

Effects of Public Procurement Domestication Act on Service Delivery in Nasarawa State Public Sector

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ABSTRACT- *This study examined the effect of the Procurement Domestication Act on service delivery in Nasarawa State. A mixed research design comprising of qualitative, quantitative and explanatory design research approaches were adopted for the study. A population of 200 staffs of five (5) public organizations namely Nasarawa State Universal Basic Education Board (NSUBEB), Nasarawa State Water Board (NSWB), Nasarawa State Ministry of Works, Housing and Transport (NAMWHT), Nasarawa State Electricity Power Authority (NAEPA) and Nasarawa State Rural Water Supply and Sanitation Agency (NARUWASSA). A sample size of 133 was adopted for the study, while structured questionnaire was utilized as instrument for primary data collection. The collected data were analysed using inferential statistics such as Spearmann correlation. The study found that Procurement Competitive Bidding are significant determinants of service delivery thus a unit change in bidding method will result in 62.3% change in service delivery. The study found a number of elements that have influenced public procurement implementation and compliance, both favourably and unfavourably, including competitive bidding, transparent bidder assessment, and safeguard considerations. If a successful implementation and compliance with the Nasarawa State Public Procurement Domestication Act are to be achieved, some of the recommendations made by this work include the necessity of separating the procurement decisions from political interference and the establishment of an independent body, the State Council on Public Procurement, to enable it to carry out its legitimate duties/roles against the current trend, where the government and other governmental bodies performing this role. The results of this study will give an empirical foundation for decisions regarding the sustainability of the procurement domestication act in Nasarawa State. Their experience may also be relevant to other states in the federation and offer helpful hints to the nation as a whole.*

Keywords: *Public Procurement, Service delivery, Domestication Act, Competitive Bidding, Procurement Implementation, Nigeria*

I. INTRODUCTION

Government agencies in Nasarawa state, like many other Nigerian states, has had similar difficulties in service delivery. In addition to the inadequate resources for delivering public services, the majority of these issues are associated with a lack of budgetary transparency and public accountability. For instance, Nasarawa State's public service delivery was rife with anomalies before the procurement act was created, leading to frequent service failures and resource loss. These included inadequate planning, inadequate budgeting plans, needless service fragmentation, excessive invoicing and inflation of initial bids, gross change orders during project execution, the use of inappropriate procurement methods, contract allocation instead of competitive tendering, the proliferation of incompetent contractors in project delivery, inadequate project documentation, a general lack of transparency in the tendering process, and a decline in the ministerial tenders board's ethical standards (Hui et al., 2011). High service time and expense overruns, work abandonment, incorrect contract determination, disputes and lawsuits, subpar job performances, and building collapses were all caused by these abnormalities. According to Olatunji (2008), connection, tender price, and the lowest first offer were used to choose the contractor rather than the bid's worth and qualities. According to Leni et al. (2021), public sector service delivery is still declining in many federation states, even with increased resources. Therefore, features of the Procurement Domestication Act including community participation, sustainable procurement procedures, and competitive bidding are elements that provide logical answers. In order to achieve the objective of public procurement, access to clean energy, water, electricity, and basic education are necessary.

Few studies have been conducted on the execution of the Nasarawa State Public Procurement Act, despite

the fact that several studies have been conducted on Nigeria's Public Procurement Domestication Act. Wahab and Alake (2009) studied the Due Process as a procurement technique and its institutional and legislative framework, Olatunji (2008) studied the Due Process Policy Model, and Ezekwesili (2005) studied the Due Process Policy Model. Aduda (2007) assessed how well certain Budget Monitoring and Price Intelligence Unit regulations were being followed. Their research is relevant to ours since the Due Process Policy and the Budget Monitoring and Price Intelligence Unit were the first institutional frameworks of Nigeria's Public Procurement Reform, founded on the core ideas of the Nasarawa State Procurement Law of 2019 and the Public Procurement Act of 2007. This research, however, goes one step further as one of the first to assess the real effects of the Nasarawa State Public Procurement Domestication Act from the standpoint of providing public services.

If properly executed, the goals and provisions of the Nasarawa State Public Procurement Domestication Act are seen to be sound and capable of producing the intended effect (Transparency International, 2008). These requirements have been implemented in Nasarawa State Ministries, Departments, and Agencies that purchase products, services, and construction projects for about five (5) years. This time frame is seen to be sufficient for the reform's effects to be felt and observed, and it is crucial for proving or disproving the Public Procurement Domestication Act's advantages for state service delivery. In order to determine how the procurement reform has affected service delivery, this study consists of an empirical analysis of actual data from a representative sample of projects, goods, and services that were delivered before and after the Public Procurement Domestication Act was introduced. The discussion of the problem statement follows from this.

While series of services are delivered by Nasarawa State Government through its Ministries, Departments and Agencies, a large percentage of those services are not efficient nor sufficient, defeating the purpose for which they were procured and resulting in losses to the State Government. There are cases of building collapse, water system failures, poor health services etc. Aduda (2017). Despite the high overall value of purchases made by the public sector, there are cases of service failures

such as lack of water supply, poor electricity supply, lack of medicines in the hospitals, failure of public buildings leading to constant demolition and reconstruction among others. Furthermore, the lack of analysis and information available has made it difficult to formulate proposals for amending the procurement laws. This is coupled with the fact that there is insufficient evidence to adequately measure the effects of the Domestication Act on services delivery (Cascio, 2016). Research is therefore, required to determine how successful the Nasarawa State Public Procurement Domestication Act has been and to provide case studies and experiences that will guide state lawmaking and amending tactics.

Similarly, it was noted that research on the effects of public procurement systems in Nigerian states has not been extensively reported. This is because the executing organisation usually concentrates exclusively on conformity with necessary regulations and execution procedures, with little attention to quantifying the impact of applying processes aimed at improving competitiveness, transparency, and tackling illicit activities, all of which should improve the quality of services provided by public organisations (Evennet and Hoekman, 2005). Evennet and Hoekman (2005) further noted that while the procurement domestication act's advantages are often touted, it is seldom examined whether these benefits were indeed experienced years after the reform measures were enacted.

According to the Nasarawa State Tenders Board's 2019 report, most government agencies' inefficient procurement procedures cost the government a significant portion of their yearly budget. How much of this claim holds true for the public sector's recently changed procurement procedures, and what impact does it have on service delivery? This study examined how Nasarawa State's public service delivery was impacted by the Procurement Domestication Act. This study's primary goal is to investigate how the Nasarawa State Procurement Domestication Act affects the services provided by a few chosen public organisations in the state. The study's specific goals were to ascertain how competitive bidding affected the cost of services provided by Nasarawa State public organisations, how environmental and social safeguards affected the calibre of services provided by these organisations, and how community involvement during the procurement process affected the timeliness of

services provided by Nasarawa State public organisations. Examine how open bid assessment methods affect service failures in Nasarawa State's public organisations. The hypotheses were presented in a null format in accordance with the particular objectives of the study.

II. LITERATURE REVIEW

Theoretical Framework

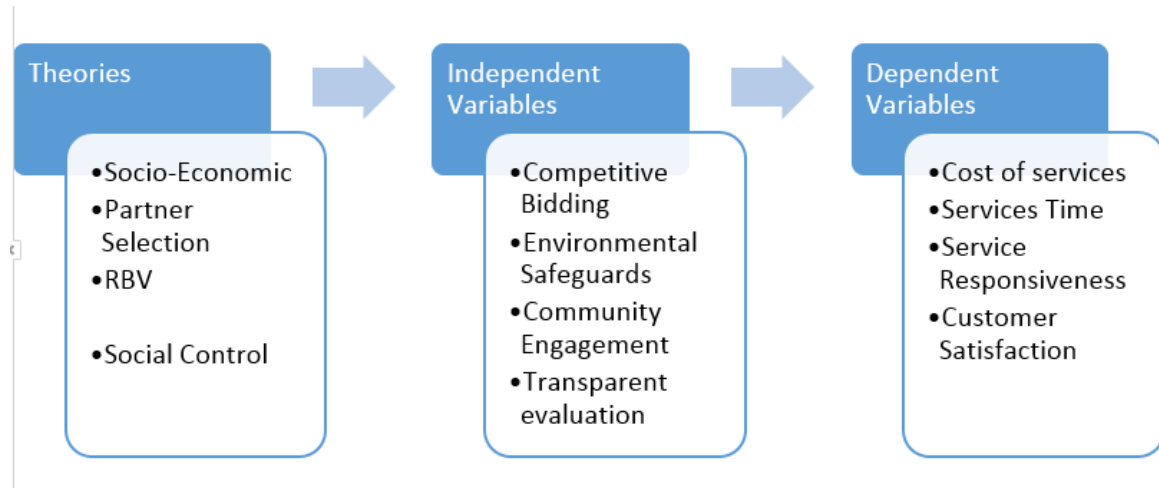


Figure 2.0: Relationship between Theories and independent/dependent variables

Socio-economic Theory

By combining economic theory with sociological and psychological theories, Sutinen and Kuperan (1999) developed the socio-economic theory of compliance, which takes into consideration social influence and moral duty as factors influencing people's compliance choices. Lisa (2010) asserts that psychological viewpoints serve as a foundation that determines how successful or unsuccessful organisational compliance is. According to socio-economic theory, the organisation must explain its existence within social bounds and reveal its actions to all relevant parties, including the public. This theory offers an adequate and stronger perspective for comprehending the government procurement system since it focusses on the link and interaction between an organisation and society (Hui et al., 2011). This theory helps in comprehending public institutions' planning, policy, and sustainable procurement methods as well as how they affect the way society is served.

Partner Selection Theory

Saffu and Mamman (2000) believes that the picking of supplier is driven by the needs of the organization. Organizations are, therefore deliberate in looking for

This section evaluates the research variables derived from literature to ascertain whether there are significant relationships between the independent variables and the dependent variable. It therefore focuses on the determinant variables identified, which would be associated with implementation and compliance of public procurement Domestication Act. To analyze the procurement act, the theory of socio-economic theory is used.

vendors that will give them what they want. Such suppliers should have the capacity to meet the needs, specifications, timeliness, and prescription' of the organization (Saffu & Mamman, 2000). Antecedents of behaviours are used rationally predict suppliers that will satisfy these requirements. The individual relationships that have existed between top-level managers of an organization also influence the choice of suppliers (Barringer & Harrison, 2000). This is line with the saying that the devil you know can be handled better than an angel that nothing is known about. The study draws more from the partner selection theory in the sense that suppliers should be carefully and deliberately chosen using criteria that will assure superior service delivery considering the fact that a long-term relationship with such suppliers amplifies the benefits of the relationship.

Resource Based View (RBV) Theory

Wenerfeldt (1984) first postulated this theory. It holds that the service delivery of a firm is greatly influenced by the possession and deployment of certain resources that considered strategic. This is a further extension of the industry view that believes that the service delivery of an organization is a function of the type of industry that it belongs. The

RBV, therefore, explains the variation in service delivery of firms in the same industry. It is the possession of strategic resources that are 'valuable, rare, not easily imitated and non-substitutable'. The quality of the resources and the manner in which they are deployed do not only procure 'competitive advantage' but ensures that such advantages are sustained for a very long period (Peteraf & Barney, 2003). Strategic resources are usually a matrix of both visible and invisible inputs that are uniquely integrated. The quality of source resources and the fact that they are uncommonly combined make their imitation or substitution near-impossible.

Social Control/Enforcement Theory

Any step undertaken by authorities to guarantee conformity might be considered enforcement. There are differing opinions on how enforcement affects compliance. Sparrow (1994) questions whether enforcement has a direct impact on compliance. They said that enforcement may teach offenders more sophisticated ways to evade and hide from police. Nonetheless, a number of academics agreed that enforcement increases adherence (Gunningham & Kagan, 2005). Higher levels of legal compliance are the result of enforcement actions and harsher penalties.

Conceptual Framework

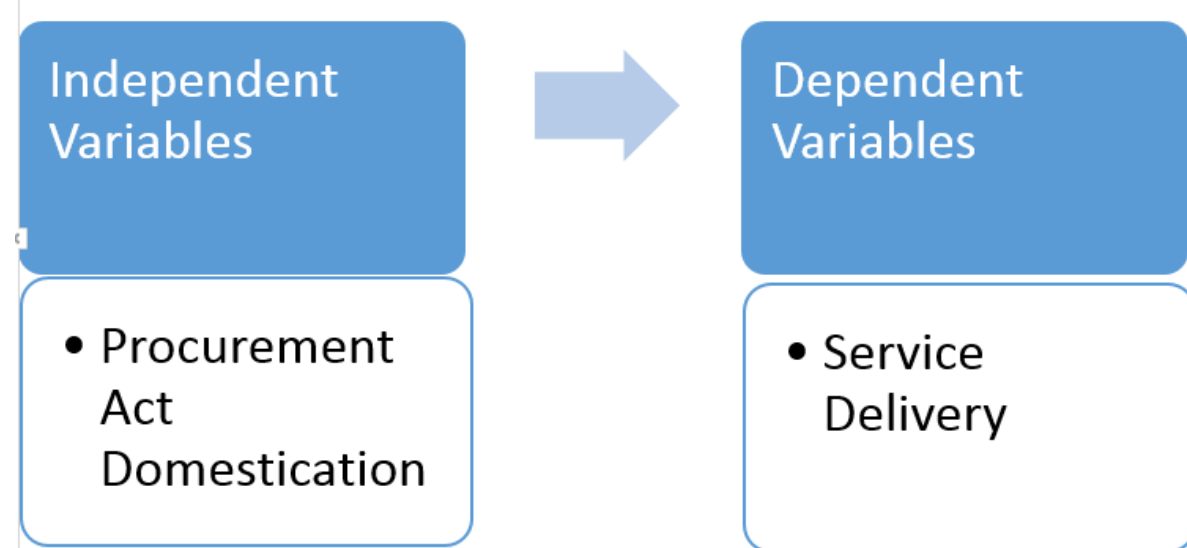


Figure 2.1: A schematic representation of Dependent and Independent Variable

Concept of Procurement

Procurement can be viewed as buying and taking possession of appropriate stocks of materials, parts and services at prices that are cost-effective at the optimum possible total cost in the correct amount and quality. This may imply timing the purchase so as to get the most competitive deal. Harland (2021) considers procurement as interconnected fraternization of levels of suppliers with an organization along the procurement chain. This chain connects the organization to its source of supplies. To obtain the maximum benefits from the process the various relationships have to be managed. To effectively managed the chains of relationships an organization should institute programmes that lead to the satisfaction of each level, This has the combined effect of enhancing value in a win-win situation (Wong et al., 2020).

Sustainable Procurement

Procurement is said to be sustainable when the procurement process ensures that stakeholders' interests are met while taking into consideration the environmental, social, as well as governance factors of corporate responsibilities. It strives for the best social outcomes and the least amount of environmental effect. Sustainability in supply chain and procurement refers to the process of adopting choices that minimise environmental effect while benefiting the organisation and society at large. This entails taking into account both social and environmental aspects in addition to just financial and commercial ones. Environmental considerations have been the primary emphasis of eco-friendly buying until recently. This trend, sometimes referred to as "green sourcing" and "green procurement," aims

to replace one substance with one that is more environmentally friendly.

Competitive Bidding Strategy

A popular procurement technique is competitive bidding, which is asking many suppliers to submit bids for the same product, service, or material based on the needs of the company. Businesses that provide goods or services on a wide scale often use it. The organisation uses tenders, requests for proposals (RFP), requests for quotations (RFQ), and other methods to conduct competitive bidding. A document known as a tender, RFP, or RFQ outlines the needs of the company and extends an invitation to bidders to take part in the competitive bidding process. Within a certain timescale, the interested parties have to respond to the tender, RFP, or RFQ with their bids. In response to the tender, the interested parties must submit offers that are password-protected or sealed. Following the tender deadline, the company is supposed to review the submitted bids and choose the one that best suits its requirements in terms of terms and/or cost (Aloysius-Michaels & Nnamani, 2016). It is anticipated that a vendor will be able to demonstrate their competence, preparedness, and track record to carry out the process if they are interested in fulfilling the company's need for certain products or services. This is done to make sure that sufficient safeguards are in place so that competitive bidding may choose the best provider. Within a certain time frame, interested suppliers submit their proposals for review.

Community Engagement

Community involvement or engagement is a strategy approach that aims to identify and solve problems impacting the well-being of recognised groups of people, regardless of their affiliation, geographic location, or particular interests. By connecting the terms "community" and "engagement," the scope is expanded and the emphasis is shifted from the person to the group, with implications for inclusivity to guarantee that the diversity present in any community is taken into account (Wong et al., 2020). The goal of community engagement is to guarantee that communities and beneficiaries, particularly those groups most impacted by the project or program, participate meaningfully, effectively, and intelligently in its creation and execution.

Environmental and Social Safeguards

According to Food and Agricultural Organizations (FAO), environmental and social safeguards are policies that seek to protect people and the environment from risks posed by project activities. Safeguards make sure that stakeholders actively participate in projects and programmes and have effective channels to voice their concerns (FAO, 2022). Programs must meet environmental and social performance standards set out by the Framework for Environmental and Social Management (FESM). In order to safeguard people and the environment from any possible negative consequences of programs and projects, the FESM incorporates essential components of a human rights-based approach. Additionally, it aims to guarantee that all interested parties have sufficient chances to actively engage in the activities of projects and programs and have access to efficient channels for expressing their concerns.

Concept of Service Delivery

Service delivery can be from the angle of 'output' which may in the form achieved goals. Superior service delivery usually proceeds from deliberate and willing behaviour that is supported by certain know-how, information and expertise (Petkovic, 2018). Service delivery criteria differ from the organization and the work being evaluated. refers to the accomplishment of goals and the methods used to do so. Depending on who is engaged in the evaluation of organizational service delivery, service delivery might be interpreted differently. Service delivery can also be from the boundaries of the organization or outside. To define the idea of service delivery, it is important to know the parts and traits of each duty area. According to Petkovic (2018), in order to determine how well an organization is performing, you must be able to measure the results; and as such, service delivery is viewed as the act of carrying out an action, achievement, or accomplishment effectively.

Review of Related Empirical Studies

Homburg, *et al* (2013) looked at competitive bidding in the business-to-business markets and how services to organizational customers are affected by the competition of the bidders in Kenya. Using descriptive research design, they did a census study on a population of public company workers. With the help of questionnaire as instrument primary data were collected and analyzed from the descriptive statistics

inferences which were made with the help of tables, charts, and graphs. The study showed that competitive bidding in procuring organizations influence the service delivery to customers by moderating on the latter's level of satisfaction in the services.

In a study of the effect of 'sustainable procurement on organizational service delivery of International Standard Organization (ISO 9001) certified organizations in Ghana, Fonseca and Lima (2020) showed positive connections between environmental sustainability and customer preferences; between inclusive engagement and stakeholder satisfaction; and between gender balance and organizational reputation. Questionnaires with open-ended instruments were employed to collect data. The data were analyzed using regression method and the results shows a positive relationship between environmental sustainability and customer preferences; between inclusive engagement and stakeholder satisfaction; and between gender balance and organizational reputation.

Hoffmann, et al (2021) looked at transparency and their impact on service delivery in Tokyo using descriptive survey design. Data collected from the administered Questionnaires were analyzed with the help of tables. It was found that reviewing contracts transparently and selecting suppliers fairly improves organizational service delivery.

In a study of 'the implications of community engagement on organizational service delivery in Harare, Ketchen, et al (2014), using a combination of quantitative and qualitative methods showed that community engagement is crucial to conflicts reduction and acquisition decisions.

Badir (2016) examined the relationship between sustainable procurement and economic growth in developing countries using panel data for 16 countries. The study found out that there is rising awareness on sustainability in procurement in all countries in the panel. The result shows that sustainable procurement awareness grows rapidly than classical purchase growth rate for the countries. The causality test shows that there exists a one-way growth in Europe, Middle East and Africa, from sustainable procurement to social safeguards. It's evident therefore that the role played by this

sustainable procurement in Nigeria was not given attention.

Igbinedion (2016) examined the effect of competitive bidding on service outcomes in Nigeria from 2009-2019 using time series data. The study employed co-integration and error correction technique and the results shows service failure rate declines as competition among bidders increases. He recommended a continuous and upward competitive bidding by both public and the private sectors.

Baldacci (2003) on the relationship between community relation and services rendered by organizations which are domiciled in such communities, using covariance structure model and panel data of 20 states from 1999-2009. The study found that community relation is an important determinant of uninterrupted service thereby recommended more employment of community

III. METHODOLOGY

Study Design

This study utilized the survey design where subjects were studied as they were in their natural environment. It was also cross-sectional in the sense that it was carried out once at a particular period in time. There was no attempt to control the subjects of the study. Being a case study, the study concentrated on Lafia, Nasarawa State Nigeria with some procuring organizations in the state.

Study Area

The capital of Nasarawa State, Lafia, is situated in North Central Nigeria at an elevation of around 550–700 meters above sea level. The city's estimated total size is 30,150 m², and its boundaries are Longitude 8.0°E – 8.40°E and Latitude 8.0°N – 9.5°N. Lafia is accessed by road through Shendam in Plateau State, Ibbi in Taraba State, Yelewata in Benue States and Nasarawa Eggon, Obi and Doma in Nasarawa State. It falls within the Southern Guinea Savannah, according to the world's system of climate classification by Koppen in 1936. Lafia has hot, humid, partly cloudy dry seasons, oppressive, overcast rainy seasons, with temperatures that range from 18°C to 38°C all year round.

Population of the Study

Two hundred (200) officials from different Ministries, departments, and agencies of the chosen

institutions that engage in major procurement operations make up the study's population. The institutions were selected to assist the researcher in gathering opinions from public officials in various organisations with extensive procurement histories in order to determine the degree to which state procurement laws are applied in order to provide high-quality public sector services. The Nasarawa

State Ministry of Works, Housing, and Transportation (MWHT), Nasarawa State Electric Power Authority (NAEPA), Nasarawa State Water Board (NSWB), Nasarawa State Universal Basic Education Board (NSUBEB), and Nasarawa State Rural Water Sanitation and Supply Agency (NARUWASSA) are the organisations that were examined in this work.

Table 3.0: Population of the study

S/No.	Name of Organization	Number of Staff	Percentage
1	Nasarawa State Universal Basic Education Board (NSUBEB)	70	35%
2	Nasarawa State Ministry of Works, Housing and Transport (MWHT)	75	37.5%
3	Nasarawa State Water Board (NSWB)	30	15%
4	Nasarawa State Rural Water Sanitation and Supply Agency (NARUWASSA)	15	7.5%
5	Nasarawa State Electric Power Authority (NAEPA)	10	5%
Total population		200	100

Source: Field Survey, (2024)

Sample and Sampling Techniques

Purposive sampling, a non-probability sampling approach, was the sampling method used in the research. Purposive sampling was used in the study because it helps the researcher concentrate on certain demographic features that are both interesting and capable of answering research questions. It is regarded as the most suitable technique for gathering nearby and easily accessible population members for study.

Instrument for Data Collection

In order to collect the data required for this research, a Likert scale questionnaire was used to ascertain how the Domestication Act on procurement affected service delivery. A sample size of 133 respondents was determined using the Taro Yamane formula. This is presented as follows:

$$n = \frac{N}{1 + N(e)^2} \quad (1)$$

Where;

n = the size of the sample

N = the size of the population

e= the error level (5%)

1= Constant (Fixed Numerical Factor)

$$n = \frac{200}{1 + 200(0.05)^2}$$

$$n = \frac{200}{1 + 200(0.0025)}$$

$$n = \frac{200}{1 + 0.5}$$

$$n = \frac{200}{1.5}$$

$$n=133$$

Validation of Instrument

Content validity was carried out whereby my teams of supervisors validated the content of the questionnaire for correctness for what it is intended to measure.

Reliability of Test

The research questions on the topic were taken into account while creating the questionnaire's questions. The Cronbach Alpha reliability test technique was used to determine the study instrument's dependability. A scale of 0.60 and above served as the foundation for this approach. Any coefficient that falls below this range was disregarded as exhibiting inter-inconsistency traits.

Data Collection

Data was gathered via a self-administered questionnaire. Sarantakos (2005) defined a questionnaire as a sort of data collecting instrument

in which information is gathered either verbally (via interviews) or in writing. The researcher created the written questionnaire by creating and recording the necessary data in the form of questions based on the goals, which were then sent to respondents electronically.

Data Analysis Techniques

Collected data from respondents questionnaires were coded and analysed using the Statistical Package for Social Scientists (SPSS) version 26 software. The hypotheses were tested using the Spearman Ranks Correlation technique. The correlation approach was preferred because it provided information on the relationship and direction of relationship between the variables.

Table 4.1: Spearman's Rho Correlation on Open Competitive Bidding on service delivery

			Competitive bidding1	Service delivery1	Competitive bidding2	Service Delivery2	Competitive bidding3	Service Delivery3
Spearman's rho	Competitive Bidding1	Correlation Coefficient	1.000	.408**	.300*	.695**	.497**	.304*
		Sig. (2-tailed)	.	.002	.023	.000	.000	.022
		N	57	57	57	57	57	57
	Service Delivery1	Correlation Coefficient	.408**	1.000	.411**	.552**	.385**	.654**
		Sig. (2-tailed)	.002	.	.002	.000	.003	.000
		N	57	57	57	57	57	57
	Competitive Bidding2	Correlation Coefficient	.300*	.411**	1.000	.510**	.440**	.265*
		Sig. (2-tailed)	.023	.002	.	.000	.001	.046
		N	57	57	57	57	57	57
	Service Delivery2	Correlation Coefficient	.695**	.552**	.510**	1.000	.360**	.695**
		Sig. (2-tailed)	.000	.000	.000	.	.006	.000
		N	57	57	57	57	57	57
	Competitive Bidding3	Correlation Coefficient	.497**	.385**	.440**	.360**	1.000	.321*
		Sig. (2-tailed)	.000	.003	.001	.006	.	.015
		N	57	57	57	57	57	57
	Service Delivery3	Correlation Coefficient	.304*	.654**	.265*	.695**	.321*	1.000
		Sig. (2-tailed)	.022	.000	.046	.000	.015	.
		N	57	57	57	57	57	57

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Data Source: Author Survey 2023 (SPSS 26)

To test the hypothesis, the 5-point Likert scale was analysed using the spearman rank rho, which is adequate for evaluating the relationship between variables with non-parametric correlations. The results in Table 4.1 indicates that correlation coefficient between the two variables Competitive Bidding1 and Service delivery1 is $r = .408$ with a significance level of 0.002 less than 0.05, Competitive Bidding2 and Service delivery2 is $r = .510$ with a significance level of 0.000 less than 0.05, Competitive Bidding3 and Service delivery3 is $r = .321$ with a significance level of 0.015 less than 0.05 it shows that there is a significant relationship between

IV. RESULTS AND DISCUSSION

This section presents the data that was gathered from the respondents and then analysed and evaluated. In order to achieve the goals and objectives of the research, it also examines the data collected based on the order of information obtained from the survey questionnaire.

Test of Hypotheses

Hypothesis I: H_{01} : There is no direct relationship between Open Competitive Bidding and service delivery in the Selected organizations in Nasarawa State.

Competitive Bidding (PR1, PR2, PR3) and Service delivery (EP1, EP2, EP3). With correlation coefficient being positive, it can be said that there is a high positive and significant relationship between Competitive Bidding and Service delivery in Organizations in Nasarawa State. The null hypothesis (H_{01}) 'there is no direct relationship between Open Competitive Bidding and service delivery in the Selected organizations in Nasarawa State' is therefore rejected while the alternate hypothesis (H_{11}) 'there is direct relationship between Open Competitive Bidding and service delivery in the

Selected organizations in Nasarawa State' is accepted.

Hypothesis II

H₀₂: E&S Safeguards has no relationship with service delivery in the selected organizations in Nasarawa State.

Table 4.2 Spearman's rho Correlations on Effects of Environmental and Social Safeguards on Service delivery

			E&S Safeguards 1	Service Delivery 1	E&S Safeguards 2	Service Delivery 2	E&S Safeguards 3	Service Delivery 3
Spearman's rho	E&S SAFEGUARDS1	Correlation Coefficient	1.000	.430**	.503**	.408**	.440**	.416**
		Sig. (2-tailed)		.001	.000	.002	.001	.001
		N	57	57	57	57	57	57
	SERVICE_DELIVERY1	Correlation Coefficient	.430**	1.000	.525**	.552**	.510**	.654**
		Sig. (2-tailed)	.001		.000	.000	.000	.000
		N	57	57	57	57	57	57
	E&S SAFEGUARDS2	Correlation Coefficient	.503**	.525**	1.000	.411**	.612**	.540**
		Sig. (2-tailed)	.000	.000		.002	.000	.000
		N	57	57	57	57	57	57
	SERVICE_DELIVERY2	Correlation Coefficient	.408**	.552**	.411**	1.000	.451**	.695**
		Sig. (2-tailed)	.002	.000	.002		.000	.000
		N	57	57	57	57	57	57
	E&S SAFEGUARDS3	Correlation Coefficient	.440**	.510**	.612**	.451**	1.000	.531**
		Sig. (2-tailed)	.001	.000	.000	.000		.000
		N	57	57	57	57	57	57
	SERVICE_DELIVERY3	Correlation Coefficient	.416**	.654**	.540**	.695**	.531**	1.000
		Sig. (2-tailed)	.001	.000	.000	.000	.000	
		N	57	57	57	57	57	57

** . Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Data Source: Author Survey 2023 (SPSS 26)

The results in Table 4.2 indicates that correlation coefficient between the two variables E&S Safeguards1 and Service delivery1 is $r = .430$ with a significance level of 0.001 less than 0.05, E&S Safeguards2 and Service delivery2 is $r = .411$ with a significance level of 0.002 less than 0.05, E&S Safeguards3 and Service delivery3 is $r = .531$ with a significance level of 0.000 less than 0.05 which clearly indicates that there is a significant relationship between E&S Safeguards (BO1, BO2, BO3) and Service delivery (EP1, EP2, EP3). With correlation

coefficient being positive, it can be said that there is a high positive and significant relationship between E&S Safeguards and Service delivery in Organizations in Nasarawa State. The null hypothesis (H₀₂) which states that 'E&S Safeguards has no relationship with service delivery in the Selected organizations in Nasarawa State' is rejected while the alternate hypothesis (H₁₂) which states that 'E&S Safeguards has a significant relationship with service delivery in the Selected organizations in Nasarawa State' is accepted.

Hypothesis III

H₀₃: There is no significant relationship between Community Engagement and service delivery.

Table 4.3 Spearman's rho Correlations on Effects of Community Engagement on Service delivery

			Community Engagement1	Service Delivery1	Community Engagement2	Service Delivery2	Community Engagement3	Service Delivery3
Spearman's rho	Community Engagement1	Correlation Coefficient	1.000	.242	.579**	.265*	.432**	.392**
		Sig. (2-tailed)		.069	.000	.046	.001	.003
		N	57	57	57	57	57	57
	Service Delivery1	Correlation Coefficient	.242	1.000	.300*	.552**	.557**	.654**
		Sig. (2-tailed)	.069		.023	.000	.000	.000
		N	57	57	57	57	57	57
	Community Engagement2	Correlation Coefficient	.579**	.300*	1.000	.497**	.401**	.451**
		Sig. (2-tailed)	.000	.023		.000	.002	.000
		N	57	57	57	57	57	57
	Service Delivery2	Correlation Coefficient	.265*	.552**	.497**	1.000	.523**	.695**
		Sig. (2-tailed)	.046	.000	.000		.000	.000
		N	57	57	57	57	57	57
	Community Engagement3	Correlation Coefficient	.432**	.557**	.401**	.523**	1.000	.698**
		Sig. (2-tailed)	.001	.000	.002	.000		.000
		N	57	57	57	57	57	57
	Service Delivery3	Correlation Coefficient	.392**	.654**	.451**	.695**	.698**	1.000
		Sig. (2-tailed)	.003	.000	.000	.000	.000	
		N	57	57	57	57	57	57

** . Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Data Source: Author Survey 2023 (SPSS 26)

The results in Table 4.3 indicates that correlation coefficient between the two variables Community Engagement1 and Service delivery1 is $r = .242$ with a significance level of .069 greater than 0.05, Community Engagement2 and Service delivery2 is $r = .497$ with a significance level of 0.000 less than 0.05, Community Engagement3 and Service delivery3 is $r = .698$ with a significance level of 0.000 less than 0.05. Judging from the mean significant levels of CO1, CO2, CO3 we get $3 / (0.069 + 0.000 + 0.000) = 0.023$ which is less than 0.05 and clearly indicates that there is a significant relationship between Community Engagement (CO1, CO2, CO3) and Service delivery (EP1, EP2, EP3). With correlation coefficient being positive, it can be said that there is a high positive and significant relationship between

Community Engagement and Service delivery in Organizations in Nasarawa State. The null hypothesis H_{03} which states that 'there is no significant relationship between Community Engagement and service delivery in the selected organisations in Nasarawa state' is rejected while the alternate hypothesis (H_{13}) which states that 'there is a significant relationship between Community Engagement and service delivery in the selected organizations in Nasarawa State' is accepted.

Hypothesis IV

H_{04} : There is no relationship between service delivery and the Transparent Appraisal in the Selected organizations in Nasarawa State

Table 4.4 Spearman's rho Correlations on Service delivery with the Domestication Act

			Service_Delivery1	Service_Delivery2. (E&S Safeguards)2	Service_Delivery (Community Engagement)3
Spearman's rho	Service_Delivery	Correlation Coefficient	1.000	.552**	.654**
		Sig. (2-tailed)	.	.000	.000
		N	57	57	57
	Service_Delivery E&S Safeguards2	Correlation Coefficient	.552**	1.000	.695**
		Sig. (2-tailed)	.000	.	.000
		N	57	57	57
	Service_Delivery (Community Engagement)3	Correlation Coefficient	.654**	.695**	1.000
		Sig. (2-tailed)	.000	.000	.
		N	57	57	57

** . Correlation is significant at the 0.01 level (2-tailed).

Data Source: Author Survey 2023 (SPSS 26)

The results in Table 4.4 indicates that correlation coefficient between the two variables Service delivery1 and Service delivery2 is $r = .552$ with a significance level of 0.000 less than 0.05, Service delivery1 and Service delivery3 is $r = .654$ with a significance level of 0.000 less than 0.05, Service delivery2 and Service delivery3 is $r = .695$ with a significance level of 0.000 less than 0.05, which clearly indicates that there is a significant relationship between Service delivery 1, Service delivery 2, Service delivery 3. With correlation coefficient being positive, it can be said that there is a high positive and significant relationship between the Service delivery when Promoted, Service delivery with the E&S Safeguards Pay out system and Service delivery with the Community Engagement Payout in Organizations in Nasarawa State. The null hypothesis (H_{04}) which states that 'there is no relationship between service delivery and the Transparent Appraisal in the Selected organizations in Nasarawa State' is rejected while the alternate hypothesis (H_{14}) 'there is a significant relationship between service delivery and

the Transparent Appraisal in the Selected organizations in Nasarawa State' is accepted.

V. DISCUSSION OF FINDINGS

This study investigated the effects of procurement domestication Acts on service delivery in Nasarawa State with focus on three elements: Open Competitive Bidding, Environmental and Social Safeguards, and Community Engagement.

Open Competitive Bidding and Service Delivery

The findings indicate a moderate but significant relationship between Open Competitive Bidding and service delivery in Nasarawa State. Open Competitive Bidding has helped reduce service costs, improve timeliness, and enhance the quality of services delivered. This result aligns with Homburg et al. (2013), who found that competitive bidding influences organizational service delivery through its impact on customer satisfaction. Similarly,

Igbinedion (2016) revealed that as competition among bidders increased, the rate of service failure declined, emphasizing the importance of sustained and structured bidding processes.

Environmental and Social Safeguards and Service Delivery

The analysis reveals a strong positive correlation between Environmental and Social Safeguards and service delivery. This implies that adherence to environmental standards and social inclusion significantly improves service outcomes. These findings are supported by Fonseca and Lima (2020), who showed that environmental sustainability and inclusive engagement are positively associated with customer satisfaction and organizational reputation. Additionally, Badir (2016) found that sustainable procurement awareness grows faster than traditional procurement practices and plays a pivotal role in strengthening social safeguards in developing countries. The implication is that policies that embed sustainability and inclusiveness are more likely to lead to better and more acceptable service delivery.

Community Engagement and Service Delivery

The study found a very high and dependable relationship between Community Engagement and service delivery. This suggests that the involvement of communities can significantly amplify the efficiency and relevance of public services. This supports the findings of Ketchen et al. (2014), who identified community engagement as crucial in reducing conflict and supporting effective decision-making. Baldacci (2003) also highlighted the strong role of community relations in ensuring uninterrupted and effective service delivery, recommending greater employment of community members as a pathway to improved service delivery. Community engagement, therefore, emerges as a central component in achieving accountability and sustainability in service delivery systems. The correlation matrix confirms the alternative hypothesis that Transparent Appraisal and various procurement practices (Open Competitive Bidding, Environmental and Social Safeguards, and Community Engagement) positively influence service delivery. This is consistent with Hoffmann et al. (2021), who emphasized that fair contract reviews and supplier transparency enhance organizational efficiency, and Bolton (2021), who found that

procurement reform significantly impacts customer expectations and public sector performance.

VI. CONCLUSION AND RECOMMENDATIONS

Conclusion

This study investigates the effects of procurement Domestication Act on service delivery in five selected organizations in Nasarawa State. All null hypotheses in this research were rejected. The study concluded that procurement Domestication Act influenced the service delivery in all the organizations studied. As previously stated, the Public Procurement Domestication Act was established to offer a solid foundation for enhancing delivery of services and promotion of economic development. This conclusion implies that the Procurement Act will end up the same way as previous government initiatives with little success especially, if attention is not directed into enhancing processes that increase performance outcomes. The study also demonstrates a higher level of consensus that the most significant obstacle to achieving the intended effect on the execution of public construction projects is the client's and the project team's poor project/budgeting plans.

Recommendations

Based on the findings, the following recommendations were made:

1. The research work established that competitive evaluation of bidders significantly affects service delivery, and therefore there is the need for Information and Communication Technology (ICT) adoption to provide for more competition and less wastage in the organization for efficient service delivery. This will help reduce the incidence of corruption among stakeholders involved during project implementation in the organization.
2. As regards to safeguards issue, there is the need to ensure that outstanding contracts are timely reviewed to incorporate safeguards issues for long-run sustainable performance. The government should scrutinize and probe the bidding mechanism to bring in inclusivity, openness and fairness as these will improve effectiveness and efficiency of the organisation.

3. The public procurement agency also needs to tackle the problem of conflicting interest that usually occurs between communities and managements during supplier selection or the implementation of projects. This will help ensure effective service delivery and efficiency that sustains organisational performance.
4. Political influence should be reduced and/or eliminated from procurement decisions in order to eliminate favoritism and ensure adherence to quality and strict compliance with the Public Procurement Act, 2021.
5. The State Executive Council and other organisations should cease breaking the law and establish the State Council on Public Procurement. Ministers should not be involved in the procurement process. This will lessen the degree of political meddling in public procurement and enable the appropriate development of technical expertise.

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