

Impact of Private Telecommunication Companies on Socio-Economic Development: A Study of Globacom Nigeria Plc, Lagos State, Nigeria

Mohammed Bello Baban'Umma, Abdullahi Yahaya Adadu and Kolawole Oyebanji Sarafa
Department of Political Science, Faculty of Social Sciences, Nasarawa State University, Keffi

Abstract

The study investigated the correlation between the privatization of the telecommunication sector and the socio-economic development of Lagos State, using Globacom as a focal point from 2003 to 2022. This idea was inspired by the desire to comprehend the extent to which private participation by Globacom has contributed to the socio-economic advancement of Lagos State. To accomplish this, a mixed research design was employed, combining both primary and secondary data sources. The public choice theory was adopted as the most suitable framework to elucidate the subject under examination. The study's findings illuminated a positive connection between Globacom and the socio-economic development of Lagos State. Consequently, the study offers several recommendations, among which is the urgent need to address the factors impeding the realization of optimal benefits from the privatized telecom sector. This action is imperative to enhance the populace of Lagos State's access to the services provided by Globacom. Specifically, challenges such as the lack of effective collaboration among regulatory agencies, policy fluctuations, instances of double taxation, vandalism of telecommunication infrastructure, fluctuations in foreign exchange rates, and unreliable power supply require prompt attention. By resolving these issues, Globacom can significantly increase youth employment opportunities, bolster corporate social responsibility initiatives, provide efficient services, and reduce operational costs.

Keywords: Globacom, Private Telecommunication Companies, Socio-Economic Development, Lagos State, Nigeria

Introduction

Recent advances in telecommunications technology have been an important vehicle for information exchange as a valuable commodity. Countries and sectors equipped with the requisite telecommunications systems are rapidly moving into post-industrial, information-based economic growth. Telecommunication sector across the globe has been identified as one with universal effect on almost all other sectors of the economy. Its function in any economy is described as a strategic one aimed at promoting economic growth.

Recently, the role of telecommunication infrastructure in enhancing economic growth has been a subject for discourse in the economic literature. Arguments are that the development of a modern nation to its full potential in contemporary world can never be attained without adequate telecommunications infrastructure which significantly boost economic growth and development. As such Nigeria deregulated the telecommunication sectors to allow more investment and improved telecommunication capabilities also increased foreign investment, boom in private sector development, more employment opportunities and better education and training facilities (Osotimehin, 2007).

However, Globacom Limited (GLO) is a privately-owned Nigerian multinational telecommunications company headquartered in Lagos, Nigeria. Globacom started operations on 29 August 2003. It currently operates in four countries in West Africa, namely Nigeria, Republic of Benin, Ghana and Côte d'Ivoire. The company has employed more than 3000 people worldwide. Therefore, this study is set to examine the impact of Globacom as a privately owned Telecommunication Company on the socio-economic development of Lagos state Nigeria.

Statement of Research Problem

In spite of privatization, the GLOBACOM it has little or no positive impact on the Nigerian economy. This may not be far from the problems or challenges such as effective collaboration between the company and regulating agencies, epileptic power supply and many others. Interestingly, since the advent of privatization in 1988, the policy has been a subject of debate among Nigerians concerning the impact of the policy on the Nigerian socio-economic development. industries being privatized were bought over by foreign investors, which is an evidence in the telecommunications sector. This scenario has given Nigerians some doubts regarding the contribution of privatization of telecommunications on the Nigerian economy. As was rightly observed by Nwoye (2011) that the impact of privatization is yet to be established. Its impact as it has to do with the telecom industries on the Nigerian economy is still not yet known. Consequently, this study examines the impacts of privatization of telecommunication sector; a case of Globacom on socio-economic development of Lagos state Nigeria.

Research Questions

- i. Has Globacom contributed to employment generation in Lagos State.
- ii. To what extent has Globacom contributed immensely to effective service Delivery in Lagos State.

Objectives of the Study

- i. To assess whether Globacom has contributed to employment generation in Lagos State.
- ii. To examine the extent to which Globacom contributed immensely to effective service Delivery in Lagos State.

Conceptual Clarification

Privatization

According to World Bank privatization is the "transfer of assets, management, functions or responsibilities previously owned or carried out by the state to private owners or agents." (World Bank, 2004). This mean that it is the is the transfer of productive activities and assets that were previously owned or controlled by the state to private individuals or firms. (the Economics, 2013). The United Nations Economic Commission for Europe (UNECE) defines privatization as "the transfer of ownership and control of state-owned assets to the private sector." (UNECEF 2005). The International Monetary Fund (IMF) describes privatization as "the process of transferring ownership, control, and management of state enterprises to private owners." (IMF, 2007). The above implies that privatization refers to the process of transferring ownership and control of public assets, enterprises, or services from the government or public sector to private individuals, corporations, or other non-governmental entities. This transfer can involve a variety of methods,

such as selling shares of state-owned companies to private investors, contracting out public services to private companies, or divesting government-owned assets.

Telecommunication

According to International Telecommunication Union (ITU) telecommunication as "any transmission, emission, or reception of signs, signals, writings, images, or sounds, or intelligence of any nature by wire, radio, optical, or other electromagnetic systems." (ITU, "Radio Regulations", 2016). On the other hand, the Federal Communications Commission (FCC) in the United States defines telecommunication as "the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received." (FCC, "Telecommunications Act of 1996")

The World Bank describes telecommunication as "the transmission of information and signals using technology including wire, radio, optical or other electromagnetic systems." (World Bank, "ICT Infrastructure Indicators", 2012) Telecommunication refers to the transmission of information, signals, images, and data over a distance using various electronic and electromagnetic technologies. It encompasses a wide range of communication methods and technologies that enable individuals, organizations, and devices to exchange information across geographical locations.

These definitions emphasize the fundamental concept of telecommunication as the process of transmitting information, data, or signals across various mediums and technologies, enabling effective communication and connectivity over distances. Telecommunication plays a vital role in connecting people, businesses, and devices, facilitating global communication and enabling various forms of digital interaction.

Socio-Economic Development

The United Nations Development Programme (UNDP) defines socio-economic development as "the process of improving the well-being of individuals, communities, and societies by providing opportunities for people to realize their potential, increase their capabilities, and participate actively in shaping their lives and communities." (UNDP, "Human Development Report", 2016) This definition underscores the comprehensive nature of socio-economic development, highlighting its focus on not only economic growth but also the empowerment of individuals and communities to participate in and benefit from the development process. It emphasizes the importance of addressing social, economic, and structural inequalities to achieve sustainable and inclusive progress.

Socio-economic development involves a holistic approach that considers various dimensions, including education, healthcare, income distribution, employment opportunities, infrastructure development, and environmental sustainability. It aims to create an environment where individuals have the means to lead fulfilling lives, make choices that align with their aspirations, and actively contribute to the betterment of their communities and society as a whole.

The above implies that socio-economic development refers to the multifaceted process of improving the social and economic well-being of a society or community. It involves enhancing living standards, reducing poverty, increasing access to education and healthcare, promoting

equality, and fostering sustainable economic growth. Socio-economic development encompasses a wide range of factors and indicators that contribute to the overall improvement of human welfare and the quality of life within a given society.

Empirical Review of Literature

Relationship Between Privatization (Globacom) and Socio-Economic Development

Of recent empirical studies were carried out over the years on various aspects of privatization in Nigeria. However, this review would mainly focus on privatization of telecommunication sector and socio-economic development in Nigeria with a vision to recognizing the gaps in the existing literature.

Obadan (2008) in his book titled “The Economic and Social Impact of Privatization of State-Owned Enterprises in Africa” observed that public sector has become too cumbersome and require a roll back which was a point on the merit of privatization in promoting growth and efficiency. He accorded that the need for privatization became necessary as a result of poor performances of the public enterprises which is evident in the economic inefficiency in the provision of goods and services, ineffectiveness and poor financial performance.

Akintayo (2010) in his presentation topic titled “Conceptual study of privatization of public Enterprises and Industrial Relations Practice in a Mixed Recessional Economy” centred on the effect of privatization of public enterprises on industrial relations practice in a mixed recessional economy in Nigeria. He established that privatization policy implementation enhances efficiency and improved worker’s performance; nonetheless retrenchment and job security of the workers are always the outcome effects of any privatized public enterprises. He stepped on to outlined recommendations that privatization policy implementation should be designed to warranty workers job, recommend that practical efforts geared toward the stage of efficiency and productivity should be achieved through privatization of public enterprises as a major priority. However, he did not recognize the role of market to serve as catalyst of economics activities, fast-tracking profitable ventures as a result of privatization to bring about socio-economic development of Nigeria.

Ogubunka (2000) attempted to fill the gap in Obadan dissertation and focused on the critical evaluation of the performance of some of Nigeria’s privatized companies in the Nigerian capital market. He examined privatization in stages, and how the revenue generated was not properly accounted for. He observed that “full payments were not made for the enterprises privatized before government started disbursing the funds realized”. He suggested the need for government not to spend funds realized from the privatized enterprises until the new investor has made full payment. Nonetheless, he could not relate the utilization of the funds realized for infrastructural development which would in turn lead to socio-economic development in Nigeria.

Muogbo (2013) in his study on “Impact of Privatization on Corporate Performance: A study of Selected Industries in Nigeria” observed the public enterprises before the privatization period and their contributions to development management, allocation of utilities and social services. He opined that the study carried indicated that lack of corporate governance would circumvent the interest of private owners of the privatized enterprises. His findings showed that corporate governance has significant positive relationship with privatization in terms of setting up

comprehensive corporate objectives and in maximizing shareholders wealth. This portends that investment in privatized firms stand to be more profitable when compare with firms under government control. Though, this study was unable to explain how these privatized enterprises would play significant roles in the enlargement of market forces, enhance technological innovation as well as socio-economic development.

Alabi (2010) in their study tagged “Privatization of Public Enterprises and Nigeria Sustainable Development” captured that one of the many constraints facing privatization is how to bail out its public enterprises from inefficiencies and obsolete, since these enterprises were set up to accomplish specific objectives. The study further surveyed the current effort at privatization and commercialization with a view to redeem the lost glory of these enterprises. The study in spite of its recognitions of the efforts by the previous administration and benefits of privatization and commercialization of some state-owned enterprises, the study was unable to suggest ways of fusing these efforts toward socio-economic development in Nigeria.

Activities of Globacom Telecommunication Company on Socio-Economic Development

The emergence of Globacom has created various opportunities in Lagos state, its benefits include access to telecommunications facilities, service delivery, employment generation and grooming women/youths on entrepreneur as well as provision of avenue for youths to improve their technical skills. As a sign of commitment to this belief, it provides an enabling environment that allows the people to grow and fully exploit their potentials. The company is a firm believer in Social Corporate Responsibility (CSR) obligations to the society where it operates and, therefore, focuses on sports development, poverty eradication and promotion of Nigeria’s arts and culture.

Support for SMEs, Globacom plays a leadership role in providing tailor-made solutions for Small and Medium Scale Enterprises (SMEs). The company empowers small and micro businesses with diverse telecom solutions and cloud-based productivity tools to seamlessly grow their businesses.

Sport Development

- i. Globacom as the biggest supporter for sports, have spent a lot of money in sponsoring the youths in Lagos state to grow international sports talents. Transcending Lagos state, Globacom has so far invested over NGN 15billion in the sponsorship of National Football Team and other sports activities. The company for several years now has been sponsoring Nigerian Premier League. Globacom has extended its act of Social Corporate Responsibilities across the African continent such like sponsoring Ghanaian National Team and premier League. The company was also the sponsor of the Annual Confederation of African Football (CAF) which awards has led to considerable improvement in the standard of football in the continent and other games.
- ii. **Poverty Alleviation**, Globacom is also at the forefront of private sector-led poverty eradication initiatives in Lagos and several states in the country. The initiative includes employment of unemployed youths to establish commercial call centres, working in partnership with several states in the federation and some public sector development agencies including National Poverty Eradication Programme (NAPEP) to integrate the programme into communities to enable people grip the benefits of privatized telecom sector through Globacom. The Poverty Alleviation Programme which is tagged Public

- Call Offices (PCO) is a special package to call centre. It is targeted at the unemployed youths who are most vulnerable. Over 10,000 unemployed youths have so far benefited from the program since 2005.
- iii. **Education Support:** Globacom initiated several education initiatives to assist both government and private institutions in improving the standard of facilities which would positively impacts the standard of education and academic performance of the students. The education initiatives of Globacom include faculty development in tertiary institutions, school infrastructure development, ICT centres and targeted special interest scholarships. Many schools in Lagos state have benefited from Globacom education support initiatives.
 - iv. **Service Delivery:** Service delivery involves utilization of the telecommunications sector in the delivery of fast and reliable telecommunications messages, data, and telegraphic messaging to other sectors of the economy such as the energy, health, education and agricultural sector. In industrialised countries such as United Kingdom and United States of America, there is huge investment of resources in ICT, in healthcare as a commitment to providing the most efficient and effective healthcare service to their teaming population. In Nigeria, telecommunications facilities are used to provide efficient and effective healthcare service to Nigerians, particularly, during the lockdown in an event of COVID-19 pandemic, telecommunications services were used in sensitizing people, mobilizing resources and create awareness on the scourge of COVID-19 pandemic. There is no doubt that social media platforms were used in educating Nigerians on the effect of COVID-19 epidemic, information on preventive and reactive measures were shared across to millions of Nigerians using internet services derived from telecommunication facilities.
 - v. **Promos:** One Globacom has impacted on subscribers in Lagos state through loyalty-reward promos. Over the years, Globacom has launched series of promos through which different types of empowerment prizes have been won by the subscribers in Lagos state and other parts of the country. Globacom promos ranging from Glo Overload, Glo Allawee, Text 4 Millions, Made for Life, Recharge for Stardom, 180 cars in 180 days, Glo CAF Award promo and the Recharge and Win Big popularly known as My Own Don Beta, Lagosians have benefitted massively from Globacom and many have been positively empowered through Glo promos (Globacom Reports, 2020).

Theoretical Framework (Neo-Liberalism Theory)

The theory of privatization encompasses a set of economic and political principles that guide the transfer of public assets, enterprises, or services into private ownership and control. This theory is grounded in the belief that private ownership and management can lead to increased efficiency, competition, and overall economic welfare. It has been a subject of extensive scholarly analysis and policy debates. Fundamentally, the theory posits that transferring ownership and control of state-owned enterprises to the private sector can yield various benefits. Proponents argue that privatization can enhance operational efficiency by subjecting formerly state-run entities to market forces and competition. Private owners, motivated by profit incentives, are expected to make more efficient and rational decisions in resource allocation, leading to improved productivity and cost-effectiveness. Additionally, privatization can reduce government involvement in economic activities, potentially reducing bureaucratic inefficiencies and corruption.

A seminal work that contributed to the theoretical foundation of privatization is the book "The Economics of Public Enterprise" by William J. Baumol (1959). In this book, Baumol introduced the concept of "contestable markets" and discussed the potential benefits of introducing competition through privatization.

Criticisms of the theory of privatization highlight potential drawbacks, such as concerns about social welfare and equitable distribution of resources. Critics argue that privatization can lead to job losses, reduced access to essential services for marginalized populations, and an overemphasis on profit-seeking at the expense of broader societal goals. Furthermore, there are cases where privatization has led to the concentration of economic power in the hands of a few, potentially undermining competition and exacerbating inequality.

One influential critique comes from Joseph Stiglitz, a Nobel laureate in economics, who has argued that the theory of privatization often oversimplifies the complexities of real-world markets and fails to account for information asymmetries and externalities ("Whither Reform? Ten Years of the Transition," 2002).

In practice, the success of privatization depends on various factors, including the regulatory framework, market structure, institutional capacity, and the specific industries being privatized. The theory of privatization continues to be a subject of scholarly research and policy discussions, with ongoing debates about its merits, limitations, and appropriate contexts for implementation. Overall, the theory of privatization represents a complex and multifaceted set of ideas that has shaped the economic policies of many countries around the world, with implications for both economic efficiency and social equity.

Research Methodology

The study implored mixed research design where both primary and secondary method of data were collected. The effort to acquire primary materials involved collecting data through the use of questionnaire and interview to assess opinions, thoughts and feelings on the subject of discussion. The target population for the study comprises officials at Nigeria Communication Commission (NCC), Globacom Management staff, dealers, sub-dealers, retailers and subscribers of Globacom services. These targets of population were chosen because of their close relationship with subject under discussion.

Two sample techniques were adopted in this study. Purposive sampling technique was adopted in the selection of those to be interviewed. Therefore, only concerned stakeholders who are knowledgeable enough were selected for the interview.

Table 1. Showing the Target Population

Sampled area	Categories, Units/Dept.	Population
Surulere	Nigeria Communication Commission, Globacom officials, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	502,865
Lagos Island	Nigeria Communication Commission, Globacom Management Staff, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	212,700
Ikorodu	Nigeria Communication Commission, Globacom Management Staff, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	527,917
Epe	Nigeria Communication Commission, Globacom Management Staff, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	181,734
Mushin	Nigeria Communication Commission, Globacom Management Staff, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	631,857
Ikeja	Nigeria Communication Commission, Globacom Management Staff, Dealers, Sub-dealers, Retailers and Subscribers (Consumers)	317,614
	Total	2374687

Source: National Population Commission (NPC) 2006.

As for the questionnaire cluster and simple random techniques were used in the selection of respondents due to the fact that the individuals and groups through which the desired information for the study were sourced from people who have understanding of the subject under empirical assessment. The population of the study was the entire Lagos State that is to some extent overwhelming in size, and practically impossible to reach everybody with this study. Going by the population of the study six (6) local governments were selected; two each from a senatorial district. Therefore, the sample size of the study was 400 using Taro Yamani

Table 2 Showing the Target Population for the Interview

Institutions/Categories	Units/Departments and Locations	Target Population
Nigeria Communication Commission (NCC)	Technical Dept., Licensing and Human Resource Management department	1
Globacom Management Staff	Customer care unit, business dev. Dept. and Marketing Department	1
Dealers	Major Dealers in the six selected LGs	6
Sub-dealers	Sub-dealers in the wards and communities within the 6 selected LGs	1
Retailers	Retailers across the six selected LGs	1
Subscribers (Consumers)		1
National Council of Privatization (NPC)	Public relations unit, and Human Resource management Department	
Total		11

The data collected were presented and analyzed both quantitatively and contextually or descriptively.

Result of the Findings

Table 3. Relationship between global comm and socio-economic development of Lagos State

S/N	Options	Respondent Frequency
1	Strongly agree	180
2	Agree	107
3	Strongly disagree	21
4	Disagree	38
5	Undecided	25
Total		361

Source: Fieldwork, 2022

Table 3 revealed the opinions of respondents on the relationship between global com and socio-economic development of Lagos state. The table depicts that 49% of the respondents strongly agree that there is relationship between the privatized telecommunication sectors and the socio-economic development of Lagos State, while 29% of the respondents affirmed that there is positive relationship between the privatized telecommunication and socio-economic development of Lagos State. However 6% of the respondents strongly disagree with the view that there is no relationship between the privatized telecommunication sector and socio-economic development of Lagos State, in the same vain 10% of the respondents disagree and claim that there is no relationship between socio-economic development and socio-economic development in Lagos State while 6% of the were undecided over the question on relationship between privatized telecommunication sector and socio-economic development in Lagos State.

In light of the above responses, John Femi a principal officer of the Policy Competition and Economic Analysis Department at Lagos branch of Nigeria Communication Commission (NCC) and Oluwayinka Bukunmi a major dealer on Globacom services on 15th July, 2022 lamented that:

The positive impacts of privatized telecommunication sector not only in Lagos but Nigeria and across the world cannot be over emphasized. The sector has virtually contributed to all facets of social and economic of Lagos state including on the political evolution the Nigeria at large. When you relate the question to if the privatized telecommunication through Globacom any reasonable effects on socio-economic development in Lagos have, Globacom have contributed to easy of doing business through it affordable data and various promo rendered by the telecom giant company, its contribution is not restricted to Lagos state alone but it transcends all the states within the federation and extended to some Africa countries. It’s difficult to separate socio-economic development of Lagos state with their emergence of Globacom through the privatized telecomm sector.

Mrs. Bukunmi lamented:

To me personally, I cannot separate socio-economic development of Lagos state with telecommunication sector, especially the privatized telecom which has offered the citizens opportunity to participate in telecommunication sector business. I can confidently tell you that telecom industry made me what I am today in terms of financial ability. Globacom has given me avenue to create personal wealth; I have

produced several millionaires through their involvement in telecom business. Therefore, there is strong relationship between telecommunication and socio-economic development in Lagos state.

Table 4. Respondents view on whether there is any noticeable positive impact from Globacom on the socio-economic development in Lagos State

S/N	Options	Respondent Frequency
1	Agreed	110
2	Strongly Agreed	137
3	Disagreed	54
4	Strongly Disagreed	40
5	Undecided	20
Total		361

Source: Researcher's Field Work, April, 2022

Table 4 above revealed the respondent's views on any positive impact from the privatized telecommunication sector through the services of Globacom limited. 30% of the respondents agree that the privatized telecommunication sector has positive impacts on the growth of Lagos state in all spheres of life, while 38% of the respondents also strongly agree that the privatized telecommunication through the emergence of Globacom has positively impacted on the development of Lagos state, while 19% of the respondents disagree on the view of any positive impacts of privatized telecommunication particularly Globacom on the progress of Lagos State, 11% of the respondents strongly disagree with the assertion that Globacom made any positive imprint on the development of Lagos State while 5% of the respondents were undecided on whether privatized telecommunication especially the Globacom has made any positive impacts in Lagos State.

In view of the above, an interview conducted corroborate the responses generated through the questionnaire with an official of NCC, Mr. Frank Kayode at the Lagos state branch and a Globacom subscriber Mrs. Rabiati Femi in Mushin Local Government Area on the 11th of June, 2022 Mr. Frank Kayode, NCC lamented:

Globacom has contributed to not only socio-economic development of Lagos state but to all forms of development beyond Lagos state. Coming from telecomm regulatory agency, I will first appreciate the effort of Mr. Adenuga who despite challenges in telecom industry was able to joined the foreign owned companies and compete favorable with them. As a regulator, I can say that Globacom has contributed considerable to government revenue and as well provided many forms of opportunities to the youths who are serious to do one business or the other in the telecom sector.

Table 5. Subscriber/Teledensity Data 2002-December, 2013.

Year	Number of Subscribers	Teledensity
2002	2,271,050	1.89
2003	4,021,945	3.35
2004	10,201,728	8.5
2005	19,519,154	16.27
2006	33,858,022	24.18
2007	41,975,275	29.98
2008	64,296,117	45.93
2009	74,518,264	52.23
2010	88,348,026	63.11
2011	95,886,714	68.49
2012	113,195,951	80.85
2013	127,606,629	91.15

Source: NCC (2014)

A breakdown of the contribution of the telecommunication sector revealed that close to N400 billion has been paid in taxes as at 2012, with network operators paying about N160 billion in taxes annually and N55 billion as regulatory levies. Since 2001, about N640 million has been paid in licenses and spectrum fees; other forms of contribution come in payment of wages and benefits to employees, payments to contractors and Corporate Social Responsibility (CSR) programmes. The telecommunication sector has led to the development of an ecosystem that involves a lot of members ranging from contractors to base member stations deployments and system integrators, to resellers of devices, and all these members arguably benefit from the activities in the telecommunication sector (Ogunsanya, 2013).

The impact of deregulation of the telecom sector in job creation is a major contribution the economy. In year, 2010, the sector had created 5,000 jobs directly, and more than 400,000 indirectly (Nigerian Bureau of Statistics, 2010). According to a report in Nigerian Tribune Newspaper of July 16, 2004, government had received revenue in form of taxes and levies amounting to over N200 billion (Ajiboye *et al*, 2007).

Another area of development brought about by deregulation is in the area of infrastructure. In the course of their operations, MNCs have contributed immensely to the development of infrastructure in Nigeria, investing large sums of money into network roll outs, upgrades and expansion at various parts of the country. The operators have built backup networks to improve their services and such includes the construction of a core network, a transmission network and a power supply network (NCC, 2014). For instance, MTN which has the largest infrastructure in the sector has invested a total of \$7billion dollars in fixed assets and facilities nationwide. Few years after her entry into the country, MTN invested \$120 million in establishing digital microwave backbone that currently spans to Cameroun via Cross rivers state, and Niger via Sokoto state (MTN, 2014). MTN has the longest and one of the most modern privately- owned fibre- optic cable in Africa, and 10,137 kilometers of it runs through Nigeria (MTN, 2014). Since her acquisition of Zain in 2010, heralding her entry into Nigeria, Airtel has invested \$ 1.5 billion in infrastructures and she is still investing (Ogunsanya, 2013).

All these efforts have helped the development of technological infrastructure and also contributed to the economy financially. Deregulation has also led to the spread of telephone services, as against its concentration in urban areas, to rural areas, there by bridging the gap in the social, economic

and political interactions between residents in the urban and rural areas. In other words, the inequality resulting from the urban-rural divide is lessened, which has implications for economic development of the country

Table 6. Respondents views on whether Globacom provide employment opportunities in Lagos state

S/N	Options	Respondent Frequency
1	Agreed	117
2	Strongly Agreed	156
3	Disagreed	40
4	Strongly Disagreed	28
5	Undecided	20
Total		361

Source: Fieldwork, 2022

From Table 6, it can be seen that 32% of the respondents agreed that Globacom Management has created jobs in Lagos State, while 43% of the respondents strongly affirmed that Globacom Management has created numbers of employment opportunities for the teeming youths in the State who were previously unemployed before the privatization of telecommunication sector and formation of Globacom in 2004. On the contrary, 11% of the respondents disagreed that Globacom has not made any tangible impact in terms of employment generation in Lagos State. In the same way 7% of the respondents strongly claimed that Globacom has not done well in jobs creation in Lagos State while 5% of the respondents were undecided on whether Globacom has done well in terms of employment generation or not in Lagos State.

Discussion of Findings

The study finds out that there is a positive relationship between privatization of public enterprises, economic development and employee performance between privatization of the telecommunication sector and socio-economic development in Lagos state, it shows that 180 respondents representing 49% agreed that there is relationship between the privatized telecommunication and economic development in Lagos state.

The study also outlined some number of strategies on how to harness optimal benefits from the privatized telecommunication sector especially from the Globacom services to enhance socio-economic development of Lagos State. These includes, the need to strengthen the regulatory agencies through training of their technical staff and building synergy among them, provision of well secured investment environment, elimination of double taxation melt against the operators in some states, ensure that the operators strictly comply with regulatory standards.

Although, the study was able to ascertain that privatization of telecom sector via Globacom is a blessing to the people of Lagos state and Nigeria generally. However, the challenges envisaged in the privatized telecommunication sector comprises of institutional and operational. The institutional challenges emanated from the regulatory agencies in charge of telecommunication industry while operational challenges are on the operation of the Globacom which to some extent reduce the benefits which people are expecting from the Globacom. (this is not discussion of study. In discussion of study, you look at your results and provide the reasons for the results and the implications of the results.

This finding above agreed with the work of Muogbo (2013) because his work owing the view that corporate governance has significant positive relationship with privatization in terms of setting up

comprehensive corporate objectives and in maximizing shareholders wealth. This portends that investment in privatized firms stand to be more profitable when compare with firms under government control. Similarly, Akintayo (2010), point out that the established that privatization policy implementation enhances efficiency and improved worker's performance; nonetheless retrenchment and job security of the workers are always the outcome effects of any privatized public enterprises.

Conclusion

This study examined the impact of privatization of telecommunication sector through Globacom Limited on the socio-economic development of Lagos State. The study was able to draw correlation between privatization of telecommunication sector and socio-economic development of Lagos State especially when the operations of Globacom was examined in terms of positive impacts on the lives of people in the area under investigation. It revealed that millions of youths especially in Lagos State are engaged in online businesses. The privatization has brought about some level of effective and efficient service due to the seriousness and efforts of the private investors, particularly Globacom. Nigerians not only Lagosians are making sales of millions of Naira on daily basis through the utilization of services. There are now many online shopping applications used by Nigerians the prominent amongst the platforms are Jumia, Jiji and the rest through these and other applications which ease doing business.

Recommendations

- i. There is need to train the regulatory technical officers to acquire advance technical knowledge on the overall aspects of telecommunication operations in other to be able to advise the operators (private companies) to redress by provide the right service which would recalibrate the socio-economic development of Lagos state.
- ii. Management must always be sensitive to wide range of popular orientation and expectation and adopt organizational circumstance accordingly. The government could also help by ensuring conducive investment and ethical climate for socio-economic development.
- iii. The identified factors militating against gaining optimal benefits from the privatized telecom sector need to be urgently address so that people of Lagos state would benefit more from the services of Globacom. Factors such as ineffective and lack of synergy among the regulatory agencies, policy reversal, double taxation, vandalism of telecommunication infrastructure, foreign exchange rate, epileptic power supply among other factors should be urgently addressed.

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