



Academic Strike and Service Delivery, a Case of Academic Staff Union of Universities, University of Ibadan

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Abstract

This study examined the relationship between strike and service delivery, using the industrial strike of academic staff union of universities, university of Ibadan chapter as a case study. The paper used qualitative approach to analyse, using secondary data such as journal publications, newspapers, textbooks and questionnaire. This study examined three objectives which are to: investigate the causes of strike actions by academic staff union of universities; examine the effect of strikes on the teaching qualities of the universities; examine the influence of strike actions on the academic research output on promotion of academic staffs. This study adopted the descriptive survey method as research design. The target population of the study consists of 200 Academic staff members in University of Ibadan. The result revealed that the R-value represents the correlation between the dependent and independent variable, that is R can be considered to be one measure of the quality of the prediction of the dependent variable. The study concluded that there is relationship between strike and service delivery using the industrial strike of academic staff union of universities It is recommended that Workers should be well paid so that they can meet up with their daily needs and it should not be delayed for any reasons at all.

Keywords: Strike, service delivery, academic staff union, Universities

Introduction

Ivancevich (2007) documented that strike is an effort by an employee to withhold work so that the employer will make greater concessions at the bargaining table. It is opined that it is a major bargaining weapon used by the labour union. Michael Armstrong (2004) asserted that strikes are most politically charged of all the features of industrial relations. Strike is a very powerful weapon used by trade unions and other labour associations to get their demands accepted. It generally involves quitting of work by a group of workers for the purpose of mounting pressure on the employer to consider and possibly accept their demands. When workers collectively cease to work in a particular industry, they are said to be on strike. "Strikes are too often a weapon of first, rather than the last resort. However, labour unions have recognised that a strike is a legitimate last resort if all else fails," Armstrong M. (2004).

In a bid to get government to pay attention to the deplorable situation of public universities and improve academic staff welfare, the Academic Staff Union of Universities (ASUU) have embarked on several strike actions which have further crimped academic activities in Nigeria.

Ohiwerei and Omo-Ojugo (2008) stated the following as subject for which strike could be inevitable: negotiation, procedural matters, probationary period of service, disciplinary procedure, principles of redundancy, various unpaid claims, staff loan, pension and gratuity scheme; salaries and wages, leave, acting allowance, inconveniences allowance, out of station expenses, medical scheme, sickness benefits etc.

Service delivery is a set of interlink functions that deliver services to customers or clients, which are also in terms of inputs, processes, outputs, and outcomes. Service delivery measures the level of customer satisfaction (Russell 2021).

Service delivery as a business framework that supplies services from a provider to a client. Service delivery typically aim to provide the client with increased value by setting standards, policies, principles and constraints to guide their businesses and customer interactions (Indeed Editorial Team, 2021).

On the Lecturers perception, result revealed that there is non-commitment and disillusionment among them. This arises because the Lecturers have come to realise that their needs and aspiration are not met within their institution,



some are beginning to engage themselves in other endeavours outside the university environment or overseas.

Statement of Problem

Following the serious altercations between government and the Academic Staff Union of Universities resulting into persistent industrial actions, most studies carried out on ASUU strike actions focuses on the impact on the student and academic activities in universities. An instance is that of O.T Amie-Ogan et al (2022), Tumba Ardo et al (2020) etc. Not many researches have been done on the service delivery in the university system as impacted by the strike action. Closing this knowledge gap on service delivery and cause relationship with ASUU strike will form the basis for this study procedures of ASUU and ethical expectations of the Government that could have averted the strike actions, therefore, will form basis of the problem of this study.

Research Objectives

The main aim of this study will be to examine the relationship between academic strike and service delivery using the industrial strikes of the academic staff union of universities, University of Ibadan as case study. The specific objectives will be to:

- investigate the causes of strike actions by academic staff union of universities.
- examine the effect of strikes on the teaching qualities of the universities.
- examine the influence of strike actions on the academic research output on promotion of academic staffs.

Descriptive Statistics

	Mean	Std. Deviation	N
Teaching Quality	2.9100	.64471	100
Research output	2.9120	.69823	100
Labour turnover	2.9040	.61265	100
Service delivery	3.0080	.73191	100

Source: Field Survey, 2023

The table request brief disruption of the data used in the study. Teaching quality, Research output, Labour turnover and Service delivery mean score; 2.9100, 2.9120, 2.9040 and 3.0080 with associated standard deviation .645, .699,

Research Hypothesis

H₀₁: There is no significant relationship between Academic strike and service delivery of academic staff union of universities.

Significance of the Study

Education stakeholders in Nigeria have been complaining about several education interruptions occasioned by serial labour strikes over the last two decades, but the perceptions of the actors in the system on this issue were hardly discussed. The need to investigate the perceptions of university lecturers on the effects of serial academic strikes on the quality of university education in Nigeria has therefore become imperative for a better understanding of the industrial conflict management in the Nigerian university system. This was because this investigation may create awareness for educational administrators, policy makers, and stakeholders in education on the perceptual consequences of labour strikes in the university system and thereby improve the industrial harmony, and employment prospect of graduates from the system.

Methodology

Data Analysis

Sampled questionnaires were administered on 200 Academic staff randomly selected. The data was analysed with the use of frequency distribution estimation as well as tables and percentages for proper presentations of the data collected.

In testing the hypothesis formulated, regression analysis was adopted using statistical package for social sciences (SPSS).

.613, and .732 respectively. It is observed that the standard deviation in each of the variables are low and that signifies that absence of outrageous value in the series and the tendency of getting a spurious result is low.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
		B	Std. Error	Beta			Lower Bound	Upper Bound
1	(Constant)	.377	.158		2.382	.019	.063	.691
	Teaching quality	.319	.087	.346	3.662	.000	.146	.493
	Research output	.151	.100	.143	1.511	.134	-.047	.348
	Labour turnover	.388	.082	.440	4.726	.000	.225	.550

Source: Field Survey, 2023

a. Dependent Variable: Service delivery

The data findings also show that a unit increase in Teaching quality will lead to 2.310 increases in Lecturers service delivery in the Universities. Consequently, it is observed that the independent variable is significant with P value less than 0.05 at 0.000.

Estimated model coefficients

The general form of the equation to predict **Dependent Variable** from **TQ, RO, LT**, is:

$$Y = (117.382) + 51.01TQ + 1.34 RO + 29.74LT$$

The table reveals both the relative effect and the significance of each of the explanatory variables on the dependent variables. It shows that there is a positive relationship between Teaching quality, Research output and Labour turnover with statistical value $\beta = 51.014, 1.341$ and 29.744 ; $t = 2.829, 2.812$ and 2.597 . The table further reveals the significance of the variables at 0.05 level of significance which will be used to test the hypothesis.

Interpretation of Results

The relevant hypotheses were tested using simple linear regression model with least square method. The stated hypotheses are:

Hypothesis

H₀: Academic strike has no effect on employee's service delivery in Universities.

Decision Rule: The coefficient table reveals that Incentives with significance value of 0.031 which is below 0.05 level of significance indicates that the null hypothesis will be rejected and concludes that there is a significant relationship between Academic Strike and employee service delivery in the Universities

Summary, conclusion and recommendations

Summary

The topic of this study is the influence of academic strike actions on lecturer's performance and service delivery using the University of Ibadan, Nigeria, as the case study. The purpose of this study is to find out whether strike actions influence the employee's performance and service delivery in their work place; to know whether delay in the payment of workers' salaries is the major cause of strike in the university of Ibadan and to find out perceptions of the workers on the causes of strike action.

The purpose of this study is to examine the relationship between strike and service delivery using the industrial strike actions of the academic staff union of universities, university of Ibadan chapter as a case study. From the findings of this study, it can be seen that strike actions have done more harms than good to workers. It has destroyed the pride of our working conditions and productivity. In all, strike actions are for progress, a threat to working condition development and to the employee performance and productivity of the worker to be precise. It should therefore be the last weapon to use in order to get ones' needs. Negotiations are better than strike actions as wherever there is a strike action, the workers suffer it.

Finally, from the findings it is clear that strike actions threaten the existence of an organisation and cause havoc to the employee performance of workers, in the university of Ibadan, Nigeria. The adoption of strike actions therefore is a step in the wrong direction. It is an enemy of progress.



The corollary of strike action is better imagined than described.

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Conclusion

The study concluded there is a relationship between strike and service delivery using the industrial strike of academic staff union of universities, university of Ibadan chapter as a case study.

Recommendation

Resulting from these findings, it is recommended, the following recommendations are strongly made by the researcher.

- Lecturers should be well paid so that they can meet up with their daily needs and that such pays should not be delayed for any reasons at all.
- Government should stop using threats on the academic staff as a solution to strike actions, rather they should use dialogue to bring a lasting solution.
- An atmosphere of cordiality should exist between ASUU and the federal government. This will guarantee Academic staff a qualitative teaching techniques and research output which invariably will enhance effective implementation of government working policies.

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