

EFFECTS OF PEOPLE PARTICIPATION ON SMART GOVERNANCE IN NIGERIA CUSTOMS SERVICE: A CASE STUDY OF ZONE A LAGOS

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ABSTRACT

Smart governance has gained prominence as a strategy for public sector transformation, custom like any other institution is adapting the principle of smart governance in line with global international best practices. The study therefore examines the relationship between people participation and adoption of Smart Governance in Nigerian Customs Service. New institution theory was used. This study adopted survey research design. The population of the study was 6942, Krejcee and Morgan table was used to determine the sample size of 248, the data was collected through questionnaires, 272 questionnaires were distributed, 224 questionnaires were retrieved, 216 questionnaires were valid and 8 questionnaires were invalid. The data was analyse using regression analysis as well as SPSS version 25. The findings show that there is wider consultation with affected stakeholder as well as equal participation of all, users are involved in the design or planning of new or improved services, the institution is willing to support innovative ideas, most of the youths in the border areas saw smuggling as lucrative business that is means of survival, instead of following the approved roads, they prefer following illegal route to evade tax on goods and services which hinders the performance of customs in Nigeria, there was synergy between customs and other agencies such as NDLEA, importers/ agents and banks etc, there were lack of modern equipment like scanner, illiteracy and insufficient manpower. Customs also suffers from lack of internet in some of its facilities, there was also lack of transparency both on the side of customs and the stakeholder. The study recommends government should intensify effort in purchasing latest technology that stand the test of time as well as promoting synergy among the stakeholders.

Key words: Custom, Government, Participation and Smart Governance

1.1 Background to the study

The dynamics of globalization around the world gives birth to unprecedented innovations in order to meet up with the new trends of unfolding events. One of the best models that are being used today is 'Smart Governance'. Smart Governance entails the improvement of democratic processes by transforming the way public services are delivered through innovations and application of technology, in order to enhanced planning, and decision making in the institutions of government.

Recently, the concept of Smart Governance has gained prominence as a strategy for public sector transformation. It has been widely used in Europe with concrete benefits and there seems to be more effectiveness in terms of low cost for public services and increased efficiency.

Smart Governance has not yet become widely practiced in Nigeria especially in the Nigeria Customs Services, of which this research intends to fill the gaps. The paper will therefore asses the applications of 'Smart Governance' tools in Nigeria Custom Service Zone "A" of Lagos State as a unit of analysis.

1.2 Statement of the Problem

Studies such as Parks (2018) examined smart city and environmental governance in Sweden and Alketbi (2018) wrote a thesis on an evaluation of E – government in Dubai Smart Governance, out

of the studies reviewed there were geographical gap and methodological gap in literatures. Most of the studies of smart governance concentrated in advance industrial countries like Sweden, similar research needs to be carried out in a country like Nigeria.

The Nigeria Customs Service just like several other government establishments and public institutions faces enormous challenges. People participation in Smart Governance is still low in Customs (Brabham, 2013). This research intends to look at four various, but interconnected problems bedeviling Zone A Lagos, with the view to proffer solutions for general applications to the Nigeria Customs Service and indeed other sectors of public institutions.

In another development, Nigeria's customs are suffering from lack of organizational capacity to adapt the way of doing things; the institution is very weak, which is affecting growth and development of the institution.

In view of the bedevilling problems, this paper sets to examine the Smart Governance tools adopted by the Nigeria Customs Service to improve service delivery in its operations.

1.3 Research Question

The research question is set in tandem with the problems stated above:

1. What is the relationship between People Participation and Smart Governance in Nigerian Customs Service Zone A Lagos?

1.4 Aims and Objectives of the study

The research aims mainly on the following objective as a guide:

1. To examine the relationship between People Participation and Smart Governance in Nigerian Customs Service Zone A Lagos State.

1.5 Research Hypothesis

The research seeks to test the Hypothesis of the study on the null bases as viz:

H₀₁: There is no relationship between People Participation and Smart Governance in Nigerian Customs Service Zone A Lagos State.

1.6 Significance of the study

This study is important because it cover a gap on smart governance in Nigerian Custom service. There were geographical and methodological gaps in the literatures. Previous studies such as Parks (2018) study smart city and environmental governance in Sweden, Alketbi (2018) wrote a thesis on an evaluation of E – government in Dubai Smart Governance. Therefore, similar studies need to be carried out in Nigeria.

This paper will add value to the existing body of theoretical and empirical literatures on Smart Governance and public-sector transformation, particularly in the Nigeria Customs Service.

The study makes robust policy recommendations on how best to transform the Nigeria Custom Service in particular and the entire public-sector organizations in Nigeria. Specifically, the attention of Political Leadership and Policy Makers would be drawn on the utility of Smart Governance Innovation as mechanism for reducing cost of governance and public waste.

The research findings is also important in the sense that if utilize, would ensure an improved service delivery, and enhancing public revenue generation. In addition, the Smart Governance dynamic approach would further elevate citizens' trust in government due to its transparency and accountability effects.

The study is expected to have long-term social, economic, and technological benefits on the target institutions, the research communities, other public institutions, and indeed the broader Nigerian society.

Economically, the adoption of Smart Innovation and the implementation of the recommendations therefore may reduce unnecessary cost of governance and public waste thereby saving resources for investment in public infrastructures, facilities, and utilities for the common good.

Socially, the paper may break grounds to show the centrality of social capital as stimulus for efficient public policy implementation by the target public institutions in particular and public-sector organizations in general.

Technologically, the research outcomes may suggest the adoption of new techniques to gather, store, retrieve, and make use of information for the purpose of governance. The paper may recommend the increased digitalization of governance as a strategy for reducing cost of governance, improved service delivery, and citizens' engagement in policy process.

It thus serves as an avenue for conducting further research for viable solutions.

1.7 Definitions of Government

Government refers to formal institution of state and their monopoly of legitimate coercive powers. Government is characterized by ability to make decision and capacity to enforce it. Government refers to formal institutional process which operate at the level of nation state to maintain public order and facilitate provision of public goods (Stocker,2002). Every milieu or state has a set of rules otherwise referred to as law, which are meant to regulate the conduct of its citizens, if it is to function effectively. Once there are rules among members of a particular state, organization or community, there should be an agency to enforce these laws. The body or machinery that makes and enforces these laws in any given state is the government. An alternative definition of government is that it is a body of persons and institution that make and enforces the laws for a particular state. The body of persons are either elected or appointed among the citizens of a state to perform the functions of government on their behalf.

1.8 Concept of Governance

Governance is co arrangement between formal and informal actors in management of the public affairs. Governance is co-design, co-management, co-steering of public institutions. Governance is a process of engaging stakeholder in decision making process. It promotes trust in government and ensure cooperation between citizens and the state. It involves participatory approach to engaging citizens in decision making (Blomkamp, 2018). Governance is engaging citizens in finding solutions to their problems which aim at generating innovative ideas, improving efficiency and cooperation as well as promoting trust in government.

It is a way of giving local communities voices in decision making process, it provide a 'neutral space' for multi-agency teams 'to explore the use of co-design and other innovative approaches to address complex social issues, it is also base on participatory and community-based models of planning, democracy and development. It signifies the active involvement of a diverse range of participants in exploring, developing, and testing responses to shared challenges. It is a conventional approach to community engagement, public participation, service design, and policy development. Governance is also link to user-centred innovation' and 'co-creation (Blomkamp,2018). Governance is consensus oriented, open and transparent system Stephan Leixnering, Andrea Schikowitz, Gerhard Hammerschmid, Renate & Meyer (2018). Governance is receiving feedback to improve the welfare of society, it argues that public policies lock decision makers into particular policy trajectories, partly due to the nature of pre-established policies (increasing returns, high fixed costs, co-ordination effects, etc.), and partly because public policies shape decision makers' information, experiences and interpretations (Torfing,2014).

1.9 Good Governance

Good Governance targeting aid towards countries with good institutions and policies makes sense for efficient investment of limited resources. Using publicly-available eligibility criteria

encourages monitoring, accountability, progress. The International Monetary Fund (IMF) told countries to have good institutions, and examples of good institutions were exhibited, but there was little to say about how to create such institutions. It was easy to instruct countries on good economic policies: simply cut the budget deficit.

1.10 Concept of Smart Governance

Smart Governance is a new phenomenon. There are only a few definitions of it in the literature (Harsh & Ichalkaranje 2015; Mellouli, Luna-Reyes & Zhang 2014; Scholl & Scholl 2014; von Lucke 2016), and none have widespread acceptance. Smart Governance takes advantage of the opportunities offered by ICT, connecting and integrating physical, digital, public, and private environments (Scholl & Scholl 2014) to passively and actively interact and collaborate with citizens (Guenduez et al. 2017) so as to better understand their needs and to creatively, effectively, and efficiently provide services at anytime and anywhere (Gil-Garcia, Zhang & Puron-Cid 2016; Schedler 2018).

The concept of Smart Governance is experimenting with emerging technologies, such as Internet of things (IoT), cloud computing, sensor networks, and artificial intelligence (AI). Using these technologies, they seek to better understand citizens needs and to provide services (anytime, anywhere, and even predictively) based on more appropriate and more accurate decisions (Dameri & Rosenthal-Sabroux, 2014).

Table 1.1 Smart Governance ranking 2019

City	Ranking
Singapore	1
Zurich	2
Oslo	3
Geneva	4
Copenhagen	5
Auckland	6
Taipei	7
Helsinki	8
Bilbao	9
Dusseldorf	10
Amsterdam	11
San Francisco	12
Vancouver	13
Sydney	14
Toronto	15
Montreal	16
Vienna	17
Bologna	18
Prague	19
London	20

Source: Institute of Management Development (2020)

Table 2.1 focuses on Smart city global ranking, the modalities for the ranking include citizen participation in governance, competition, partnership, concretion, visionary, experimentation, innovative ecosystem, digital inclusion, openness to data, leadership model, sharing knowledge, smart workforce etc

The concept of Smart Governance has been widely explored in the recent years both by the scientific community and by practitioners. The literature on Smart Governance is continuously growing, as witnessed by the many literature surveys that have been published in the past few years (Guenduez, Singler, Tomczak, Schedler, and Oberli, 2018).

Smart Governance refer to the citizens' involvement as coproducers/cocreators in government initiatives. Smart Governance is the relationship between coproduction and the power relationships between public officials and citizens.

1.11 Participation in Smart Governance

Smart people is generally considered as one of the dimensions of smart cities among others smart and sustainable economy, smart mobility, smart environment, smart governance, smart living, etc.. However, different from other dimensions that have been assumed as characteristics of the government' smartness, smart citizens also represent a fundamental enabling condition for Smart Governance, there cannot be a Smart Governance without smart citizens, whereas citizens can contribute to make government smarter even without working in organization. Within the Smart Governance literature, citizens are most often conceptualized as the direct or indirect beneficiaries of the Smart Governance initiatives. However, besides this view of citizens as passive recipients of the services delivered to them by the Smart Governance, there is a different view that postulates an active role of citizens in the achievement of the Smart Governance objectives.

1.12 Theoretical Framework

The theoretical framework of this study is Neo-institution theory, the proponent of the theory is North (1991).

The Neo Institution Theory encompasses governance structure, goal dependence, resource, formal institution and informal institutions. Goal dependence is dependence on the future or in other words, the influence of shared visions or policies on changes in the institution configuration. Explaining the evolution of institution formations in many communities is barely possible without saying the influence of visions, from concrete plans to the indefinite of hopes, whether actors are conscious of them or not. Hopes can be interpreted as realities. Goal dependence becomes especially relevant when politics is more than coordination, when visions of the future are formed and translated into policies. Each governance pathway will be different and unique in its combination of path dependencies, goal dependencies and interdependencies. Each form of dependence can be considered an aspect of the rigor of governance paths. North (1991) developed an analytical framework for explaining the ways in which institutions and institutional change affect the performance of economies. The reason why institutions exist is due to the uncertainties in human interaction which consist of constraints that structure interaction. Institutions vary widely in their consequences for economic performance; some economies develop institutions that produce growth and development, while others develop institutions that produce stagnation. Institutional development may lead to a path-dependent pattern of development. Also, North explained the implications of this analysis for economic theory and economic history. He indicated how institutional analysis must be incorporated into neo-classical theory and explored the potential for the construction of a dynamic theory of long-term economic change (North, 1991).

1.13 Gap in the literature

Most of the studies reviewed discussed smart city and environmental governance in Sweden, E – government in Dubai Smart Governance, with no research on people participation in Smart Governance in Nigeria, thus the paper intends to cover the gap.

1.14 Methods of data collection

This paper adopted survey research to examine the effect of People participation on Smart Governance in public institutions in Nigeria.

1.15 Population of the Study

The target population of this study includes zone A customs which comprises of Zone A headquarters, Training college, Apapa, TCIP, PTML, KLTC, TCIP, MMAC, MMAIC, WMC, Lag Ind., Seme, Ogun 1, Ogun2, Oyo/Oshun, Ondo/Ekiti, FOU, Strike force, NCS police, Valuation, ACTU and PCA zone A. The total population is 6942.

1.16 Sample and Sampling Techniques

Sampling is the process of drawing sample size from the total population. In determining the sample size of the population for the study, Krejcie and Morgan (1970) model of determining sample size was adopted and we arrived at 248 respondents as sample size. The choice was informed by the fact that the population was known.

1.17 Sampling Technique

The method used in selection of sample in this research was sample random sampling techniques.

1.18 Methods of Data Collection

For the purpose of this paper, data is generated from both primary and secondary source as explained below:

1.18.1 Primary Sources of Data

Questionnaires were distributed to the unit of analysis in order to collect empirical data.

1.18.2 Secondary Sources of Data

The secondary data were generated from both published and unpublished texts. The instrument of secondary data includes information from government documents, gazette, text books, journals, Newspapers, Magazines, unpublished research materials in relation to women activities to politics among others. The data obtained from the secondary source is critical to this study because most of these documents provides source of evidence to support data from the questionnaire.

1.19 Method of Data Analysis

The data collected for this study were analyzed using a combination of inferential and descriptive statistical techniques. The Statistical Package for the Social Sciences (SPSS) software 25 was used. Statistical means such as simple percentages, frequency distribution table were used to reduce the raw data into manageable proportions. Regression analysis was used to test the relationship between the dependent and independent variables.

1.20 Data presentation and analysis

Table 1.2: There is wider consultation with affected stakeholder

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	8	3.7	3.7	5.6
	3	36	16.7	16.7	22.2
	4	94	43.5	43.5	65.7
	5	74	34.3	34.3	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether There is wider consultation with affected stakeholder and 4 (1.9%) respondents said strongly disagreed, 8 (3.7%) respondents said disagreed, 36 (16.7%) respondents said neutral, 94 (43.5%) respondents said Agreed and 74 (34.3%) respondents said Strongly Agreed.

Table 1.3: Customs allows equal participation of all

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	16	7.4	7.4	7.4
	3	24	11.1	11.1	18.5
	4	144	66.7	66.7	85.2
	5	32	14.8	14.8	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether Customs allows equal participation of all and 0.00 (0.00%) respondents said strongly disagreed, 16 (7.4%) respondents said disagreed, 24 (11.1%) respondents said neutral, 144 (66.7%) respondents said Agreed and 32 (14.8) respondents said Strongly Agreed.

Table 1.4: Users are involved in the design or planning of new or improved services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	2	18	8.3	8.3	10.2
	3	39	18.1	18.1	28.2
	4	97	44.9	44.9	73.1
	5	58	26.9	26.9	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether users are involved in the design or planning of new or improved services and 4 (1.9%) respondents said strongly disagreed, 18 (8.3%) respondents said disagreed, 39 (18.1) respondents said neutral, 97 (44.9%) respondents said Agreed and 56 (26.9) respondents said Strongly Agreed.

Table 1.4: Relevant task are distributed to the agencies to ensure efficiency

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	2	20	9.3	9.3	9.3
	3	22	10.2	10.2	19.4
	4	116	53.7	53.7	73.1
	5	58	26.9	26.9	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether Relevant task are distributed to the agencies to ensure efficiency and 00 (0.0%) respondents said strongly disagreed, 20 (9.3%) respondents said disagreed, 22 (10.2%) respondents said neutral, 116 (53.7%) respondents said Agreed and 58(26.9) respondents said Strongly Agreed.

Table 1.5: Meetings are made available to the public

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	3.2	3.2	3.2
	2	41	19.0	19.0	22.2
	3	17	7.9	7.9	30.1
	4	117	54.2	54.2	84.3
	5	34	15.7	15.7	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether Meetings are made available to the public and 7 (3.2%) respondents said strongly disagreed, 41 (19.0%) respondents said disagreed, 17 (7.9%) respondents said neutral, 117 (54.2%) respondents said Agreed and 34 (15.7%) respondents said Strongly Agreed.

Table 1.6: There is stakeholder interaction in decision making

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	1.9	1.9	1.9
	3	32	14.8	14.8	16.7
	4	67	31.0	31.0	47.7
	5	113	52.3	52.3	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether there is stakeholder interaction in decision making and 0.00 (0.00%) respondents said strongly disagreed, 4 (1.9%) respondents said disagreed, 32 (14.8%) respondents said neutral, 67 (31.0%) respondents said Agreed and 113 (52.3%) respondents said Strongly Agreed.

Table 1.7: The organization can sustain itself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	3.7	3.7	3.7
	2	4	1.9	1.9	5.6
	3	39	18.1	18.1	23.6
	4	73	33.8	33.8	57.4
	5	92	42.6	42.6	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether My organization can sustain itself and 8 (3.7%) respondents said strongly disagreed, 4 (1.9%) respondents said disagreed, 39 (18.1%) respondents said neutral, 73 (33.8%) respondents said Agreed and 92 (42.6%) respondents said Strongly Agreed.

Table 1.8: The institution ensures decentralization of power

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	3.7	3.7	3.7
	2	4	1.9	1.9	5.6
	3	36	16.7	16.7	22.2
	4	75	34.7	34.7	56.9
	5	93	43.1	43.1	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether the institution ensure decentralization of power and 8 (3.7%) respondents said strongly disagreed, 4(1.9%) respondents said disagreed, 36 (16.7%) respondents said neutral, 75 (34.7%) respondents said Agreed and 93 (43.1%) respondents said Strongly Agreed.

Table 1.9: There is awareness of the activities of customs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.9	1.9	1.9
	3	16	7.4	7.4	9.3
	4	112	51.9	51.9	61.1
	5	84	38.9	38.9	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether there is awareness of the activities of customs and 4 (1.9%) respondents said strongly disagreed, 0 (0.00%) respondents said disagreed, 16 (7.4%) respondents said neutral, 112 (51.9%) respondents said Agreed and 84 (38.9%) respondents said Strongly Agreed.

Table 1.10: The institution implements smart solution to problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	1.9	1.9	1.9
	3	12	5.6	5.6	7.4
	4	107	49.5	49.5	56.9
	5	93	43.1	43.1	100.0
	Total	216	100.0	100.0	

Source: Field work (2022)

From the table above, a question was asked whether the institution implement smart solution to problem and 00 (0.00%) respondents said strongly disagreed, 4 (1.9%) respondents said disagreed, 12 (5.6%) respondents said neutral, 107 (49.5%) respondents said Agreed and 93 (43.1%) respondents said Strongly Agreed.

1.21 Test of Hypothesis

To test the hypothesis formulated in this study, Multiple Regression was used to determine the multiple impact of Participation on the Dependent variable that is Smart Governance.

The following constitute the hypotheses for the study: -

Ho1: There is no relationship between Participation and Smart Governance in Nigerian Customs Service.

1.21.1 Regression Analysis

To test the relation between Participation on the Dependent variable that is Smart Governance, Multiple Regression was used to determine the multiple. The table below shows the model summary as follows:

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Table 1.11 Model summary

Model Summary^b

Model		R Square		Adjusted R Square	Std. Error of the Estimate	Change Statistics			Sig.	
Model	R	R Square	Adjusted R Square			R Square Change	F Change	df1	df2	Change
1	.658 ^a	.433	.422	.59716	.433	40.314	4	211	.000	

a. Predictors: (Constant), MeanTech, MeanTrans, MeanOrgcap, MeanPart

b. Dependent Variable: MeanSmart

Source: Field work (2022)

The table above shows the model summary table, the empirical findings shows that R has .658 which indicate 65% correlation between the independent variables and dependent variable, R^2 stood at .433 which shows that the overall model explains by 43%. The adjusted R^2 stood at .422 also indicates that the independent variables explain 42% of variation Smart Governance.

Table 1.12: Coefficient Coefficients^a

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B
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		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	.711	.127		5.584	.000	.460	.963
	MeanPart	.285	.069	.320	4.112	.000	.148	.422

a. Dependent Variable: MeanSmart

Source: Field work (2022)

The above table shows that outcome of the respective variables on the issue under review as follows: -
 Ho1: There is no relationship between participation and Smart Governance in Nigerian Customs Service. The B stood at .285, Std. Error stood at .069, Beta stood at .320, t statistics stood at 4.112 with p-value of .000. The p-value is less than 0.05, indicating that the relationship depicted in the model is significant at 95% confidence level. This implies that the study does not have enough statistical evidence to accept the null hypothesis. Based on the above analysis, the study fails to accept the null hypothesis.

1.22 The findings

- The finding also shows that there is wider consultation with affected stakeholder as well as equal participation of all because the majority of the respondents agreed.
- The majority of the respondents also agreed that users are involved in the design or planning of new or improved services.
- Another finding is that relevant task are distributed to the agencies to ensure efficiency.
- The finding also highlights that there is stakeholder interaction in decision making as well as decentralization to ensure it sustainability.
- Most of the youths in the border areas saw smuggling as lucrative business that is means of survival. Instead of following the approved roads, they prefer following illegal route to evade tax on goods and services, which hinders the performance of customs in Nigeria.
- The result also shows that consultation and interagency coordination goes a long way in ensuring safety and achievement of organizational goals.
- There is synergy between customs and other agencies such as NDLEA, importers/ agents, banks etc. because most of the examination of Cargoes are done alongside other security agencies.
- There were many cases of killing of customs officers by the border communities as a result of hostility.
- Nigerian customs face many problems such as lack of modern equipment like scanner, illiteracy and insufficient manpower.

1.23 Conclusion

From the data analysis, the study shows that Nigerian customs has web site for publication and dissemination of information, the organization has list of staff members as well as their contact information, there is online access to current rules and regulations and publishes data on internet. The finding also shows that there is wider consultation with affected stakeholder as well as equal participation of all, users are involved in the design or planning of new or improved services, relevant task are distributed to the agencies to ensure efficiency, management team facilitate support for training, the senior executives constantly seek novel solutions to the problem, the institution support innovative ideas as well as research, the organization encourages employee to think outside the box, and access to latest technology as well as adequate infrastructure and innovation.

There was synergy between customs and other agencies such as NDLEA, importers/ agents, banks etc because most of the examination of Cargoes are done alongside other security agencies.

Most of the youths in the border areas saw smuggling as lucrative business that is means of survival. Instead of following the approved roads, they prefer following illegal route to evade tax on goods and services, which hinders the performance of customs in Nigeria.

Nigerian customs face many problems such as lack of modern equipment like scanner, illiteracy and insufficient manpower, internet, corruption and poor training.

1.24 Recommendations

The following are some of the suggestions with the hope that if put in place will help in solving problems of Nigeria's Customs and indeed public sector in Nigeria at large: -

1. Government should intensify effort in purchasing latest technology that stand the test of time because the analysis of the interviews report shows that there is still need for improvement in area of technology in in line with the best global practices.
2. Training of the custom staff should also be improved in line with the best global practices because majority of the informant complained of poor training.
3. From the analysis, the finding further revealed that customs was facing problem of poor internet connectivity, government should intensify efforts by making sure that internet reach all parts of Nigeria's border by making communication cheaper and easier.
4. Government should also encourage synergy among the security agencies as well as informal organizations such as border community in order to ensure intelligent information sharing.
5. Custom should also enlighten the community on the importance of tax payment as well as abiding by the rules and regulations governing the country rather than taking law into their hands.
6. The hard work should be rewarded in order to encourage innovation in Nigeria's customs service.
7. Stake holders should be engage in the design or planning of new or improved services.
8. Government should also provide employment opportunities to the generality of the unemployed youths in order to minimize smuggling.

1.24.1 Suggestion for further research

- i. Further research should be conducted on community mobilization in enhancing border patrol in Nigeria.

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