

**Employee Psychosocial Factors, Institutional Empowerment Strategies and Service
Delivery in Private Universities in Southwest, Nigeria**

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Certification

This is to certify that this thesis titled Employee Psychosocial Factors, Institutional Empowerment Strategies and Service Delivery in Private Universities in Southwest, Nigeria was carried out by Gabriel Oladotun OLATOYE with the matriculation number LCU/PG/002094 under my supervision in the department of Arts and Social Science Education, Faculty of Education, Lead City University, Ibadan, Oyo State, Nigeria, and that this work has not been previously submitted.

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Dedication

This research work is dedicated to God Almighty and the memory of my loving brother, Late

Hon. Temitope Olatoye Sugar (MHR, DSc)

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Abstract

The private sector-led economy aims at efficiency and sustainability, but for private universities in Southwest, Nigeria, there is an observed shortfall. Previous studies focused on public universities' service delivery issues, neglecting private universities' efficiency. This study investigated influence of employee psychosocial factors and institutional empowerment strategies on service delivery of private universities in Southwest, Nigeria. It adopted descriptive research design. The employee psychosocial factors are workload, personnel autonomy and workplace relationship while institutional empowerment strategies are training, employee recognition and job security. The participants for the study were 1434 academic and non-academic staff randomly selected from private universities in Southwest, Nigeria. Three instruments; Lecturer Questionnaire, Administrator Questionnaire and Key Informant Interview were used for the study. Four research questions were answered while data collected were analysed using frequency, percentages, and multiple regression analysis at 0.05 significance level. The findings revealed a high level of service delivery, with non-academic staff demonstrating greater efficiency ($\bar{x} = 3.45$) than their academic counterparts ($\bar{x} = 3.37$). Additionally, academic staff exhibited higher psychosocial factors ($\bar{x} = 3.30$) compared to non-academic staff ($\bar{x} = 3.00$). Institutional empowerment among non-academic staff was higher ($\bar{x} = 3.18$) than that of academic personnel ($\bar{x} = 2.29$). There was significant combined influence of psychosocial factors and institutional empowerment strategies on service delivery of academic staff (Adj. $R^2 = .967$, $p < 0.05$) and Non-Academic Staff (Adj. $R^2 = .972$, $p < 0.05$) in private universities in Southwest, Nigeria. There was significant relative influence of psychosocial factors and institutional empowerment strategies on service delivery. There was significant difference in service delivery with secular universities having a higher mean service delivery level ($\bar{x} = 31.41$) compared to faith-based universities ($\bar{x} = 30.70$). It was recommended that private universities should invest in staff training, alleviate staff high workload, enhance empowerment initiatives among others.

Keywords: Employee Psychosocial Factors, Institutional Empowerment Strategies, Service Delivery, Private Universities

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