

The Impact of Privatization of Nigeria's Electricity Industry on the Quality of Electricity Service Delivery in Lokoja Metropolis

Edino Ojonimi Ferdinand

Department of Public Administration

Federal University Lokoja

Email: ojonimi.edino@fulokoja.edu.ng

Audu Enojo

Department of Public Administration

School of General and Administrative Studies

The Federal Polytechnic Idah

<https://doi.org/10.61090/aksujacog.2024.027>

Abstract

This study empirically examined the impact of the privatization of the electricity industry on electricity service delivery in the Lokoja metropolis by Abuja Electricity Distribution Company (AEDC). Data for the study were elicited from copies of structured questionnaire administered to 400 (four hundred) residential electricity consumers in the Lokoja metropolis via the cluster sampling technique. Data were analyzed using simple percentages, frequency distribution tables and the mean (x) score respectively. The rational choice theory which provides insight into how the vested interests of Nigeria's ruling class compromised the privatization process of the Nation's electricity industry constituted the theoretical foundation of the study. Findings revealed, among other things, that the privatization of the electricity industry in Nigeria has not translated to significant improvement in power supply in the Lokoja metropolis and that electricity billing is not a fair reflection of the electricity consumption rate in the metropolis. To this end, the study concluded that the privatization of Nigeria's electricity industry has not impacted positively on electricity service delivery in the Lokoja metropolis. Consequently, the study recommended, amongst others, that the Nigerian government should put in place measures to attract globally reputable electricity utility companies to invest in the Nation's electricity industry and prepaid metering as against estimated billing should be the sole criterion for determining electricity consumers' tariff in the country.

Keywords: Privatization, electricity industry, electricity service delivery, residential electricity consumers, Lokoja metropolis.

Introduction

A reliable and stable power supply is the sine qua non for rapid industrial, commercial and economic development of any Nation. However, Nigeria's electricity industry which had been under the management of a public utility enterprise, the National Electric Power Authority (NEPA) for three (3) decades (1972 - 2005), failed to live up to expectations (Omoleke, 2012).

A combination of factors such as institutional corruption, excessive government control, poor maintenance of electricity infrastructure, operational inefficiency, poor funding and faulty town planning, amongst others, inexorably resulted in NEPA's inability to guarantee stable power supply in most parts of Nigeria. This was even though NEPA constituted a huge burden on the nation's public treasury (Olukoju, 2004). This pitiable public power supply regime in Nigeria unavoidably made privatization a policy of necessity in the Nation's electricity industry. Therefore, the Electric Power Sector Reform (EPSR) Act was enacted by the Federal Government of Nigeria in 2005 and consequently resulted in the privatization of electricity generation and distribution in the country which

was achieved in November 2013 with the emergence of 11 Privatized Electricity Distribution Companies (Disco's) and 6 Privatized

Electricity Generation Company (GENCO's) respectively (Aminu & Peterside, 2014). Notwithstanding the privatization of the electricity industry in Nigeria, proofs abound which suggests that the electricity supply leaves far too much to be desired as many Nigerians still experience recurrent power outages in their houses and businesses respectively (Audu, et al, 2017). Besides, Lokoja features a tropical savanna climate with hot temperatures almost throughout the year except for July, August and September. Thus, apart from business and official purposes, the majority of the households in the Lokoja metropolis also need a steady electricity supply not only to power their appliances but to also regulate the temperature (hot weather) that mainly characterizes the Lokoja metropolis both day and night. This study is equally significant given the fact that most households can hardly afford to buy a power generating set nor afford the fuel price due to subsidy removal by the Tinubu-led federal government since May 29, 2023, which has subjected Nigerians to hardship since then.

Therefore, an empirical assessment of the impact of the privatization of Nigeria's electricity industry on the quality of electricity service delivery to electricity consumers in Lokoja metropolis, Kogi State, Nigeria, becomes pertinent.

Statement of the Problem

Despite the privatization of Nigeria's electricity industry, not a few electricity consumers in the Lokoja metropolis, Kogi State (one of the franchise areas of Abuja Electricity Distribution Company) have raised different issues about electricity supply within their vicinities. Such issues, according to Adeleye (2018) include erratic power supply, poor quality power supply (poor power voltage), improper billing method, outrageous billing/tariff and belated/non-resolution of electricity consumers' complaints by the company. Furthermore, the "corrupt attitudes of the staff of the Electricity Distribution Company inhibits economic growth and affects business operations, employment and investment" (Sumah, 2018, in Makar, et al, 2023).

Research Questions

The following research questions will guide this study:

- i. To what extent has the privatization of Nigeria's electricity industry translated to regular power supply in the Lokoja metropolis?
- ii. Are electricity consumers in the Lokoja metropolis satisfied with the quality of power (Power Voltage) usually supplied to them by the Abuja Electricity Distribution Company (AEDC)?
- iii. What is the extent of the relationship between electricity tariff/bill and electricity supply based on the perception of electricity consumers in the Lokoja Metropolis?
- iv. To what extent are complaints from electricity consumers in the Lokoja metropolis satisfactorily resolved by the Abuja Electricity Distribution Company (AEDC)?
- v. To what extent are electricity consumers in Lokoja metropolis satisfied with the quality of electricity provision by Abuja Electricity Distribution Company (AEDC)?

Objectives of the Study

The specific objectives of this study are as follows:

- i. To find out the extent to which the privatization of the electricity industry in Nigeria has translate to regular power supply in Lokoja metropolis.
- ii. To find out whether electricity consumers in Lokoja metropolis are satisfied with the quality of power (power voltage) usually supplied to them by Abuja Electricity Distribution Company (AEDC).
- iii. To measure the perception of electricity consumers in Lokoja metropolis about the extent to which electricity tariff/bill is reflective of the electricity supplied to them.

- iv. To find out the extent to which complaints from electricity consumers in Lokoja metropolis are satisfactorily resolved by the Abuja Electricity Distribution Company (AEDC).
- v. To find out the extent to which electricity consumers in the Lokoja metropolis are satisfied with the quality of electricity service delivery by the Abuja Electricity Distribution Company (AEDC).

Scope of the Study

This study covers electricity services provided by Abuja Electricity Company in Lokoja metropolis, capital of Kogi State, North Central Nigeria. The study measures the opinion of residential electricity consumers in the metropolis about the quality of electricity service delivery variables. Such variables include constancy/regularity of power supply, quality of power supply, the relationship between electricity consumption and electricity tariff, and the resolution of consumer complaints. The study period spans from 2015 to 2023.

Review of Literature

The Concept of Privatization

Ahmed in Ozor, (2004:168) asserts that “privatization is a process of transfer of ownership, interests, and control in an enterprise from government to the private sector”. It is a process by which a government-owned enterprise or corporation is transferred to a private entity for absolute ownership and control with the overall aim of maximizing profit. Ozor further contends that some of the reasons for privatization in Nigeria include the poor state of the Nigerian economy, the poor performance of public enterprises, the excessive financial burden on the government, low-quality services, mismanagement, external influences as well as political interference. Thus, the power sector privatization was an initiative by the government of Nigeria to transfer the ownership of the National Electric Power Authority (NEPA) to private entities to improve efficiency, attract investments and enhance the overall electricity supply in Nigeria (Okechukwu, 2023).

Consequently, some of the power generation companies include Shiroro Hydroelectric Power Station, Sapele Power PLC, Transcorp Power Limited, Ugeli Power PLC, Keinji Hydroelectric Power Station and Geregu Power PLC.

Problems of Power Supply in Lokoja Metropolis

Available literature reveals multiple problems associated with electricity power supply by AEDC in the Lokoja metropolis. Kogi Reports (2017) reported that “indigenes of Lokoja have been losing their jobs as a result of poor power supply” adding that the health of the people had also been badly affected due to prolonged power outages in Lokoja, the state capital. On electricity bills, Nnakaike, (2022) reported that electricity bills have been hiked every month with at least 30 per cent increments as occupants of one-room apartments now pay as high as N12,700 from an initial N5,700, while those in a two-bedroom flat also N12,700. Nnakaike further pointed out that, “the AEDC has devised means of getting more revenue by separating customers in a building and giving each of them separate bills of N12,700 which ought to be shared among the occupants of the building”. This does not only sound fraudulent but also exploitative. Furthermore, protesters in their hundreds bearing placards with various inscriptions, chanted “No light, No Work”, and thronged the office of the AEDC to register their dismay over the outrageous electricity bills by the AEDC (Akinfehinwa, 2023 in Daily Post of April 18).

In another development, Jimoh (2024) reported that “residents of Lokoja staged a peaceful protest to the Abuja Electricity Distribution Company area office to present their complaints on the constant power outage and epileptic power supply in the state capital. Jimoh stressed that “the aggrieved residents asked the company to expedite action on the poor supply as the lack of power was crippling businesses in the state. The group also demanded an end to outrageous billing by the AEDC.

In another dimension, Ahmed (2024) gathered that some residents usually abandon their rooms at night to sleep outside their houses due to the terrible heat that characterizes the Lokoja metropolis despite the general insecurity in the country as a whole. Other Lokoja residents equally lamented the

loss of food items such as soup, fresh fish, and vegetables, among others, due to the lack of electricity to power their refrigerators.

Similarly, other residents who have power-generating sets could not afford the cut-throat price of fuel which ranges from N670 – N700 per litre as a result of subsidy removal by the Tinubu-led administration.

From the foregoing, it is obvious that, over the years, Lokoja residential electricity users have been facing diverse problems associated with electricity supply by the AEDC.

Empirical Review

Quite a number of literature exists on the challenges facing the electricity industry in Nigeria since its privatization in November 2013 when 11 successor electricity distribution companies (DISOS) and 6 electricity generation companies (GENCOS) were handed over to private power investors. Some of this literature are reviewed in this section.

Ohajianya et al., (2014) have noted that the reasons for unreliable power supply in Nigeria's post-privatization electricity industry range from the government's varying and ill-advised power reform policies; inefficiency in power generation, transmission, distribution and consumption; and the ineffectual personnel of the energy companies. They offered the following suggestions towards resolving the unreliable power supply problems in the country: the acceptance of energy-conservative policies which reassure shift from the use of ineffective electric devices to the use of energy-efficient energy-efficient ones; immediate discontinuation of default or estimated billing system embraced by the power distribution companies; upgrading of power distribution and transmission equipment; and the immediate engagement of competent and qualified workers by the electric power companies.

Aminu & Peterside (2014) discussed the impact of the privatization of the power sector in Nigeria using the political economy approach. The study stressed that the privatization of the power sector in Nigeria is based on capitalist values, ideology, orientation and assumption. Thus, the study concluded that the power sector privatization in Nigeria has not only succeeded in shifting the collective wealth of the people into the hands of the few elites but has also brought about retrenchment of workers, and high electricity bills without commensurate services, among other undesirable effects. The study recommended the need for a level playing field for more proficient investors to come into the industry and also for the regulatory body (NERC) to check the overindulgences of the new distribution companies by regulating tariffs and quality services respectively.

Audu et al., (2017) analytically assessed the challenges facing the power sector reform programme in Nigeria. The study revealed that the privatization of the electricity industry in Nigeria was infected with the challenges of a skewed bidding process which has produced private power organizations that are connected to the nation's ruling elite but lack the capital and cognate experience to effectively run the power sector; exorbitant electricity charges in the face of epileptic power supply; and a regulatory agency that is hesitant to apply apposite sanctions to defaulters in the electricity industry. The study, therefore, concluded that these issues largely explain why the power sector reform programme in Nigeria has not translated to significant advancement in the nation's electricity supply.

Ukoha & Agbaeze (2018) reviewed several literatures to examine the impact of the deregulation of the Nigerian power sector on its performance. The study revealed that despite private sector participation in the Nation's power industry, significant improvement in power supply in the country is yet to materialize. The study, however, concluded that with appropriate and more private sector intervention participation in the nation's deregulated electricity industry over time, the power supply situation in the country will improve significantly.

Sipasi (2018) upholds that since privatization, Nigeria's electricity industry has been hindered by crises including regulatory inconsistencies, political interference, suspension/ unenforceability of contracts, power thefts and low revenue generation. He stressed that some of the post-privatization hitches could be traced to the privatization process itself, which somehow, allowed firms that did not have sufficient technical and financial capabilities to take control of critical generation and distribution

assets. He therefore concluded that the post-privatization crises have resulted in an increasing debt bubble which, if not controlled, may bankrupt the entire Nigeria electricity supply industry.

It is germane to note that this study is similar to the several literature reviewed in the sense that its research problem dwells on the challenges facing Nigeria's privatized electricity industry since the post-privatization era (2013). However, while most of the literature reviewed examined these challenges from a holistic or generic perspective as their focus was on the whole country, this study examines the same challenges but from a specific or particularistic perspective as its focus is on Lokoja metropolis, the capital of Kogi State, North Central Nigeria.

Theoretical Framework

Hardly do we examine phenomena in social science research without situating them within relevant theoretical frameworks for proper explanation and better understanding. To this end, this study will explicate the privatization of Nigeria's electricity industry as well as its attendant challenges within the context of the "Rational Choice" theoretical framework.

Rational choice theory is an economic principle which assumes that individuals always make decisions that would maximize their benefit or satisfaction and that are also in their highest self-interest, given the choice available to them, in any given situation (Chen 2018). Put more succinctly, the theory is based on the idea that people make decisions to provide themselves with the greatest possible benefits (McNabb, 2009). Although originally developed in the field of economics, rational choice theory has become increasingly employed in other disciplines like sociology, behavioural psychology and political science respectively (<http://en.m.wikipedia.org/wiki/rations-choice-theory>).

For instance, in the field of politics and public administration, the rational choice theory implies that the self-interests of public officials as opposed to the public interest are the major motivating force in the public policy making process (Anderson, 1997). In the same vein, James Buchanan, A foremost proponent of rational choice theory argues that politicians are guided by their selfish interests rather than an altruistic commitment to such goals as statesmanship or the national interest. This, according to him, should be no surprise because governments are made up of individuals and individuals operate from self-interest when they engage in a system of exchange, whether in the market economy or politics (Anderson, 1997). Also, a cogent explanation of why the American Congress delegates discretionary power to administrative agencies arises with the assumption that the desire of members of Congress is to get reelected. Thus, lawmakers delegate power to these agencies, knowing that in exercising that power, the agencies will create problems for their constituents. Legislators will then be called on by their constituents to help them with their bureaucratic problems and, in return, for assistance, the grateful constituents will vote to reelect the lawmakers. Consequently, the pursuit of self-interest by the members of Congress largely explains the delegation of power and the growth of the organization (Fiorina 1989). Also, Robinson (1991) asserts that the rational choice theory views people as egoistic rational utility maximizers, a characterization which affects the state in that this behaviour is exhibited not only by voters who seek to maximize their individual utility but also by legislators and bureaucrats who seek the same end in the policy-making process.

From the preceding, it is clear that the rational choice theory provides a better understanding of how the pursuit of self-interest by public officials dominates the political and public policy-making process.

Application of the Rational Choice Theory to the Study

The obvious failure of Nigeria's hitherto state-owned electricity utility company National Electric Power Authority (NEPA) to provide reliable and stable power supply in the country is quite palpable. Consequently, public officials started advocating for the privatization of the Nation's electricity industry. A policy that was expedient given the increasing global popularity of the role of private capital and market forces in ensuring the efficient management of public assets and utilities (Ezeani, 2005; Omoleke & Adeopo, 2005; Laleye, 2011). However, several literature (Ayodeji, 2012; Sunday, 2013;

Oluwaseun, 2013; Aminu & Peterside, 2014 and Audu et al., 2017) asserted that the privatization of Nigeria's electricity industry led to the emergence of private power companies that are linked to the nation's ruling elite and political class. They also pointed out that these companies lack the cognate experience and requisite capital to effectively manage the industry. It could thus be readily implied that the political actors in Nigeria capitalized on the argument for privatization as a pretext to actualize their self-serving agenda in the nation's privatized electricity industry to the detriment of the national interest. From the foregoing analysis, it is therefore safe to conclude that the "politics" of the privatization of Nigeria's electricity industry is somewhat compatible with the major underlying principle of the rational choice theory which acknowledges the self-interest of public officials (as opposed to national interest) as a significant motive in the public policy-making process (Robinson, 1991 and Anderson, 1997). Thus, it is common to see bureaucratic decisions influenced, maneuvered and in most cases altered by politicians for political advantage (Edino et al., 2021).

Methodology

This study adopted the descriptive cross-sectional survey research design in its methodology. This research design typically involves gathering statistically measurable information about a phenomenon, from only a portion of a study population at a given time and in a given environment usually through questionnaires and interviews (Sekernal & Bougies, 2015). From a total population of 39,330 residential electricity consumers in the Lokoja metropolis (AEDC, 2024), the cluster sampling technique was used to determine the sample of this study. In cluster sampling, researchers divide a population into smaller groups known as clusters and randomly select among these clusters to form a sample (Agba, 2014).

Accordingly, the residential electricity users in Lokoja metropolis were divided into five clusters as indicated below:

Clusters	Population	Sample (No. of Respondents)
Ganaja:	7,866	80
Adankolo:	7,866	80
Crusher:	7,866	80
Felele:	7,866	80
Natako:	7,866	80
Total Population:	39,330	400

From the above population, Taro Yamane sampling formula was used to determine the sample size of the study thus: $n = \frac{N}{1 + N(e)^2}$

Where: N= the whole population under study (39,330)

e = Sampling error which is usually 0.05

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{39,330}{1 + 39,330(0.05)^2}$$

$$n = \frac{39,330}{98.3}$$

$$n = 400$$

$$N = 400$$

Consequently, 400 copies of a structured questionnaire were administered to 400 residential electricity consumers in five clusters (80 copies for each cluster) in the Lokoja metropolis.

The data elicited from the questionnaire administered to the 400 respondents were analyzed using frequency and percentage distribution tables as well as the mean (\bar{x}). It is instructive to note that since most of the responses in the administered questionnaire were measured on a five (5) – point Likert scale, a mean (\bar{x}) score criterion of 3.00 was adopted as the decision rule. This was derived by finding the mean (\bar{x}) of the nominal values assigned to the responses in the (5) point Likert scale thus:

$$\begin{aligned} \text{Strongly Agree (SA)} & \text{-----} = 5 \\ \text{Agree (A)} & \text{-----} = 4 \\ \text{Undecided (U)} & \text{-----} = 3 \\ \text{Disagree (D)} & \text{-----} = 2 \\ \text{Strongly Disagree (SD)} & \text{-----} = 1 \\ \text{Therefore, } \frac{5+4+3+2+1}{5} & = 3.00 \end{aligned}$$

Decision Rule:

Accept the research statement, if the mean score (χ) associated with it is greater than or equal to (\geq) 3.00 (mean criterion); reject the research statement if the mean score (χ) associated with it is less than ($<$) 3.00 (mean criterion).

Data Presentation and Analysis

This section of the study deals with the presentation and analysis of the raw data elicited from the copies of questionnaire administered to the 400 sampled electricity consumers in Lokoja metropolis.

Table 1: Educational Qualification of Respondents

Highest Educational Qualification	Frequency	Percentage (%)
Primary	36	9.09
Secondary	54	13.33
ND/NCE	90	22.42
B.Sc/HND	145	36.36
Postgraduate	75	18.79
Total	400	100

Source: Field Survey, 2023.

Table 2 shows that 145 of the sampled respondents, which translates to 36.36% do have a first degree i.e. B.Sc/B.A/HND as their highest educational qualification. Also, 90 (22.42%) of them hold ND/NCE as their highest educational qualification. 75 (18.79%) do have postgraduate degrees. Secondary school leavers are 54, which constitute 13.33% of the sampled respondents, while primary school leavers are 36 (9.09%) respectively.

Table 3: Occupational Category of the Respondents

Occupation	Frequency	Percentage (%)
Civil/Public Servant	145	36.36
Private Sector	114	28.49
Self-employed	80	20
Retiree	61	15.15
Total	400	100

Source: Field Survey, 2023.

Table 3 reveals that 145 (36.36%) of the sampled respondents, the single largest are civil public servants, this constitutes the single largest majority occupation of the respondents. Also, 114 (28.49%)

of the respondents are private sector employees, 80(20%) of them are self-employed, while 61 (15.15%) are retirees.

Table 4: Privatization of Nigeria's electricity industry has translated to regular power supply in the Lokoja metropolis.

Response Option	X	Frequency (f)	Fx	Percentage
Strongly Agree (SA)	5	44	220	10.90
Agree (A)	4	51	204	12.73
Undecided (U)	3	29	87	7.27
Disagree (D)	2	136	272	33.94
Strongly Disagree (SD)	1	140	140	35.15
Total	15	400	923	100

Source: Field Survey, 2024.

$$\text{Mean } (x) = \frac{\sum fx}{\sum f} = \frac{923}{400} = 2.31$$

Decision Rule: Since the mean value for Table 4 (2.31) is less than the mean criterion (3.00), the research statement associated with the table is rejected. Hence, it can be concluded that the privatization of Nigeria's electricity industry has not translated to regular power supply in Lokoja metropolis.

Table 5: Description of electricity voltage (quality of electricity) usually supplied to the residence of electricity consumers in Lokoja metropolis

Response Option	Frequency	Percentage (%)
Too High	24	6.06
Normal	155	38.79
Too Low	184	46.06
Undecided	36	9.09
Total	399 \approx 400	100

Source: Field Survey, 2024.

Table 5 shows that 184 (46.06%) of the sampled respondents described the electricity voltage, usually supplied to their residence as "too low". Also, 24 (6.06%) of them described the electricity voltage usually supplied to them as "too high". However, 155(38.79%) of the respondents described the electricity voltage usually supplied to their residence as 'normal'. 36 (9.09%) of the respondents were however undecided about how to describe the electricity voltage usually supplied to them.

Table 6: Electricity consumers in the Lokoja metropolis are satisfied with the quality of electricity (electric voltage) usually supplied to them by Abuja Electricity Distribution Company (AEDC).

Response Option	X	Frequency (f)	Fx	Percentage
Strongly Agree (SA)	5	73	365	18.18
Agree (A)	4	85	340	21.21
Undecided (U)	3	29	87	7.27
Disagree (D)	2	112	224	27.88
Strongly Disagree (SD)	1	101	101	25.45
Total	15	400	1117	100

$$\text{Mean } (x) = \frac{\sum fx}{\sum f} = \frac{1117}{400} = 2.79$$

Decision Rule: Since the mean value for Table 6 (2.79) is less than the mean criterion (3.00), the associated research statement associated with the table is rejected. It can be concluded that electricity consumers in the Lokoja metropolis are not satisfied with the quality of electricity (electric Voltage) usually supplied to them by Abuja Electricity Distribution Company (AEDC).

Table 7: Extent of prepaid meter coverage among electricity consumers in the Lokoja metropolis

Response Options	Frequency	Percentage (%)
Pre-paid Meters	109	27.27
Estimated Billing	291	72.73
Others (Specify)	-	-
Total	400	100

Source: Field Survey, 2024.

Table 7 reveals that 291(72.73%) of the sampled electricity consumers in the Lokoja metropolis are billed for electricity via the estimated billing method. However, 109 (27.27%) of them indicated that they are billed for electricity consumed via pre-paid meters.

Table 8: Electricity consumer's perception about the relationship between electricity tariff/bill and electricity consumed

Response Options	Frequency	Percentage (%)
Electricity tariff/bill is commensurate to electricity consumed	75	18.70
Electricity tariff/bill is higher than electricity consumed	291	72.73
Electricity tariff/bill is lower than electricity consumed	34	8.48
Total	400	100

Source: Field Survey, 2024.

Table 8 Shows that 75 (18.70%) of the respondents indicated that their electricity tariff/bill is commensurate to the electricity supplied to their residence by Abuja Electricity Distribution Company (AEDC). However, 291 (72.73%) of the respondents revealed that their electricity tariff/bill is higher than the electricity supplied to their residence. 34 (8.48%) of the respondents, on the other hand, revealed that their electricity tariff/bill is lower than the electricity supplied to their residence.

Table 9: Electricity consumers complaints in the Lokoja metropolis are satisfactorily resolved by Abuja Electricity Distribution Company (AEDC)

Response Option	X	Frequency (f)	Fx	Percentage
Strongly Agree (SA)	5	56	280	13.94
Agree (A)	4	61	244	15.15
Undecided (U)	3	56	168	13.94
Disagree (D)	2	116	232	29.09
Strongly Disagree (SD)	1	111	111	27.88
Total	15	400	1035	100

Source: Field Survey, 2024

$$\text{Mean (x)} = \frac{\sum fx}{\sum f} = \frac{1035}{400} = 2.58$$

Decision Rule: Since the mean value for Table 9 (2.58) is less than the mean criterion (3.00), the research statement associated with the table is rejected. It can thus be concluded that electricity consumers' complaints in the Lokoja metropolis are not satisfactorily resolved by Abuja Electricity Distribution Company (AEDC).

Table10: Electricity consumers in the Lokoja metropolis are satisfied with the quality of electricity service delivery by Abuja Electricity Distribution Company (AEDC)

Response Option	X	Frequency (f)	Fx	Percentage
Strongly Agree (SA)	5	51	255	12.73
Agree (A)	4	48	192	12.12
Undecided (U)	3	41	123	10.30
Disagree (D)	2	136	272	33.94
Strongly Disagree (SD)	1	124	124	30.90
Total	15	400	966	100

Source: Field Survey, 2024.

$$\text{Mean (x)} = \frac{\sum fx}{\sum f} = \frac{966}{400} = 2.42$$

Decision Rule: Since the mean value for table 10 (2.42) is less than the mean criterion (3.00), the research statement associated with the table is rejected. It can thus be concluded that electricity consumers in Lokoja metropolis are not satisfied with the quality of electricity service delivery by Abuja Electricity Distribution Company (AEDC).

Summary of Findings

The following findings could be deduced from the data presented and analyzed above.

1. Privatization of Nigeria's electricity industry has not translated to regular power supply in the Lokoja metropolis.
2. Electricity consumers in Lokoja metropolis describe the electricity voltage usually supplied to their residence as "Too Low".
3. Electricity consumers in the Lokoja metropolis are not satisfied with the quality of electricity (Electric Voltage) usually supplied to their residences by Abuja Electricity Distribution Company (AEDC).
4. The majority of electricity consumers in the Lokoja metropolis are billed via the estimated billing method as against prepaid mitring.
5. Most of the electricity consumers in the Lokoja metropolis have the perception that their electricity tariff/bill is higher than the electricity supplied to their residence by Abuja Electricity Distribution Company (AEDC).
6. Electricity consumer complaints in the Lokoja metropolis are not satisfactorily resolved by (AEDC).
7. Electricity consumers in Lokoja metropolis are not satisfied with the quality of electricity service delivery by AEDC

Implication of Findings

The findings above clearly imply that the privatization of Nigeria's electricity industry has not impacted positively on the quality of electricity service delivery in Lokoja metropolis, Kogi State. The findings of this study also give specific empirical validation to the systemic, institutional, operational and

technical challenges facing Nigeria's privatized electricity industry as revealed by the literature reviewed in this study. Corroborating, Ayodele (2000) in Omorede & Ogaga, (2023:421) asserts that "the privatization programmes in the Third World Countries have provoked more problems than solutions, considering the sorry state of public enterprises".

Conclusion

It is germane to note that the findings of this study corroborate the views of several reviewed literature (Ayodeji, 2012; Sunday, 2013; Oluwaseun, 2013; Aminu & Peterside, 2014; Audu et al., 2017; and Sipasi, 2018). This literature posited that the privatization of Nigeria's electricity industry has led to the emergence of private power companies that are associated with the nation's political class, who lack the technical know-how, cognate experience and requisite capital to efficiently manage the industry. As a corollary, these findings also give practical expression to the rational choice theory which implies that the self-interests of public officials as opposed to that of the public, are the major motivating force in the public policy-making process (Florina, 1989; Robinson, 1991 and Anderson, 1997). It is therefore safe to conclude that the privatization of Nigeria's electricity industry has not impacted positively on the quality of electricity service delivery in the Lokoja metropolis, largely because of the vested interest of the Nation's ruling class in the privatization process of her electricity industry.

Recommendations

Based on the findings and conclusion of the research the following recommendations have been put forward:

1. The Nigerian government should put in place measures to attract globally reputable electric (power) utility companies such as Enel, Engie, EDF, Iberdrola, General Electric and Siemens, amongst others, to invest in the nation's electricity industry.
2. The Nigerian Electricity Regulatory Commission (NERC), as part of its policy, oversight and regulatory roles in the country's electricity industry, should ensure that all electricity consumers' tariffs/bills are determined via pre-paid metering.
3. The Nigerian Electricity Regulatory Commission (NERC) should establish a customer complaint forum/centre in Lokoja to respond appropriately to the high incidence of electricity consumer complaints that are not satisfactorily addressed by the consumer complaints unit (CCU) of Abuja Electricity Distribution Company Lokoja Area Office.
4. Key players in the Nigerian electricity supply industry such as Electricity Generation Companies (GENCOs), the Transmission Company of Nigeria (TCN) and the Electricity Distribution Companies (DISCOs), should invest massively in the upgrade and constant maintenance of electricity generation, transmission and distribution equipment and facilities in the country.
5. The Nigerian government should adopt a functional energy diversification and conservation policy to encourage the utilization of alternative and renewable energy sources like solar radiation, wind power and biomass, to complement the country's over-reliance on natural gas and hydro sources in generating electricity.

References

- Adeleye, S. (2018). Poor power supply: NERC establishes consumer forum in Kogi. *Kogi Reports*. <http://kogireports.com/poor-power-supply-nerc-establishes-consumer-forum-in-kogi/>.
- Ahmed, D. (2024). Lokoja residents groan as unabated power outage reaches 3 days on Wednesday. *thereporters.com*.
- Akinfehinwa, J. (2023, April 18). Consumers protest power outage, high electricity bill in Kogi. *Daily Post*. dailypost.ng.
- Aminu, I. & Peterside, Z. B. (2014). The impact of privatization of power sector in Nigeria: A political economy approach. *Mediterranean Journal of Social Sciences*, 5(26), 111 - 117.
- Anderson, J. E. (1997). *Public Policy making: An Introduction* (3rd ed). Houghton Mifflin Company.
- Audu, E. Paul, S. O. & Ameh, A. (2017). Privatization of power sector and poverty of power supply in Nigeria: A policy analysis. *International Journal and of development Sustainability*, 6(10), 1218 - 1231.
- Ayodeji, A. (2012, November, 20). Oppose the fraud called privatization of PHCN. *Workers Alternative*. <http://www.worker.com/index-php/national-issues/158-aa-sp-1332896098>.
- Chen, J. (2018). *Rational choice theory*. <http://www.investopedia.com/terms/r/rational-choice-theory-asp>.
- Edino, O. F. Bisong, D. B. & Inafeke, G. I. (2021). Bureaucracy and public policy implementation in Nigerian public service: Some salient issues. *Journal of Good Governance and Sustainable Development in Africa*, 6(2), 39–46.
- Ezeani, E. O. (2005). *Fundamentals of public administration*. Zik-Chuks Ltd.
- Florina, M. P. (1989). *Keystone of the Washington establishment* (2nd ed.). Tale University Press.
- Jimoh, Y. (2024, January, 2). Kogi residents protest over poor electricity supply in Lokoja. *Tribune Online* tribuneonline.ng.
- Kogi, R. (2017). Poor power supply: Light up Lokoja group gives AEDC 1-week ultimatum. *Kogi Reports*. kogireports.com.
- Laleye, M. (2011). Public enterprises. In L. Adamolekun (ed). *Public Administration in Africa: Main issues and selected country studies* (2nd ed), (pp. 38 - 66). Evans Brothers Ltd.
- Makar, T. A., Ngutsav, A., Ijirshar, V. U. & Ayaga, J. M. (2023). Impact of corruption on economic growth: An empirical evidence from Nigeria. *Journal of Public Administration, Finance and Law*, 27 (20), 254-276
- McNabb, D. E. (2009). *Research methods for political science, quantitative and qualitative methods*. PHI Learning Private Limited.
- Nnakaike, V. (2022). Lokoja residents groan under hefty electricity bills, plan mass protest against AEDC. *Business Day*. businessday.ng
- Ohajianya, A. C., Abumere, O.E. Owate, I. O. & Osarolube, E. (2014). Erratic power supply in Nigeria: Causes and solutions. *International Journal of Engineering Science Invention*, 3(7), 51 - 55.
- Okechukwu, N. (2023). Nigerians groan in darkness despite power sector privatization, N7trn investment. punchng.com.
- Olukoju, A. (2004). Never expect power always: Electricity consumers' response to monopoly corruption and inefficient services in Nigeria. *African Affairs*, 103 (410), 51-71.
- Omoleke, I. I. & Adeopo, A. A. (2005). Privatization of Nigerian public enterprises: Its practical challenges as reformulated policy of the fourth republic. *African Journal of Public Administration and Management*, 16(2), 64-80.
- Omoredede, C. K. & Ogaga, R. (2023). Privatization and commercialization policy in the telecommunication industry in Nigeria. *Journal of Public Administration, Finance and Law*, (29), 421–433.
- Olowaseun, A. (2013). Nigeria's power privatization: The Journey so far. <http://www.watchthehumanitycentreorg/nigeria'spower-privatization-the-journey-so-far/>.
- Ozor, E. (2004). *Public Enterprises in Nigeria*. University Press.

- Robinson, G. O. (1991). *American bureaucracy. Public choice and public law*. University of Michigan Press.
- Şekernal, U. & Bougie, R. (2013). *Research methods for business: A skill-building approach*. John Willey and Sons Ltd.
- Sipasi, O. (2018). Post-privatization problems: Mitigation steps taken to boost investors' confidence in the Nigerian power sector <http://www.mondaq.com/Nigeria/x/720488/oil+east+electricity/postprivatization+problems+mitigation+steps+talent+to+boost+investors+confidence+in+the+nigerian+power+sector>.
- Sunday, S. E. (2013, October 6). Privatization powers behind the new power companies. *The Daily Trust*. <http://www.dailytrust.com.ng/index.php/busienss/14592/privatization-power-behind-the-new-power-companies>.
- Ukoha, K. & Agbaeze, E. K. (2018). Deregulation of the Nigerian power sector on performance: A Review. *European Journal of Scientific Research*, 148 (3), 371-385.