Public Perception of Factors Affecting the Operational Performance of Security Agencies in Calabar Metropolis, Cross River State Nigeria

Ukwayi, Joseph K[1]. &Igwe-Okomiso J.B.[2]
[1&2]Department of Sociology, University of Calabar
Corresponding Author: Ukwayi, Joseph K

Abstract: *The performance of security agencies tasked with the prevention of crime and protection of lives and property have been called into question in recent time in Calabar. This study is aimed at investigating public perception of factors affecting the operational performance of security agencies in Calabar, cross river state Nigeria. In order to achieve the objective of the study, two research objectives were raised to guide the study. The study adopted the survey design.400 samples were selected using the simple random sampling technique. Data used for the study was the primary and secondary data. The structured questionnaire was the main instrument of data collection. The collated data was thereby coded. The coded data was analyzed using descriptive and inferential statistics. The statistical package for social sciences (SPSS) version 21.0 was used to analyse each of the hypothesis raised for the study.Results revealed that there is a significant relationship between Corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeria and there is a significant relationship between lack of policing equipment and the operational performance of security agencies in Calabar, Cross river State, Nigeria. The study thereby recommends among others that **Security** agents must be motivated through regular promotion, good salary, and decent accommodation.*

Keyword: *Public Perception, Corruption, lack of equipment, Security agencies, operational Performance*

I.   INTRODUCTION

The prevalence of crime and other social vices in Nigeria today is a cause for serious concern by the public, and calls to question the role of security agencies in the performance of their duties. The role of security agencies in the maintenance of peace and order in the society is a foregone conclusion. In Calabar, The continuous and increasing crime rate and other insecurity issues witnessed in recent times can be attributed to the inability of the police and other security agencies in carrying out their constitutionally approved duty of maintaining peace, preventing crime and ensuring the security of people's lives and property. A lot of factors can be attributed to the abysmal performance of these security agencies and residents of Calabar see these agencies are a bunch of corrupt, ill-equipped and inefficient, who only joined because of the unemployment situation they find themselves. According to Uhunmwuangho and Aluforo(2011), the Nigerian police is seen as corrupt uniformed men and women, who in their part contribute to and take part in the penetration of crime, extrajudicial killings and the intimidation of it innocent citizens that it set out to protect (Ukwayi,Okpa,Adewoyin,Angioha, &Udom, 2017; Ukwayi, Agba, Inyang&Eraye, 2011).Adegoke (2014) citing the Nigerian Police Force report (2008), argued that a lot of factors are attributed to the performance of the Police force in Nigeria and these includes lack of resources, poor government support, poor condition of service, lack of appropriate and adequate training and ill-equipped workforce. In the face of ever increasing gang related clashes, lawlessness, senseless killings, arm robbery and other social vices in Calabar, that this study is aimed at examining those factors affecting the operational performance of security agencies in Calabar, Cross River State, Nigeria.

1.1. Research Objective

This study seeks to examine those factors affecting the operational performance of security agencies in Calabar, Cross river State, Nigeria. The study specifically seeks to;

i)   Examine the relationship between corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeria.

ii) Examine the relationship between lack of policing equipment and the operational performance of security agencies in Calabar Cross River State, Nigeria.

1.2. Study Hypothesis

i) There is no significant relationship between Corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeria.

ii) There is no significant relationship between lack of policing equipment and the operational performance of security agencies in Calabar, Cross river State, Nigeria

II. EMPIRICAL REVIEW

Odekunle affirmed that Nigeria security agencies, especially the police are characterized by poor performance. Evidently this well-known inefficiencies, corruption, unfairness in processing criminal suspects, sporadic use of legitimate force, cynicism, poor criminal proceedings, human rights abusive and institutional impunity.Adegoke (2014) carried out a study on Factors influencing Nigerian police performance: a case study of zone two Nigerian police headquarters, Lagos. The study adopted survey research method. A simple random sampling technique was used to elicit two hundred and fifty (250) respondents in Lagos State. Three hypotheses all in null form were tested and data collected were analyzed using percentages and relationships, which anchored on Chi-square statistical device. Based on Valence Instrumentality and Expectancy theory, the study shows that there was an improvement in the performance of the Nigerian Police. The study recommends among others that the Nigerian Police Authority should retrain its officers to enhance their performance.

FarhatSajjad Hamid and Zia (2016) study titled "Factors influencing police image in public" explores university student's perception regarding police image in the light of their own experiences, knowledge and observations. Sekaran table was used to determine the sample size (Sekaran, 2003). University students of final year from faculty of social sciences of Kohat University of science and technology were selected as respondents of the study. Total population of the above mentioned groups of respondents was 213, out of whom a sample size of 138 was selected. A well structure questionnaire was used to elicit data from the above sample group using Likert scale. Sample includes both male and female respondents and proportional allocation was made through stratified random sampling. It is found that most of the respondents regarded police as corrupt and considered police personnel as partial. Inadequate use of advanced technology was considered as a hurdle in police performance. The study concludes that police image in the public has been painted negatively due to their inefficiency, culture of corruption, lack of accountability, lack of training and low salaries.

Ahmadu (2016) study examines the prevalence and consequences of corruption in Nigeria Police Force. The study largely employed secondary data source. This study further acknowledged that, in Nigeria, the police force has become an embodiment of institutionalized corrupt and fraudulent schemes which institute a stumbling block to the effective administration of justice and efficient maintenance of law and order in Nigeria and have soiled the image of the force. Wuthichai (2016) study the factors relative to the work effectiveness of police officers in the Thai Metropolitan Police Bureau. The methodology in the research was the implementation of both quantitative and qualitative research using questionnaires and in-depth interviews as research tools. In the quantitative research methodology, the overall samples based on both cluster and simple random samplings included 405 police officers from different police stations under the control of the Thai Metropolitan Police Division, whereas the 25 samples in the qualitative research were selected using purposive sampling. Statistics used for data analysis were the frequency, percentage, mean, standard deviation, and Pearson correlation. We found that motivator factors and hygiene factors had positive relationships with the effectiveness of work performance. The Metropolitan Police officers in all divisions felt strongly that enough equipment was a factor facilitating an increase in work performance, whereas the imbalance of manpower and scarcity of modern equipment were factors which were obstacles to work performance.

Idowu (2016) survey study was designed to give an in - depth knowledge and analysis on the factors affecting the female police officers' performance in AkureCommand, Ondo State Nigeria. The main objectives of the study are to critically examine the factors affecting the functionality of female police officers in Nigeria; and to identify both the manifest and latent philosophical under – pinning factors hindering their effective performance in the society. It demystifies the issue of discrimination and marginalization of female police officers in Nigeria. It verifies the roles of the Nigeria female police officers in Nigeria. The methodology employed in this study involved both quantitative and qualitative techniques (triangulation). Primary data are collected from the Nigeria female police officers in AkureOndo State Command, and their male counterparts. This was done with the aid of a survey (questionnaire) and in – depth interview. Simple percentage comparison was used to analyze the data, with the aid of frequency tables and graphical presentations (pictographs). The findings of the study reveal the problems of the female police officers in Nigeria; as well as, their statutory roles in duty

III. THEORETICAL FRAMEWORK

The study adopted the structional functional theory. Structural functionalist theory has a long history in sociology. It is prominent in the work of Auguste Comte (1798-1857) and Herbert Spencer (1820-1903), who were two of the founding fathers of sociology. This theory was developed by Emile Durkheime (1858-1917) and refined by Talcott Parsons (1902-1979). Accordingly, functionalism views the society as a system and a set of interconnected parts, which form a whole. The basic unit of analysis is society, and its various parts are understood primarily in terms of their relationship to the whole (Haralambos&Holborn, 2004). "The earliest functionalists often drew analogy between society and an organism such as the human body. They argued that an understanding of any organ in the body, such as the heart or lungs, involves an understanding of its relationship to other organs and, in particular, its contribution towards the maintenance of the organism. Consequently, an understanding of any parts of society requires an analysis of its relationship to other parts and, most importantly, its contribution to the maintenance of society. In view of the foregoing, as an organism has some basic needs that must be satisfied for it to survive, so as the society has some basic needs that must be satisfied for it to survive and continue to exist" (Eteng, Echiegu, Eteng, Okereke, Otu&Nweke, 2007).

This theory is relevant in the sense that the ineffectiveness of the Nigeria Police force can be attributed solely to inadequate supply of functional security equipment as well as poor motivational incentives. The failure of government and other stakeholders to provide the essentials tools requires to fight crime and other deviant behaviour has significantly contributed to the underperforming of the Nigeria police force. However, functionalism has been subjected to considerable criticisms. According to Ritzer (2012), part of the criticism is the argument that structural functionalism does not deal with history, that it is inherently ahistorical.

IV. METHODOLOGY

The study was carried out in Calabar, cross river state, Nigeria. The study adopted the survey design as its method of data collection. The essence of adopting this method of data collection is so that the researcher will be able get in-depth knowledge of the responses of respondent. The population of the study were the residents of Calabar, Cross River State, Nigeria.In adopting the survey design. 400 samples were selected using the simple random sampling technique. Data used for the study was the primary and secondary data. The structured questionnaire was the main instrument of data collection. Questionnaire method was found effective due to the large sample as it facilitated easy and quick collection of information within a short time. The data collected from the field was edited, collated and organized so as to check for consistency. The collated data was thereby coded according to the research objectives. The coded data was analyzed using descriptive and inferential statistics. The statistical package for social sciences (SPSS) version 21.0 was used to analyse each of the hypothesis raised for the study. The hypotheses were tested at 0.05 confidence level. Out of the 400 administered questionnaires for this study, only 300 respondents representing 75per cent returned questionnaire were properly filled without missing values and mutilation, therefore the said number was used for the data analysis.

V. RESULTS

5.1 Hypothesis one

There is no significant relationship between Corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeria. In this hypothesis the independent variable is Corruption while the dependent variable is the operational performance of security agencies. To test the hypothesis Pearson product moment correlation analysis was used to analyse the dataat 0.05 level of significance and the result is presented in Table 1.

Table 1 Pearson Product Moment Correlation of Corruption and Operational Performance of Security Agencies

Variables	N	Mean	SD	r-value	Sig.
Corruption	300	14.86	2.38		
				0.760**	.000
Operational Performance	300	16.73	2.34		

*Significant at P <.05; critical r-value = 0.138; df = 298.

Pearson product moment correlation analysis was conducted to test the relationship between corruption and operational performance of security agencies. As presented in Table 1 the calculated r-value of 0.760 was greater than the critical r-value of 0.138 with 298 degree of freedom, by this result the null hypothesis which states that, There is no significant relationship between Corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeriawas rejected while the alternate hypothesis is retained. This implies that, there is a significant relationship between Corruption and the operational performance of security agencies in Calabar, Cross river State, Nigeria. The squared correlation (R^2) known as the coefficient of determination, which is used as a measure of effect size indicates the proportion of explained variance on the

dependent variable. Therefore, 57.7% of the variance in corruption is accounted for a factor affecting the operational performance of security agencies; the magnitude of effect is large. By this result we can conclude that, corruption is one of the major perceived factors affecting the operational performance of the security agencies in Calabar.

5.2 Hypothesis Two

There is no significant relationship between lack of policing equipment and the operational performance of security agencies in Calabar, Cross river State, Nigeria. In this hypothesis the independent variable is lack of policing equipment while the dependent variable is operational performance of security agencies. To test the hypothesis Pearson product moment correlation analysis was used to analyse the dataat 0.05 level of significance and the result is presented in Table 2.

Table 2 Pearson Product Moment Correlation OfLack Of Policing Equipment And Operational Performance Of Security Agencies

Variables	N	Mean	SD	r-value	Sig.
lack of policing equipment	300	15.12	2.45	0.581**	.000
operational performance	300	16.73	2.34		

*significant at $P < .05$; critical r-value = 0.138; df = 298.

Pearson product moment correlation analysis was conducted to analze the relationship between of lack of policing equipment and operational performance of security agencies. As presented in Table 2 the calculated r-value of 0.581 was greater than the critical r-value of 0.138 with 298 degree of freedom, by this result the null hypothesis which states that, there is no significant relationship between lack of policing equipment and the operational performance of security agencies in Calabar, Cross river State, Nigeriawas rejected while the alternate hypothesis is retained. This implies that, there is a significant relationship between lack of policing equipment and the operational performance of security agencies in Calabar, Cross river State, Nigeria. The squared correlation (R^2) known as the coefficient of determination, which is used as a measure of effect size indicates the proportion of explained variance on the dependent variable. Therefore, 33.7% of the variance in lack of policing equipment is perceived as factors affecting the operational performance of security agencies, the magnitude of effect is large. By this result we can conclude that, the Calabar public perceive that one of the factors affecting the operational performance of security agencies is the lack of policing equipment need to carry out their duties.

VI. CONCLUSION AND RECOMMENDATION

The biggest problem lies not in identifying the problems that exist in the justice system and in policing but rather looking at means at finding solutions to them. To date, there have been few initiatives by the federal government and the ministry in charge of the security agenciesaddress the issues that affects the performance of security agencies. It is important that security agents must be motivated through regular promotion, good salary, decent accommodation. There is need to review the accounting and budgeting procedure and system of security agencies in Nigeria. professional auditors and experts should be employed so that money meant for security agencies can be used properly. Also security agents found receiving bribes and carrying out other corrupt practices should be disciplined and prosecuted where necessary.

REFERENCES

[1]. Adegoke, N. (2014). Factors influencing Nigerian police performance: a case study of zone two Nigerian police headquarters, Lagos, Global Journal of Applied, Management and Social Sciences.7, pp.16 –24.
[2]. Adegoke, N. (2014).The Nigeria Police and the Challenges of Security in Nigeria, Review of Public Administration and Management. 3, (6),
[3]. Adegoke; N. (2014) The Nigeria Police and the challenges of security in Nigeria. Review of public administration and management. Volume 3 No 6.pp 21-36
[4]. Ahmadu, I.(2016). Police Corruption and the State: Prevalence and Consequences. Global Journal of Arts Humanities and Social Sciences,. 4(9), pp.32-42
[5]. Farhat U., Sajjad H., Hamid A. & Zia U. A.(2016).Factors Influencing Police Image in Public (A Study of University Students Perception in KPK Pakistan), Pakistan Journal of Criminology,8, No.3. pp. 134-148
[6]. Haralambos, M. &Holborn, M. (2004) Sociology: Themes and Perspectives (6th ed.) London: Collins Education
[7]. Idowu, O. A.(2016). Factors Affecting Female Police Officers' Performance in Akure Command, Ondo State, Nigeria, Research on Humanities and Social Sciences, 6, (3)
[8]. Sekaran U., (2003).Research Methods for business (4th Ed.). John Wiley and Sons
[9]. Uhunmwuangho, S.O. &Aluforo, E. (2011) Challenges and Solutions to Ethno-Religious Conflicts in Nigeria: Case Study of the Jos Crises, Journal of Sustainable Development in Africa, Volume 13, No.5, 109-124.
[10]. Ukwayi, J.K., Agba, A.M.O., Inyang, J. &Eraye, C. (2011). Associate Factors in Street Crimes in Calabar Metropolis, Nigeria,European Journal of Scientific Research 62 (2), pp 236- 247.

[11].   Ukwayi, J.k., Igwe-Okomiso, J.B. &Angioha, P.U. (2018).Informal Crime Control Mechanisms InObudu Local Government Area Of Cross River State, Nigeria, Researchjournali's Journal of Sociology 6 (3), 1-13

[12].   Ukwayi,J.K., Okpa,J.T., Adewoyin,S.A., Angioha, P.U. &Udom, H.T. (2017). SecurityEquipment and Policing in Central Senatorial District of Cross River State, Nigeria, IOSR Journal Of Humanities and Social Science, 22 (2), 6 – 14.
[13].   Wuthichai, T. (2016).Factors affecting the effectiveness of police performance in Metropolitan Police Bureau, Kasetsart Journal of Social Science, 1-6.