**THE ROLE OF ADMINISTRATIVE OFFICERS IN EFFECTIVE SERVICE DELIVERY: A CASE STUDY OF UYO CITY POLYTECHNIC, UYO)**

**ABSTRACT**

This study examines critically the Role of Administrative Officers in Effective Service Delivery: A case study of Uyo City Polytechnic, Uyo. The work had the following objectives: to examine the role of administrative officer in effective service delivery in Uyo City Polytechnic; to find out whether administrative officers have discharged their functions effectively and also to ascertain whether the role of administrative officers can contribute to the growth and development of any Academic organization, and the hypothesis are: There is a significant relationship between the role of administrative officers and effective service delivery; Administrative officers contribute to the achievement of organizational goals: The role of the administrative officer is not a prerequisite for the achievement of organizational goals. The work utilized survey and questionnaire as the principle instrument for collecting data. From a total population of 110, 50 were sampled out randomly. Questionnaires were administered to the sampled number. Percentages and tables were used as statistical tool for testing hypothesis. Based on the findings, it was discovered that administrative officers help in ensuring effective service delivery in Academic organization and so their position should not be undervalue. It was recommended that administrative officers should be adequately trained. Administrative officers (administrators) should be allowed to take decision which will enhance organizational goals without any political interference.

2.3 Attributes of Administrative Officer

2.4 Classification of Administrative officers based on their Cadre

2.5 The role of Administrative Officers in effective service delivery.

2.6 Problems facing administrative officers

**Chapter Three: Research Design and Methodology**

1. Introduction

3.1 Area of Study

3.2 Population of Study

3.3 Sample size determination

3.4 Sample size/ sampling Technique

3.5 Instrument for data collection

3.6 Source of data collection

3.7 Method of data analysis and presentation

**Chapter Four: Presentation of Data Analysis and Interpretation**

4.0 Introduction

4.1 Data analysis

4.2 Test of Hypothesis

4.3 Discussion of Findings

**Chapter Five: Summary, Conclusion and Recommendation**

5.0 Introduction

5.1 Summary

5.2 Conclusion

5.3 Recommendations

References

Appendix

**CHAPTER ONE**

**INTRODUCTION**

**BACKGROUND OF THE STUDY**

The word administration is derived from the latin word ‘ad’ and ‘ministiare’ which means to serve. Administration may be defined as “group activities which involve cooperation and coordination for the purpose of achieving desired goals or objectives”.

Administration according to Sharma and Sadana (2009) generally involves cooperative efforts by a number of people to achieve some purpose. Bhagwan and Bhushan (2010) conceive administration as along and slightly pompous work, but it has a humble meaning, for it means to care for or to look after people, to manage affairs.

Public on the other hand is something which belongs to the whole community; it belong to the generality of people; it belongs to everybody. Public administration therefore refers to the organization and management of materials to achieve the purpose of government. Having said that, an administrative officer therefore, may be described as trained personnel who use his administrative know-how to coordinate efforts to carry out public policies in order to achieve organizational goals. In the final analysis, the writer wishes to point out aptly that an administrative officer has a vital role to play in effective service delivery in Academic organizations.

* 1. **STATEMENT OF PROBLEM**

Despite the good intentions of administrative officers in effective service delivery, yet, there are some problems militating against the smooth attainment of its goals which include:

The influence of a political class has gone a long way to slow down the work of administrative officer. Ecological factor (Environment) has also influence the work of the administrative officer. For instance, if the work environment is not peaceful, but full of rancor, the administrative officer might find it difficult to do his work effectively.

Inadequate finance can also go a long way in slowing down the effective service delivery of administrative officer. As it is known, money is bedrock of any administration, and inadequate managerial skills, all of these rendered the quality and quantity of services provided by the administrative officers inefficient and ineffective.

4

This study sought to examine the contributions of different administrative officers in the efficiency of public services in Nigeria, and the different ways administrative officers can help public service in Nigeria to achieve their organizational goals effectively and efficiently.