



An Automated Civil Service Promotion Scheme for Local Government Service Commission Enugu

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ABSTRACT:- Computer being a versatile data machine has been found very useful in every human Endeavour since its incursion into many fields of study, industry, business, sciences and technology in general. Promotion scheme is being prepared by organization, committees, governments and other business firms; this scheme affects worker's salary daily, weekly or monthly. Thus this research work An Automated Civil Service Promotion Scheme for Local Government Service Commission Enugu sought to determine the perception of civil servants promotion manually and identify factors that affect the manual system and the best possible solution as regards the problem associated with it. The researcher also investigated the opinions of the staff towards performance appraisal as a tool of promotion on merit using the computerized system. The tools employed to achieve the designed objectives of the system are system flow chart, program flow chart and visual environment. The parallel change over plan was used for the computerized civil service promotion scheme for efficient implementation with the plan of training the staff. Finally the advent of information technology and computerization will enhance efficiency and make the task easier.

Keywords:- Information technology, computerization, efficiency and Automated civil service.

I. INTRODUCTION

Computer, the versatile data process machine, has been found very useful in every human endeavor since its incursion into many fields of study, industry, business, science and technology in general. We can employ the use of computer in the computation and implementation of the Civil Service Promotion Scheme. Promotion scheme is being prepared by organization, committees, government and other business firms. This scheme affects worker's salary daily, weekly or monthly.

The promotion module, which helps in data processing, processes the promotion scheme of all the employees in the civil services commission. The module maintains additional features like staff salary, allowances, tax and other deductions from staff pay according to their different stages.

However the historical back ground of the civil service commission was dated back to the end of colonial masters and post-independence period. After the Second World War, there were about 14 British administration in the secretarial 70 Nigerians support staff and one Europe stenography. The head quarter of most technology technical department this was in Ebutemetta (Lagos). The head quarter of the mine was in Jos, while the agriculture and forestry was in Ibadan, field administration was co-ordinate from two centers, Kaduna for north and Lagos later Enugu for the south.

In 1939, Southern Nigeria was split into two regions respectively. The Richard constitution in 1914 further divided the country into three regions namely the northern western and Eastern regions. The Macpherson constitution of 1951, introduced the appointment of ministers for the region and at the center of the civil service between the politician in office and the authorities of the Lugard era, the duties of all administrative office was such that maintaining law and order in the district was placed under the immediate administrative control. It was only at the end of World War II that effort was made to achieve some social and economic benefit for Nigerians. Furthermore, the civil service is mainly organized around the federal ministries, headed by a minister appointed by the President of Nigeria, who must include at least one member of the 36 state in his cabinet. The President's appointments are confirmed by the senate of Nigeria. There are less than 36 ministries. In some cases a minister is responsible for more than one ministry (e.g. Environment and Housing may be combined) and a minister may be assisted by one or more ministers of state. Each ministry also has a permanent secretary, who is a senior civil servant.

The ministries are responsible for various Parastatals (government-owned cooperation) such as universities (Education), National Broadcasting commission information and Nigerian National Petroleum Corporation. Other parastatals are the responsibility of the office of the Presidency, such as the Independent

National Electoral Commission, the Economic and Financial Crime Commission and The Federal Civil Service Commission. The service has six additional units which provide services to all departments on the civil service:

- ✓ Establishments & Record Office (E&RO)
- ✓ Career Management Office (CMO)
- ✓ Manpower Development Services Office (MDO)
- ✓ Management Services Office (MSO)
- ✓ Common Services Office (CSO)
- ✓ Bureau of Public Service Reforms (BPSR)

II. OBJECTIVE OF THE STUDY

The study aims at designing and implementing an automated civil service promotion scheme that will help to eliminate instances, delay and frauds associated with manual calculation of worker's promotion time, salaries and entitlements at different levels.

Significance of the Study

In view of the rapid development of computer technology in virtually all fields of operation and its use in relation to information management, it has become important to look into the development of an automated civil service promotion scheme system to meet up with demands of the present day civil service employees, other firms and the society in general. In this case, the automated civil service promotion scheme is a vital and very important function part of the Nigerian civil service organization and civil servants since it provides services to both parties.

Scope and Limitation of the Study

The study aims at designing and implementing of an automated civil service commission promotion scheme. In the process of carrying out this research work, some factors tried to hinder the free flow of work. These factors include

- **Time:** Time factors in the sense that the semester was short and as a result combing this work with studies was tedious.
- **Finance:** Finances were rather on the lean side and as a result, it affected the carrying out of the research in that monetary commitment was needed for going to the case study, photocopying document, browsing etc.
- **Lukewarm attitude of the staff:** The staff of the promotion scheme, payroll and some of their departments was rather hostile and aggressive owing to the fact that they felt that if this activity is computerized they might lose their jobs to the computer.

III. RESEACH METHODOLOGY, SYSTEM INVESTIGATION AND ANALYSIS

Research methodology refers to the methods taking during research. D. Slesinger and M. Stephenson in the encyclopaedia of social science define research as "the manipulation of things, concept or symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art. Research is, thus, an original contribution to the existing stock of knowledge making for its advancement. It is the pursuit of truth with the help of study, observation, comparison and experiment. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research. There are different methodologies which includes;

- Agile Software Development
- Crystal Methods
- Dynamic Systems Development Model (DSDM)
- Extreme Programming (XP)
- Feature Driven Development (FDD)
- Joint Application Development (JAD)
- Lean Development (LD)
- Rapid Application Development (RAD)
- Rational Unified Process (RUP)
- Scrum
- Spiral
- Systems Development Life Cycle (SDLC)
- Waterfall/ Traditional.

Data Collection Method

Various methods of collecting data are employed by social scientists. Here we will discuss the varied dimensions relevant to: data generation and attempt to arrive at an abstract typology involving stimuli, responses and setting for data collection. The task of data collection begins after a research problem has been defined and research design/plan chalked out.

Type of Data

- **Primary data:** These data were collective afresh for the first time and thus happen to be original in character.
- **Secondary data:** The secondary data was collected by someone else and has already been passed through the statistical process.

Therefore, the data used in this study were collected using the primary and secondary sources of data collection.

Collection of the Primary Data

There are several methods of collecting primary data, particularly in surveys and descriptive researches. In descriptive research, we obtain primary data either through observation or through direct communication with respondents in one form or another or through personal interviews.

Collection of the Secondary Data

These data are already available i.e. they refers to an already collected and analyzed data by someone else. This may either be published or unpublished, as the researcher was very careful in using secondary data, because it may sometimes be unsuitable.

Observation Method

Since observation as a method includes both 'seeing' and 'hearing' and perceiving as well. The researcher went out to civil service offices to see thing for himself. Observation also plays a major role in formulating and testing hypothesis in social sciences. Behavioral scientists observe interactions in small groups; anthropologists observe simple societies, and small communities; political scientists observe the behavior of political leaders and political institutions.

Interview method

Being two-way systematic conversation between an investigator and an informant initiated for obtaining information relevant to a specific study. The researcher once more capitalized on this method by interviewing one of the staff in a civil service office. It involved not only conversation, but also learning from respondents' gesture, facial expressions and pauses and his environment. Interviewing require face-to-face contact or contact over telephone and calls for interviewing skills. It is done by using a structured schedule or an unstructured guide. Importance interviewing may be use either as a main method or as a supplementary one in studies of persons. Interviewing is the only suitable method for gathering information from illiterate or less educated respondents. It is useful for collecting a wide range of data from factual demographic data to highly personal and intimate information relating to a person's opinions, attitude, and values, beliefs, past experience and future intentions.

Questionnaire Method

Having financial constraint as a major challenge and Questionnaires as an inexpensive way to gather data from a potentially large number of respondents, the researcher made maximum use of this method. Often they are only feasible way to reach a number of reviewers large enough to allow statically analysis of the results. A well- designed questionnaire that is used effectively can gather information on both the overall performance of the test system as well as information on specific components of the system. If the questionnaire includes demographic questions on the participants, they can be used to correlate performance and satisfaction with the test system among different groups of users as used here.

System Investigation

Before the system was developed, the benefit of the new system was seriously considered. The examination of the existing system provided relevant facts that were used in designing the new system. This helped to identify the objectives, limitations, and indispensable aspects in the existing system that was truly helpful in designing the new system.

Current System

An organization’s operation is always out by employing a particular system or method which may be by use of machine or manual system of operation. During this process of manual operation, the staff in charge pens down the name of the employee, duties, levels post held etc. The paper/manual world of promotion process systems can be catalogues or registers, where records are located and where they have been temporarily kept.

Questionnaire Result Analysis and Evaluation

A total of 40 respondents were issued the questionnaire. The average age of respondent is 28 with 26 males and 14 females.

Research Question 1

Do you have an idea of what a computerized civil service promotion scheme is?

Table 1.0: Research Question 1

Responses	Number of respondents	Percentages (%)	Angle(°)
Yes	25	62.5	225
No	10	25	90
Neutral	5	12.5	45

Total 40

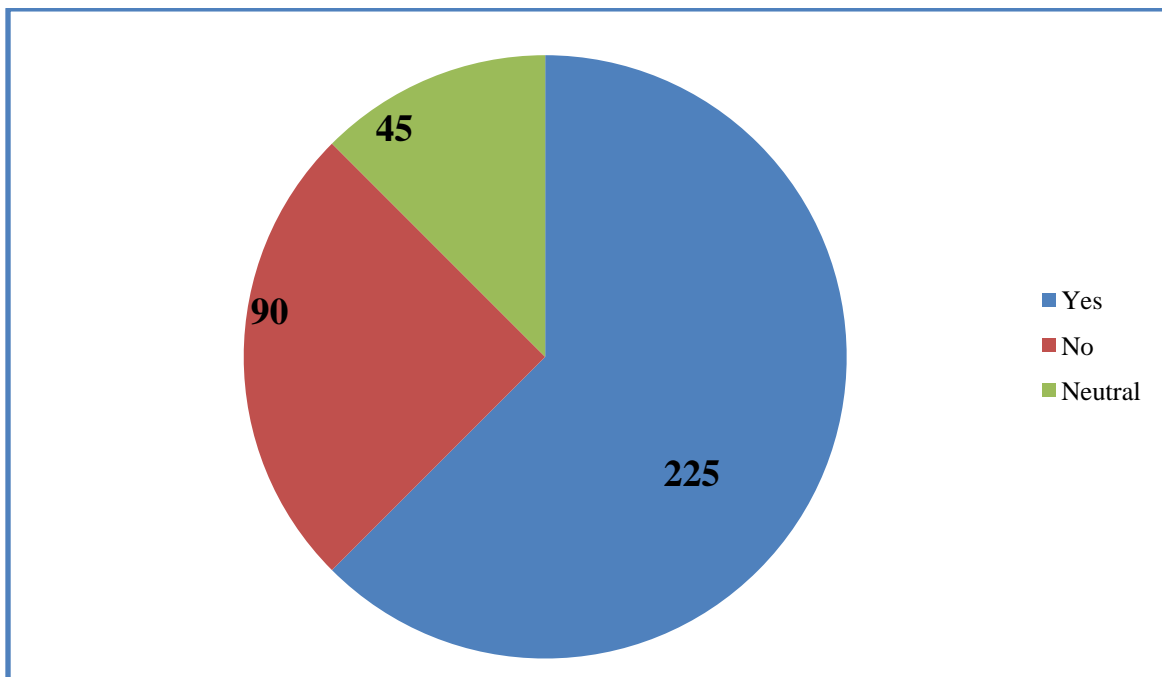


Figure 1 Research Question 1

From the result given above, 62.5% of the respondents have an ideal of what an automated civil service promotion scheme is, 25% said they do not while 12.5% were neutral.

Research Question 2

How will you rate the effectiveness of manual method of promotion scheme for Civil Service Employees?

Table 2: Research Question 2

Responses	Number of respondents	Percentages (%)	Angle (°)
Effective	30	75	270
Averagely effective	10	25	90
Not Effective	-	-	-

Total 40

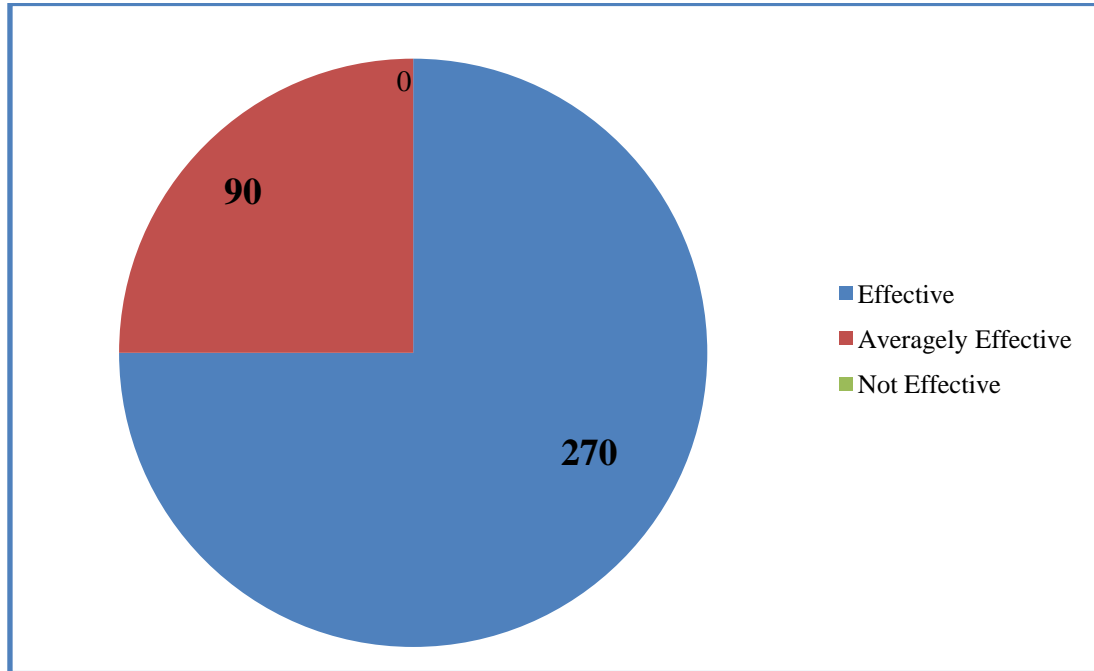


Figure 2: Research Question 2

From the chat result gotten, it can be seen that 75% says that the manual method is effective, 25% says it is averagely effective and 0% says not effective.

Research Question 3

Is there any need for the development of an Electronic System of Civil Service Promotion Scheme?

Table 3: Research Question 3

Responses	Number of respondents	Percentages (%)	Angle(^o)
Yes	32	80	288
No	-	-	-
Neutral	8	20	72

Total 40

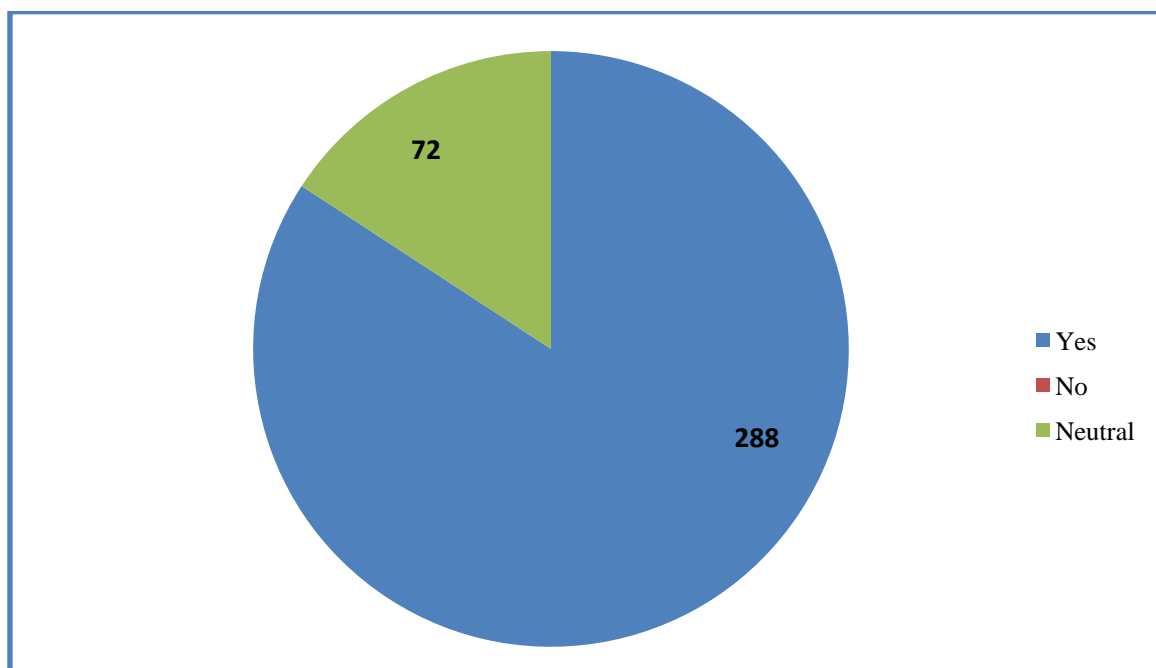


Figure 3 Research Question 3

From the result given above, 80% of the respondents said that it is needful for the development of a computerized civil service promotion scheme, 5% said they do not while 15% were neutral.

Research Question 4

Would the Electronic Method of Civil Service Promotion Scheme Ensure Satisfaction?

Table 4: Research Question 4

Responses	Number of respondents	Percentages (%)	Angle(°)
Yes	39	97.5	351
No	-	-	-
Neutral	1	2.5	9

Total 40

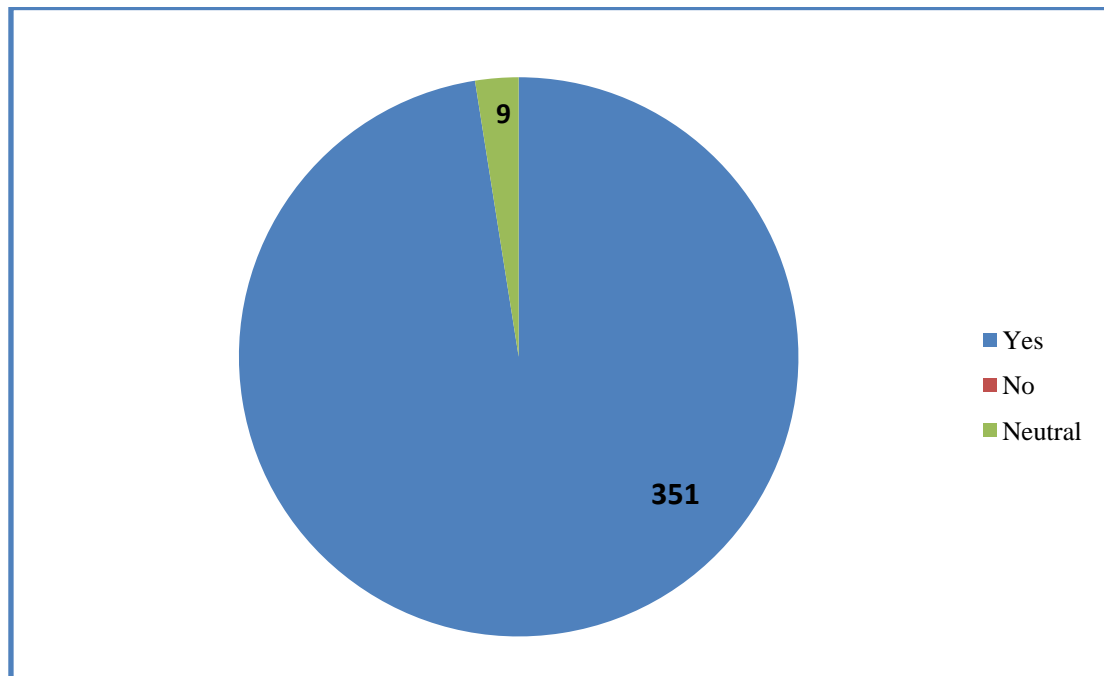


Figure 4: Research Question 4

With the result shown, we can conclude that there is high a satisfaction that would be derived from the design and implementation of the new system.

Research Question 5

How has the employer-employee relationship been?

Table 5 Research Question 5

Responses	Number of respondents	Percentages (%)	Angle(°)
Moderate	6	60	216
Not quite encouraging	2	20	72
Manageable	2	20	72

Total 40

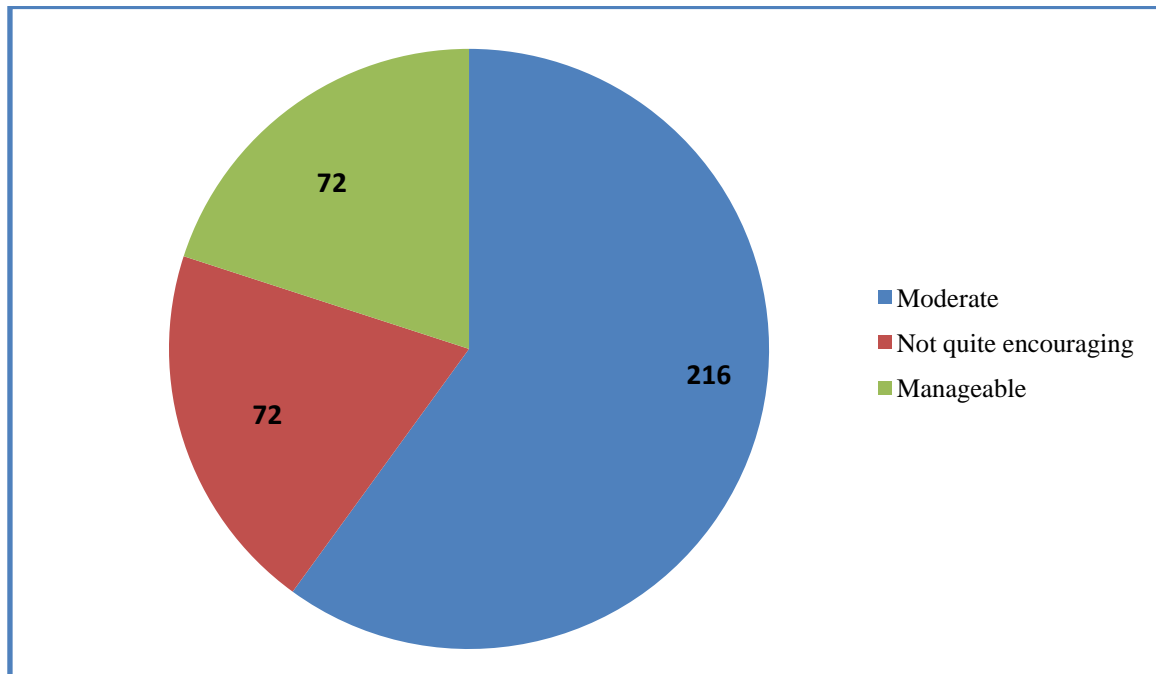


Fig 5: Research Question 5

From the result above, 60% says the employer-employee relationship has been moderate, 20% says not quite encouraging, 20% says manageable.

Proposed System

The new system which is an automated civil service promotion scheme has so many benefits that will be fetched if introduced into the operation. And the following benefit includes;

❖ **Retrieval of Information Fast**

There will be fast retriever of information over the manual system, that it will have advantage over the manual system thereby enabling the user to retrieve information fast most especially as it concerns the skills and activity of an employee, to call up their information than in manual system where you search for information record line after the other.

❖ **Fastness**

This will eliminate the problems of time wasting in registering records, checking from one line to the next as well as preparing a revenue report which is faster than using manual process to do it.

❖ **Neatness**

Computerization gives room for production of a very neat job. Besides, since the vast volume of paper which is used in keeping/storing information will no longer be needed, it will help in keeping a very neat office.

❖ **Accuracy**

Measures of accuracy will be achieved since the computer system will maintain stability in assigning tasks based on assessment and making of accurate calculation of the different levels and promotion periods of each staff.

❖ **Reduction of Cost**

The computerized system will keep in reducing cost of operation due to constant promotion of forms and registers for keeping records as less forms will be used.

❖ **Use of Less Space for Record Storage**

There will be elimination of much space used in storing records by introducing a computer storage media (disks) which can keep vast volume of information in a less space.

SYSTEM DESIGN AND IMPLEMENTATION

Input Specification and Design

The input required to be supplied to the computer which is processed to give the required output needed at a given moment is as follows.

Staff Registration Form

STAFF REGISTRATION PANEL

Personal Information

Fullname Marital Status

Sex Height

Age Phone No.

Address Email Address

Office Information

Qualification Level

Position Salary

Date of Employment Department

Next of Kin Information

Name Phone No.

Address Occupation

Figure 6: Staff Registration Form “New System”

Staff Assessment Form

STAFF ASSESSMENT

Staff ID

Staff Name

Department

Recommendation

Promotion Test Pass Fail

Figure 7: Staff Assessment Form “New System”

IV. PROCESS DESIGN

The program was designed using visual basic 6.0 and Microsoft access. Visual Basic is a derivative of and an expansion of early BASIC. It is a high level programming language developed from the early DOS version called BASIC. Microsoft calls it "Visual" because you can design programs with forms that include visual elements, such as buttons, display boxes, and other visual components, called controls. Visual Basic was used in the design of this program because it's a graphic user interface, this means that programming was done in a graphical environment. Visual Basic enables me to design the interface by dragging and resizing the objects or controls as well as changing their colour. Visual Basic includes numerous controls (objects that can be used to create an easy way for users to interact with my project) that led the user get data, print data, and display data and so on. Controls in Visual Basic provides the programmer with various properties (control characteristics), methods (control actions), and events (procedures where you can place responses to control actions). Microsoft Access is one of the examples of relational database management system used for storing, manipulating and retrieving data. It gives the users access to data stored in a relational database management system, it also allow users to define the data a relational database management system.

Output Specification Design

Output specification and design simply entails the necessary information needs obtained after the task has been executed and the employer has given his remark which can be stored for later use or printed on paper. These are the output specification and design.

Output Specification View

Staff Bio Data	
Staff ID	CS11281407470
Date	11/28/2014
Staff Fullname	PATRICIA CHIDINMA
Sex	Female
Age	21
Status	Single
Address	LAGOS
Phone	08065433344
Height	5.8
Email	pat.c@gmail.com
Qualification	MSc
Level	12
Department	ADMIN
Position	MANAGER
Next Of Kin Name	IKENNA
Next of Kin Address	MOUAU
Next Of Kin Phone	08064434434
Occupation	STUDENT

Figure 8: Staff Output Form "New System"

Database Design

A good database design is the beginning of an effective file engineering exercise. A well designed database is straight forward to implement and maintain, thus the following is the database design for Civil service Promotion Scheme.

Structure for Database “Staff”

staff : Table		
	Field Name	Data Type
PK	ID	AutoNumber
	Fullname	Text
	Sex	Text
	Age	Text
	Address	Text
	Status	Text
	Height	Text
	Phone	Text
	Email	Text
	Staff_ID	Text
	Salary	Number
	Qualification	Text
	Level	Text
	Position	Text
	Department	Text
	Date_Employed	Date/Time
	Next_Kin_Name	Text
	Next_Kin_Address	Text
	Next_Kin_Phone	Text
	Next_Kin_Occupation	Text
	assessment	Text

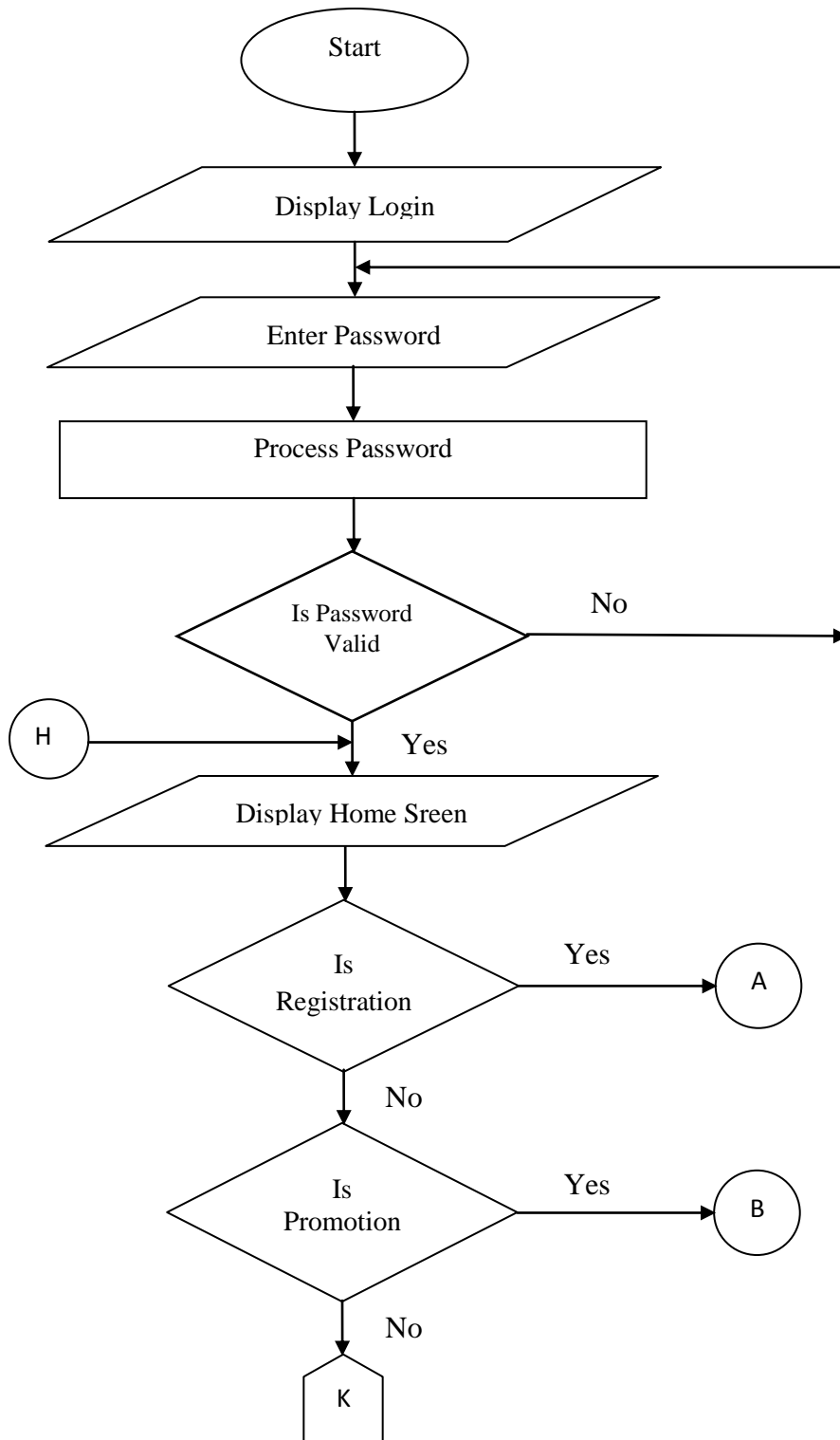
Figure 9 Database File Design

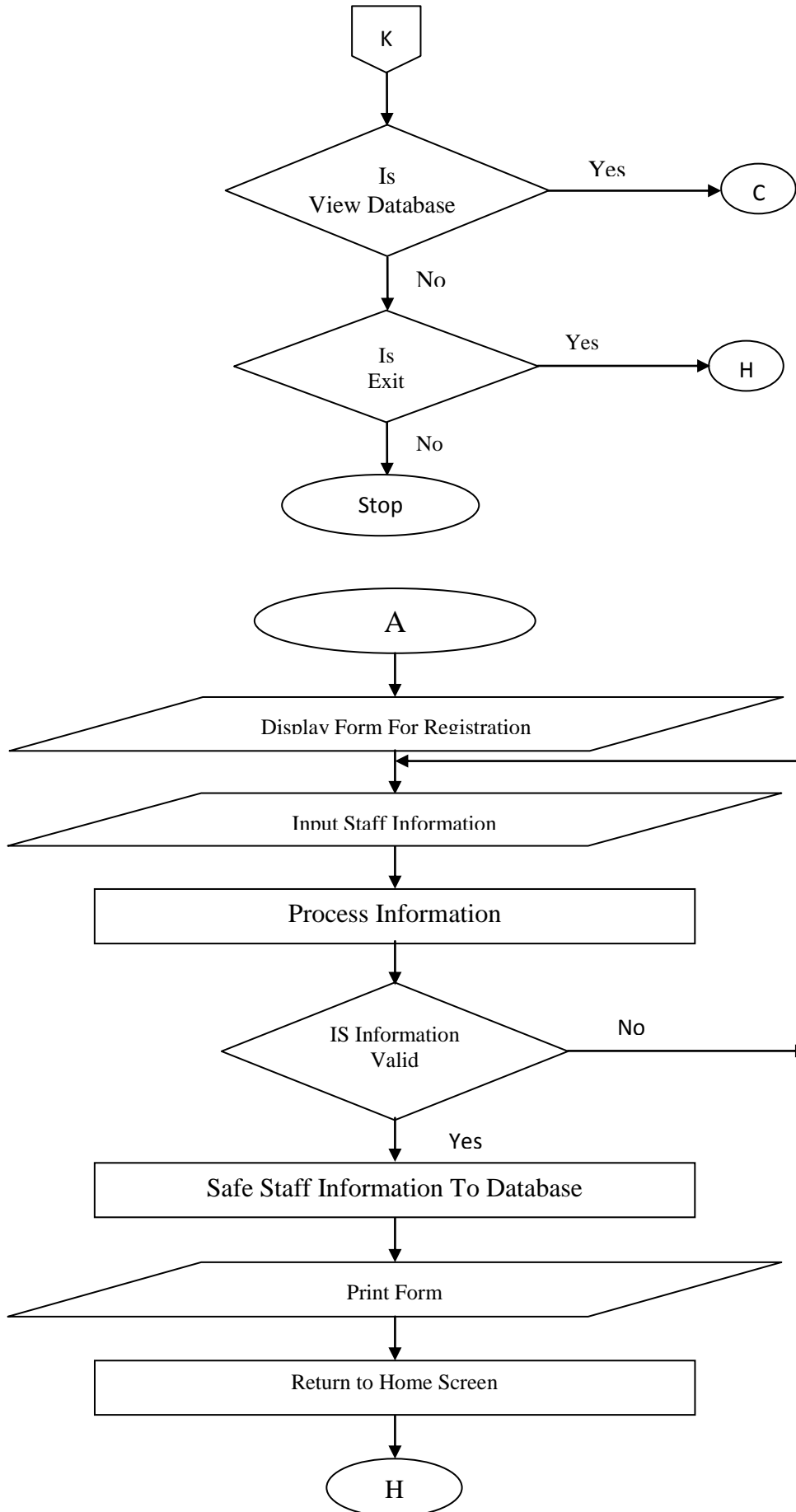
Program Design

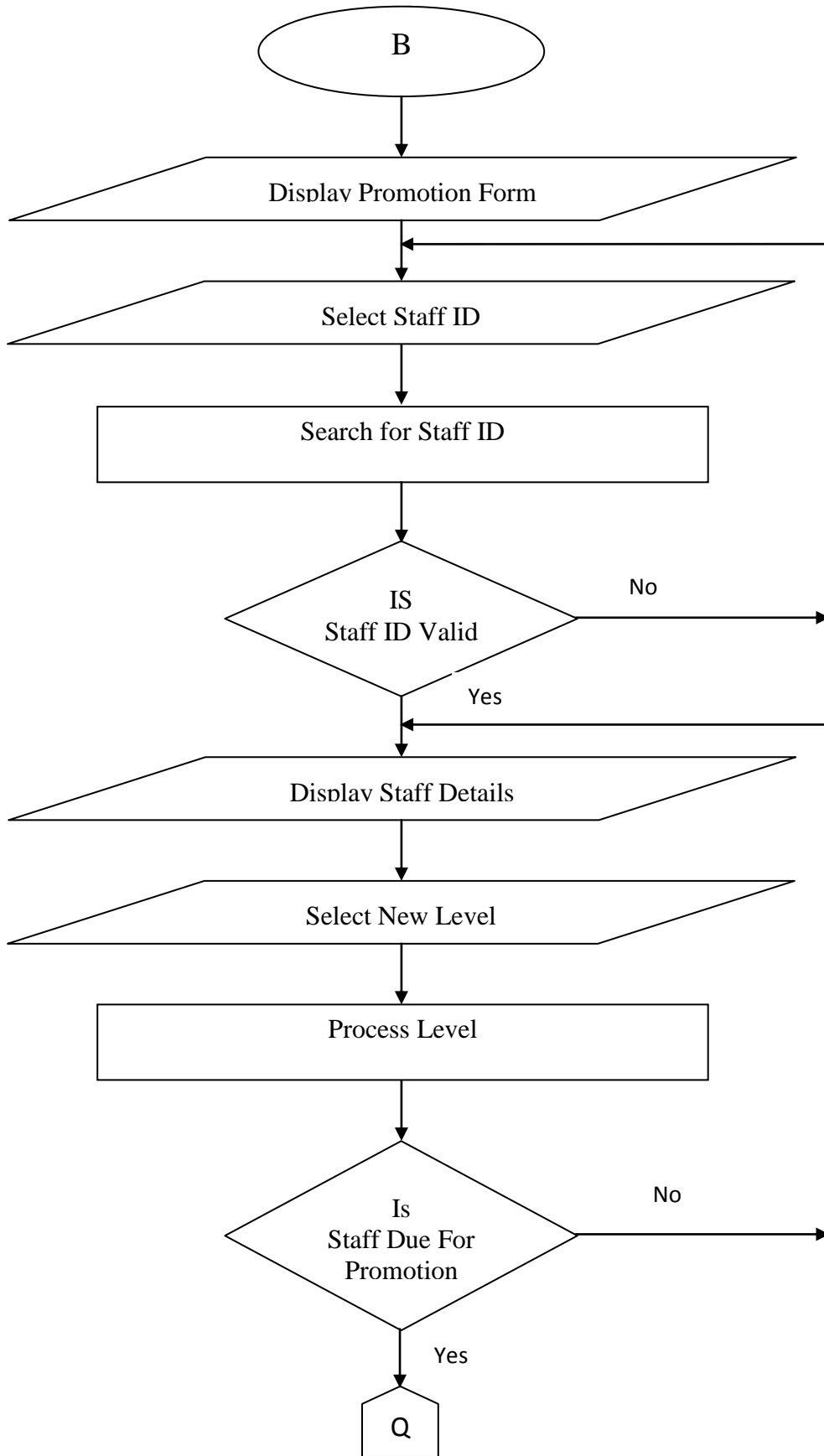
The new system was design in menu format, as follows:

- Enter the user name and password to check for authorization
- If password is correct the home screen is displayed, if not the system request for the correct user password.
- The home screen contains the Staff Registration, Staff Promotion, Staff Assessment, Edit Record, View Records and Exit Commands buttons.
- **Staff Registration**- On selection of Staff Registration button a registration form comes up to collect information about the new staff. On conclusion, the register button is clicked on, then the information is stored in the database and a unique Staff ID is given to the staff and the form is printed out using the print button.
- **Staff Promotion**- Here the database is queried using the staff unique ID to fetch information about the staff. If the staff is due for promotion the level is incremented. Then the Promote button is clicked on to promote the staff and a promotion letter is printed.
- **Staff Assessment**- On selecting the assessment button a new form for assessing a staff performance shows up. An assessment is made by querying the database using the Staff ID.
- **Edit Record**- Here the staff editable records are changed then saved to the database by clicking update.
- **View Records**- This is used to view the Staff records. It could be printed by selecting the print option.
- **Exit**- this is used to exit the entire program.

Program Flowchart







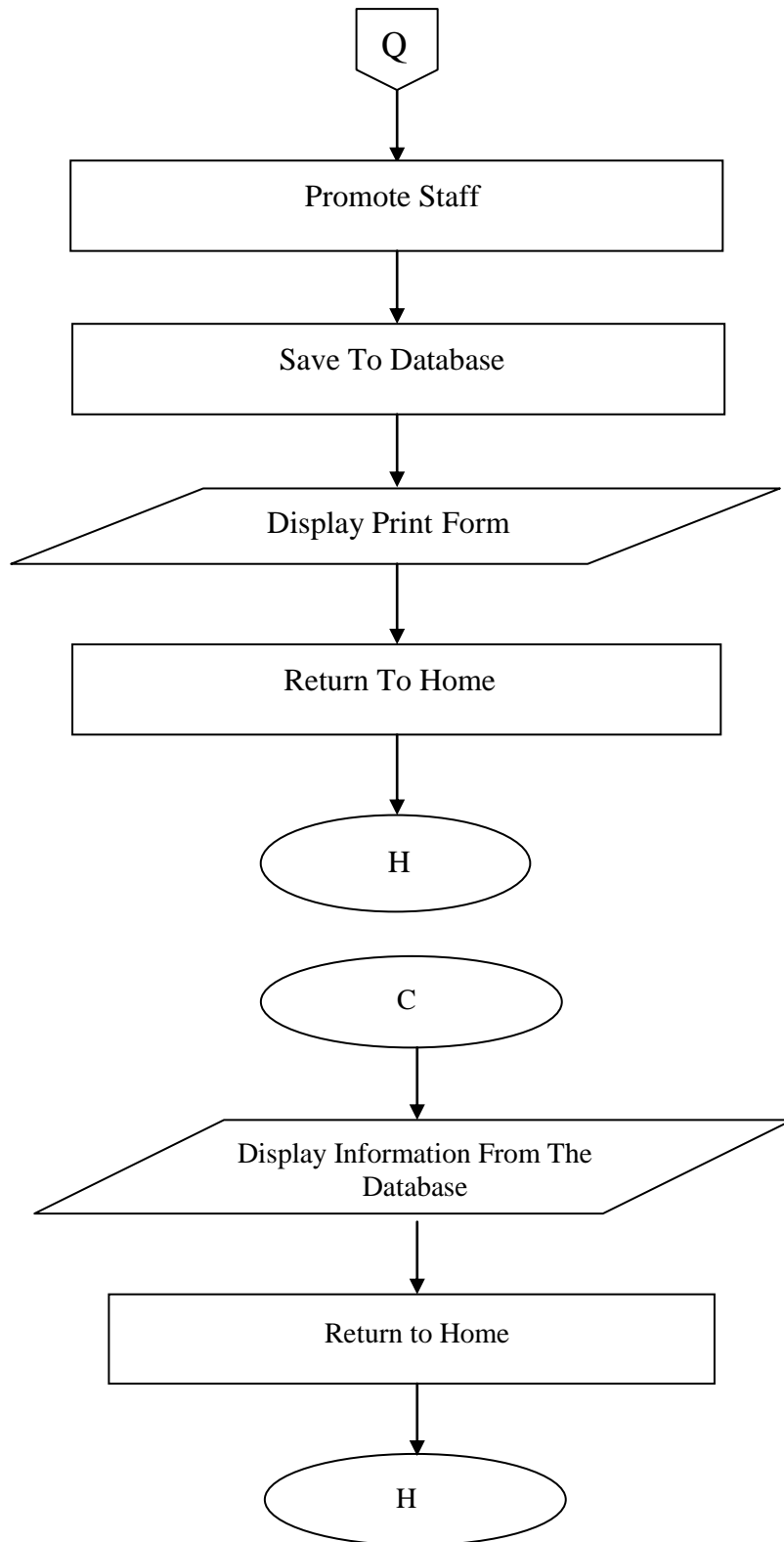


Figure 10 Program Flowchart

System Implementation

Programming is the act of writing instruction (codes) for the computer to direct it towards performing specific task. It can be stated that programming is an act of writing programs, while a program is a set of instructions written and installed into a computer system to perform a specific task; programs are developed for end-user to perform a task and achieve a goal, as in the case of this project.

In writing program for this project, the researcher made use of five stages of programming which are:

- **Definition of the Problem:** The researcher identified the problem associated with the manual method of skill and activity tracking through fact finding processes with the view to find a solution through designing of an electronic skill and activity tracking system.
- **Program Design:** The program logic on how the facts gotten can be put together in order to solve the problem through charts, symbols etc. was applied by the researcher.
- **Program Coding:** The researcher applied an appropriate programming language VISUAL BASIC 6.0 which suit the software been developed.
- **Program Testing:** Here disk checking is performed, debugging the program for errors, and the program is run with data to ensure it achieves its purpose.
- **Documentation and Maintenance:** This includes preparing user's manual, operators' documents, programmer documentation, and maintenance's manual.

Change-Over Procedure

The change-over procedure is a method of moving from the existing system to the newly designed system. There are four basic procedures for achieving the change over, they include:

- **Direct change over:** The existing system is discontinued altogether and the new system becomes operational immediately.
- **Parallel change over:** Here, the existing system and the new system are run simultaneously using the same input. The outputs are compared and reasons for differences resolved. The output from the existing system continues to be considered until the new system proves satisfactory. At this point, the existing system is discontinued and the new system takes its place.
- **Pilot run change over:** This involves a changing over of a part of the system either by parallel or by Direct
- **Phase change over:** Here, bits of the new system are introduced, one at a time.

The conversion plan chosen is the **PHASE CHANGE OVER**. This is because phase change over processes is done in phase, it is similar to parallel running except that initially only a portion of the current system is run parallel on the new system, i.e., only one department or section.

Hardware Requirement

For effective use of the new design, the minimum requirements for the hardware components are:

Components	Specifications
Processor speed	Pentium4 board with 1GHz speed
Ram size	128 MB
Hard Disk	40GB
Display Unit	14"Monitor (VGA)
Cd Rom Writer	X54
Keyboard	Window enhance
Mouse	Optical
Printer	Laserjet or Deskjet

Software Requirement

This software consist of

1. MS – DOS (Microsoft disk operating system)
2. Operating system: Windows XP, 7 and 8
3. Programming language: Visual Basic 6.0
4. Database: Microsoft Access

Testing

Since this project involve programming, we presented the program specification, which sets out the system requirements, in terms of what task the computer is processing. This enabled the researcher who inversely is the programmer, to use the specification code to program in the chosen programming language (VISUAL BASIC 6.0).

System Maintenance

System maintenance is the on-going process of monitoring and evaluating the new system in order to give the desired services. It involves identifying the need for change in the current system and making the

appropriate changes, upgrading the programming language is also another aspect of system maintenance to keep with the new version of the software. The hardware also needs to be upgrading in order to meet up with the changing computer technology. The hardware is also maintained carefully, handling the computer and also immediate repairs needing the help of a professional like software and hardware engineers.

Program Documentation

The new system is design with VISUAL BASIC 6.0 Programming Language; this is because it is a real time Object Oriented Programming (OOP) language and can work across other platforms of operating systems. The database is design with Microsoft Access which is a flexible and reliable database package and can be found in every computer, which makes the installation and operation of the software easier.

Installation: it is easy to install Visual Basic programming language on the system, insert VB 6.0 CD in the CD ROM drive and following the instruction, also make sure the system has Microsoft office.

Justification of the New System:

The new system is at advantage over the old system in number of ways namely;

- (1) The new system will minimize cost
- (2) The new system needs only initial capital to be setup
- (3) The maintenance of the new system is not expensive
- (4) The new system needs only a few hands to operate it.
- (5) Number of personnel to do the job is reduced thereby cutting expenses.

The computerized system will be more reliable and more efficient; it does not require much from the user but only needs the input.

Project Costing

The cost estimates for implementing this system are presented in table

Table 6: Cost Estimates of implementation

S/N	Description	Qty	Cost per Unit	Cost Estimates in (₦)
1	Workstation computer systems (Pentium IV of 2 GHZ processor speed, with DVD/CD WR, Floppy drive, 1 RAM, 250GB HDD)	3	60,000	180,000
2	Printers (Laser print HP 1200)	3	60,000	180,000
3	Power backup (Ups) 1000VA	3	15,000	45,000
4	1.5KVA Stabilizer	3	12,000	36,000
5	Computer tables	3	10,000	30,000
6	Computer dust covers	3	400	1,200
7	Air conditioner	1	45,000	45,000
8	Software development cost	-	-	400,000
	Total			917,200

V. CONCLUSION

In this research work, it was ascertained that performance appraisal/assessment system was in place. Promotion of civil servants is pegged on the results of the appraisal/assessment form which is finalized by the supervisors. It is worth noting that PAS has not effectively been disseminated to the employees of the lower cadre or support staff, yet this is the category of officers who discharge essential service tasks. Inability of these officers to relate their daily activities to the strategic objectives of the ministries render performance inconsequential. The higher and middle cadre of employees remained indecisive on the fact that performance appraisal/assessment forms do not capture the actual performance; measured items not related to performance; does not give room for explanation about performance. It was thus concluded that the lower cadre or support staff are not involve in the filing of the appraisal forms yet this category carry out essential tasks.

RECOMMENDATION

The researcher made the following recommendations;

- That the management be modernized through computerization of the different departments.
- The adoption of result oriented public service
- The adoption of a unified civil service structure
- That administration should be transformed into management

- That reward should be related to job content and performance
- That merit should be the criterion for promotion

The implementation of the recommendations of the report led to upward review of salaries and wages of workers. Other innovations include enhanced staff development programmes; Institutes of administration of some universities were strengthening to train professional civil servants. Three regulatory agencies were set up. They are Public Complaint Commission, Corrupt Practices Investigation Bureau and Code of Conduct Bureau. The researcher also recommends that this application should be put to its intended use to complement the existing system.

VI. CONCLUSION

Majority of civil servants revealed that the faulty promotion process affects the success of their ministries. They cited lack of uniform scheme of promotion for all the civil servants. Though promotion of civil servants is implemented by the public service commission, they believe the public service scheme on promotion is not across the ministries. The commission is responsible for stagnation of employees at one level for too long. The public service commission depends on information about performance appraisal results to promote their employees. This can be detrimental to a hardworking employee who may be appraised/assessed negatively.

On the basis of these findings, promotion was divided into two, positive and negative statements. The civil servants on overall had positive perception toward promotion on merit based on, promotion increases motivation and teamwork. It was thus concluded that when promotion is conducted in fairness, it motivates the employees and enhances teamwork. The overall successes and failure of the project study have also been outline as below.

- **Success**
- 1. The system was able to make necessary computations as per the assumptions above.
- 2. The system was able to classify and display each of the classes when queried.
- 3. The system was able to produce the promotion details of a staff when tested.
- 4. The system was able to print the output on clicking the print button

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