THE PLACE OF INFRASTRUCTURE IN THE GROWTH OF SMALL AND MEDIUM SCALE ENTERPRISES IN NIGERIA

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A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF BUSINESS ADMINISTRATION, FACULTY OF MANAGEMENT SCIENCE, UNIVERSITY OF BENIN, BENIN CITY IN PARTIAL FULFILLMENT FOR THE AWARD OF BACHELOR IN SCIENCE DEGREE (B.SC.) IN BUSINESS ADMINISTRATION

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DECLARATION

I, hereby declare that the entire research work being submitted in partial fulfilment of the requirement for the Award of the degree of B.sc Business administration in the University of Benin, Benin City, Edo State is the result of my independent assessment.

Embodied in this project is my original work and has not been presented for a degree by any other person in the University. All reference made to works of other person have been duly acknowledged.

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ERHIRHE COLLINS
(Project Student)

CERTIFICATION

We the undersigned certify that the research work was carried out by Erhirhe Collins MGS1706702 in the Department of Business Administration, Faculty of Management Sciences, University of Benin. It is adequate in scope and quality for the in partial fulfilment of the award of Degree of Bachelors of Science B.SC Business Administration

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DEDICATION

This project is dedicated to God Almighty for His love, grace, strength and mercy on me throughout my academic pursuit.

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ABSTRACT

The aim of this study was designed to examine the place of infrastructure in the growth of small and medium scale enterprises in Nigeria. To guide the study, four research questions were raised which are outlined thus: Does good road influence the growth of SME? How does power supply impact the growth of SME? How does information technology and communication influence the growth of SME? How does transportation system influence

the growth of SME? The study adopted survey research design because the sampled elements and the variables under investigation were observed without any attempt to control or manipulate them

from these four research questions, 20 items were raised in the questionnaire together with the data for this study and the questionnaire was subject to Crobach alpha method of testing and a coefficient of 0.73 was obtained. The descriptive survey research design was used for this study. Population of the study consisted of operators of small and medium businesses operating in Edo State City, Edo Sate.

The findings from the study revealed that majority of the respondents were agreed access to reliable electricity supply impact the growth of small medium enterprise. It was shown that majority of the respondents agree that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise. It was seen that majority of the respondents agreed that customer satisfaction increased through the use of ICT. It is recommended that there is need for the State government to create independent power supply in industrial estates while sustaining the expanded electricity distribution programme. There is also the need to restructure and strengthen policy in favour of small-scale business to stimulate their rapid growth and development. Small businesses are expected to champion local sourcing of raw materials and export them if the environment is enabling enough. Finally, the quality and quantity of goods produced by SMEs should be of a high quality with relatively low price at all times, this will attract more customers and make demand to be high always.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Infrastructure as defined by Wikipedia refers to structures, systems, and facilities serving the economy of a business, industry, country, city, town, or area, including the services and facilities necessary for its economy to function. It is typically a term to characterize the existence or condition of costly 'technical structures' such as good roads, power supply, information technology and communication, transportation and so forth. Infrastructure thus consists of improvements with significant cost to develop or install that return an important value over time.

As stated by Olanrewaju (2011) in the speech he delivered on “infrastructure-key challenge for SMEs” says that, you cannot separate infrastructure from Small and Medium Scale Enterprises (SMEs). Because without infrastructure, SMEs or even large companies will find it hard to survive. Infrastructural facilities available in a particular country will help provide an enabling environment for small and medium scale enterprises. This is because, it facilitates the production and distribution of goods and services to the market. These facilities mostly provided by government constitute the social amenities like good road network, power supply, information technology and communication, transportation and other things that bring about a growth atmosphere for business operations.

The sustenance and growth of Micro, Small and Medium Scale Enterprises (MSME) in any nation depends on a number of factors, of which Infrastructural development is a major factor to determining the extent of survival and growth of MSME. A nation is judged by the extent of infrastructural development. The availability of good infrastructural development plan is premised as the core to pivoting and stimulating business environment to meet the need of any nation‘s economy.

The outbound effect is the existence of businesses that thrive not just on their own but are better position for competition (Isichei and Leah, 2016). Wagner (2012) defines infrastructure as a business or economy‘s requisite structures that helps drive operations and improve services in order to attain their set goal and objectives. These are the nations end contribution for the thriving and sustaining of a business and its profitability. It is an interlinked interface of basic societal supporting structures that enhance the holistic development of a business and society (Wagner, 2012). MSME as the live wire of any economy depends mostly on infrastructure, when there is low infrastructural development in a nation; it affects the economy of the nation.

Infrastructure in the context of business is not limited to facilities like communications, good road and rail network, several modes of transportation (road, water, rail and air) communication etc. but it also includes economic policies and regulations affecting businesses such as tax, import and export duties, tariff value added tax (VAT) etc. Grants, incentives, legislations, sourcing of relevant information and raw materials are aspect of

infrastructure in relation to business as well as developing and updating of databank on MSMEs and providing information on available local technologies, machinery and prototypes to small businesses.

A small-scale industry can be explained in terms of project cost, capital, number of employees, sales volume, annual business turnover and the financial strength. There have been varying views and scholarly opinions on what constitute small scale industry. However, this varying view has been anchored on a business capital base, machinery, staff strength, market share and fixed capital investment (Ayozie, 2013). It is right to state that this characteristic varies from countries and their economic strength. However, most countries classify micro enterprises as a business that have less than ten employees, small scale enterprise as a business with less than 50 employees while Medium Scale Enterprise as one with about 250 employees.

In Nigeria, inadequate infrastructural facilities like Good Road, Power Supply, Information and Communication and Technology and Transportation have been a bane to SME development. The epileptic power supply, bad road network, lack of pipe borne water etc. have brought about the death of many SMEs. It has also increased the cost of production making it difficult for local product to compete with imported products, making establishment of many SME difficult. Many policies have been made to promote SMEs by the Federal Government of Nigeria, which has aided the growth of SME. Despite the policies, development of MSME has not come to full fruition due to infrastructural deficit.

A nation that does not put in place policies that will improve infrastructure development is bound to have low SME and economic development. Therefore, speeding up the delivery of infrastructure as well as maintenance of infrastructure is a way of improving SME growth (Ayozie, 2013). In Nigeria, SME has not performed well in bringing the needed economic growth to the State. Many reasons have been adduced for this, one of which is the lack of infrastructural development that creates enabling and stimulating environment for business activities. It is against this background that it becomes imperative to study how infrastructural development affects the growth and sustenance of micro, small and medium scale enterprises in Nigeria.

1.2 Statement of the Problem

Nigeria as a country is suffering from an infrastructural deficit. Government has not done enough to create the best conducive environment that will encourage small and large businesses. Early this year, President Muhammadu Buhari declared a state of emergency on the state of infrastructure in the country. He contended that, the nation can come out of economic recession if considerable amount is spent investing on infrastructure as this will open up the Nigerian economy and create an atmosphere that will enable businesses to strive. The problem of infrastructures in Nigeria presently ranges from shortage of power supply which includes electricity and gas, inadequate road networks and transport systems, lack of improper solid waste management and a whole lot of others. Nigeria's

underdevelopment of both physical and social infrastructures has hindered the growth of Small and Medium Scale Enterprises in the country. Many small and medium scale enterprises provide for basic infrastructure themselves; those who cannot provide for it are either force out of business or cling to the inefficiently provided state infrastructures. This situation depicts the reality faced by SMEs operators in Nigeria and it is high time the government woke up to his responsibilities.

1.3 Research Questions

To achieve the objective of the study the following question will guide the researcher

1. How does good road influence the growth of SME?
2. How does power supply impact the growth of SME?
3. how does information technology and communication influence the growth of SME?
4. How does transportation system influence the growth of SME?

1.4. Objectives of the Study

The main objective of the study is to examine the impact of infrastructural facilities like good road, power supply, information technology and communication

and transportation on the growth of SME in Benin City, Edo State, Nigeria. The specific objectives are to:

1. Determine the extent, to which good road affect the growth of SME,

2. Assess the influence of power supply on the growth of SME,

3. Examine the influence of information technology and communication on the growth of SME,

4. Examine the extent to which transportation influence the growth of SMS.

1.5. Scope and Limitation of the Study

This study is primary concerned with effects of infrastructural Facilities on the Growth of SME's in Nigeria. This study covers SMEs in Benin City, Edo State, Nigeria. The researcher encountered some constraints, which limited the scope of the study. These constraints include but are not limited to the following;

a) Availability of Research Material: The research material available to the researcher is insufficient, thereby limiting the study.

b) Time: The time frame allocated to the study does not enhance wider coverage as the researcher has to combine other academic activities and examinations with the study.

1.6. Definition of Terms

Infrastructural: This refers to the basic equipment, structures and systems (such as roads, bridges and buildings) that are needed for a country, region or businesses to function properly.

Facilities: Something (such as building or large piece of structure) that is built for a specific purpose.

Growth: The process of increasing in size and impact.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter gives a review of literature on infrastructural development and growth of small and medium enterprises. Conceptual review of infrastructure and it impact on SME on growth of small and micro enterprises and impact of infrastructural development on growth of small and medium enterprises. Infrastructural Development in Nigeria, Growth of Small and Medium Enterprises, Theoretical Review

The Conceptual Review

2.2 Infrastructural Development in Nigeria

2.2.1 Road

Physical infrastructure is the totality of basic physical facilities upon which all other economic activities in the system significantly depend (Ukpong and Iniodu, 1991). According to Hirschman (1958), infrastructures are those services without which primary, secondary and tertiary production activities cannot function. These infrastructures can be extended to include education, public health to transportation, communication, power and water supply. Infrastructure therefore, can be seen as both a final good providing services directly to consumers and

intermediate input that enter into the production function of other sectors and raises the productivity of the factors employed. Lee (1989) notes that the New Growth Theory (Endogenous Growth Model) developed by Romer (1986) recognises the influence of policy variables like infrastructure provision in production function. Infrastructure therefore, can serve as an externality variable that can facilitate the production function of private sector, thereby improving the efficiency of the factors of production and growth. Kessides (1993) posits that:

a. Infrastructure contributes to economic growth both through supply and demand channels by reducing cost of production, contributing to the application of modern technology, raising the economic returns of labour (by reducing workers' time in non-productive activities or improving health).
b. Infrastructure contributes to rising quality of life by creating amenities, providing consumption goods (transport and communication services) and contributing to macroeconomic stability.
c. Infrastructure does not create economic potential; only develops it where appropriate conditions (i.e., other inputs such as labour and private capital) exist.

Infrastructure contributes to economic development through the promotion of private sector development by increasing access to the factors of production and goods market (Tsauni, 2005). By extension, an efficient transport network enhances the growth potential of a country and a reliable system of energy

generation and distribution brings modern technologies and processes to SMEs. In addition, infrastructure could enable SMEs to work cooperatively and achieve economies of scale, and ensure price and non-price competitiveness.

High transport costs associated with movement of goods from the rural to urban areas in Nigeria and Kaduna State in particular is becoming more vulnerable as fuel keep increasing. Furthermore, a dependable system of energy at an affordable price is essential to all economic activity and failure to provide accessible power sources is a constraint to production efficiency and competitiveness. Obadan (2004) submits that infrastructural deficiencies are the frequent complaints by all businesses in the country, domestic and foreign owned firms, alike. The infrastructure expenditure of manufacturing firms in Nigeria accounts for 9 percent of variable cost, half of which is spent on energy. It is noteworthy that power failure, transport costs and other infrastructural problems among SMEs poses the greatest difficulties to continued business activity.

Building physical and social infrastructures have become a cornerstone for business development. The privatization of the telecommunications and power supply sub-sectors and transfer of provision of power and telecommunication from inefficient government monopolies to the market-driven operators in the private sector has been a boost to the provision of these infrastructures by States and private organisations (Hpaci, 2002). This not only boosts government revenue, but generates funds for use in other areas of infrastructure needs of the SMEs.

Industrial estates play very vital roles in the encouragement of entry of new entrepreneurial outfits into the SME sector. Suitably located land dedicated for industrial purpose is generally limited and therefore costly, as there is demand on land for housing and agriculture within an ever-growing population. Added to this is the extra premium on land that is fairly served by good access roads, electricity, water supply, telephone and other infrastructural services like schools, hospitals, markets, etc. Industrial estates have the advantage of short-circuiting the SMEs search for land and the provision of necessary support infrastructure and business linkages with other operators within the estate.

The availability of infrastructural facilities such as power, communications, water and transport, represents another important constraint on both the choice of SME opportunities and the scale of operation of each respective enterprise. Production as well as distribution depends vitally on the availability as well as the reliability of physical infrastructure. The World development report (1994) and Hulten (1997) have emphasised that the efficiency of infrastructure utilization is important to business and economic growth. Investors generally are not encouraged to invest in countries where they have to sink boreholes, builds road or buy generators before commencement of operations (Obadan, 2004). This finding is consistent with the report by Reinikka and Suenssion (1999). In the report, they posit that poor quality or unreliable infrastructure services, or insufficient service provision makes firms reluctant to invest or where established, may invest in ‘complementary

capital' i.e. provide their own infrastructure services rather than 'productive capital', thereby lessening the rate of return on private investment.

Different criteria and parameters have been used to define the concept of small and medium scale enterprise; this has resulted in no universally accepted definition. According to "the criteria used in the definition of small and medium enterprises include the number of Oluremi and John (1999) employees, capital investment, and financial strength". Based on these characteristics, Ayegusi (2004) defines a small business as an enterprise which has an investment capital of up to one hundred- and fifty-thousand-naira (N150,000) and employs not more than fifty (50) persons or workers. Small business are those enterprises with total assets in capital, equipment, plant and working capital that does not exceed two hundred and fifty thousand naira (250,000) and employs not more than thirty (30) full-time workers (Julius 2004). The Small and Medium Enterprises Development Agency (SMEDAN) in 2005 defined a micro or small and medium enterprises as one whose asset based does not exceed N1.5 million including cost of land on the basis of employed workforce not exceeding 10 employees. Section 135 of the Companies and Allied Matter Decree (CAMD) of 1960 defines small business as that business or company with a total turnover of not more than N2 million and a net value of not more than 1 million. The Central Bank of Nigeria (CBN) in its credit guidelines to banks in 2001, defined small scale industries, Commercial and Merchant banks as those whose capital investment does not exceed N5m

(including land and working capital), or whose turnover is not more than N25million annually.

Similarly in 1990 the Federal Government of Nigeria defined small scale enterprises for the purpose of commercial bank loans as those enterprises whose annual turnover does not exceed 500,000 thousand naira and for merchant bank loan those enterprises with capital investment not exceeding 2 million naira (excluding the cost of land) or a minimum of 5 million naira. The turnover and capital investment varies from definition to definition, this is based on the purpose of definition.

According to the defunct Nigerian Bank for Commerce and Industry (NBCI) in 1994, small scale industries are those with total investment of between N100, 000 and N2million exclusive of land but including working capital. While at the University of Calabar, the Centre of Industrial Research, Management and Development (CIRMD), in 2002, defines a small-scale enterprise as those with total assets in capital equipment/plant including working capital not exceeding N300,000 and employing not more than sixty full time workers.

According to the Lagos Chamber of Commerce and Industry (2019), good road network and security enhance easy accessibility to raw materials and it also breaks the limitation of interstate transaction while sound security aid the confidence of foreign and local investors. Inadequate roads have been identified as one of the

factors contributing to the demise and poor performance of SMEs in the country (Igwe, Amaugo, Ogundana, Egere & Anigbo 2018). For example, poor road network led to increased costs of transporting goods, which in turn, increase the prices of goods. Therefore, the high cost of goods affect demand and consequently reduces SMEs customer patronage. According to Reddy (2007) insecurity has also been identified as one of the major threats to the existence of SMEs in developing countries. This is because insecure environments reduce working hours and also reduces investor confidence. Therefore, if there are reduced working hours, productivity could be affected which could also affect profits adversely. Moreover, when the confidence of investors is reduced it could make them unwilling to invest their resources, thereby, missing out on business opportunities. SMEs are globally regarded as agents that stimulate economic development because of their significant contributions to areas such as income generation and employment (Itemeh, 2015). Eniola and Entebang (2015) are also of the opinion that SMEs are essential to the performance of the nation. The business activities of SMEs are important in various areas such as increase in production output, technology, innovation and the improvement of the standard of living of the populace (Eniola). & Entebang, 2015). However, some challenges faced by SMEs include the loss of patronage by customers that cannot access their business premises due to bad roads. In addition, due to bad road conditions, there are delays in transportation and the costs of goods are higher as a result of increased

transport costs. Theft and corrupt practices by security operatives have also increased SME costs and delays in their business operations.

2.2.2 Transformation

The world has been increasingly moving into the digital space, partly due to the emergence of a younger, more technologically perceptive generation. “Transform or go home!” is a common theme in studies, reports, forums and conferences on how companies can stay competitive in this increasingly digital world. Upon going digital, one of the biggest takeaways is that if you are not on the web, you are not real. Unfortunately, many business owners and managers do not understand the meaning of digital transformation (Chonsawat and Sopadang 2020). In this age of digital transformation, the concept has become so abstract, so broad, that it can seem confusing. Does using social media to market your products or using cloud technology indicate that your company is undergoing a digital transformation? Yes and no, since the digital transformation term has different connotations for different companies (Everett 2021). The journey of digital transformation begins with the creation of a digital version of an analogue or physical item. This shift then leads to a shift in business operations, models, and competencies to adapt to available technologies, and it never ends. Continuous innovation, the ability to respond quickly to change, as well as the ability to take advantage of challenges and opportunities are required to ensure success. So why do we care about digital

transformation, does it affect our lives? In recent years, both policymakers. The European Commission 2021) and academics (Morakanyane et al. 2017; Ziółkowska 2021; Cichosz et al. 2020) have championed digital and green transformations as the key elements for progress and modernization of companies and the economy, as there are benefits for both the economy and society. As per Gartner Survey 2021 data, digital transformation is expected to fuel economic growth in 2021, due to AI technology, quantum computing, and 5G technology, along with corporate activism to help digital transformation become a reality (Stamford 2021). The World Economic Forum believes that digital transformation has the potential to create greater value for society than industry, especially in automatic and logistic services (Wef 2021). Digital transformation not only enables education and employment to move from schools to homes, but also provides companies and governments with increasingly efficient ways to organize processes. In light of the importance of small and medium-sized enterprises (SMEs) to any economy and their role as vehicles for economic growth (Wengler et al. 2021; Everett 2021; Priyono et al. 2020; Ardito et al. 2021), the purpose of this study is to identify the necessary public support measures for SMEs and provide policy makers with guidance on how to facilitate a successful digital transformation. A survey of 425 owners and managers of SMEs in Latvia, conducted using Google Forms in February/March 2021, formed the basis of this study. While academics focus on digitalization or digital transformation and SMEs' public support, our understanding

of the role of public support as a facilitator of the digital transformation of SMEs remains surprisingly incomplete. There are a number of academic studies that show that digital transformation is critical to the modern economy as it affects the business world in a variety of ways (Morakanyane et al. 2017; Ziółkowska 2021; Cichosz et al. 2020). Another area of literature focuses on financial and non-financial public and private support for SMEs, with no particular focus on digital transformation while the growing importance of digital transformation for companies and the economy seems clear, support programs for how to facilitate this transformation are still unclear. Should SMEs do this on their own, following the laws of the free market and survival of the strongest, or should the state play an important role here? In this study, we are trying to fill this gap in the literature, as digital transformation provides SMEs with direction to design and implement specific digital transformation strategies, so the selection of appropriate support initiatives can ensure their sustainable growth. Moreover, previous literature has addressed the main barriers and challenges associated with digital transformation, but no evidence has been provided for supportive measures to overcome them. In this study, we have identified the main measures of public support as derivatives of the obstacles to the digital transformation of SMEs. In addition, the current empirical research on public support for SMEs' digital readiness is largely based on case studies and limited question-and-answer surveys, mostly limited to yes and no, with no generalized or longitudinal studies .In

contrast, the answers on a 7-point Likert scale made it possible to more accurately formulate opinions on various aspects of public support for SMEs in the process of digital transformation. To achieve our study's purpose and to test our hypotheses, we combine three analyses: a survey of SMEs, a qualitative comparative analysis, and a regression analysis. In the public and political debate, we make the following contributions to the academic literature. Firstly, as far as the authors know, this is the first study based on an authentic data set collected from the SMEs during full lockdown in the country for 5 months. The survey data provide insight into the needs of SME owners and managers in an environment where the use of digital solutions has become a matter of survival. The period 2020–2021 has been critical since SMEs did not have enough time to manage digital transformation at their own pace, making public support vital. Secondly, despite Latvia being a small open economy, its findings can also be relevant internationally. Small economies, especially those engaged in digital transformation, do not necessarily suffer from a disadvantage due to their size. The results of this study show that a significant number of SMEs are convinced that they will not be able to cope with digital transformation without various kinds of assistance, with direct financial support from the state or EU funds and tax incentives playing a major role. The range of support required is rather wide, from staff training, mentoring and increasing the potential workforce to tax relief and direct financial support. We found statistically significant differences in public

support needed depending on the size of SMEs and the ability to independently manage digital transformation. To test how the need for different types of support affects revenue, depending on the ability to independently manage digital transformation, an ordinal logistic regression method was applied. The results of the regression analysis confirm that there is a difference between SMEs which can independently manage digital transformation (Group 1) and another group of SMEs that cannot cope with it on their own (Group 2). We found that for Group 2 and SMEs with higher needs for skills upgrading, the probability to earn higher revenues is greater.

2.2.3 Electricity

The importance of power supply to economic development of any nation cannot be overemphasized. Availability and access to reliable electricity supply has a rippling effect on productivity and welfare of society. Turning to the small and medium enterprises (SMEs), power supply serves as an indispensable input in their activities. Apart from its necessity for running many industrial machines, its role to the productivity of human capital is enormous. Virtually, all business activities, especially industrial units, require constant and effective flow of electricity. Similarly, serving as an input in production processes, electricity also contributes greatly to product marketing. In many cases, availability of power supply plays important role in storing finished goods ahead of demand, and therefore enhances

consumers ‘satisfaction by assisting in making the goods available to consumers when needed. This also helps in building firm’s image and protects firm’s reputation as a result of customer’s trust being sustained on having their demand met. The forgoing issue points out that, poor electricity supply or lacks of quality and available power supply to the public and the business enterprises is a hindrance to economic development. It has the tendency of retarding economic growth and development, as well as the socioeconomic welfare of the people. Poor power supply therefore can be said to have the potency for affecting business activities in many ways. It affects firm’s productivities such as causing many inputs to be idle when there is power outage. Adding up to this problem is that power outages result in huge business loss and retard SMEs activities. For instance, growth rate of GDP fell from 8.8% in 2012to 7.1% in 2013 and its drop is attributed to negative growth in manufacturing subsector and service sector fuelled by inadequate supply of electricity. This has a long run negative effect on economic growth and development to every country (Ado & Josiah, 2015). Turning to the importance of SMEs in economies around the world, both developed and developing, cannot be overstated. SMEs are the dynamic force for sustained economic growth and job creation and additions to Gross Domestic Product (GDP). They are valid, crucial component of an active industrial country. Ado & Josiah (2015) puts on record that the percentage contribution forms to Gross Domestic Product (GDP) ranges from 60 percent in China, 57 percent in

Germany,55.3 percent in Japan and 50 percent in Korea, compared to 47.3 percent attained by Malaysia and Nigeria According to Organization for Economic Cooperation and Development (OECD) report, SMEs play a major role in economic growth in the OECD area, providing the source for most new jobs. Over 95% of OECD enterprises are SMEs, which account for 60%-70% of employment in most countries. As larger firms downsize and outsource more functions, the weight of SMEs in the economy is increasing. In developing regions like Africa, the contributions of SMEs to economic growth are equally, if not more, substantial. An average of 50% of employment avenues in Africa are created by the operations of SMEs. In South Africa, 91% of formal businesses are Micro, Small and Medium Enterprises (MSMEs) and generate significant proportions of GDP and employment. In fact, about 52% to 57% of GDP is produced by MSMEs and 61% of employment is created by MSMEs (Berry, Poortinga, Segall & Pierre, 2002). In Ghana, for instance, 92% of formal businesses are SMEs. In comparison, though, the contribution of SMEs to GDP is greater in Ghanathan in South Africa and Nigeria. SMEs contribute about 70% to GDP and provide up to 85% of employment in the manufacturing sector. Clearly, SMEs play a key role in the economic growth and development and have been recognized as essential sources of endogenous growth. In the light of efforts to alleviate poverty and improve standards of living in Nigeria, an efficient SME sector is critical to that end. It is then imperative to create a congenial

environment for their operation and growth. In assessing the above core role, the availability of power supply plays, and the contribution of SMEs to economic development, brings to light the need for a sound business atmosphere if an economy is to see development and to improve the lives of its people. Although, SMEs continue to be the fastest growing sector of the economies of developing countries, their operations have been engulfed by inadequate and unreliable power supply rendering most SMEs unproductive and inefficient. Access to a reliable electricity supply is considered to be very important to the operations of most small and medium size firms. Research works on electricity supply and firm performance suggest that taken the middle- and lower-income countries as a case, firms consider access to power supply to be one of the major limitations to their business. In addition, the 2013 enterprise survey, identified electricity as the second major obstacle to enterprise development. Thus, 49.8% of businesses in Nigeria consider insecure electricity supply as a major constraint (World Bank Enterprise Survey, 2013). Notwithstanding the costs associated with the replacement or repair of machines and other equipment, cost related to spoilage of finished goods and also the cost of incurring an alternative source of electricity like rented or self-owned generator.

2.2.4 ICT

Today we live in an information society in which more people must manage more information, which in turn requires more technological support, which both

demands and creates more information. Electronic technology and information are mutually reinforcing phenomena, and one of the key aspects of living in the information society is the growing level of interactions we have with this complex and increasingly electronic environment. The general consequence is that we deal with large volumes of information, new forms and aggregations of information, and new tools for working with information (Marchionini, 1997). These new tools we use to manage information at corporate, governmental and societal level are tools we must learn to use, pay for, and maintain. The primary tool of the information society is the computer. Microprocessors are used to improve the performance of other technologies, and computers are increasingly used to control and integrate other kinds of information technology (e.g. TV, radio, telephones). Current literatures have it that ongoing advances in information systems and communication technologies allow organizations to achieve greater levels of productivity, efficiency and service delivery (Brown, 2000; Dawes et al, 1997; Drucker, 1995; Tapscott and Caston, 1993). For example, one electronic mail message replaces the dictation of a memo which is then typed, copied and distributed. Electronic workflow processing allows operational reports to be stored and forwarded to appropriate units for follow-up without a host of manual intervening steps. One other thing that is crucial as far as ICTs are concerned is that, because of technological and communication innovations, geographic boundaries that once defined citizens, client and customer service jurisdiction no

longer apply. The move toward e-commerce, e-banking and e-governance provides an excellent example of how organizations are no longer restricted to, a contained geographic boundary. In this 21st century, organizations all over the world have come to realize that only those that overhaul the whole of their administrative systems and operations are likely to survive and prosper. Due to the pressures of competition and the need to maintain a high level of efficiency and productivity organizations have been forced to catch on to the technological craze. Thus, in order to place themselves in a favourable position to meet the growing expectations of their customers, and become organizations or co-operations to be reckoned with, more organizations are making use of it to smoothen and speed up the process of administration. They have not only started ensuring that their PC per capita use is one for every staff, but have also started bringing PC's together to form local and wide area networks. Many organizations use computer systems to run their inventory, control accounting, manage human resources etc Businesses are no longer relying on trails of paper work to conduct every day transactions. With an installed modern computer interconnectivity backbone, establishments can keep in touch, synchronize and co-ordinate activities with the utmost ease. Managers now realize that information technology can be used as an engine to speed up processes, eliminate or reduce paperwork, increase the quality of output and service delivery, decrease storage costs, and enhance information sharing and communication. They also realize that they have to achieve not only

management / staff wide computer literacy, i.e. knowing how to locate, analyze, store and use information. All staff in modern organizations needs to be able to search and gather data from different sources, analyze them, select the relevant ones and organize them in such a manner as to allow them make decisions based on the information. These being the case how are Nigerian Small and Medium Scale Enterprises (SMEs) faring in joining the information technology bandwagon? What are the SMEs doing to increase their productivity and efficiency through the use of IT? What constraints or challenges are organizations facing in overhauling their management? In what ways exactly is ICT infrastructure enhancing efficiency in the Nigerian SMEs? These and related questions structure the argument of this study.

Studies and discussions on the State of infrastructure in Nigeria has been that it is deplorable and grossly inadequate to stimulate business activity (Udabah, 2000 and Peterside, 2005). These observations are consequences of epileptic power supply, comatose industrial base and decaying infrastructure. The power supply is dismal and undependable making the expenses incurred by SMEs on power supply accounting for about 40 percent of production cost (Tsauni, 2005). These SMEs also operate in an environment where public power and water supply are most unreliable in spite of the timeliness with which the public utilities send their bills. This has been very costly as SMEs that can afford resort to independent power generating sets. It was reported that the Nigerian power sector has one of the

highest percentage of power losses at 33.41 percent (World Bank/UNDP, 1993 and Ibeabuchil, 2004). SMEs have thus, been compelled to install their generating sets and transmission equipment, thereby adding considerably to their operating and capital costs. The SMEs as a result of epileptic power supply and inability to buy and maintain generating plant are forced into inefficiency resulting from idle time.

The deplorable State of water supply for both human consumption and industrial use has been reported. This has impacted negatively on such industries like ternaries, textiles and bottling companies (Udabah, 2000 and Sani, 2001). Unfortunately, the SMEs in the water packaging business and other businesses that relies on water as its main raw material for production has faced devastating effect. The entire telecommunication systems in Nigeria have been characterised by serious shortfalls between planned and realized targets due largely to poor management and the low level of executive capacity (Nigerian Communication Commission (NCC), 2000). The cost structure is also reported in the Africa Competitiveness Reports (2000) to be high, ranking 20 out of 24 African countries, twenty-second in internet access and twenty-third in terms of telephone charges. These factors have limited the expected impact of deregulation of telecommunication on business development in Nigeria, especially the global systems for communications.

Infrastructural support to SMEs is weak, the roads are in disrepair and sometimes inaccessible especially the rural roads in particular. The railway system has remained in a state of serious disrepair and abandonment and the airports have not faired better so far in facilitating economic progress in the country (Tsauni, 2005). The African Development Bank in its Africa Competitiveness Report (2000) reveals that Nigerian roads, railways, ports and airports were given the least satisfactory assessment of the twenty-four countries in Africa. On the impact of Infrastructure on Business performance, Ebert and Memillen (1999) reveal that manufacturing firms are generally more productive in environments where stock of public infrastructures are available. As evidence of the close relationship between the two, they found that infrastructure provides the means by which the close spatial proximity of economic activities can lead to increased productivity for all parties. Another focus on the contribution of efficient use of infrastructure to economic development has been stated by World Development Report (1994) and Hulten (1997). However, it is hoped that the replication of the success in the telecommunication industry on other components of infrastructure, the prospect of SMEs development would be ensured.

2.2.5 Growth of Small and Medium Enterprises

Small and medium enterprises are considered responsible for driving competition and innovation in various economic sectors. SMEs growth has been defined differently by different authors. Ognmola (2012) considers SMEs' growth to be an increase in the size of a business over a period of time. According to Palei (2015), SMEs growth is determined by labor force in an organization, capital supply and profitability of a business. Rauf (2013) points out the importance of recognizing the multidimensional nature of growth in SMEs. Therefore, focusing on a single dimension of growth gives misleading results. Measurement of growth of a business should therefore focus on both financial and non-financial measures of growth in a business.

Financial comprise of traditional accounting measures like profitability, market share and sales growth. According to Scott and Bruce (2007), financial measures of a the growth of growth business include sales growth, profitability growth, revenues, return on investment, return on equity and return on assets. The non-financial measures of the growth of an SME include performance of the business compared to competitors, customer satisfaction growth in number of employees, brand awareness, owner's satisfaction, employee satisfaction and customer loyalty.

According to Sharu and Guyo (2013), the financial measures of a business are objective, easy and simple to compute and interpret. Nevertheless, financial

measures are historical and normally unavailable in the public domain, especially for small and micro enterprises. In addition, profitability of a business can easily be manipulated, which normally happens when their owners are seeking for financing from financial institutions like banks and microfinance institutions. The solution to the problem with financial measures is to include non-financial measures. Although non-financial measures are subjective in nature, they can be used to supplement the financial measures. In various studies conducted in Kenya, the measurement of employment growth and sales growth are the most commonly used measures of the growth of small and micro enterprises. Even though indicators like profits, assets, market share are often used in measuring growth, most researchers prefer employment and sales growth as they do not involve many calculations (Wambua, 2016). In addition, the market share of business depends with the intensity of competition and number of players in an industry. Also, the total assets vary from one industry to another and dependent on the capital intensity of an industry. Compared to manufacturing firms, which are assets intensive. companies in the service industry may require less assets (Recklies, 2001). Therefore, the most reliable measures of growth among small and medium enterprises are sales growth and employment growth. The number of employees in SMEs is easily accessible as it requires counting the number of staff. In addition, sales figure is rarely collected by macro-economic factors such as exchange rates and inflation.

2.2.5 Effect of Infrastructural Facilities on Small Medium Enterprises (SMEs)

Many research works have identified infrastructural facilities as one of the major factors that determines the growth and development of the SMEs sector of the economy. This fact has been buttressed over and over again. In the research conducted by Adigwe (2012) in his work "Project Finance for Small and Medium Scale Enterprises (SMEs) in Nigeria" he stated that, the provision of basic infrastructure like power, education, water, roads, and transportation is the minimum requirement for SMEs to flourish. Osoba (2003) argues that the infrastructural facilities provided by government helps the growth of small-scale business by facilitating the accusation of required inputs, these facilities are the essential infrastructures that assist and promote investment. Some of them are; Provision of access roads; Increased improvement in communication facilities like telephone, postal services, NITEL, etc; Provision and expansion of electricity; Water expansion schemes to service industrial of business sites. Construction of industrial layouts/estates; Establishment and maintenance of an Export Processing Zone (EPZ). The provision of all these facilities helps the small-scale business to expand through quick movement of goods and services, expansion of markets for products and lead to a relatively cheaper investment cost. Ben, Faboyede, and Fakile. (2013) citing Ojo (2006) concludes that, inadequate infrastructural base coupled with the decay or deplorable conditions of the available ones has posed formidable obstacle to small and medium scale enterprises performance and hence

calls for urgent attention by the government. Bitrus and Ahmed (2014) stated that, the infrastructural facilities in many developing countries is grossly inadequate which had led to private provisioning of these facilities and which is at a huge cost which reduces the funds available for their activities. Experts argue that the infrastructural facilities created by government helps in the growth of small-scale business, by facilitating the acquisition of required inputs. These facilities are, the essential infrastructures that assist and promote investment and growth of the SMEs emphasize that, the problem of unstable and unreliable supply of electricity, dilapidated roads, inadequate supply of water for both home and industrial use, inefficient and costly communication system, among others, have for long hindered the growth and development of SMEs in Nigeria. Nearly all SME operating in Nigeria have one or more power generating plants as an alternative source of power supply. The cost of obtaining, maintaining, sustaining and managing such generating plants are more often than not very expensive and this has made cost of production as well as prices of product very expensive, with the latter turning out to be more and more uncompetitive in comparison with the imported equivalent. It is estimated that, the cost of providing basic infrastructural amenities is 5% to20% of the total cost of setting up a manufacturing and processing industry in Nigeria. The SMEs sector in Nigeria is burdened by high cost of operations which reduces the profitability of many businesses and their ability to remain going concerns. Key elements contributing to the high cost of operations

are infrastructural costs and levies & other administrative costs. The main infrastructural cost that SMEs have to contend with include: power, logistics, water, sanitation and social amenities (National Policy on SMEs, 2013). Ugwushi (2009) compared the level at which infrastructural inadequacy and lack of social support led to SMEs failure in the UK and Nigeria. and the results revealed that 60 percent of the UK respondents chose a little extent and 29 percent chose an average extent. In Nigeria, 27 percent chose to a large extent and 60 percent chose to a very large extent. This implies that infrastructural inadequacy is considered very minimal in the UK though it is seen as a very crucial factor influencing SMEs failure. Agu and Imeti (2014) in their research "Issues, Challenges and Prospects of Small and Medium Scale Enterprises (SMEs) in Port-Harcourt City, Nigeria" also conclude that inadequate social infrastructures constitute a major challenge in the performance of SMEs in Port-Harcourt City. Mohammed and Bashir (2013) opined that, infrastructural facilities such as transportation networks, pipe borne water, electricity, security, telecommunication, etc. encourages the establishment, operations and growth of SMEs when they are provided in the required quantity and maintained consistently. This is hardly the case in Nigeria. Power supply to SMEs in the country is sporadic and grossly inadequate for use in industries. Nigeria's power stations as at year 2003 is estimated at 5,400 Megawatts (MW) but only 1600 (29%) MW is actually generated. Mohammed and Bashir (2013) citing Ajanaku (2007) reveals that

Nigeria needs 375,000 MW to meet up with the global standard. He argued that using less than 3000 MW produced in Nigeria between 4th and 1st quarter of 2007 and 2008 respectively, translates to 27 KW/hr per person which is far below the world per capita consumption of 2500 kw/hr per person. Thus, for survival purposes, operators of SMEs supplement power supplies from the national grid with standby generators at exorbitant procurement and maintenance costs/prices that inflate the final prices of the manufactured products against the imported products and making them less competitive. Presently the power generation in Nigeria is still between 3000 and 5000 Megawatts. There has not been any significant improvement over the years. SMEs must strive to adapt to this severe situation if they are to remain in business. The president has promised to increase the power generation to 10,000 megawatts by 2018, whether this target will be realized and achievable depends on government commitment to the plight of the general public and businessmen at large. The SMEs sector is the driving force of a nation's economy. Developed countries of the world have invested heavily on infrastructural facilities and the maintenance of existing ones. Nations like US, UK, China, Japan, Canada and the Asian Tigre Nations have over the years increased their infrastructural base which have opened up opportunities for new businesses and thereby accelerating their economic development.

2.3 Theoretical Review

The theory of the firm represents the production function of any small and medium enterprise as a function of infrastructural development and technology. This theory indicates the relationship by which the inputs into the production process are converted into output in the form of goods and services through the production process (Foley and Green 2009). in this case, the inputs may include raw materials, labour and equipment which are used in the production of outputs such as goods and services. The basic assumption in the theoretical view is that transport infrastructure is also used in the production process as a factor that is unpaid input, hence contributing directly to the growth of the small and medium enterprises (Kinuthia, 2013). a good example is the roads which are always available free of charge to either industrial or commercial activities. Also, infrastructure development is always considered as a factor that helps in the growth of small and medium enterprises as it facilitates the accessibility of people to the services that are offered by the SME (Foley & Green, 2009). Transport infrastructure is always a function of the production process in the SME's as it is used as an input in production of services and goods to the customer of the SME's. In this case, the theory of the firm is used to explain how SME's grow as a result of development in factors such as infrastructure. The theory of the firm also explains that infrastructure is a component of the production process in the SME's. Hence growth in small and medium enterprises is dependent on improvement of factors such as infrastructure development.

2.3.1 Residential Location Theory

This theory assumes that people always prefer to stay in different places due to different reasons. They assume that there is maximization in the satisfaction of their utility through residing in a particular place as compared to staying in another residential place. The location that is chosen is mainly dependent on the level of accessibility to wok-places, sewerage systems, power supply and water supply (Aleke, 2003). Infrastructure development may lead to people choosing to live in a specific place and as a result leading to growth of the small and medium enterprises. This is because as the level of infrastructure improves, it leads to an improvement in the residential area of the people and hence the level of accessibility of the people to the SMEs is also improved. It plays a key role in the investment process of the SMEs. The growth of small and micro enterprises is a major contribution to the living standards of people living in a specific area as it improves on social amenities and also induce more business activities. This theory is Used in this study to explain how infrastructure development leads to people choosing to live in specific areas and as result providing labor and market for the small and medium enterprise (Foley and Green, 2009).

2.4 Empirical Review

Various studies have been conducted on development of infrastructure and growth of small and micro enterprises, both globally and locally. Palei (2015) researched

on the effect of infrastructure on the growth of the economy and businesses. The results indicated that infrastructural development in terms of electricity supply, air transport, railroad transport, quality of roads had an influence that was significant on the growth of businesses. In Nigeria, Obokoh and Goldman (2016) examined on the effect of infrastructure deficiency on the performance of small and micro enterprises. The study employed a longitudinal research design. The results indicated that infrastructure deficiency (road projects, water projects, electricity) had a negative influence on the growth of small and medium enterprises. This was due to the high cost the SMEs were incurring in infrastructure self-provision and in finished goods distribution. In addition, although electricity production had been fully privatized there was no considerable improvement in the supply of electricity.

Abdullahi (2015) also researched on the effect of infrastructure on SMEs performance in Nigeria. Both case study design and descriptive research design were adopted. The results indicated that infrastructure had a significant positive influence on the performance of small and micro enterprise s. The available infrastructural facilities like electricity, road, water supply, telecommunication and sewerage system were poor and hence need improvement. In addition, Oduyoye et al. (2014) conducted an empirical study on the influence of infrastructure support on small business growth. Using a survey research design, the study found that

the infrastructural support provision has an influence on the growth of small businesses in Ogun State.

In Ghana. Forkuoh and Li (2015) carried out a study on the influence of electricity power on SME's growth. The results indicated that in the last five years the supply of electricity in Ghana had been fluctuating. The results also indicated that electricity supply fluctuation and power outages had a negative significant influence on small businesses growth. Power outage led to an increase in the cost business operation has business owners has to purchase other sources of power.

Despite the indispensable importance of transport infrastructure in facilitating economic activities, Nigeria has not done well in the provision of this infrastructure. The country is faced with depilated roads that are not motor able. The railway system that has attracted increased government of recent still has nothing to offer as an expectation despite attempts to revitalize this sector of the Nigerian transport system. The airports have not performed any better compared to the other medium of transport in the country and they all contribute to the slow pace of economic development and progress experienced in the country (Tsauni, 2005; Iwayemi, 2008).

Doe and Asamoah (2014) reveal that the basic infrastructure such as roads, electricity, railways and airports were abandoned and rather political and

unsatisfactory approaches led to the spate a decadence that is experience in Nigeria when compared with other African country. Kessides (1993) attempted to link infrastructure development to economic growth and the study showed that it is not just a determinant but also a prerequisite to enhancing economic growth and development in any society. The study showed that improved transportation system in the country created a balance in cost, saved time and ensure that long hours of wait never existed again. Mohammed, Aminu, Rahama and Murtala (2015) emphasised on the need for an infrastructural system that reduces cost of production as transport companies make their charge less when the mode of transportation is save and higher if the mode is bad. Aworemi and Ajayi (2013) state that a critical challenge in the agriculture sector among developing countries is the inability of rural settlers to move their farm produce from their farms to the urban areas, thereby resulting in waste and increased poverty. This they stated reduces the income of the rural dwellers and makes it difficult to prepare for the next planting season. Inadequate transport infrastructure is one the causes of rural-urban drift. The existence of good transportation inter-connectivity network in the rural area, it helps improves the standard of living of the rural dwellers and increase income through the sale of the farm produce. Sani (2010) holds that there is a gap in the measure of micro economic infrastructural projects and this explains the inefficiency in the operation of existing infrastructural facilities.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter deals with the method used in collecting data required in carrying out this research work it explains the procedures that were followed and the instrument used in collecting data.

3.2 Research Design

The researcher used descriptive research survey design in building up this project work the choice of this research design was considered appropriate because of its advantages of identifying attributes of a large population from a group of individuals. The design was suitable for the study as the study examine motivation as a tool for increase in productivity.

3.2.1 Sources of Data Collection

Data were collected from two main sources namely:

(i) Primary source and

(ii) Secondary source

Primary source:

These are materials of statistical investigation which were collected by the research for a particular purpose. They can be obtained through a survey, observation questionnaire or as experiment, the researcher has adopted the questionnaire method for this study.

Secondary source:

These are data from textbook Journal handset etc. they arise as byproducts of the same other purposes. Example administration, various other unpublished works and write ups were also used.

3.3 Population of the Study

The population of the study are the operators of small and medium businesses operating in Edo State The researcher randomly selects 300 small and medium businesses operating as the population of the study.

3.4 Sample and Sampling Procedure

Sample is the set people or items which constitute part of a given population sampling. Due to large size of the target population, the researcher used the Taro Yamani formula to arrive at the sample population of the study.

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

$$n = \frac{300}{}$$

$$1+300(0.05)2$$

$$= \frac{300}{1+300(0.0025)}$$

$$= \frac{300}{1+0.75} = \frac{300}{1.75} = 171.$$

3.5 Research Instrument

The major research instrument used is the questionnaires. This was appropriately moderated. The primary data contained information extracted from the questionnaires in which the respondents were required to give specific answer to a question by ticking in front of an appropriate answer and administered the same on staff of the two organizations: The questionnaires contained about 20 structured questions which was divided into sections A and B.

3.6 Validation of the Research Instrument

The questionnaire used as the research instrument was subjected to face its validation. This research instrument (questionnaire) adopted was adequately checked and validated by the supervisor his contributions and corrections were included into the final draft of the research instrument used.

3.7. Reliability of the Instrument

A pilot test was carried out using convenience-sampling method. Cronbach's Alpha co-efficient value of 0.73 was obtained from the pilot test indicated that the parameter selected for measuring the place of infrastructure in the growth of small and medium scale enterprises in Nigeria.

3.8 Method of Data Analysis

This study employed descriptive statistics in analyzing the data obtained. The descriptive statistics used include frequency distribution, mean and standard deviation. Statistical Package for Social Science (SPSS 24.0) software will be used for all the analyse.

CHAPTER FOUR

DATA PRESENTATION, ANALYSES AND INTERPRETATION

4.1 Introduction

The chapter focused on presentation and interpretation of data obtained from the respondents. The data obtained from structured questionnaire distributed to the students under investigation. Descriptive statistics such as frequency tables, means, standard deviation and percentages were used for analyses. A total number of one hundred and seventy-one (171) questionnaire was distributed to the respondents

4.2 Respondents' Demographics

The demographic variables of respondents examined in this study include gender, age, and marital status. The result is as presented in Table 4.1:

Gender		
Items	**Frequency**	**Percent (%)**
Male	70	40.9
Female	101	59.1
Total	**171**	**100.0**
AGE		
18 – 30 Year	28	16.4
31 -40 Years	46	26.9
41` -50Years	60	35.1
51Years and Above	37	21.6

Gender		
Items	**Frequency**	**Percent (%)**
Total	**171**	**100.0**
MARITAL STATUS		
Single	23	13.5
Married	27	15.7
Divorce /separated	71	41.5
Widowed	50	29.3
Total	**171**	**100.0**
Tenure (years of experience)		
1-5 years	69	40.4
6-10	50	29.2
11-15	31	18.1
16-20	13	7.6
21 years and above	8	4.7
Total	**171**	**100.0**
Educational qualification		
SSCE	40	23.4
OND/NCE	50	29.2
HND/BSc	45	26.3
M.Sc. & other	36	21.1
Total	**171**	**100.0**

Source: Researcher's Computation (2022)

Gender of Respondents*:* The results in Table 4.1 shows that 70(40.9%) of the respondents were male while 101 (59.1%) were female. This implied that majority of the respondents sampled for the study were female.

Age Distribution: The age distribution indicated that majority of the sampled respondent's age 60(35.1%) falls between 41` -50Years of age. This was followed by respondents in the age group of 31-40 years 46(26.9%). Age between 18-30 years falls within 28 (14.6.%) while respondent age that falls within 51and above years were 37(221.6%). Those respondents whose age falls within 41` -50years were the majority in the study.

Marital Status: The marital status of the respondent indicated that the majority of the respondent were single with 71 (41,5%) followed by widowed 50(29.3%) single 23(13.5%), while married accounted for 27(15.7%). This implied that majority of the respondents sampled for the study were divorce or separated.

Tenure (years of experience): majority of the tenure experience in the table is 1-5 years 69 (40.4%),this was followed by 6-10y years 50(29.2%), 11-15 years 31(18.1%),16-20 years 13(7.6%), while 21 and above years 8(4.7), this indicated that the majority of the years that was respondent to is 1-5,69(40.4).

Educational qualification: the educational qualification in the table above indicate that the majority of the respondents were OND/NCE, 50(29.2%), this was

followed by HND.BSc,45(26.3%), SSCE, 40 (23.4%) while M.Sc. & other, 36(21.1%).

SECTION B

Table 4.2: Impact of Good Road and Small Medium Enterprise

S/N	Statement	Agree	Strongly Agree	Neutral	Strongly Disagree	Disagree
1	Time spent on the road network in commuting for business activities impact on growth of small medium enterprise	50 (29.2%)	60(35.1%)	10(5.9%)	28(16.4%)	23(13.5%)
2	Time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise	89 (52.0%)	69(40.4%)	0(0%)	5(2.9%)	8(4.7%)
3	Cost due to road condition impact on growth of small medium enterprise.	72 (42.1%)	75(43.8%)	4(2.3%)	15(8.8%)	7(4.0%)
4	Good road network impact on profit of small medium enterprise	60(35.1%)	78(45.6%)	11(6.4%)	15(8.8%)	7(4.1%)
5	Access to good road network influence the growth of small medium enterprise	80(46.8%)	75(43.8%)	9(5.3%)	4(2.3%)	3(1.8%)

Source: Researcher's Compilation (2022)

From the data collected, it is seen that in item 1, 50(29.2%) of the respondents agreed that the Time spent on the road network in commuting for business activities impact on growth of small medium enterprise, 60(35.1%) of the respondents strongly agreed, 10(5.9%) were neutral in their responses, 28(16.4%) of the respondent Disagreed while 23(13.5%) strongly disagreed. This clearly indicates that majority of the respondents strongly agreed to the assertion that states the adverts of some products and services increases students' interest to buy more that the Time spent on the road network in commuting for business activities impact on growth of small medium enterprise. Item 2, 89(52.0%) of the respondents agreed that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise, 69(40.4%) of the respondents strongly agreed, 0(0%) were neutral in their responses, 5(2.9%) of the respondent disagreed while 8(4.7%) strongly disagreed. This clearly indicates that majority of the respondents agree that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise .Item 3, 75(43.9%) of the respondents agreed that Cost due to road condition impact on growth of small medium enterprise, 72 (42.1%) of the respondents strongly agreed, 64(2.3%) were neutral in their responses, 15(8.8%) of the respondent disagreed while 7(4.1%) strongly disagree. This clearly indicates that majority of the respondents strongly agreed that Cost due to road condition impact on growth of small medium enterprise.

Item 4, 60(35.1%) of the respondents agreed good road network impact on profit of small medium enterprise, 78(45.6%) of the respondents strongly agreed, 11(6.4%) were neutral in their responses 15(8.8%) of the respondent disagreed while 7(4.1%) strongly disagreed. This clearly indicates that majority of the respondents agree that good road network impact on profit of small medium enterprise. In item 5, 80(46.8%) of the respondents agreed Access to good road network influence the growth of small medium enterprise, 75(43.8%) of the respondents strongly agreed, 9(5.3%) were neutral in their responses, 4(2.3%) of the respondent disagree, 3(1.8%) strongly disagree. This clearly indicates that majority of the respondents agreed in their responses to the assertion that Access to good road network influence the growth of small medium enterprise.

Table 4.3: **Power Supply Small Medium Enterprise**

S/N	Statement	Agreed	Strongly Agree	Undecided	Strongly Disagreed	Disagreed
6	Access to reliable electricity supply impact the growth of small medium enterprise	78 (45.6%)	50(29.2%)	13(7.6%)	20(11.7%)	10(5.9%)
7	Inadequate electricity service constrains growth of small medium enterprise	93(54.3%)	45(26.3%)	3(1.8%)	16(9.4%)	14(8.2%)
8	Unreliable electricity supply affects several	36(21.1%)	87(50.9%)	15(8.8%)	23(13.5%)	10(5.8%)

S/N	Statement	Agreed	Strongly Agree	Undecided	Strongly Disagreed	Disagreed
	aspects of growth of small medium enterprise					
9	Adequate electricity service impact growth of small medium enterprise	80(46.8%)	75(43.9%)	9(5.3%)	4(2.3%)	3(1.8%)
10	Poor State of Electricity in Nigeria impact the growth of small medium enterprise	77(45.0%)	46(26.9%)	12(7.0%)	26(15.2%)	10(5.9%)

Source: Researcher's Compilation (2022)

In item 6, 78(45.6%) of the respondents that Access to reliable electricity supply impact the growth of small medium enterprise., 50(29.2%) of the respondents strongly Agreed, 13(7.6%) were neutral in their responses, 20(11.7%) of the respondent disagreed, 10(5.9%) strongly disagreed. This clearly indicates that majority of the respondents were agreed Access to reliable electricity supply impact the growth of small medium enterprise. Item 7, 93(54.3%) of the respondents agreed that inadequate electricity service constrains growth of small medium enterprise, 45(26.3%) of the respondents strongly agreed, 3(1.8%) were neutral in their responses, 16(9.4%) of the respondent Disagreed, 2(1.7%) strongly Disagreed. This clearly indicates that majority of the respondents strongly agree that Inadequate electricity service constrains growth of small medium enterprise. Item 8, 36(21.1%) of the respondents agreed that unreliable electricity supply

affects several aspects of growth of small medium enterprise, 87(50.9%) of the respondents strongly agreed, 15(8.8%) were neutral in their responses, 23(13.5%) of the respondent strongly disagreed while 10(5.8%) strongly disagree. This clearly indicates that majority of the respondents strongly agreed that unreliable electricity supply affects several aspects of growth of small medium enterprise. Item 9, 80(46.8%) of the respondents agreed that Adequate electricity service impact growth of small medium enterprise, 75 (43.9%) of the respondents strongly agreed, 9(5.3%) were neutral in their responses 4(3.4%) of the respondent strongly disagreed while 3(1.8%) disagreed. This clearly indicates that majority of the respondents agree Adequate electricity service impact growth of small medium enterprise. In item 10, 77(45.0%) of the respondents agreed that Poor State of Electricity in Nigeria impact the growth of small medium enterprise, 46(26.9%) of the respondents strongly agreed, 12(7.0%) were neutral in their responses, 26(15.2%) of the respondent strongly disagree, 3(2.3%) disagree. This clearly indicates that majority of the respondents agreed that states that Poor State of Electricity in Nigeria impact the growth of small medium enterprise.

Table 4.4: Information Communication Technology (ICT) and Small Medium Enterprise

S/N	Statement	Agree	Strongly Agree	Undecided	Strongly Disagree	Disagree
11	Customer satisfaction increased	45(26.3%)	69(40.4%)	10(5.9%)	30(17.5%)	17(9.9%)
12	ICT improved the quality of our products and services	69 (40.4%)	50 (29.2%)	0 (0%)	31 (18.1%)	21(12.3%)
13	Business process is more efficient,	59 (34.5%)	61 (35.7%)	25(14.6%)	12(7.0%)	14(8.2%)
14	tasks are performed more quickly	95(55.6%)	45(26.3%)	3(1.8%)	16(9.4%)	14(8.2%)
15	Increased efficiency of marketing Communication within firm	36(21.1%)	87(50.9%)	15(8.8%)	23(13.5%)	10(5.9%)
16	Firm goals are achieved with ease	60(35.1%)	78(45.6%)	11(6.4%)	15(8.8%)	7(4.1%)

Source: Researcher's Compilation (2022)

Item 11, 45(26.3%) of the respondents agreed that Customer satisfaction increased 69(50.4%) of the respondents strongly agreed, 10(5.9%) were neutral in their responses, 30(17.5%) of the respondent strongly disagreed while 17(9.9%) disagree. This clearly indicates that majority of the respondents agree that Customer satisfaction increased. In item 12, 69(40.4%) of the respondents ICT improved the quality of our products and services 50(29.2%) of the respondents strongly agreed,

0(0%) were neutral in their responses, 31(18.1%) of the respondent strongly disagreed, 21(12.3%) disagreed. This clearly indicates that majority of the respondents were agreed ICT improved the quality of our products and services. Item 13, 59(34.5%) of the respondents agreed that Business process is more efficient 61(35.7%) of the respondents strongly agreed, 25(14.6%) were neutral in their responses, 12(7.0%) of the respondent strongly disagreed, 14(8.2%) disagreed. This clearly indicates that Business process is more efficient. Item 14, 95(55. %) of the respondents agreed that tasks are performed more quickly, 45(26.3%) of the respondents strongly agreed, 3(1.8%) were neutral in their responses, 16(9.4%) of the respondent strongly disagreed while 14(8.2.3%) disagree. This clearly indicates that majority of the respondents agreed that tasks are performed more quickly. Item15, 36(21.1%) of the respondents agreed that Increased efficiency of marketing Communication within firm. 87(50.9%) of the respondents strongly agreed, 15(8.8%) were neutral in their responses 23(13.5%) of the respondent strongly disagreed while 10(5.9%) disagreed. This clearly indicates that majority of the respondents strongly agree that Increased efficiency of marketing Communication within firm. In item 16, 60(35.1%) of the respondents agreed that firm goals are achieved with ease, 78(45.6%) of the respondents strongly agreed, 11(6.4%) were neutral in their responses, 15(8.8%) of the respondent strongly disagree, 7(4.1%) disagree. This clearly indicates that majority of the respondents agreed that that firm goals are achieved with ease through the use of ICT.

Table 4.5: Impact of transportation system on the growth of Small Medium Enterprise

S/N	Statement	Agree	Strongly Agree	Neutral	Strongly Disagree	Disagree
17	Difficult transportation system affects small medium enterprise	95(55.6%)	45(26.3%)	3(1.8%)	16(9.4%)	14(8.2%)
18	Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion	23(13.5%)	10(5.9%)	15(8.8%)	36(21.1%)	87(50.9%)
19	There is no alternative means of transportation for small medium enterprise in Nigeria	4(2.3%)	3(1.8%)	9(5.3%)	75(43.9%)	80(46.8%)
20	Time spent on the Road network in commuting for business activities impact small medium enterprise	77(45.0%)	46(26.9%)	12(7.0%)	26(15.2%)	10(5.9%)
21	Smooth transportation system affects small medium enterprise	36(21.1%)	87(50.9%)	15(8.8%)	23(13.5%)	10(5.9%)

Item 17, 95(55.6%) of the respondents agreed that Difficult transportation system affects small medium enterprise 45(26.3%) of the respondents strongly agreed, 3(1.8%) were neutral in their responses, 16(9.4%) of the respondent strongly disagreed while 14(8.2%) disagree. This clearly indicates that majority of the respondents agree that Difficult transportation system affects small medium

enterprise. 18, 23 (13.5%) of the respondents agreed that Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion 10(5.9%) of the respondents strongly Agreed, 15(8.8%) were neutral in their responses, 36(21.1%) of the respondent strongly disagreed, 87(50.9%) disagreed. This clearly indicates that majority of the respondents disagreed that Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion. Item 19, 4(2.3%) of the respondents agreed that There is no alternative means of transportation for small medium enterprise in Nigeria 61(35.7%) of the respondents strongly agreed, 9(5.3%) were neutral in their responses, 75(43.9%) of the respondent Strongly Disagreed, 80(46.8%) disagreed. This clearly indicates that majority of the respondents disagreed There is no alternative means of transportation for small medium enterprise in Nigeria. Item 20, 77(45.0%) of the respondents agreed that Time spent on the Road network in commuting for business activities impact small medium enterprise, 46(26.9%)of the respondents strongly agreed , 12(7.0%) were neutral in their responses, 26(15.2%) of the respondent strongly disagreed while 10(5.9%) disagree. This clearly indicates that majority of the respondents agreed that Time spent on the Road network in commuting for business activities impact small medium enterprise.

Discussion of Findings

It was seen that majority of the respondents strongly agreed to the assertion that states the adverts of some products and services increases students' interest to buy more that the time spent on the road network in commuting for business activities impact on growth of small medium enterprise. It was shown that majority of the respondents agree that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise. It was revealed that majority of the respondents strongly agreed that Cost due to road condition impact on growth of small medium enterprise. It was clearly indicated that majority of the respondents agreed that good road network impact on profit of small medium enterprise. This clearly indicates that majority of the respondents agreed in their responses to the assertion that Access to good road network influence the growth of small medium enterprise. This is in accordance with the work of (Ukpong and Iniodu, 1991) Physical infrastructure is the totality of basic physical facilities upon which all other economic activities in the system significantly depend.

It was seen that majority of the respondents were agreed access to reliable electricity supply impact the growth of small medium enterprise. It was revealed that majority of the respondents strongly agree that inadequate electricity service constrains growth of small medium enterprise. It was shown that majority of the

respondents strongly agreed that unreliable electricity supply affects several aspects of growth of small medium enterprise. It was revealed that majority of the respondents agree adequate electricity service impact growth of small medium enterprise. It was revealed that majority of the respondents agreed that states that poor state of electricity in Nigeria impact the growth of small medium enterprise. This is in line with the work of (Ado & Josiah, 2015) the importance of power supply to economic development of any nation cannot be overemphasized. Availability and access to reliable electricity supply has a rippling effect on productivity and welfare of society.

It was seen that majority of the respondents agreed that customer satisfaction increased through the use of ICT. It was revealed that majority of the respondents agreed that ICT improved the quality of our products and services. It was seen that business process is more efficient through the use of ICT. It was revealed that majority of the respondents agreed that tasks are performed more quickly through the use of ICT. It was shown that majority of the respondents strongly agree that increased efficiency of marketing communication within firm through the use of ICT. It was seen that majority of the respondents agreed that firm goals are achieved with ease through the use of ICT. This is in accordance with the work of (Marchionini, 1997). The general consequence is that we deal with large volumes of information, new forms and aggregations of information, and new tools for working with information These new tools we use to manage

information at corporate, governmental and societal level are tools we must learn to use, pay for, and maintain.

It was that majority of the respondents agree that difficult transportation system affects small medium enterprise. It was revealed that majority of the respondents disagreed that Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion. It was seen that majority of the respondents disagreed. It was revealed that alternative means of transportation for small medium enterprise in Nigeria. It was revealed that majority of the respondents agreed that Time spent on the Road network in commuting for business activities impact small medium enterprise.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

the study focused on the place of infrastructure in the growth of small and medium scale enterprises in Nigeria". the specific objectives are to determine the extent, to which good road affect the growth of SME, assess the influence of power supply on the growth of SME, examine the influence of information technology and communication on the growth of SME, examine the extent to which transportation influence the growth of SMS. This chapter contains the summary of findings, contribution to knowledge, conclusion and recommendations.

5.2 Summary of Findings

The following are the summary of findings for this study. The findings were obtained from the extensive analyses carried out on the responses obtained from the structured questionnaire:

It was seen that majority of the respondents strongly agreed to the assertion that states the adverts of some products and services increases students' interest to buy more that the time spent on the road network in commuting for business activities impact on growth of small medium enterprise.

It was shown that majority of the respondents agree that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise.

It was revealed that majority of the respondents strongly agreed that Cost due to road condition impact on growth of small medium enterprise.

It was clearly indicated that majority of the respondents agreed that good road network impact on profit of small medium enterprise.

This clearly indicates that majority of the respondents agreed in their responses to the assertion that Access to good road network influence the growth of small medium enterprise.

It was seen that majority of the respondents were agreed access to reliable electricity supply impact the growth of small medium enterprise.

It was revealed that majority of the respondents strongly agree that inadequate electricity service constrains growth of small medium enterprise.

It was shown that majority of the respondents strongly agreed that unreliable electricity supply affects several aspects of growth of small medium enterprise.

It was revealed that majority of the respondents agree adequate electricity service impact growth of small medium enterprise. It was revealed that majority of the

respondents agreed that states that poor state of electricity in Nigeria impact the growth of small medium enterprise.

It was seen that majority of the respondents agreed that customer satisfaction increased through the use of ICT.

It was revealed that majority of the respondents agreed that ICT improved the quality of our products and services.

It was seen that business process is more efficient through the use of ICT. It was revealed that majority of the respondents agreed that tasks are performed more quickly through the use of ICT.

It was shown that majority of the respondents strongly agree that increased efficiency of marketing communication within firm through the use of ICT. It was seen that majority of the respondents agreed that firm goals are achieved with ease through the use of ICT.

It was that majority of the respondents agree that difficult transportation system affects small medium enterprise. It was revealed that majority of the respondents disagreed that Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion.

5.3 Conclusion

Descriptive survey research design was employed for this study. This design was adopted because it enables the researcher to generate data through the standardized collection procedures based on highly designed research instrument and well-defined study concepts and related variables. The sample size for the study consists of 171 respondents. A questionnaire titled “the place of infrastructure in the growth of small and medium scale enterprises in Nigeria”. Data from the questionnaire were analysed using frequency count and simple percentage. The findings were obtained from the extensive analyses carried out on the responses obtained from the structured questionnaire. The study revealed It was seen that majority of the respondents strongly agreed to the assertion that states the adverts of some products and services increases students’ interest to buy more that the time spent on the road network in commuting for business activities impact on growth of small medium enterprise. It was shown that majority of the respondents agree that time spent on the road network in commuting for small business activities impact expenses on the growth of small medium enterprise. It was revealed that majority of the respondents strongly agreed that Cost due to road condition impact on growth of small medium enterprise. It was clearly indicated that majority of the respondents agreed that good road network impact on profit of small medium enterprise. This clearly indicates that majority of the respondents

agreed in their responses to the assertion that Access to good road network influence the growth of small medium enterprise.

It was seen that majority of the respondents were agreed access to reliable electricity supply impact the growth of small medium enterprise. It was revealed that majority of the respondents strongly agree that inadequate electricity service constrains growth of small medium enterprise. It was shown that majority of the respondents strongly agreed that unreliable electricity supply affects several aspects of growth of small medium enterprise. It was revealed that majority of the respondents agree adequate electricity service impact growth of small medium enterprise. It was revealed that majority of the respondents agreed that states that poor state of electricity in Nigeria impact the growth of small medium enterprise.

It was seen that majority of the respondents agreed that customer satisfaction increased through the use of ICT. It was revealed that majority of the respondents agreed that ICT improved the quality of our products and services. It was seen that business process is more efficient through the use of ICT. It was revealed that majority of the respondents agreed that tasks are performed more quickly through the use of ICT. It was shown that majority of the respondents strongly agree that increased efficiency of marketing communication within firm through

the use of ICT. It was seen that majority of the respondents agreed that firm goals are achieved with ease through the use of ICT.

It was that majority of the respondents agree that difficult transportation system affects small medium enterprise. It was revealed that majority of the respondents disagreed that Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion. It was seen that majority of the respondents disagreed. It was revealed that alternative means of transportation for small medium enterprise in Nigeria. It was revealed that majority of the respondents agreed that time spent on the Road network in commuting for business activities impact small medium enterprise.

5.4 Recommendations

Based on the findings and conclusions of this study, the following recommendations were made.

- The State government should provide road facilities in selected SME cluster areas within the State. The GSM operators/ Telephone connection by NITEL is available and fairly distributed. Service is very limited and mostly unavailable where SMEs cluster. The improvement in service is desirable. The State government should enter into a memorandum of understanding with the operators to improve access to telecommunications.

- There is need for the State government to create independent power supply in industrial estates while sustaining the expanded electricity distribution programme.
- There is also the need to restructure and strengthen policy in favour of small-scale business to stimulate their rapid growth and development. Small businesses are expected to champion local sourcing of raw materials and export them if the environment is enabling enough.
- Finally, the quality and quantity of goods produced by SMEs should be of a high quality with relatively low price at all times, this will attract more customers and make demand to be high always.

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APPENDIX

DEPARTMENT OF BUSINESS ADMINISTRATION

FACULTY OF MANAGEMENT SCIENCES

UNIVERSITY OF BENIN

Dear Respondent,

APPEAL FOR THE COMPLETION OF QUESTIONNAIRE

I am an undergraduate student in the above-named Department. As part of the requirement for the programme, I am conducting research on "THE PLACE OF INFRASTRUCTURE IN THE GROWTH OF SMALL AND MEDIUM SCALE ENTERPRISES IN NIGERIA". In this regard, you have been randomly selected as a member of the sample. I wish to assure you that your answers will be treated in strict confidence and used for the stated academic purpose only.

Thank you.

Yours Faithfully,

Erhirhe Collins

SECTION A

PERSONAL INFORMATION

Instruction: Please tick (√) the appropriate option and fill the spaces provided.

Gender: Male ( ), Female ( )

Age: 18- 30 years ( ), 31- 40 years ( ), 41-50 years ( ), 51 years and above ( )

Marital Status: Single ( ), Married ( ), Divorced / Separated ( ), Widowed ( )

Tenure (Years of experience): 1-5 years ( ), 6-10 years ( ), 11- 15 years ( ), 16 -20 years ( ),

21 years and above ( )

Educational Qualification: SSCE ( ) OND/NCE ( ) HND/BSc ( ) M.Sc& Other

SECTION B

Instruction: To each statement, please indicate the extent to which you agree with the following by **(√)** in the given column.

Key: SA –Strongly Agree, A- Agree,N – Neutral D- Disagree, SD –Strongly Disagree

S/N	ITEMS	A	SA	N	SD	D
	Impact of Good Road and Small Medium Enterprise					
1.	Time spent on the Road network in commuting for business activities impact on growth of small medium enterprise					
2.	Time spent on the Road network in commuting for business activities impact expenses on the growth of small medium enterprise					
3.	Cost due to road conditions impact on growth of small medium enterprise					
4.	Good Road network impact on profit of small medium enterprise					
5.	Access to good road network influence the growth of small medium enterprise					
	Power Supply Small Medium Enterprise					
6.	Access to reliable electricity supply impact the growth of small medium enterprise					
7.	Inadequate electricity service constrains growth of small medium enterprise					
8.	Unreliable electricity supply affects several aspects of growth of small medium enterprise					
9.	Adequate electricity service impact growth of small medium enterprise					

10.	Poor State of Electricity in Nigeria impact the growth of small medium enterprise					
	Information communication Technology (ICT) and Small Medium Enterprise					
11.	Customer satisfaction increased					
12.	ICT improved the quality of our products and services					
13.	Business process is more efficient,					
14.	tasks are performed more quickly					
15.	Increased efficiency of marketing Communication within firm					
16.	Firm goals are achieved with ease					
	Impact of transportation system on the growth of Small Medium Enterprise					
17.	Difficult transportation system affects small medium enterprise					
18.	Nigeria harsh business environment impact small and medium enterprises due to frequent road traffic congestion					
19.	There is no alternative means of transportation for small medium enterprise in Nigeria					
20.	Time spent on the Road network in commuting for business activities impact small medium enterprise					
21.	Smooth transportation system affects small medium enterprise					