

**WORK ETHICS AND PUBLIC SERVICE DELIVERY: A STUDY
OF EKITI STATE UNIVERSITY TEACHING HOSPITAL,
2019-2021**

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SEPTEMBER, 2021

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2019-2021**

BY

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**A DISSERTATION SUBMITTED TO THE DEPARTMENT OF
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FULFILMENT OF THE REQUIREMENTS FOR MASTER OF
SCIENCE (M.Sc.) DEGREE IN PUBLIC ADMINISTRATION**

SEPTEMBER, 2021

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfillment of the requirements for the award of the degree of Master of Science (M.Sc.) in Public Administration in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Nigeria

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Professor Akan B. Williams
Dean, School of Postgraduate Studies

Signature & Date

DECLARATION

I hereby declare that this research project is entirely based on a study undertaken by me, **Akinlade, Mojisola Elizabeth (14AK017344)** in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, under the supervision of Professor Daniel. E. Gberevbie. This project has not been submitted anywhere else for a degree award. All ideas and views expressed there in are product of my personal work, with the exception of the academic and other sources which are separately identified in this work, fully cited and listed in the bibliography.

Akinlade Mojisola Elizabeth
(Student Researcher)

Signature & Date

CERTIFICATION

The undersigned academics have read, certified and recommended to the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Nigeria for the acceptance of this research work entitled “**Work Ethics and Public Service Delivery: A Study of Ekiti State University Teaching Hospital, 2019-2021**” as meeting the requirements for the award of the degree of Master of Science (M.Sc.) in Public Administration

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DEDICATION

This research is highly dedicated to God Almighty, my heavenly father who gave me His strength to carry out this project and His intervention during difficult times. Lord, I am Forever Grateful

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ABSTRACT

Organisations, irrespective of the sector they belong to are set up to achieve certain goals, objectives and it requires a service to be delivered. Therefore, to effectively realize these set goals, objectives and to produce and deliver the right service, there are laid down rules and regulations that govern attitudes and behaviours of people not only within organizations but also in their interactions with outside personalities. The public service work ethics in Nigeria has continued to highlight negative perceptions. This is because of obvious employees' unethical behaviour within the public administration in terms of performing their duties and managerial ineffectiveness. This has been a great issue needed to be looked into, as it is still leading to ineffective and low service delivery. This particular analysis enabled the researcher to use the most appropriate methodological approach such as Primary and Secondary Data which involves Questionnaires, Interviews and Literatures, articles, journals, internet sources and Newspaper. The test of the various hypotheses were conducted using the Pearson Product Moment Correlation, Linear Regression Analysis and One Sample T-test Analysis and the results of the study revealed that there is a relationship between work ethics and service delivery and that service delivery in the public sector can be better achieved through an effective implementation of standard and strong work ethics. In the view of these findings, the researcher recommends certain measures that would improve the ethical behaviour of Ekiti State University Teaching Hospital, Ekiti State, so also helps review their organization performances, service delivery and solutions for EKSUTH on how to counter various factors hindering a good service delivery and shows individuals, people, students, workers, public servants, private owners, and the entire Nigeria population as a whole on how an effective work ethic performance brings about a good service delivery.

Keywords: Ethics, Out-Patients, Public Service, Service Delivery, Work Ethics

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