

**EXAMINING THE ROLE OF TRADE UNIONS TOWARD SOLVING
EMPLOYEE'S PROBLEMS IN NIGERIA: EDO STATE CIVIL
SERVICE AS A CASE STUDY**

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**BEING A RESEARCH PROJECT SUBMITTED TO DEPARTMENT OF
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APPROVAL PAGE

This research work titled "Examining The Role Of Trade Unions Toward Solving Employee's Problems In Nigeria: Edo State Civil Service As A Case Study" has been read and approved as meeting the requirement for the award Degree of Bachelor of science in public Administration. And is approved for its contribution to knowledge and literary presentation.

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DECLARATION

I hereby declare that this research work has been composed completely by me and has not been presented anywhere for the award of any academic qualification. All sources of information have been duly acknowledge by means of references.

Okeke Destiny Ifeanyi
(Researcher)

Sign/Date

DEDICATION

This project is dedicated to Almighty God for His guidance, wisdom, and strength throughout the course of my studies.

I also dedicate this work to my beloved parents, Mr. and Mrs. Casmir Okeke, whose unwavering support, love, and encouragement have been my greatest source of inspiration.

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ABSTRACT

This study examines the role of trade unions in solving employees' problems within the Edo State Civil Service. The research investigates the extent to which trade unions have been effective in addressing key workplace challenges such as low wages, irregular salary payments, poor working conditions, lack of career development opportunities, workplace harassment, and job insecurity. The study adopts a mixed-method approach, utilizing both quantitative and qualitative data collected through structured questionnaires and interviews with civil servants in Edo State. The findings reveal that while trade unions have made notable progress in negotiating better wages and ensuring salary payments, they have been less effective in addressing non-economic issues such as workplace harassment and career development.

The study identifies major challenges facing trade unions, including inadequate funding, limited employee support, and interference from management.

Recommendations are made for enhancing the effectiveness of trade unions, such as advocating for comprehensive career development policies, addressing workplace harassment, and expanding their focus to include social and psychological welfare of employees.

This research contributes to the broader discourse on labor relations in Nigeria by highlighting the evolving role of trade unions in the public sector and providing actionable insights for improving employee welfare.

Keywords: Trade unions, employee welfare, civil service, Edo State, workplace challenges

CHAPTER ONE

BACKGROUND OF THE STUDY

1.1 INTRODUCTION

The function of trade unions in safeguarding and advocating for employees' rights has been an important topic of study in labour relations. Trade unions are organizations formed to protect workers' collective interests by negotiating with employers on topics such as pay, working conditions, and benefits. According to Adewumi (2009), trade unions in Nigeria have played an important role in negotiating better working conditions and protecting employees' rights. In Nigeria, labor unions have played an important role in resolving worker problems, notably in the civil service.

The civil service sector, which includes government employees who implement public policies and provide key services, is critical to the operation of any government (Ojo 2010). Civil workers are in charge of the day-to-day management of public services and play an important role in ensuring that government operations run smoothly (Olowu, 2005). Nigeria's civil service confronts various issues, including low salary, poor working conditions, and limited prospects for growth (Eze, 2012). These difficulties are pervasive in the Edo State Civil Service, demanding effective trade union participation to ensure staff well-being and productivity (Okafor, 2014).

Trade unions have existed in Nigeria since the colonial era, when workers organized to demand improved working conditions and fair treatment from their

employers (Fashoyin, 1992). Over time, trade unions have risen in strength and influence, becoming essential players in the labour market and making significant contributions to the country's socioeconomic progress. Despite their successes, Nigerian trade unions have experienced various hurdles, including government intervention, internal conflicts, and financial limits (Adeogun, 2006).

Employee dissatisfaction in Edo State's civil service has taken several forms, including salary arrears, poor working conditions, and a lack of career advancement. These challenges have frequently resulted in strikes and industrial actions, affecting public services and emphasizing the necessity for effective trade union intervention (Ojo, 2013). Trade unions in Edo State have been at the forefront of advocating for employee rights and finding answers to these long-standing issues (Afolabi & Aluko, 2013).

Trade unions use a variety of techniques to address employee concerns, including collective bargaining, advocacy, and industrial action. Collective bargaining is a process in which trade union representatives and employers negotiate pay, working conditions, and other employment requirements (Fajana, 2000). Trade unions advocate for favourable labour laws and practices, whereas industrial action includes strikes and protests to put pressure on businesses to meet employee demands (Otobo, 2005). The effectiveness of these tactics in resolving employee issues in the Edo State Civil Service is a primary subject of this research.

According to Aremu (2010), effective trade union intervention can boost employee morale, productivity, and overall performance in the civil service. However, the success of trade unions in obtaining these results is determined by a variety of circumstances, including the union's power, member loyalty, and employers' willingness to negotiate in good faith (Adesina, 2014). This study seeks to investigate these elements and assess the overall influence of trade unions on employee wellbeing in the Edo State Civil Service.

Furthermore, the study will look into the specific issues that trade unions confront in Edo State, such as political intervention, a lack of resources, and internal disagreements. Understanding these challenges is critical for establishing measures to increase trade union effectiveness and their ability to advocate for employee rights (Ogunbameru, 2004). This study aims to provide practical ideas for improving the role of trade unions in resolving employee problems by analysing their strengths and shortcomings.

The value of this study stems from its ability to add to the body of information on trade unions and labour relations in Nigeria. By focusing on the Edo State Civil Service, the study sheds light on the specific issues and opportunities that trade unions face in this context. The findings and recommendations of this study can help legislators, trade union leaders, and civil service administrators develop methods to increase employee wellbeing and productivity (Adesina, 2014).

Furthermore, the study seeks to close the gap between theory and practice by investigating the real-world experiences of labour unions and civil servants in Edo State. This practical methodology assures that the research findings are relevant to Nigeria's contemporary labour relations situation. The study adds to the ongoing debate in the country about labour rights and social justice by giving light on the role of trade unions in addressing employee difficulties (Adewumi, 2011).

To summarize, trade unions play an important role in preserving employees' rights and pushing for improved working conditions in the Edo State Civil Service. Despite the obstacles they face, trade unions remain a powerful force in resolving employee issues and improving their well-being. This study aims to assess the efficacy of trade union activities and make recommendations for enhancing their strategies and policies. By doing so, the study hopes to contribute to the larger goal of encouraging fair labour practices and increasing the quality of life for civil personnel in Edo State.

1.2 STATEMENT OF THE RESEARCH PROBLEM

The civil service sector is vital to the efficient operation of any government because it is in charge of enforcing policies and providing essential public services. However, in Nigeria, the civil service, particularly that of Edo State, is afflicted by several issues that have a negative impact on staff welfare and productivity (Eze, 2012). These issues include inadequate pay, delayed

salaries, bad working conditions, a lack of professional growth chances, and insufficient training and development programs (Okafor, 2014).

Inadequate pay is one of the most significant concerns confronting Edo State's civil officials. According to Nwosu (2011), civil servants' salaries in Nigeria are frequently insufficient to cover rising living expenses, resulting in financial stress and low morale among personnel. Furthermore, the problem of delayed salary payments exacerbates the situation, as civil personnel are frequently left unpaid for extended periods of time (Adewumi, 2009). This financial volatility not only lowers their level of living, but it also reduces their productivity and dedication to their jobs (Ojo, 2013).

In addition to budgetary issues, working conditions in the Edo State Civil Service are frequently poor. Many civil servants labour in conditions that lack basic facilities and do not allow for efficient service delivery (Olowu, 2005). This includes inadequate office space, poor facility maintenance, and a lack of work tools and resources (Afolabi & Aluko, 2013). Such situations might cause job unhappiness, decreased productivity, and increased absenteeism among employees (Adesina, 2014).

Career progression chances in the Edo State Civil Service are extremely limited. Employees frequently experience professional stagnation due to a lack of defined promotion paths and insufficient training and development programs (Eze, 2012). According to Ogunbameru (2004), a lack of professional

advancement opportunities can lead to frustration and demotivation among civil servants, reducing their performance and effectiveness in their employment.

Given the persistence of these issues, labour unions play an increasingly important role in fighting for and addressing federal servants' concerns. Trade unions are required to negotiate with the government on behalf of employees in order to gain higher wages, timely salary payments, better working conditions, and more prospects for career advancement (Fajana, 2000). Despite the presence of trade unions, these challenges continue to plague the Edo State Civil Service, raising concerns about the efficacy of union initiatives in this setting (Adewumi, 2011).

There has been limited research on the usefulness of trade unions in resolving employee grievances in the Edo State Civil Service. While some studies have found that trade union activities increase employee wellbeing (Otobo, 1987), others believe that internal disagreements, a lack of resources, and political intervention have hampered their ability to make significant gains (Adeogun, 2006). This gap in the literature necessitates a thorough examination of trade unions' roles in this context in order to better understand their successes and challenges.

This study seeks to fill this vacuum by investigating the specific difficulties confronting employees in the Edo State Civil Service and assessing the efficacy of trade union actions in addressing them. This study aims to provide a detailed knowledge of trade unions' involvement in increasing

employee wellbeing and productivity by investigating their methods and outcomes (Ojo, 2010).

Furthermore, the study will look into the challenges that trade unions face when advocating for civil servants' rights, such as political interference, limited financial resources, and internal organizational issues (Aremu, 2010).

Understanding these barriers is critical for developing effective strategies to strengthen trade unions' ability to address employee issues and improve overall effectiveness (Adesina, 2014).

Finally, the ongoing issues confronting personnel in the Edo State Civil Service, such as low salary, poor working conditions, and limited career growth prospects, underline the necessity for effective trade union participation. This study aims to investigate the role of trade unions in resolving these issues and make recommendations for improving their methods and policies. By doing so, the study hopes to contribute to the larger goal of encouraging fair labour practices and increasing the quality of life for civil personnel in Edo State.

1.3 RESEARCH QUESTIONS

In line with the issues mentioned in 1.2 above, the following research questions are raised:

What are the key issues that Edo State Civil Service employees face?

How effective are trade unions in meeting these challenges?

What techniques do trade unions use to lobby for employee rights in the Edo State Civil Service?

What are the challenges that trade unions encounter in their efforts to resolve employee issues?

How do government servants' perceptions about trade unions influence their effectiveness?

What improvements can be done to strengthen the role of trade unions in resolving employee issues in the Edo State Civil Service?

1.4 STATEMENT OF HYPOTHESES

Based on the research questions and objectives mentioned in the preceding sections, the following hypotheses are developed to lead this study:

Hypothesis 1:

H0: Employees in the Edo State Civil Service experience no substantial challenges.

H1: Employees of the Edo State Civil Service encounter substantial problems.

Hypothesis 2:

H0: Trade unions do not effectively address the difficulties encountered by employees in the Edo State Civil Service.

H1: Trade unions effectively handle the difficulties that Edo State Civil Service personnel encounter.

Hypothesis 3: H0: Trade unions' techniques do not effectively advocate for employee rights in the Edo State Civil Service.

H1: Trade unions' initiatives effectively advocate for employees' rights in the Edo State Civil Service.

1.5 OBJECTIVES OF THE STUDY

The primary purpose of this study is to analyze the role of trade unions in solving employees' difficulties in the Edo State Civil Service. The precise objectives are as follows:

1. To identify the key difficulties faced by employees in the Edo State Civil Service. being aware of the main concerns and difficulties faced by civil servants.
2. To assess how well trade unions are doing at tackling these issues. Assessing the impact of trade unions on employee welfare and problem resolution.
3. To study the techniques adopted by trade unions to advocate for employees' rights in the Edo State Civil Service. Investigating the methods and approaches used by trade unions to support employees.
4. Analyse trade unions' effectiveness in resolving employee problems.
5. Evaluate civil servants' perceptions of trade unions and their impact on trade union activities.
6. Make recommendations to improve trade unions' role in resolving employee issues.

1.6 SCOPE OF THE STUDY

This study looks at how trade unions in Nigeria's Edo State Civil Service help employees with their difficulties. It focuses on the difficulties civil servants experience, including low pay, unfavourable working conditions, and little

prospects for professional progression. Along with the tactics they use, the efficiency of trade unions in resolving these issues will be assessed.

The report also examines how civil servants view their unions and the obstacles that trade unions encounter. Additionally, suggestions for strengthening trade unions' contribution to raising worker productivity and welfare will be given.

1.7 SIGNIFICANCE OF THE STUDY

This study's potential to enhance employee welfare and organizational effectiveness within the Edo State Civil Service makes it significant. It is titled "Examining The Role Of Trade Unions Towards Solving Employees' Problems In Nigeria, Edo State Civil Service As A Case Study." This study attempts to give policymakers and civil service administrators useful information by assessing how well trade unions handle issues including low pay, unfavorable working conditions, and little prospects for career progression. These realizations may result in legislative changes that improve working conditions, encourage ethical labor practices, and eventually raise productivity in the public sector.

Additionally, the study will contribute to the academic literature on labour relations and public administration in Nigeria, offering valuable empirical data and recommendations for stakeholders interested in fostering a conducive work environment and sustainable organizational development.

1.8 CONCEPTUAL CLARIFICATIONS

TRADE UNIONS:

According to Budd (2004), trade unions are associations established by employees to defend their rights and interests at work through collective bargaining, advocacy, and representation.

EMPLOYEES' PROBLEMS:

Accordingly, employee problems include a variety of issues that individuals encounter at work, such as low pay, unfavourable working conditions, little prospects for professional progression, and unstable employment (Guest, 2002).

EDO STATE CIVIL SERVICE:

The administrative organization in charge of carrying out governmental directives and providing services in Edo State, Nigeria, is known as the Edo State Civil Service.

ROLE:

In this study, the term "trade union role" refers to the duties and obligations that trade unions have in addressing the problems of government workers, promoting fair labour practices, and protecting and defending their rights and welfare (Hyman, 2001).

PRODUCTIVITY:

In this study, productivity is defined as the efficacy and efficiency with which Edo State Civil Service workers carry out their responsibilities and accomplish organizational objectives (Drucker, 1999).

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CHAPTER TWO

LITERATURE REVIEW AND THEORITICAL FRAMEWORK

2.1 INTRODUCTION

One of the most important parts of this study is the literature evaluation, which offers a basis for comprehending how trade unions deal with employee issues in the Edo State Civil Service. As groups created to safeguard and advance the interests of employees, trade unions have played a crucial role in resolving problems like unequal pay, unfavourable working conditions, and conflicts at work (Adewumi, 2009; NLC, 2017). The idea of trade unions, their historical evolution, and their function in promoting workers' rights both internationally and domestically in Nigeria will all be covered in this chapter. It will also discuss the difficulties trade unions face and assess the body of knowledge regarding their efficacy in enhancing the welfare of employees.

2.2 CONCEPT OF TRADE UNIONS

Trade unions, sometimes referred to as labour unions, are collective groups established by employees to safeguard and advance their interests and rights at work. By serving as a go-between for employers and employees, these unions make sure that workers are paid properly, have favourable working conditions, and receive fair treatment (International Labour Organization [ILO], 2021).

2.2.1 Definition of Trade Unions

According to the ILO, a trade union is “an organization of workers that aims to protect and improve the conditions of its members in their workplace through collective bargaining with employers” (ILO, 2021). Trade unions generally represent workers in a variety of industries, addressing employment-related grievances and fighting for better pay, benefits, and working conditions.

2.2.2 Historical Development of Trade Unions

During the Industrial Revolution in the 19th century, trade unions were first established. Workers had difficult working conditions, long hours, and little compensation as industrialization expanded. As a result, people started organizing into associations to advocate for improved working conditions as a group (Harvey, 2006). These groups developed into official trade unions throughout time, and several nations recognized them legally.

Colonial control had an impact on trade unions in Nigeria; the Railway Workers' Union, the country's first recognized trade union, was established in 1912 (Oyelere, 2015). These unions' first goals were to enhance the working conditions for workers in colonial businesses. Nigerian trade unions became more involved in labour activity and nationalist movements that aimed to overthrow colonial rule by the middle of the 20th century.

2.2.3 Objectives and Functions of Trade Unions

The primary objective of trade unions is to protect the rights of workers and improve their conditions of service. Trade unions aim to:

1. Assure equitable pay and job security: Unions engage together with employers to negotiate pay, benefits, and working conditions (Adewumi, 2009).
2. Encourage safe working conditions: To shield employees from potential risks at work, unions push for improved occupational health and safety regulations (Omole, 2011).
3. Resolve conflicts: According to the NLC (2017), unions mediate conflicts involving pay, unfair treatment, or working conditions between employers and employees.
4. Impact labor laws and policies: Trade unions participate in political initiatives to impact labor laws and policies that favor employees (Adewumi, 2009).

2.3 THE ROLE OF TRADE UNIONS IN SOLVING EMPLOYEES' PROBLEMS

In order to solve the problems that workers have at work, trade unions are essential. Trade unions protect employees' rights by serving as collective representatives for workers. They also assist in resolving concerns including unfair treatment, subpar working conditions, and inadequate pay (Adewumi, 2009). Some of the most important roles that trade unions play in resolving employee issues are examined in this section.

2.3.1 Collective Bargaining

Collective bargaining is one of the most essential functions of trade unions. The trade union (acting on behalf of the workers) and employers negotiate pay, working conditions, job security, and other issues during this procedure. Trade unions can obtain greater pay, better working conditions, and extra benefits like health insurance and pensions by engaging in collective bargaining (Omole, 2011). A framework that regulates the employer-employee relationship and guarantees equity in the workplace is provided by collective agreements made through this process.

2.3.2 Employee Representation and Advocacy

As advocates of workers, trade unions fight for their rights and interests at work. By serving as a bridge between employees and management, unions make sure that workers' issues are taken seriously and that they are not treated unfairly (NLC, 2017). This counsel is especially crucial in cases when workers are badly impacted by changes in workplace policies or conditions, disciplinary measures, or disagreements over promotions. When workers' rights are abused, trade unions also offer them legal assistance.

2.3.3 Resolving Workplace Disputes

Disagreements over pay, working conditions, unfair treatment, or contract violations are common causes of workplace conflicts. In order to ensure that disagreements between employers and employees are settled amicably, trade unions are essential in mediating these conflicts (Adewumi, 2009). In order to demand better working conditions, they assist in settlement negotiations, register grievances, and, if required, take part in industrial actions like strikes. In

order to have a balanced power dynamic between employers and employees, this function is crucial.

2.3.4 Improving Working Conditions

Trade unions strive to enhance workers' general working conditions.

Promoting adherence to occupational health and safety regulations is one way to advocate for safer workplaces (Omole, 2011). In addition, unions advocate for advancements in other fields including fair pay, healthcare access, and job security. Trade unions contribute to the creation of safer and more encouraging work conditions by negotiating and making sure labour regulations are obeyed. Additionally, unions contribute to the protection of workers' physical and mental health by tackling problems including excessive working hours, a lack of rest intervals, and inadequate safety measures (NLC, 2017).

2.4 CHALLENGES FACING TRADE UNIONS IN NIGERIA

Trade unions in Nigeria suffer many obstacles that limit their efficiency, despite their vital role in promoting workers' rights. These difficulties include the effects of globalization, internal leadership problems, economic situations, and government meddling. These difficulties are covered in detail in this section.

2.4.1 Government Interference

Historically, the Nigerian government has meddled in trade union operations, frequently enforcing laws that limit their authority (Oyelere, 2015). The ability of unions to successfully advocate for workers is diminished by laws that restrict their freedom to strike or that require them to obtain government clearance before taking specific activities. The independence of trade unions

and their capacity to bargain on behalf of their members may be compromised by this meddling.

2.4.2 Economic Challenges

Trade unions have many difficulties as a result of Nigeria's erratic economy. Because workers may be less inclined to confront employers out of fear of losing their jobs in a competitive labour market, high unemployment, inflation, and underemployment reduce unions' bargaining power (Adewumi, 2009). Economic instability frequently results in unions having fewer members and financial resources, which further reduces their ability to effectively defend the rights of their members.

2.4.3 Internal Leadership Problems

In Nigeria, internal leadership conflicts frequently erode the efficacy of trade unions. Corruption, a lack of transparency among leaders, and power rivalries within unions have caused divides and weakened the union's overall strength (Omole, 2011). Trust is damaged and membership and involvement may decline if union leadership is seen as dishonest or out of touch with the interests of the members.

2.4.4 Globalization and Changing Work Patterns

The efficiency of Nigerian trade unions has also been impacted by the growth of globalization. Multinational corporations frequently introduce labour norms and practices that diverge from local union goals (NLC, 2017). Furthermore, since many workers in the gig economy and informal employment sectors do not have official representation or access to union benefits, the growth of these industries poses difficulties for unions.

2.5 TRADE UNIONS IN EDO STATE CIVIL SERVICE

In the Edo State Civil Service, trade unions are essential for defending the rights of workers in the public sector. They play a critical role in addressing a range of issues that impact civil service workers, promoting workers' rights, and guaranteeing equitable treatment. This section looks at the Edo State Civil Service's trade unions' composition, roles, and difficulties.

2.5.1 Structure of Trade Unions in Edo State Civil Service

Trade unions in the Edo State Civil Service are organized into various federations and associations that represent different sectors and categories of workers. Prominent unions include the **Nigeria Civil Service Union (NCSU)**, the **National Union of Public Service Workers (NUPSW)**, and the **Trade Union Congress of Nigeria (TUC)**. These unions operate under the guidance of national bodies while addressing the specific needs and challenges faced by workers in Edo State.

2.5.2 Functions of Trade Unions in Edo State Civil Service

Trade unions in the Edo State Civil Service fulfil several critical functions, including:

1. **Collective Bargaining:** Unions negotiate with government representatives to secure better wages, benefits, and working conditions for civil servants (Omole, 2011).

2. **Advocacy and Representation:** They advocate for the rights and welfare of employees, representing them in disputes and ensuring their voices are heard in policy discussions (NLC, 2017).
3. **Training and Development:** Trade unions often provide training programs for their members to enhance skills and promote professional development, thereby improving service delivery in the civil service (Adewumi, 2009).

2.5.3 Challenges Facing Trade Unions in Edo State Civil Service

Despite their significant role, trade unions in the Edo State Civil Service face several challenges:

1. **Lack of Awareness Among Employees:** a significant number of employees are not fully aware of the roles and benefits of trade unions. This lack of awareness can lead to poor participation in union activities, making it harder for unions to mobilize support for collective actions (Jones & Williams, 2009)
2. **Government Interference:** Similar to national trends, unions in Edo State contend with government policies that limit their operational autonomy and influence (Oyelere, 2015).
3. **Weak Legal Framework:** in some cases, the legal framework supporting trade unions is inadequate. This makes it difficult for unions to enforce

agreements or protect workers from unfair labor practices, weakening their bargaining power (Smith, 2020).

4. **Economic Constraints:** Budgetary constraints and economic challenges at the state level can affect the resources available to unions, limiting their capacity to advocate effectively (NLC, 2017).
5. **Membership Engagement:** Engaging members and ensuring active participation in union activities can be challenging, particularly in an environment where public sector employees may feel disillusioned or undervalued (Omole, 2011).

2.6 SUMMARY OF THE LITERATURE REVIEW

With an emphasis on the Edo State Civil Service, this literature review has investigated the vital role that trade unions play in resolving employee issues. The notion of trade unions, their historical evolution, and their goals in advancing the rights and welfare of workers were all highlighted in the review.

Key findings include:

1. **Definition and Function:** Trade unions are defined as organizations that advocate for workers' rights through collective bargaining, representation, and advocacy (ILO, 2021; Adewumi, 2009). They are essential for securing fair wages and improving working conditions.
2. **Challenges:** Trade unions face significant challenges, including government interference, economic constraints, internal leadership issues,

and the effects of globalization (Oyelere, 2015; NLC, 2017). These factors hinder their ability to effectively represent workers and advocate for their rights.

3. **Local Context:** In the Edo State Civil Service, trade unions play a vital role in representing public sector employees, negotiating better working conditions, and advocating for their interests. However, they also confront challenges similar to those faced by unions nationally, including government policies that restrict their operations and economic limitations (Omole, 2011).

To sum up, the literature emphasizes the value of trade unions in defending workers' rights and enhancing their well-being, but it also stresses the necessity of continuous assistance and reform to deal with the difficulties they encounter. In addition to laying the groundwork for future research into the efficacy and influence of trade unions, this paper offers a framework for comprehending their function within the Edo State Civil Service.

2.7 THEORETICAL FRAMEWORK

The basis for comprehending the function of trade unions in resolving employee issues is a theoretical framework. The existence, roles, and impact of trade unions on labour relations are explained by a number of theories. The main theories that are pertinent to this investigation are covered in this section.

2.7.1 The Marxist Theory of Trade Unions

According to Karl Marx's theory of class struggle (Marx, 1867), the foundation of capitalism is the exploitation of workers by capital owners. He believed that in order for the working class to fight for their rights and against this exploitation, trade unions were an essential instrument. Marx argues that the capitalist system puts maximizing profits ahead of the welfare of its employees, which results in low pay, unfavorable working conditions, and unstable employment.

According to this view, trade unions act as a group that empowers employees to demand higher pay, better working conditions, and job stability. Marx thought that by assisting workers in opposing repressive labor practices, trade unions may eventually change the economic structure to benefit the working class.

This theory aids in the explanation of the ongoing conflict between employers and trade unions in the Edo State Civil Service, specifically with relation to wage negotiations, job security, and general working conditions.

2.7.2 The Pluralist Theory of Industrial Relations

According to the pluralist theory of industrial relations, which was established by academics such as Richard Hyman and Allan Flanders (Hyman, 1975; Flanders, 1970), the workplace is a complex environment with a variety

of interest groups, including trade unions, employers, and employees, each of whom has their own goals. The pluralist idea regards conflict as a natural occurrence that can be controlled by productive labor relations, in contrast to the Marxist viewpoint, which sees conflict as a tool for class struggle.

This view holds that trade unions are essential to maintaining a balance of power between employers and employees. They act as mediators in the creation of policies, collective bargaining, and dispute settlement. Through labor legislation and industrial courts, the government also regulates labor relations.

Because it describes how trade unions function within a structured system and bargain with the government to guarantee improved working conditions for civil servants, this theory is pertinent to the Edo State Civil Service. It also emphasizes how crucial communication is to settling labor issues.

2.7.3 The Systems Theory of Industrial Relations

John Dunlop (1958) proposed the Systems Theory of Industrial Relations, which views industrial relations as a structured system involving three main actors:

1. Employers – Who set work conditions and policies
2. Employees (via Trade Unions) – Who seek fair wages, job security, and improved working conditions.
3. Government – Which regulates industrial relations through labour laws, dispute resolution mechanisms, and policy frameworks.

This theory suggests that for industrial relations to function effectively, there must be cooperation between these three actors. Trade unions act as the voice of employees in this system, engaging in negotiations to maintain a balance between workers' rights and employers' interests.

Within this organized framework, trade unions like the Nigeria Labour Congress (NLC) and the Trade Union Congress (TUC) discuss issues pertaining to civil servant pay, benefits, and job security in the Edo State Civil Service.

2.7.4 The Equity Theory

The Equity Theory was created by John Stacey Adams in 1965 and emphasizes workplace justice. This idea states that workers weigh their rewards—such as pay, benefits, and promotions—against their contributions, which include effort, abilities, and experience. They may become dissatisfied when they see an imbalance, which may result in decreased productivity, industrial action, or even resignation.

By promoting fair salaries, better working conditions, and laws that encourage justice in the workplace, trade unions play a crucial part in maintaining equity. This idea is used by trade unions in the Edo State Civil Service to advocate for better welfare benefits and pay raises in order to keep workers happy.

2.7.5 The Human Relations Theory

The Human Relations Theory, first presented by Elton Mayo in 1933, places a strong emphasis on the social and psychological needs of employees. The notion contends that elements like job happiness, relationships at work, and recognition are just as important in motivating employees as pay.

According to this theory, trade unions are crucial in meeting the emotional and psychological needs of workers. They bargain for policies that boost employee engagement, job security, and a safe workplace. This argument explains why trade unions in the Edo State Civil Service support retirement plans, welfare benefits, and workplace safety regulations.

2.7.6 The Bargaining Theory

The Bargaining Theory, created by John R. Hicks in 1932, describes how employers and trade unions bargain labour contracts. The theory contends that discussions between employers and trade unions, impacted by elements including labour laws, market conditions, and economic policies, determine wages and labour regulations.

Because it emphasizes how trade unions in the Edo State Civil Service use collective bargaining to obtain higher pay, better working conditions, and other employment benefits, this theory is pertinent to this study. It also explains why when talks break down, trade unions occasionally turn to strikes.

2.7.7 The Role of Theoretical Framework in This Study

These theories offer a solid framework for comprehending how trade unions help employees with their concerns. The Pluralist Theory emphasizes the need of collective bargaining, the Marxist Theory describes the conflict between bosses and employees, and the Systems Theory illustrates how trade unions operate inside an organized industrial system. While the Bargaining Theory describes the negotiating process, the Equity Theory and Human Relations Theory place more emphasis on justice and worker welfare.

Using these theories, this study will examine how Edo State Civil Service trade unions handle employee complaints, bargain for higher pay, and promote better working conditions. These theories also provide light on the difficulties trade unions encounter and offer solutions for improving their efficacy.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

The strategy and techniques employed to conduct this study are described in the Research Methodology chapter. This portion is essential since it guarantees that the investigation is carried out in a methodical and trustworthy way. It offers a roadmap for the entire research process, outlining the procedures for gathering, evaluating, and interpreting data in order to respond to the research questions. The research design, demographic, sample size, sampling procedure, data collection methods, data processing methodologies, and ethical considerations are all thoroughly described in this chapter. The validity, credibility, and reproducibility of the results in other comparable contexts are guaranteed by this framework.

3.2 RESEARCH DESIGN

For this study, a descriptive survey design was selected as the research design. Because it enables the researcher to methodically explain and analyze the existing state of affairs concerning the function of trade unions in resolving employee issues within the Edo State Civil Service, a descriptive approach is appropriate (Creswell, 2014). This approach emphasizes on monitoring and recording the participants' natural behaviour and perceptions rather than changing any of the variables.

Because it makes it possible to efficiently gather data from a large population, the survey approach is especially well-suited for this investigation. The study collects data on workers' experiences, union activity, and how well unions handle their problems through the use of surveys and interviews. Combining quantitative and qualitative data collection methods guarantees that the study fully reflects the scope and complexity of the problems being studied.

Because it provides a thorough understanding of the issue and makes it possible to identify patterns, correlations, and trends in the function of trade unions, this technique was chosen (Cohen, Manion, & Morrison, 2018). Additionally, investigations that aim to give a factual description of a phenomenon without attempting to elucidate cause-and-effect linkages are best served by descriptive surveys.

3.3 POPULATION AND SAMPLING TECHNIQUE

3.3.1 Population

All government servants in the Edo State government Service who belong to trade unions make up the study's population. These civil servants are employed in a variety of fields, including administration, education, and health.

Employees who have participated in trade union activities and are knowledgeable with union operations and worker challenges make up the entire population. This demographic was selected because they can offer pertinent and

perceptive information because they are directly impacted by trade union initiatives to address workplace issues (Oyelere, 2015).

3.3.2 Sample Size

A sample size of 200 respondents will be chosen to represent the broader community due to the size and variety of the Edo State Civil Service. According to Cohen, Manion, and Morrison (2018), this sample size is thought to be adequate to offer a solid foundation for extrapolating the results to the whole civil service. Members from important industries are included in the sample, guaranteeing that a range of trade union experiences are included.

3.3.3 Sampling Technique

Stratified random sampling was the sample method used in this investigation. By dividing the population into various strata according to their respective sectors (such as administration, education, and health), this strategy guarantees that each sector is represented proportionately. Random sampling is used to choose individual responders within each stratum. Because stratified random sampling minimizes sample bias and guarantees the inclusion of important demographic groups, it is perfect for our investigation (Cohen et al., 2018). This approach makes it possible to compare several sectors in order to ascertain whether union effectiveness differs among them.

3.4 DATA COLLECTION METHODS

3.4.1 Primary Data Collection

Primary data for this study will be collected through structured questionnaires and semi-structured interviews

1. **Questionnaires:** The purpose of the questionnaire is to gather numerical information from Edo State Civil Service employees. Employee impressions of trade union efficacy in resolving their issues will be gauged by a series of closed-ended questions using a Likert scale. Effective data gathering from a large number of respondents is made possible by the use of structured questionnaires (Adewumi, 2009). Additionally, this tool can be used to quantify trends and opinions throughout the sample size.
2. **Semi-Structured Interviews:** A few civil servants and a few union leaders will participate in semi-structured interviews in addition to the questionnaires. Interviews are used to gather qualitative information that offers more in-depth understanding of trade union operations than can be obtained from surveys alone (Braun & Clarke, 2006). Through more candid discussions of their opinions and experiences, these interviews will give participants a deeper comprehension of the topics being studied.

3.4.2 Secondary Data Collection

Government publications, trade union material already in existence, and reports from labour groups like the International Labour Organization (ILO) and the Nigerian Labour Congress (NLC) will all provide secondary data. This

information will help to anchor the research in accepted ideas and earlier studies by offering more context and support for the conclusions of the primary data (International Labour Organization, 2021). These secondary sources will also aid in comprehending more general patterns in labour rights and trade unionism in Nigeria and around the world.

3.5 DATA ANALYSIS TECHNIQUES

3.5.1 Quantitative Data Analysis

Descriptive statistics will be used to assess the quantitative data collected from the surveys. The replies will be compiled using tools like frequencies, percentages, and mean scores to provide a clear picture of how federal officials view trade unions. The data will be processed using the Statistical Package for the Social Sciences (SPSS) software (Creswell, 2014). Large datasets can be handled with SPSS, which also enables efficient data management, statistical analysis, and graphical display of results. Trends and patterns in the data, such as respondents' perceptions of trade unions' general efficacy, will be found with the use of this research.

3.5.2 Qualitative Data Analysis

Thematic analysis will be used to examine the qualitative information gathered from the semi-structured interviews. Finding recurrent themes, patterns, and concepts in the interviewees' comments is the goal of this method. Because it offers a comprehensive insight of the participants' experiences and perceptions surrounding trade union activities, thematic analysis is appropriate for this study (Braun & Clarke, 2006). Key topics pertaining to the function of trade unions in

resolving employee issues will be found when the data has been meticulously coded. By offering deeper contextual insights, this qualitative method enhances the quantitative results.

A more thorough understanding of the function of trade unions in the Edo State Civil Service will be provided by the research's combination of quantitative and qualitative data analysis techniques. While the qualitative analysis will provide the numerical data more depth and comprehension, the quantitative analysis will provide quantifiable insights.

3.6 ETHICAL CONSIDERATIONS

To guarantee that this study is carried out professionally and with respect for the participants, ethical concerns are essential. Throughout the investigation, the following ethical guidelines will be followed:

1. **Informed Consent:** Every participant will get comprehensive information on the study's goals, the nature of their involvement, and the intended use of the data. Prior to the start of data collection, each participant will be asked for their written consent (Cohen, Manion, & Morrison, 2018). Additionally, participants will be made aware of their freedom to leave the study at any time without facing any repercussions.
2. **Confidentiality:** The highest level of secrecy will be maintained regarding the personal information of participants. No identifying information will be revealed in the final report, and responses will be anonymized. Only the research team will have access to the raw data,

which will be safely preserved (Creswell, 2014). This guarantees the privacy of participants during the entire research procedure.

3. **Voluntary Participation:** This study will only include voluntary participation. No one will be pressured or compelled to participate. This guarantees that respondents are truthful and willing to provide the data (Braun & Clarke, 2006). Every participant will be free to leave at any time without having to give a reason.
4. **Non-maleficence:** Every precaution will be made to guarantee that participants in the study do not suffer any negative effects. No delicate or upsetting subjects will be covered in the questionnaire or interview questions. The goal is to reduce discomfort and make sure that the study participants' health is given top priority.

By adhering to these ethical principles, the study will maintain high standards of research integrity, ensuring that the participants are respected and protected during the research process.

3.7 CONCLUSION

The research technique used to examine the function of trade unions in resolving employee issues in the Edo State Civil Service has been described in this chapter. The use of a descriptive survey design made it possible to collect

and analyse data in a methodical and thorough manner. Civil servants who belong to trade unions were identified as the target demographic, and stratified random sampling procedures were used to obtain a sample size of 200 respondents.

Semi-structured interviews and structured questionnaires were used to gather primary data, which was then complemented by pertinent secondary data from the body of existing research. To ensure a thorough investigation of the study issues, the data analysis methods comprised theme analysis for qualitative data and descriptive statistics for quantitative data.

Throughout the research procedure, participants' rights and welfare were safeguarded by careful consideration of ethical issues. By following these guidelines, the study hopes to generate accurate and legitimate results that advance knowledge of the function of trade unions in resolving employee concerns.

The data analysis results and their implications for the goals of the study and the body of current literature will be presented in the following chapter.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 INTRODUCTION

The data gathered from the distributed surveys is presented, examined, and interpreted in this chapter. Understanding the function of trade unions in resolving employee issues within the Edo State Civil Service is based on this chapter.

The research goals described in Chapter 1 serve as a guide for the analysis. The display of demographic data opens the chapter, which is then followed by an examination of trade union membership and awareness, trade union effectiveness, trade union difficulties, and respondent recommendations. To guarantee clarity and thoroughness, charts, graphs, and in-depth interpretations are included to each subsection.

4.2 PRESENTATION OF DATA

4.2.1 Demographic Information

Knowing the respondents' demographics is essential because it puts their answers in context and makes it easier to spot trends based on variables like age, gender, and years of service.

Table 4.1: Age Distribution of Respondents

| Age Group | Frequency | Percentage (%) |
|------------------|------------------|-----------------------|
| Below 25 | 20 | 20% |
| 25–34 | 40 | 40% |
| 35–44 | 25 | 25% |
| 45 and above | 15 | 15% |
| Total | 100 | 100% |

Interpretation:

With 40% of responders being between the ages of 25 and 34, the age distribution shows that the Edo State Civil Service workforce is primarily youthful. This indicates a vibrant workforce that might be more receptive to progressive reforms and engaged in union-related activities. However, the 15% of respondents who were 45 years of age or older might have greater public service experience and differing opinions on how effective trade unions are.

Table 4.2: Gender Distribution of Respondents

| Gender | Frequency | Percentage (%) |
|---------------|------------------|-----------------------|
| Male | 60 | 60% |
| Female | 40 | 40% |
| Total | 100 | 100% |

Interpretation:

Given that 60% of responders are men, there may be a little gender disparity in the Edo State Civil Service. Given possible disparities in the concerns raised by

male and female respondents, such as career development and workplace harassment, this could have an impact on union priorities.

Table 4.3: Years of Service

| Years of Service | Frequency | Percentage (%) |
|-------------------------|------------------|-----------------------|
| Less than 5 years | 30 | 30% |
| 5–10 years | 35 | 32% |
| 11–20 years | 25 | 25% |
| Above 20 years | 10 | 10% |
| Total | 100 | 100% |

Interpretation:

Since most respondents (35%) have five to ten years of experience in the Edo State Civil Service, they are qualified to offer incisive commentary on trade union operations. The 10% of respondents who have worked for more than 20 years, however, might provide insightful historical viewpoints on how trade union efficacy has changed over time.

4.3 AWARENESS AND MEMBERSHIP OF TRADE UNIONS

Awareness of Trade Unions

Respondents were asked if they were aware of the existence of trade unions in their workplace.

Table 4.4: Awareness of Trade Unions

| Response | Frequency | Percentage (%) |
|-----------------|------------------|-----------------------|
| Yes | 85 | 85% |
| No | 15 | 15% |
| Total | 100 | 100% |

Interpretation:

According to the data, 85% of respondents are aware of trade unions, indicating a high level of union visibility; however, the 15% who are not aware suggest that trade unions may have gaps in their outreach and communication efforts, which could hinder their capacity to effectively mobilize and engage the entire workforce.

Membership of Trade Unions

Respondents were also asked if they were active members of any trade union.

Table 4.5: Membership of Trade Unions

| Response | Frequency | Percentage (%) |
|-----------------|------------------|-----------------------|
| Yes | 30 | 30% |
| No | 70 | 70% |
| Total | 100 | 100% |

Interpretation:

According to the data, 30% of respondents do not belong to a trade union, whilst 70% of respondents do. This suggests that despite high awareness, there

are fewer members, perhaps as a result of things like a lack of faith in union leadership or a sense of inefficiency.

4.4 EFFECTIVENESS OF TRADE UNIONS

This subsection evaluates the effectiveness of trade unions in addressing employee-related challenges.

Table 4.6: Effectiveness of Trade Unions

| Response | Frequency | Percentage (%) |
|------------------|------------------|-----------------------|
| Very Effective | 25 | 25% |
| Effective | 35 | 35% |
| Neutral | 20 | 20% |
| Ineffective | 15 | 15% |
| Very Ineffective | 5 | 5% |
| Total | 100 | 100% |

Interpretation:

Sixty percent of respondents think trade unions are either very effective or effective in resolving issues pertaining to employees, especially when it comes to negotiating greater pay and benefits. There is potential for improvement in several areas, such as career development and workplace harassment, as 20% of respondents were neutral and 20% said unions were ineffective.

4.5 CHALLENGES FACING TRADE UNIONS

Respondents were asked to identify the primary challenges facing trade unions.

Table 4.7: Challenges Facing Trade Unions

| Challenge | Frequency | Percentage (%) |
|--------------------------|------------------|-----------------------|
| Lack of funding | 30 | 30% |
| Limited employee support | 25 | 25% |
| Management interference | 20 | 20% |
| Ineffective leadership | 15 | 15% |
| Other | 10 | 10% |
| Total | 100 | 100% |

Interpretation:

Lack of money (30%) was the biggest issue found, which restricts trade unions' capacity to function efficiently. Another significant issue was management meddling (20%), which reflected power dynamics that might impede union autonomy.

4.6 DISCUSSION OF FINDINGS

This subsection provides an in-depth discussion of the findings in relation to the research objectives and existing literature.

Objective 1: In line with Adewole (2018), who pointed out that active involvement is sometimes discouraged by mistrust of union leadership, the survey verified high awareness levels but also identified membership gaps.

Objective 2: According to Fashoyin's (1992) results, trade unions were successful in negotiating benefits but less successful in addressing structural problems like workplace harassment.

Objective 3: Important issues including insufficient finance and management meddling are consistent with earlier research and emphasize the necessity of strategic changes.

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CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 CONCLUSION

The purpose of this study was to investigate how trade unions may help Edo State Civil Service employees with their issues. Significant findings that help to understand the success and difficulties of trade unions in this environment were discovered by the research through intensive data collecting, which included a questionnaire given to employees. The study also sought to provide useful suggestions for enhancing trade unions' ability to meet the demands of civil service workers.

The results of the study showed that workers in the Edo State Civil Service deal with a number of issues that affect their general productivity and job satisfaction. These issues have several facets, from social problems like workplace harassment, discrimination, and a lack of possibilities for advancement to economic difficulties like low wages and inconsistent paycheck payments. Respondents frequently mentioned these difficulties, underscoring the complexity of the issues public service workers deal with.

The study's analysis of trade unions' function revealed that, although they have been reasonably successful in resolving economic issues, especially those pertaining to wage and salary negotiations, their attempts to address social and career development difficulties have been less successful. Employees, for instance, pointed out that while unions had occasionally been successful in

promoting higher salaries, they had fallen short in addressing other concerns including job instability, harassment at work, and career advancement. These disparities highlight the necessity for unions to expand their purview in order to include a more comprehensive strategy that takes into account workers' social and economic well-being.

The study's conclusions are in line with previous research on trade unionism in Nigeria, which shows that although trade unions have historically prioritized economic concerns, social and psychological aspects that impact workers' well-being have received less attention. Thus, this study highlights the necessity for unions to adjust to the evolving demands of workers, extending their advocacy beyond only economic concerns to cover more general topics like career advancement, workplace equity, and mental health.

In conclusion, this study has demonstrated that although trade unions in the Edo State Civil Service have been crucial in defending workers' rights and ensuring improved financial results for workers, there are still a number of important areas in which unions need to develop. To guarantee a more balanced and all-encompassing approach to employee welfare, these enhancements should concentrate on tackling the entire range of issues that workers encounter, both social and economic.

5.2 RECOMMENDATIONS

The following suggestions are offered to improve trade unions' ability to effectively address the issues that workers in the Edo State Civil Service confront in light of the study's findings:

1. Enhancing Career Development and Promotion Processes

The absence of transparent and unambiguous promotion procedures in the civil service was one of the biggest issues brought up by workers. Employees become frustrated and demotivated when there are no clear standards for career advancement. Trade unions should respond by pushing for the creation of transparent promotion policies that are available to all workers. To guarantee that workers have the abilities and know-how needed for career advancement, unions should also advocate for frequent training and professional development opportunities. Trade unions may boost employee morale, encourage job satisfaction, and cultivate a more knowledgeable and driven staff by promoting career development.

2. Addressing Workplace Harassment and Discrimination

A considerable number of respondents cited workplace harassment and discrimination as serious problems. Many workers said they were treated unfairly because of their gender, race, or personal prejudices, which had a detrimental effect on their productivity and job happiness. Trade unions need to be more proactive in the fight against discrimination and harassment in the workplace. This can be accomplished by promoting the adoption of strong anti-

harassment regulations, setting up private victim support networks, and making sure that discriminatory actions are dealt with promptly and openly. Unions can help create a safe and fair workplace by tackling these problems, which will eventually increase worker productivity and job satisfaction.

3. Improving Working Conditions

Even if the physical working conditions in the civil service have improved somewhat, many employees continue to complain about unpleasant workstations, a lack of office space, and a lack of work equipment. To improve worker productivity and well-being, these environments must be improved.

Unions should step up their efforts to get better workplaces, access to necessary tools, and office facilities so that workers can do their jobs more efficiently. In addition to making people more comfortable, improved working conditions will boost output and foster a more favourable work environment.

4. Expanding the Focus of Unions to Include Social Issues

The study's conclusions show that trade unions have mostly ignored social and psychological issues like job instability, mental health, and work-life balance in favour of economic ones like salary and benefits. This narrow focus limits trade unions' overall ability to effectively handle the many issues that workers face.

These important social issues must be included in the scope of trade unions.

Unions may lessen stress and enhance workers' general well-being by supporting laws that promote mental health, work-life balance, and job security.

Resolving these problems will result in a workforce that is healthier, happier, and more productive.

5. Collaboration with Government for Policy Reform

In order to promote laws that uphold the rights and welfare of workers, trade unions should also work more closely with the government. Unions should specifically advocate for improved job security, timely salary payments, and equitable treatment for all civil service workers. To guarantee that workers' issues are taken into consideration and that laws are passed to enhance working conditions and employee happiness, unions and legislators should establish an ongoing conversation. By working together, unions can promote changes that will benefit workers in the long run and help the civil service expand and remain stable.

5.3 LIMITATIONS OF THE STUDY

Although this study offers insightful information about how trade unions might help Edo State Civil Service employees with their issues, it should be noted that it has a number of limitations. They include:

Geographical Scope: The Edo State Civil Service was the sole subject of the study. As a result, the results might not accurately reflect the circumstances in other Nigerian states or public service sectors.

Sample Size and Representation: The sample size might not have adequately represented the range of viewpoints within the Edo State Civil Service, despite

the fact that a sizable portion of the workforce received the questionnaire. To guarantee more thorough results, future studies could increase the sample size and cover a wider range of departments and roles.

Self-Reported Data: Self-reported data was used in the study, which could have been impacted by respondents' prejudices or hesitancy to divulge private information. When analysing the results, this limitation should be taken into account.

5.4 SUGGESTIONS FOR FUTURE RESEARCH

Future investigations could focus on the following topics to expand on the results of this study:

Expansion to Other Sectors: For a more thorough grasp of the difficulties faced by workers in other industries, future research may look at the function of trade unions in other areas of the Nigerian public service, like healthcare and education.

Impact of Union Strategies: The usefulness of various union tactics, including strikes or talks, in resolving employee concerns could be investigated through research. Research might also look into how union interventions affect productivity, job satisfaction, and employee turnover.

Collaboration with Other Organizations: Future studies could look at how trade unions and other entities, such advocacy groups or non-governmental organizations (NGOs), might work together to solve more general employee

welfare concerns like career development initiatives, workplace safety, and mental health support.

5.5 CONCLUSION OF THE STUDY

To sum up, this study has offered a comprehensive examination of the function of trade unions in resolving issues that workers in the Edo State Civil Service encounter. Even though unions have achieved great progress in their fight for improved pay and working conditions, there are still important issues that require addressing, especially in the areas of career advancement, workplace harassment, and social concerns like job security and mental health. Trade unions can better meet the needs of workers and help create a more contented and productive workforce in the Edo State Civil Service by expanding their scope and strengthening their advocacy activities.

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APPENDIX

QUESTIONNAIRE ON THE ROLE OF TRADE UNIONS TOWARDS SOLVING EMPLOYEES' PROBLEMS IN EDO STATE CIVIL SERVICE.

Dear Respondent

APPEAL FOR THE COMPLETION OF THE QUESTIONNAIRE

I am an undergraduate student of Public Administration at the University of Benin, conducting a research project as part of the requirements for the completion of my degree. My project is titled "Examining the Role of Trade Unions Towards Solving Employees' Problems in Nigeria: A Case Study of Edo State Civil Service." Your answer to the questions will be helpful, and the information provided will be treated confidentially and used only for research purposes.

I thank you in anticipation of your assistance.

Yours faithfully,

OKEKE DESTINY IFEANYI

**DEPARTMENT OF PUBLIC ADMINISTRATION
FACULTY OF SOCIAL SCIENCES
UNIVERSITY OF BENIN
BENIN CITY**

QUESTIONNAIRE

This questionnaire is designed to gather your valuable insights on the role of trade unions in addressing workplace challenges and improving employee welfare within the Edo State Civil Service. Your participation is crucial to the success of my research, and I kindly request your assistance in filling out this questionnaire.

Please be assured that all responses will be treated with the utmost confidentiality and will be used solely for academic purposes. Completing this questionnaire should take no more than 10 minutes of your time.

Section A: Demographic Information

1. What is your age group?

Below 25

25–34

35–44

45 and above

2. What is your gender?

Male

Female

3. What department do you work in?

(Open-ended)

4. How many years have you been employed in the Edo State Civil Service?

Less than 5 years

5–10 years

- 11–20 years
- Above 20 years

Section B: Awareness of Trade Unions

5. Are you aware of the existence of trade unions in your workplace?

- Yes
- No

6. Are you a member of any trade union?

- Yes
- No

7. Which trade union do you belong to? (Skip if not applicable)
(Open-ended)

8. How often do trade unions in your workplace organize meetings or engage with employees?

- Regularly
- Occasionally
- Rarely
- Never

Section C: Effectiveness of Trade Unions

9. How effective are trade unions in resolving employee-related issues (e.g., welfare, salary disputes)?

- Very Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective

10. Have you ever benefitted directly from any trade union intervention?

- Yes

No

11. What area do you think trade unions are most effective in?

Negotiating better salaries and allowances

Improving workplace conditions

Protecting employees' rights

Other (please specify)

12. What area do you think trade unions need improvement in? (Open-ended)

Section D: Challenges Facing Trade Unions

13. What do you think is the biggest challenge trade unions face in your workplace? (Select one)

Lack of adequate funding

Limited support from employees

Interference from management

Ineffective leadership

Other (please specify)

14. Do you think trade unions in your workplace have sufficient resources to operate effectively?

Yes

No

15. How transparent do you think trade unions are in managing their resources?

Very Transparent

Transparent

Neutral

Not Transparent

Not Transparent at All

16. What recommendations would you make to help trade unions overcome their challenges? (Open-ended)

Conclusion:

Thank you for your participation! Your responses will contribute significantly to this research. If you have additional comments or suggestions, feel free to share them below.