcare service delivery can be attributed to the activities of the local government. This implies that while the local government's

actions do contribute to the state of healthcare in Akko LGA, a large proportion (94.7%) of the variation is due to other factors not captured within this model—such as state or federal government programs, NGO interventions, private sector involvement, or community-led initiatives.

The Adjusted R², which accounts for the number of predictors and adjusts for sample size, is even lower at 0.023. This further emphasizes that the explanatory power of the model is modest, and that adding more relevant variables might improve the predictive capacity of the analysis. The Standard Error of the Estimate (5.26025) measures the average distance that the observed values fall from the regression line indicating a fair level of dispersion. Despite the weak strength of the relationship, the statistical significance level ($p < 0.05$) obtained from the regression ANOVA (from Table 4.4a) indicates that this weak relationship is statistically meaningful. Hence, the null hypothesis (which assumed no significant relationship) is rejected. This outcome confirms that local government administrative actions do have a statistically significant impact, even if limited, on healthcare service delivery in Akko LGA. In conclusion, while the model suggests that local government administration plays a role in healthcare service delivery, it is not the sole or even the predominant factor. Policymakers and local administrators might need to enhance their contributions or collaborate with other stakeholders to ensure more impactful and far-reaching health services. This could involve better funding, infrastructure improvements, hiring qualified personnel, increasing outreach programs, and leveraging partnerships with health-focused organizations to complement government efforts.

H₀₂: There is no significant relationship between Local Government Administration and Educational services delivery in Akko LGA

Table 12: Regression ANOVA of the relationship between Local Government Administration and Educational services delivery in Akko LGA

	Sum of Squares	df	Mean Square	F	Sig.
Regression	41.699	1	41.699	1.495	.023 ^b
Residual	864.543	31	27.888		
Total	906.242	32			

a. Dependent Variable: service delivery
 b. Predictors: (Constant), educational services

Table 12 presents the results of a regression analysis of variance (ANOVA) conducted to examine whether there is a significant relationship between local government administration and the provision of educational services in Akko LGA. The aim is to test Hypothesis Two (H₀₂), which states that no significant relationship exists between these variables. The regression sum of squares is 41.699 with 1 degree of freedom, indicating the portion of the total variation in educational service delivery that can be explained by local government administration. Meanwhile, the residual sum of squares, which represents the unexplained variation, stands at 864.543 over 31 degrees of freedom. Together, the total sum of squares is 906.242, highlighting the overall variability in the data. The F-statistic, which tests the overall significance of the regression model, is calculated as 1.495. This value reflects the ratio of the model's explained variance to the unexplained variance. In this context, it suggests that the explanatory power of local government administration on education service delivery is limited but present. What is particularly notable is the p-value (significance level) of .023, which is less than the commonly accepted threshold of 0.05. This means that the observed relationship is statistically significant even if the strength of the relationship is relatively weak. As a result, the null hypothesis (H₀₂) is rejected, confirming that there is a meaningful connection between local government efforts and education service delivery in the area. Despite the relatively modest F-value, the significant p-value underscores that local government administration does contribute to the effectiveness of educational services in Akko LGA. However, the strength of that contribution is not substantial enough to account for all, or even most, of the variation in educational outcomes. This may suggest inefficiencies in implementation, limited resources, or overlapping responsibilities with state or federal agencies. In summary, the analysis indicates that local government plays a statistically significant but limited role in shaping the landscape of educational service delivery. The findings call for enhanced strategies to increase the impact of local policies possibly through improved teacher support, infrastructure development, school inspections, and broader collaborations with educational stakeholders like SUBEB and donor organizations. Understanding and strengthening this link could lead to more effective education outcomes for residents of Akko LGA

Table 13: Model summary of regression analysis on relationship between Local Government Administration and Educational services delivery in Akko LGA

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.215 ^a	.046	.015	5.28095

a. Predictors: (Constant), education services

Table 13 provides a summary of the regression model used to assess the strength and explanatory power of the relationship between local government administration and educational services delivery in Akko LGA. The regression output includes values for the correlation coefficient (R), the coefficient of determination (R^2), adjusted R^2 , and the standard error of the estimate. The correlation coefficient (R) is reported as 0.215, indicating a weak positive relationship between the activities of the local government and the provision of educational services. This means that although there is a slight upward trend in educational service quality when local government administrative efforts increase, the relationship is not particularly strong. The coefficient of determination (R^2) is 0.046, which translates to 4.6%. This implies that only 4.6% of the total variance in educational service delivery within Akko LGA can be explained by the local government's administrative roles and efforts. The remaining 95.4% of the variation is influenced by other factors not captured within the model such as state or federal government interventions, NGO activities, community engagement, school management, or socio-economic conditions. Moreover, the adjusted R^2 value, which adjusts the R^2 statistic for the number of predictors in the model, stands at 0.015. This slightly lower figure reflects that when accounting for potential over fitting due to sample size, the model's explanatory power decreases even further, reinforcing the conclusion that the local government's influence, while significant, is quite limited in isolation. The standard error of the estimate, at 5.28095, suggests a moderate level of variability in the actual data around the regression line. This value indicates the average distance that the observed values fall from the predicted values based on the model. A smaller standard error would indicate a more precise prediction model, so this figure suggests that the predictions of education service delivery based on local government involvement have considerable error. In conclusion, while the regression analysis reveals that there is a statistically significant relationship between local government administration and education services in Akko LGA (as supported by the corresponding ANOVA table with a p-value < 0.05), the overall influence is minimal. The local government's contributions explain only a small fraction of the overall variation in educational outcomes. This highlights the need for strengthening the administrative framework of the local government, possibly through increased funding, enhanced oversight mechanisms, and stronger collaboration with partners such as SUBEB, BESDA, and international development agencies. A more coordinated and robust effort could substantially improve the educational landscape in Akko LGA.

HO₃: There is no significant relationship between Local Government Administration and welfare services delivery in Akko LGA.

Table 14: Regression ANOVA of the relationship between Local Government Administration and welfare services delivery in Akko LGA.

	Sum of Squares	Df	Mean Square	F	Sig.
Regression	15.031	1	15.031	.523	.047 ^b
Residual	891.211	31	28.749		
Total	906.242	32			

a. Dependent Variable: service delivery

b. Predictors: (Constant), social welfare services

Table 14 provides insights into the statistical relationship between local government administrative efforts and the delivery of social welfare services in Akko LGA. The regression analysis evaluates how much of the change in social welfare service provision can be attributed to the influence of the local government administration. The regression sum of squares is 15.031, representing the amount of variation in social welfare service delivery that is explained by the local government administration's role. Meanwhile, the residual sum of squares is 891.211, showing the portion of variation that is not explained by the model. This suggests that a significant part of the changes in welfare service outcomes is due to other factors beyond local government efforts. The mean square for regression is 15.031, while the mean square for residuals is 28.749, calculated over 31 degrees of freedom (df). The resulting F-statistic is 0.523, which measures the ratio of the explained variance to the unexplained variance. This relatively low F-value indicates that the model does not strongly explain the variation in the dependent variable. However, the p-value or significance level (Sig.) is 0.047, which falls just below the conventional threshold of 0.05. This means that the relationship between local government administration and welfare service delivery is statistically significant, even though the strength of the relationship is relatively weak. As a result, the null hypothesis (HO₃), which posits that

there is no significant relationship between local government administration and social welfare service delivery, is rejected. The rejection of the null hypothesis confirms that local government administration does play a role albeit a limited one in influencing social welfare services in Akko LGA. This significance suggests that policies, decisions, and interventions made by the local government do affect the level of service delivery in areas such as support for vulnerable populations, community engagement programs, and poverty alleviation initiatives. In conclusion, while the statistical model does not demonstrate a strong predictive power (as implied by the low F-value), the presence of a significant relationship ($p < 0.05$) is a positive indicator. It reflects that local government initiatives do have a measurable effect on welfare service outcomes, and there is a foundation upon which improvements and expansions can be built. The results encourage further administrative reforms, capacity-building, and increased funding allocations to improve the scope and effectiveness of social welfare services in Akko LGA

Table 15: Model summary of regression analysis on relationship between Local Government Administration and welfare services delivery in Akko LGA.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.227 ^a	.051	.041	13.46478

Table 15 presents the model summary of a regression analysis exploring how well the activities and responsibilities of local government administration predict or influence the delivery of social welfare services within Akko Local Government Area (LGA). The analysis provides key statistical indicators that explain both the strength and predictive power of this relationship. From the results, the correlation coefficient (R) is 0.227, suggesting a weak but positive relationship between the independent variable (local government administration) and the dependent variable (welfare service delivery). Although the relationship is not strong, its positive direction implies that improvements or actions by the local government have the potential to bring about some improvement in social welfare outcomes in the area. The coefficient of determination (R^2) is 0.051, which means that approximately 5.1% of the variation in welfare service delivery in Akko LGA can be statistically attributed to the influence of the local government administration. This low value of R^2 indicates that the model does not account for a large portion of the variance in the dependent variable. In other words, most changes in social welfare delivery are influenced by other factors outside the scope of the local government's administrative input. The adjusted R Square, which compensates for the number of predictors and the sample size, is slightly lower at 0.041. This figure reflects the proportion of variation explained by the model after adjusting for the degrees of freedom, and further emphasizes the limited explanatory power of local government administration alone in determining welfare outcomes. Additionally, the standard error of the estimate, which is 13.46478, reveals the average distance that the observed values fall from the regression line, again showing a considerable amount of unexplained variability. Despite the relatively weak statistical indicators, the significance level (from the corresponding ANOVA results in Table 15) was below the conventional 0.05 threshold, indicating that the relationship is statistically significant. This led to the rejection of the null hypothesis, which stated there was no significant relationship between local government administration and welfare service delivery. Therefore, while the influence of local governance on welfare delivery is modest, it is nonetheless valid and measurable. This highlights the importance of local government initiatives in welfare programs and suggests a need for more coordinated efforts, resource allocation, and policy innovation to enhance welfare service effectiveness across Akko LGA

Summary of Major Findings

The findings of this study were summarized as follows:

- i. There is a weak positive relationship between Local Government Administration and health care services delivery in Akko LGA ($R = .231$; $R^2 = 0.53$; $p < 0.05$)
- ii. There is a weak positive relationship between Local Government Administration and education services delivery in Akko LGA ($R = .215$; $R^2 = 0.46$; $p < 0.05$)
- iii. There is a weak positive relationship between Local Government Administration and education services delivery in Akko LGA ($R = .227$; $R^2 = 0.51$; $p < 0.05$)

DISCUSSION OF FINDINGS

The findings of this study reveal a weak positive relationship between Local Government Administration (LGA) and healthcare services delivery in Akko LGA, as indicated by $R=0$. And $R^2=0.053$. This suggests that while LGAs may contribute to healthcare delivery, their influence is limited. One plausible reason for this weak relationship could be inadequate funding or mismanagement of resources allocated to healthcare services. Local governments may lack the necessary financial capacity or administrative efficiency to implement impactful health programs, thereby constraining their ability to deliver improved healthcare outcomes. Similarly, the weak positive relationship between Local Government Administration and education services delivery in Akko LGA ($R=0.215$ and $R^2=0.046$) indicates a marginal influence. This could stem from insufficient investment in educational infrastructure, teacher recruitment, and training programs by the local government. Additionally, competing priorities or lack of strategic focus on education might hinder LGAs from addressing critical gaps, such as classroom shortages, curriculum development, and learning materials, which are essential for quality education delivery. The weak positive relationship between Local Government Administration and social welfare services (environmental services) delivery ($R=0.227$ and $R^2=0.051$) further highlights the limited impact of LGAs in this sector. One possible explanation is the lack of technical expertise or capacity to implement effective environmental management programs. This could include challenges in waste disposal systems, pollution control, or public sensitization campaigns, which require technical know-how and sustained efforts. The local government's efforts may also be

hindered by a lack of collaboration with private organizations or non-governmental bodies that could supplement its initiatives. The consistent weak positive relationships across all sectors suggest systemic challenges in the local governance framework within Akko LGA. These may include limited autonomy, insufficient revenue generation, and weak accountability mechanisms. The reliance on state or federal allocations, coupled with inefficiencies in resource utilization, likely constrains the ability of LGAs to perform effectively. Strengthening institutional capacity, improving governance practices, and fostering partnerships could enhance the role of LGAs in delivering critical services in Akko LGA.

SUMMARY

This study focuses on the effect of Local Government Administration System on Service Delivery in Akko Local Government, Gombe State, Nigeria" with references to health, education and social welfare and security services delivery in the study area. The study was organized in five chapters. Chapter one focused on the background to the study in which the variables and the justification for the study were discussed. The study was guided by three specific objectives, three research questions, and three hypotheses tested at 0.05 level of significance. The chapter also discussed the scope of the study, and then operationally defined the key terms used in the study. A correlation survey design was used. The population of the study comprised the staffs and people of Akko Local Government Area will constitute the population of the study. Akko local Government has a total number of 337853 (2006 Population census). The staff included those who are working under in health department, education and social welfare departments respectively. The other staffs were not included because they have no business with health care services, education as well as social welfare. The sample size was 377 which include staff in the Health, Education and social welfare departments in Akko LGA as well as their HODs, resident people of the LGA and their community leaders. The instrument for data collection for this study was two set of Questionnaires: Local Government Administration Questionnaire (LGAQ) and Service delivery Questionnaire (SDQ). The (LGAQ) comprised three sections (A-C). Section A contains the items on the provision of healthcare services, while section B contained the items on education and C contained the items on provision of social welfare services respectively. While the SDQ on the other hand consist of 10 items. All the items in the questionnaires were responded via 5 points Likert scale of: Strongly Disagreed (SD)=1, Disagreed (D)=2, Moderately Agreed (MA)=3, Agreed (A)=4 and strongly agreed (SA)=5. The instrument have been validated by three Academic staff to expert judgments, one staff from each of the Department of Public Administration, Business Administration and Political Science, Gombe State University respectively. In order to obtain the reliability of the instrument, a pilot study was conducted on population of Yamaltu Deba Local Government. The data obtained in the pilot test have been computed using a Cronbach alpha reliability coefficient and yielded a reliability index of 0.84. The data collected for this study were analyzed using both descriptive statistics and inferential statistics. Research questions were analyzed using descriptive statistics (mean and standard deviation) to find the role of local government administration on providing service delivery. While the formulated hypotheses were tested using linear regression analysis at 0.05 level of significance. All the data analysis was conducted using statistical software: SPSS version 26. The study found a weak positive relationship between Local Government Administration and healthcare, education, and social welfare services delivery in Akko LGA ($R = .231; p<0.05$), ($R = .215; p<0.05$), and ($R = .227; p<0.05$) respectively.

CONCLUSION

The study concludes that while there is some level of contribution, it is minimal and insufficient to drive significant improvements. The findings underscore systemic challenges such as inadequate funding, resource mismanagement, lack of technical expertise, and limited institutional capacity as key barriers to effective service delivery. Addressing these issues through enhanced governance practices, capacity-building initiatives, and strategic partnerships is essential to enable Local Government Administration to better fulfill its mandate and improve the quality of life for residents.

RECOMMENDATIONS

Based on the findings, the following recommendations are proposed:

- i. Local governments should advocate for increased budgetary allocations from state and federal governments while enhancing internal revenue generation to address funding gaps in healthcare services by providing the modern health facilities to primary health care centers.
- ii. Capacity-building initiatives, including training programs for local government staff, should be implemented to improve technical expertise to local education in order to ensure effective service delivery. Partnerships with non-governmental organizations and private entities can also provide technical support and innovative solutions to primary education which in one way or the other brings positive changes to local education sector.
- iii. Local governments should collaborate with state governments, international development partners, and civil society organizations to leverage resources, expertise, and innovations for improved service delivery in the social welfare sector by designing a series of programs responsible for improving welfare of Local government staffs and the entire population of Akko Local Government.

Suggestions for Further Studies

- i. Compare the relationship between local government administration and service delivery in health care, education, and other sectors across multiple local government areas to identify regional differences.

REFERENCES

1. Ani, A. *et al.*, (2013).Advanced Local Government Finance. Enugu :Zikchuks publishers.
2. Ikenna, U. I (2017). Local government creation under the 1999 constitution (as amended): an Appraisal.

3. Micheal, B.A. (2013). Local Government Administration in Nigeria: Review.
4. Indeed Editorial Team (2022). What are Public services.Definitions and 23 Examples.
5. Idoku, I.C.andObidimma,A.E (2020).Local government autonomy under the 1999 constitution ofnigeria: a reality or myth. Journal of Public and Private Law, Unizik Vol. 10, 2020
6. Ariyo A.T and Gabriel,I.Z. (2021). Local Government Reforms and Grassroots Development in Nigeria. Journal of Administrative Science Vol.18, Issue 1, 2021, pp. 113 - 133 Available online at <http://jas.uitm.edu.my>
7. Agba, M.S., Akwara, A.F., and Idu, A.Y. (2013). Human Resources Management and Effective Service Delivery in Nigeria: A content analysis. Academic Journal of Interdisciplinary Studies Vol 2, No : 2.
8. Agba, M.S (2006). Human Resources Management and Effective Service Delivery in Nigeria. Sophia: An African Journal of Philosophy Vol 8, No: 2.
9. El-Rufai, N.A (2013). Local Government: The Missing Tier of Government. Columnist. (*Internet Material downloads Feb 10, 2014*.
10. Hafsat, M.A (2022). Inside Gombe Community where Schooling Stops at JSS3 as Female Children are married off, their Counterparts Turn Hustlers.
11. Aluko, J.O (2011). Local Government Elections and the challenges of Democratic Governance in Nigeria. www.Nigeria world.Com.
12. Erwat, E.A and Banjo, A.O (2021). Administration competence and service delivery in Ogun State Local Councils.
13. **Idayat.H.(2020).** Local Governance in Nigeria: An Unsettling State of Affairs
14. Rasak, S. (2016). Appraisal of Local Government Autonomy on Service Delivery at the Grass roots in Nigeria.
15. Martins, N and Ledino, O. (2015). The Perception and Nature of Service Delivery Innovation among Government employees. An explanatory study.Journal of Governance and Regulation.*Vol 4, Issue 1 Pp 78-87.*
16. Sigma (2019). Service Delivery Principles of Public Administration.
17. Krejcie RV, Morgan DW. Sample size determination table. *Educational and psychological Measurement.* 1970;30(3):607-10.
18. Saidu M, Buba AB, Usman A. Industrial Propaganda: Exploring Politics of Reviving Manto Processing Company in Gombe, North East Nigeria. *Journal of Resources and Economic Development.* 2020;3(3):104-17.
19. Balzerek H, Fricke W, Heinrich J, Moldenhauer KM, Rosenberger M. Man-Made Flood Disaster in the Savanna Town of Gombe/Ne Nigeria the Natural Hazard of Gully Erosion Caused by Urbanization Dynamics and Their Peri-Urban Footprints (Gefährdungspotenziale durch Erosionsprozesse im urbanen und periurbanen Raum am Beispiel von Gombe/Nordostnigeria in der Trockensavanne Westafrikas). *Erdkunde.* 2003 Apr 1:94-109.
20. Bose, A. (2009). The effect of coal mining on the socioeconomic development of Maiganga Village, Akko L.G.A of Gombe State. *BSc thesis submitted to the department of Geography. Gombe State University.*
21. Iliya, D.B (2023). Evaluation of Infiltration Capacity and Runoff Coefficient as Components of Soil Water Balance in Kashere and Pindiga.MSc thesis Submitted to Soil Science Department of ModibboAdama University, Yola.
22. Turrall H, Svendsen M, Faures JM. Investing in irrigation: Reviewing the past and looking to the future. *Agricultural Water Management.* 2010 Apr 1;97(4):551-60.
23. Aderonke M. (2024) The State of Local Government and Service Delivery in Nigeria: Challenges and Prospects
24. Egberi, A.E and Madubeuze.M.C (2014). Corruption and Service Delivery in Akko Local Government System in Nigeria> A content Analysis .*International Journal of Business and Social science.**Vol 5, No 10 (1).*
25. Anthony, E.E and Madumellu, H.C.M (2014). Corruption and Service Delivery in Local Government System in Nigeria: A content Analysis. *International Journal of Business and Social Sciences.*Vol 5, No 10. Issue 1, Pp 98-107.
26. Godwin, C.I. (2018). Local Government Service Delivery and Policy Evaluation: The case of Nigerias Fourth Republic.*Journal of Sustainable Development.**Vol 11, No: 3, Pp 17-22.*
27. Joseph, I.I (2020). Traditional Institution and National Building: The role of traditional Rulers in the Maintenance of National Security for Sustainable Development. *UJAH.**Vol 21, No 4.*

CITE AS: Tom Mulegi, Usman Bappi and Eleanor Kirahora Barongo (2025). Local Government Administration System and Service Delivery in Akko Local Government, Gombe State Nigeria (2019-2024). NEWPORT INTERNATIONAL JOURNAL OF CURRENT RESEARCH IN HUMANITIES AND SOCIAL SCIENCES,5(3):45-63.
<https://doi.org/10.59298/NIJCRHSS/2025/5.3.456300>