

Corporate Social Responsibility of Mobile Telecommunications Network (MTN) in Federal Capital Territory (FCT) Abuja, Nigeria

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Abstract: *The study examined the Impact of corporate social responsibility of Mobile Telecommunications Network (MTN) Nigeria on the Host community, the Federal Capital Territory (FCT) Abuja. The study population of 1,633,827 (MTN customers/inhabitants in the six Area Councils) of the FCT, was considered and a sample size of 400 respondents was drawn, using Taro Yamane's sample determination technique. Data was collected using random and stratified sampling as interview and observation. Likert Scale, Correlation and the multiple regression analysis were carried out to ascertain the level of involvement of MTN's corporate social responsibility in the Federal Capital Territory Abuja; using three dependent variables of healthcare needs, providing educational facilities and employment opportunities. The findings revealed that, MTN Nigeria is socially responsible to its host community, the FCT Abuja as all the three Null Hypotheses were rejected. The study concludes that, MTN is socially responsible; especially in the areas of healthcare delivery, education employment opportunities. The study recommends increased involvement of MTN in the area of mobile healthcare and campaign awareness, educational scholarships as well as more jobs to the rural populace.*

Keywords: *Network, social responsibility, healthcare service, educational facilities, employment, MTN, host community, Nigeria.*

Date of Submission: 15-04-2021

Date of Acceptance: 29-04-2021

I. Introduction

The activity of man and technology have exposed society and the entire human race to varying threats and risk that have put its environment into perpetual risk and danger. These activities have given rise to several terminologies associated with each unique state of destruction such as environmental degradation, water pollution, air pollution, unprotected radio-active rays, gas flaring, oil spillage, among others. These activities that have resulted into each of these class of destruction occurred as a result of people working together as an entity (Companies or corporation). Most societies try to resist these threats and risks that are melted on them by the activities of these corporations (be it National or International Corporations) by coming up with social terms of engagement with such corporations that may equally be beneficial to the host communities.

Corporations in trying to respond to such host community need positively and indeed, that of the society, as well as other stakeholders, gave birth to the concept of Corporate Social Responsibility (CSR) though, at times it amounts to the feeling of double taxation as claimed by its critics. Corporate Social Responsibility (CSR) is a term in which organizations consider society's interests for taking responsibility of the impact of their activities on stakeholders, communities and the environment in all aspects of their operations. This obligation has extended beyond the statutory requirement to comply with legislation. It views organizations deliberately taking further steps in improving quality of life styles for workers and their families together with their local community and entire society. The debate about CSR has had begun in the early 20th century, amid growing concerns about large corporations and their power. The ideas of charity and stewardship helped to shape the initial thinking about CSR in the US (Secchi, 2007).

Maybe it will have to be pertinent to distinguish the general corporate social responsibility from the specific host community level of Corporate Social Responsibility for the former connotes responsibility to stakeholders such as employees, customers, suppliers, government, shareholders etc. The later entails specific responsibility to the host community with particular demands that require urgent attention with regards to the community infrastructures such as roads, bridges, schools, health clinics (Hospitals), employment opportunities, hazards, educational institutions/facilities, scholarships among others. This study's focus is on the latter, that is, the Responsibility to the Host Community by the Multinational Corporation, and in this case, the Mobile Telecommunications Network (MTN).

In line with the above position, Federal Capital Territory (FCT) administration Abuja, the host community of the seat of Nigerian Government and other corporations have been under pressure in terms of threats as well as risks being unleashed on its environment with the presence of the headquarters and or administrative or operational seats of most of these National and Multinational corporations. These Multinational Corporations include, among others, the Global Mobile Communications (MTN, GLO, Airtel, etc.), the Oil Companies, among others. Of these multinational corporations, Global Mobile Communications' industry appears to be growing faster than most of these other companies with MTN toping the network coverage, apparently because of its earliest presence after the collapse of Nigerian Telecommunications Limited (NITEL).

The concept of corporate social responsibility posits that every business has obligations to their host communities beyond their commitment to the stakeholders of the industry such as employees; customers; government; the natural environment and the host community. The issue of corporate social responsibility on host communities is of great concern because host communities' expectations and awareness now influence the operations of businesses all over the world (Nigeria inclusive). Consequently, there has been a growing demand on businesses to offer community development initiatives to their host communities primarily because of the failure of government at all levels in developing economies to provide adequate necessary social infrastructure to its citizenry. This demand has put businesses operating in these environments under pressure from the host communities to address these social problems through their corporate social responsibility initiatives.

In Nigeria, it is evident from available statistics that many businesses are not living up to expectations in giving back to society, especially their host communities (Aiyaku, 2011). Most of these business organizations are seen not to be socially responsible to their host communities and the indigenes. That perception has resulted in feeling of injustices and culminated into youth restiveness, rising incidences of hostage taking, disruption of business activities and many more metamorphosing into serious social problems like the proliferation of illegal arms, crimes and emergence of militias in many parts of the country especially in the Niger Delta region where oil and gas activities are prevalent. These situations are not peculiar or limited to the related inactivity of the Oil and Gas business organizations and the Niger Delta part of the country only. It is prevalent among most businesses across all sectors and regions in Nigeria, including operators in the telecommunication industry. These telecommunication firms have their infrastructure deployed all over the country with most of their facilities located in residential and other sensitive areas thereby posing severe social, environmental, health, and security challenges to indigenes and inhabitants of these host communities.

Furthermore, these host communities are also faced with some social problems such as lack of access to quality education and health care facilities, high unemployment rate etc. that are not the fault of these firms. Still, it behooves on these organizations to be socially responsible for helping improve the impacts of their activities and that of the dysfunction of society. These telecommunication outfits mainly the Mobile Telecommunication Network popularly referred to as MTN has shown not to be socially responsible concerning helping in reducing social problems and social impacts. Despite the considerable income generated by MTN, it is expected that it's economic, ethical, legal, and philanthropic social responsibility efforts should have had a significant effect on the host communities' employment opportunities, available health care and educational facilities.

II. Statement of Hypotheses

Based on the statement of problem the following hypotheses are formulated:

Ho₁: MTN's healthcare service does not favor the indigenes of the host community.

Ho₂: MTN's educational policies does not favor indigenes of the host community.

Ho₃: MTN's recruitment policy does not favor indigenes of the host community.

III. Literature Review

There is no universally accepted definition of CSR. The broad definition of Corporate Social Responsibility is concerned with what is – or should be – the relationship between global corporations, governments of countries and individual citizens. More locally, the definition is concerned with the relationship between a corporation and a local society in which it operates. According to the European Commission [(2002) Corporate Social Responsibility is a concept whereby companies integrate social and environmental concerns in their business operations and their interactions with their stakeholders voluntarily. Others maintain that: "Corporate Social Responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large" World Business Council for Sustainable Development (Onwuka, 2016; Ismail, 2009; Garriga & Mele, 2004).

Amaeshi, Adi, Ogbechie, and Amao (2006) conducted a study on Corporate Social Responsibility (CSR) in Nigeria. The paper explored the current meaning and practice of CSR in Nigeria with emphasis on the

waves, issues and modes of CSR amongst indigenous firms. The study is mainly exploratory and does not present or adopt any normative stance (or best practice approach) towards the practice and meaning of CSR. The study took a survey design approach. It collected data through a structured interview and content analysis of web reports of the companies with an emphasis on the wave issues and modes of CSR amongst indigenous firms. It discovered that indigenous firms perceive and practice CSR as corporate philanthropy aimed at addressing socio-economic development challenges in Nigeria. This finding confirms that CSR is a localized and socially embedded construct, as the 'waves', 'issues' and 'modes' of CSR practices identified amongst indigenous firms in Nigeria reflect the firms' responses to their socio-economic context.

Dagwom, Chundung & Danladi (2014) studied corporate social responsibility (CSR) and community relations in Nigeria using Grand Cereals Limited (GCL) as the case study. It adopted the provision of educational infrastructural facilities such as buildings, school desks, books, etc. to the host community, sponsorship programs of GCL to the community, charitable programs of GCL to the community and support of GCL on government empowerment programs to the community as the subscales of Corporate Social Responsibility. The study examined how effective Corporate Social Responsibility (CSR) is for the enhancement of community relations in Nigeria. The study adopted the survey design to empirically find the effects of corporate social responsibility (CSR) of Grand Cereals Ltd on community relations of the Zawan community in Plateau State, Nigeria. It had a sample size of 80 respondents drawn using the stratified random sampling technique and the strata constitute gender and marital status. The study employed the use of a 5-point Likert-type questionnaire to obtain data and a non-parametric statistical method of Chi-square to analyze the data. The study discovered that Corporate Social Responsibility activities of Grand Cereals Limited are useful to the Zawan community based on community perception on matters enhancing community relations. The study recommended the measurement of Corporate Social Responsibility as benchmarks for CSR and the enactment of laws mandating the publication of CSR activities of companies.

Asumah (2015) studied the effect of corporate social responsibility on community development with particular attention to Anglo Gold Ashanti (AGA) operations in Obuasi and its environs (Ghana). A sample of 288 was selected using a multi-stage sampling design. Data was collected using questionnaire, and guided interview and data was analyzed using SPSS. Results showed that the company carried out its corporate social responsibility to the Obuasi community and its environs. The study concluded that the significant CSR activities mostly practiced by AGA include the provision of malaria control programs to fight malaria, regulation of employment to the majority of the citizens, embarking on environmental issues and tasty drinking water to the community. Other important CSR activities carried out included material assistance for construction of new schools and renovation of old school blocks, cleaning exercise in the city and free electricity power supply. The study also showed that the state of community development in the community was good/satisfactory. Results of the multivariate regression analysis revealed that CSR influences community development. The study also revealed that the significant challenges the company faced in implementing CSR which includes financial constraints, interference from political and opinion leaders leading to the abandonment of completed projects and lack of support or commitment from community members. The study recommended that the company engage the community through public forums, allocation of budget for community development and besides lobbying for funds from government and non-governmental agencies should be employed to improve CSR ultimately.

Nsikan, Umoh & Bariate (2015) studied corporate social responsibility and mobile telecommunication competitiveness in Nigeria. The study examined the extent of the relationship between CSR and mobile telecommunication competitive advantage using MTN Nigeria as a case study and staff welfare, environmental wellbeing and community wellbeing as the subscales of CSR. It had a population of 1326 comprising of all staff of MTN Nigeria and adopted the survey design, making use of random sampling to select the sample size of 200 participants. Structured questionnaires were deployed to collect relevant primary data and analysis was carried out through regression analysis and Chi-square technique. The result of the study showed that except the staff welfare, a significant relationship existed between environmental awareness, community wellbeing and competitive advantage. This indicates that the firms CSR can lead to competitive advantage which is achieved by being environmentally conscious, awarding scholarships, funding charitable causes, adopting transparent recruitment practices and striking a balance between work and family roles. The study recommended enhanced competitiveness; further, as the firm's social responsibility to its workforce should be improved upon by introducing flexible working hours, facilitating work/life balance, ensuring the prompt promotion and considering internal advancement as a strategic option. The operations, products and services of the firm should be environmentally friendly by recycling waste products and other by-products that may no longer be useful for sale and public consumption. At the design stage, products should be planned and produced considering environmental degradation to support the government in its drive towards a cleaner, greener and sustainable environment. The firm should also increase its priority actions that improve community wellbeing given its high degree of positive association with competitive market successes; as well as implementing workplace safety

initiatives, enhancing the health of community dwellers and reduced operational impact on air pollution and workplace hazard.

Fahmi & Omar (2018) studied the corporate social responsibility of oil companies and host community satisfaction. The study investigated the relationship between the oil host community and TOTAL Company that operates in block 10 in Sah district in Hardramout governorate, Yemen. The study examined the relationship between the philanthropic activities provided by the company and the environmental impact caused by the oil operations of the company and the satisfaction of host communities. The study employed the qualitative research method by distributing 270 questionnaires in the host communities. The study used simple random sampling to collect the data and SPSS was used for descriptive analysis and cleaning the data while Partial Least Square Structural Equation Modelling (PLS-SEM) was used to test the hypothesis. The study results showed that the level of host community satisfaction was low. Findings revealed that there was a positive relationship between philanthropic activities and the host community's satisfaction. The study also showed that there is a negative relationship between the environmental impact caused by the company's operations and the host community satisfaction. The study recommended that to promote host community satisfaction, the oil-producing company need to concentrate on protecting the environment from oil accidents and offering the charity activities for residents of the host community.

Ng'eni, Bukwimba, Kwesigabo & Kaaya, (2015) studied the role of corporate social responsibility in community development in Tanzania. The study explored the role CSR plays in poverty reduction and in ensuring the prosperity of the community surrounding its endeavors. The study had a sample size of five companies which were selected based on the availability of annual reports for five years spanning from 2008 to 2013. The study employed the desktop and library methodology to explore and present the Tanzanian context existing literature and facts on the role of CSR in community development. The study revealed that between 2001 and 2005, the Mining Transnational Corporations (TNCs) spent about 20.94 million for various community development projects through CSR. It further told that in two years 2008 and 2009, different companies across industries spent about 23.8 million for CSR initiative 48.4% being on health, welfare and education besides of cumulative amount of 6.7 million incurred by five selected companies for five years. It further divulged that the most activities from which substantial CSR expenditure was incurred included education, healthcare, infrastructure (roads) while the relatively low cost is incurred on microfinance, electricity, youth and HIV AIDS programs. The study results imply that poverty reduction and sustainable development will not be achieved through government actions alone. It requires helpful hands from all stakeholders, including the business entities through the CSR initiatives and the likes. With this reality, the study recommended that the countries, Developing Nations, in particular, should work closely and institute a friendly environment (policy inclusive) that encourage CSR activities among corporations.

Onwuka (2016) examined the nature and practice of corporate social responsibility in Nigeria with the primary focus of establishing a relationship between construction companies and CSR engagements in FCT Abuja and its Environs with Julius Berger (Nigeria) Plc as a case study. It investigated whether Julius Berger (Nigeria) Plc has used its CSR initiative in meeting the infrastructural needs of its host community in the FCT and its environs. It also investigated if CSR has been able to produce the desired results in places where it has been initiated. The study adopted the stakeholders' theory as its theoretical framework. It adopted a descriptive survey research design to extrapolate the characteristics of the population, and a purposive sampling technique was used to select Abuja Municipal Area Council, Bwari Area Council in FCT and Karu Local Government in Nasarawa State as the area of the study; while random sampling method was used in the distribution of 150 copies of a 15-item structured research questionnaire for data collection. Questionnaire and oral interview were the two primary sources of data used for the study. Data were analyzed using a simple percentage. Findings revealed a poor level of awareness about the essence of corporate social responsibility, especially among the not too well-educated persons, the degree of Julius Berger's actual participation in CSR practices was average, the quality of impact/satisfaction level of the company's CSR projects on its host communities was below average, and efforts of government and civil society to improve corporate social responsibility in Nigeria has not been encouraging. The study recommends the need for enforceable legislation by establishing an agency or commission that would oversee corporate social responsibility issues, citizens and corporate bodies should be enlightened about the need for CSR, infrastructural facilities be made available, there should be an improved security system, corruption and all forms of criminality be eliminated.

Andabai, Priye, & Basuo, (2013) examined multinational oil companies and corporate social responsibilities with particular reference to host communities' experience. It had a population of ten (10) communities in Bayelsa State. The study employed the use of tables, percentage, average, frequency distribution, and chi-square (X^2) for the analysis of data collated. The result showed that the host communities prefer the oil-producing companies to provide educational facilities/scholarships, employment, health care, water supply, electricity, road construction, grants/donations and agricultural development. The study also revealed that the companies studied, imbibed CSR. However, its commitment to providing educational facilities/scholarships, employment, health care, water supply, electricity, road construction, grants/donations

and agricultural development had no significant positive relationship between multinational oil companies' corporate social responsibility and the host communities. The study concluded that the multinational oil companies have thoroughly imbibed the concept of CSR and that the government should also contribute her quota in social responsibility as it concerns the oil-producing communities. The study recommended that, multinational oil companies should foster a close relationship with their host communities and invest a greater percentage of their profit on educational projects, provide employment, health care, agricultural development and other vital needs of their host communities. The government should also monitor the social activities of multinational oil companies and guard against any inhuman treatment that is detrimental to the environment and the health of community residents. The government should also provide social amenities and other associated benefits to the oil-producing communities.

Nwoba & Michael (2016) conducted a descriptive study community development and corporate social responsibility in Ebonyi State, Nigeria with the principal objective to examine the activities of mining firms in Ebonyi State on the development of their host communities. The study anchored on Edward Freeman's Stakeholders Theory of 1948. It employed a variety of qualitative research methods, including interviews, informal conversations, observing, and documentary analysis, as well as census data, company reports, NGO publications, and studies published by local researchers and universities. The study discussed the role of CSR in the community, competencies required by CSR manager to have a better understanding of the practical aspects of CSR. The study recommended an active partnership between managers of mining corporations and community leaders as a necessary measure to solve the lingering problem between mining corporations and host communities in the state.

IV. Theoretical Framework

This study examined four major theories of corporate social responsibility namely; instrumental theories, the political theories; integrative theories as well as the ethical theories; and anchored more on the interactive approaches having in mind, the ethical considerations (Secchi, 2007; Lee, 2008; Bitchta, 2003).

4.1 Integrative Theories

The integrative theories consider that business ought to integrate social demands. They usually argue that business depends on society for its continuity and growth and even for the existence of the company itself. This group of theories looks at how business integrates social demands, arguing that business depends on society for its existence, continuity and growth. Social needs are generally considered to be how society interacts with business and gives it a certain legitimacy and prestige. As a consequence, corporate management should take into account social demands and integrate them in such a way that the business operates under social values.

So, the content of business responsibility is limited to the space and time of each situation depending on the values of society at that moment and comes through the company's functional roles (Preston & Post, 1975). In other words, there is no specific action that management is responsible for performing throughout time and in each industry. These theories focused on the detection and scanning of, and response to, the social demands that achieve social legitimacy, greater social acceptance and prestige.

Consequent upon the position of the integrative theories it is chosen as the base of this study because it posits that the organization does not operate in a vacuum but within a society or societies were happenings in that society impact on its performances. It believes that a healthy community will impact positively on the organization while an unhealthy one will impact negatively. Thus, it the responsibility of the organization to give back to the society to keep it healthy to also keep the organization as a going concern, all other things being equal.

V. Research Methodology

This study was carried out in North Central Nigeria, particularly the Federal Capital Territory, (FCT) Abuja. The Federal Capital Territory popularly known as Abuja was carved out of the then Plateau, Niger and Kaduna States to become the Capital City of Nigeria. That decision was taken under the leadership of Late Gen. Ramat Murtala Mohammed in 1976 when he was the Nigerian Head of State. The seat of government was later relocated from Lagos to the Federal Capital Territory (FCT), with Abuja as the new Capital City in 1992.

The Federal Capital Territory was hitherto occupied by the indigenes that included *Gwaris* or *Gbagyi*, *Nupe*, amongst several others. Still, it is today dominated by other ethnic groups that are either public servants or self-employed (business persons). The Territory was divided into six Area Councils for more accessible administration purposes. These councils that are governed by elected Chairpersons and Counselors include Abaji Area Council; Abuja Municipal Area Council (AMAC); Bwari Area Council; Gwagwalada Area Council; Kuje Area Council; and Kwali Area Council.

5.1 Population and Sample Size Determination

The study population included all the inhabitants of the host communities in the six Area Councils of the Federal Capital Territory totalling 1,633,827; where facilities such as masts and offices of Mobile Telecommunication Network (MTN) are located.

The sample size was determined using Taro Yamane (1976)'s formula:

$$n = \frac{N}{1 + Ne^2}$$

Where: **n** = calculated sample size, **N** = population size, which is **1,633,827** and **e** = the acceptable sampling error assumed to be 5%.

Thus,

$$n = 1,633,827 / 1 + 1,633,827 (0.05)^2$$

$$n = 1,633,827 / 4085.5675$$

$$n = 399.90$$

$$n = 400$$

5.2 Methods of Data Collection

Survey method was adopted for data collection, interview and observation. The Questionnaire was structured with open and closed-ended questions. It was divided into two sections with the first section containing respondents Bio-data while section two contained Questions designed to attract responses to the research questions. Some of these questions required the respondents giving a 'yes or no' response and the other part designed to elicit responses based on the 5-point Likert scale of {Strongly Agreed (SA), Agreed (A), Undecided (UN), Disagreed (D) and Strongly Disagreed (SD)}. These Questions specifically addressed the Research Questions for this study and respondents' responses elicited as shown in Appendixes C, D and E. Interviews were also conducted with the host community leaders, the youths and some officials of MTN, including some top Management staff. The essence of the conversations was to strike a balance between the information supplied by the host community and the Multinational company (MTN, Nigeria). Observations were also carried out to physically inspect and verify MTN's claims concerning the physical facilities, such as Healthcare Clinics, Schools allegedly built for the host community use.

5.3 Methods of Data Analysis

Data was analyzed with the aid of SPSS software. Likert Scale measurement of the three variables (healthcare service delivery service, educational facilities and employment opportunities) produced Sectional Means of 2.75, 2.76 and 2.74 respectively. These suggest a high acceptability degree of the existence of these social responsibility needs by the host community (the FCT). Correlation and Regression Analysis were carried out.

5.4 Validity and Reliability of the study Instrument

To be sure of the reliability and validity of the study instrument used, a pilot study was carried out, and the following results arrived using Cronbach's Alpha Coefficient. The first pilot test was based on the administration of copies of the prepared questionnaire on a test group of 30 respondents, five each randomly selected from each of the six locations. The second and final test that produced the acceptable Cronbach's Alpha outcome was based on the administration of copies of improved questionnaire to another test group of 60 (10 each from the 6 locations). Worthy of mention is the decision rule for the test of study instrument. The standard practice is that if the Alpha Coefficient value falls below 0.7, that instrument may not be valid and reliable. Still, if the value is 0.7 and above, then, that instrument can be said to be accurate and reliable. The reliability results for the tests are presented in the table below:

Table 1: Cronbach's Alpha Coefficient

Core variables	Proxies	Initial Test Alpha Values	Second Test Alpha Values
Corporate Social Responsibility	Economic Responsibility	0.61	0.73
	Legal Responsibility	0.56	0.75
	Ethical Responsibility	0.51	0.77
	Social Responsibility	0.63	0.71
Host Community	Provisions of Medical Services/Facilities	0.61	0.78
	Provisions of Educational Services/Facilities	0.44	0.73
	Provisions of Employment Opportunities	0.49	0.69

Source: Field Survey, (2019)

From the initial test Alpha values in table 3.8.1 as calculated using the statistical package for social and management sciences (SPSS), several results were below 0.6, thus the need for improvement on the study's

instrument. Consequently, the alpha values for the modified tool were all above the acceptable gauge of 0.6. Therefore, the instrument was adopted as valid and reliable for this study.

VI. Hypotheses Testing:

6.1 Hypothesis One

The Healthcare Service delivery needs of the Federal Capital Territory host community has not received proper attention from the Mobile Telecommunication Network (MTN) to supplement government efforts as part of its Corporate Social Responsibility to the Host community.

Table 2: Regression Output for the relationship between “health care needs” and the MTN’s CSR.

Table 2a: Model Summary

Model	R	R Square	Std. Error of the Estimate
1	.458 ^a	.210	.91420

a. Predictors: (Constant), MTN’s CSR (CSR)

Table 2b: ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	88.307	1	88.307	105.662	.000 ^b
	Residual	332.630	398	.836		
	Total	420.938	399			

a. Dependent Variable: health care needs (HCN)
b. Predictors: (Constant), MTN’s CSR (CSR)

Table 2c Co-efficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	1.812	.108		16.849	.000
	MTN’s CSR (CSR)	.390	.038	.458	10.279	.000

a. Dependent Variable: health care needs (HCN)

Interpretation: Table 2 reveals a regression result of the influence of MTN’s corporate social responsibility (CSR) on health care needs (HCN). A critical inspection of the result also shows MTN’s CSR has a positive (0.390) relationship with health care needs (HCN). This invariably implies that an improvement in the MTN’s CSR will bring a corresponding increase in health care needs (HCN). The t-statistics revealed that MTN’s CSR is significant at 0.000, which implies that the parameter of measurement is substantial. The R-Square of 0.210 reveals the explanatory power of the independent variable MTN’s CSR; the result shows that 21% variation on health care needs (HCN) is as a result of MTN’s CSR. This revealed that there are other factors which are not within the scope of this study, which can contribute to health care needs (HCN). The F-statistic shows that the parameter of the general model is significant at 0.000, which is less than the 0.05 level of significance. Hence, the null hypothesis is rejected, which means that MTN’s CSR has positively addressed the health care needs of the host communities in the Federal Capital Territory.

Hypothesis Two.

The overstretched Educational facilities due to rural-urban migration have not been address by Mobile Telecommunication’s Network (MTN) as part of its Corporate Social Responsibility to the Federal Capital Territory’s Host community.

Table 3: Regression Output for the relationship between “employment opportunities” and the MTN’s CSR.

Table 3a Model Summary

Model	R	R Square	Std. Error of the Estimate
1	.455 ^a	.207	.90845

a. Predictors: (Constant), MTN’s CSR (CSR)

Table 3b ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	85.540	1	85.540	103.650	.000 ^b
	Residual	328.460	398	.825		
	Total	414.000	399			

a. Dependent Variable: employment opportunities (EOP)
 b. Predictors: (Constant), MTN's CSR (CSR)

Table 3c Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
		B	Std. Error			
1	(Constant)	1.715	.107		16.051	.000
	MTN's CSR (CSR)	.384	.038	.455	10.181	.000

a. Dependent Variable: employment opportunities (EOP)

Interpretation: Table 3 reveals a regression result of the influence of MTN's corporate social responsibility (CSR) on employment opportunities (EOP). A critical inspection of the result also shows MTN's CSR has a positive (0.384) relationship with employment opportunities (EOP). This invariably implies that an improvement in the MTN's CSR will bring a corresponding increase in employment opportunities (EOP). The t-statistics revealed that MTN's CSR is significant at 0.000, which implies that the parameter of measurement is significant. The R-Square of 0.207 reveals the explanatory power of the independent variable MTN's CSR; the result shows that 20.7% variation on employment opportunities (EOP) is as a result of MTN's CSR. This revealed that there are other factors which are not within the scope of this study, which can contribute to employment opportunities (EOP). The F-statistic shows that the parameter of the general model is significant at 0.000, which is less than the 0.05 level of significance. Hence, the null hypothesis is rejected, which means that MTN's CSR has significantly provided employment opportunities for inhabitants of the host communities in the Federal Capital Territory.

Hypothesis three

Mobile Telecommunication's Network (MTN)'s recruitment Policy does not favor the Federal Capital Territory Host Community by way of Corporate Social Responsibility

Table 4: Regression Output for the relationship between "educational facilities" and the MTN's CSR.

Table 4a Model Summary

Model	R	R Square	Std. Error of the Estimate
1	.106 ^a	.011	1.38978

a. Predictors: (Constant), MTN's CSR (CSR)

Table 4b: ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	8.705	1	8.705	4.507	.034 ^b
	Residual	768.732	398	1.931		
	Total	777.438	399			

a. Dependent Variable: educational facilities (EDF)

b. Predictors: (Constant), MTN's CSR (CSR)

Table 4c: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	2.548	.163		15.588	.000
	MTN's CSR (CSR)	.122	.058	.106	2.123	.034

a. Dependent Variable: educational facilities (EDF)

Interpretation: Table 4 reveals a regression result of the influence of MTN's corporate social responsibility (CSR) on educational facilities (EDF). A critical inspection of the result also shows MTN's CSR has a positive (0.122) relationship with educational facilities (EDF). This invariably implies that an improvement in the MTN's CSR will bring a corresponding increase in educational facilities (EDF). The t-statistics revealed that MTN's CSR is significant at 0.034, which implies that the parameter of measurement is significant. The R-Square of 0.011 reveals the explanatory power of the independent variable MTN's CSR; the result shows that 1.1% variation on educational facilities (EDF) is as a result of MTN's CSR. This revealed that there are other factors which are not within the scope of this study, which can contribute to educational facilities (EDF). The F-statistic shows that the parameter of the general model is significant at 0.034, which is less than the 0.05 level of significance. Hence, the null hypothesis is rejected, which means that MTN's CSR has significantly contributed to the availability of educational facilities in the host communities in the Federal Capital Territory.

Table of Summary Table of Findings:

S/N	Hypotheses	Decision Criteria	Coefficient	Remarks
1	Ho ₁ : The Healthcare Service delivery needs of the Federal Capital Territory host community has not received proper attention from the Mobile Telecommunication's Network (MTN) to supplement government efforts as part of its Corporate Social Responsibility to the Host community.	0.05 alpha and 95% confidence level	R= 0.458 R ² = 0.210: p= 0.000<0.05	Ho ₁ was rejected
2	Ho ₂ : The overstretched Educational facilities due to rural-urban migration have not been address by Mobile Telecommunication's Network (MTN) as part of its Corporate Social Responsibility to the Federal Capital Territory's Host community.	0.05 alpha and 95% confidence level	R= 0.455, R ² = 0.207 p= 0.000>0.05 R ² = 0.024: p= 0.002<0.05.	Ho ₂ was rejected
3	Ho ₃ : Mobile Telecommunication's Network (MTN)'s recruitment Policy does not favour the Federal Capital Territory Host Community by way of Corporate Social Responsibility	0.05 alpha and 95% confidence level	R= 0.106, R ² = 0.011: P= 0.034<0.05	Ho ₄ was rejected

Source: SPSS Output, 2019

From Table 4.5, it is shown that the hypotheses proposed for model 1, 2, and 3 rejected because the p values were less than 0.05, meaning that the analyses are significant.

VII. Findings

The findings generally revealed that Mobile Telecommunication Network (MTN) Nigeria, a Telecommunications Multinational Corporation is socially responsible to its host community, the Federal Capital Territory (FCT) Abuja-Nigeria; going by the respondents' opinion and the results of our regression analysis. All three Null Hypotheses were rejected.

The healthcare delivery service needs of Federal Capital Territory (FCT) Abuja, the host community has shown to have received good attention from the Mobile Telecommunication Network (MTN) Nigeria, as manifested in the regression significant results of 0.000 which was less than the P-value of 0.05. Hypothesis one (Ho₁) which states that "The Healthcare Service delivery needs of the Federal Capital Territory host community has not received proper attention from the Mobile Telecommunication's Network (MTN) to supplement government efforts as part of its Corporate Social Responsibility to the Host community" was rejected.

The already overstretched educational facilities of the host community (FCT) which was heightened by the migration of other ethnic groups to the FCT, in search of greener pasture has also been shown to have been reasonably addressed as manifested in the significant regression results (0.000) of the study. The level of significant of 0.000 is less than the P-value of 0.05, thus the Null Hypothesis Two (Ho₂) which states that, "The overstretched Educational facilities due to rural-urban migration have not been address by Mobile Telecommunication's Network (MTN) as part of its Corporate Social Responsibility to the Federal Capital Territory's Host community" similarly rejected.

The MTN's recruitment policy was equally shown to have favored the FCT host community, based on the regression results conducted. The regression results show a significant value of 0.034, which is less than the P-value (0.05). Null Hypothesis three (Ho₃) which states that, "Mobile Telecommunication's Network (MTN)'s recruitment Policy does not favor the Federal Capital Territory Host Community by way of Corporate Social Responsibility" was rejected, meaning MTN's recruitment policy clearly supported hiring of host community labor.

The above (i) – (iii) findings are in line with previous studies in the literature on corporate social responsibility (Aiyeku, Haran, & Jarutirasam, 2011; Amaeshi, Adi, Ogbechie, & Amao, 2006; Andabai, & Basuo, (2013); Asumah, (2015); Dagwom, C., & Mabur, 2014; Nsikan, Umoh, & Bariate, 2015; Nwoba, & Micheal 2016 and Onwuka, 2016)

VIII. Conclusion

From the correlation and regression results gotten, based on the respondents' opinion and the interviews conducted, the study concludes that, MTN Nigeria, has lived up to expectations with regards to its policy on corporate social responsibility; particularly as it relates to its host community responsibilities

(healthcare delivery service needs, provision of educational facilities and employment opportunities to the Federal Capital Territory).

IX. Recommendations

Although MTN Nigeria has shown to have performed above board in terms of healthcare delivery service to the host community, and more is yet to be desired; especially as the City population is growing at a geometric rate while healthcare facilities are not growing proportionately to the population growth rate.

MTN should consider hiring or engaging other Health NGOs that will provide healthcare services and campaign awareness activities, particularly to the City's rural population such as immunization, free eye tests, among others. This will further enhance MTN's corporate social responsibility involvement to the plight of the host community, the Federal Capital Territory.

MNT Nigeria, should go beyond just establishing of schools to the host community (across the six Area councils) of the Federal Capital Territory, but should in addition, engage into others such as award of scholarships to host community students in tertiary institutions, endowment Funds/Foundations that will be sustainable over time, research grants as well as teaching aids among others.

It has been established that MTN Nigeria has reasonably provided employment opportunities to its host community populace, but this is not enough. The company should create more opportunities, including MTN delivery services to the City's rural community such as sales of recharge cards on a vendor basis since some of are not all that educated.

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APPENDIX ‘A’: Population Sample Size

Abuja Area Councils	Inhabitants	Percentages	Sample Size
Abaji	101,673	6.2	25
Abuja Municipal	812,111	49.7	199
Bwari	206,134	12.6	50
Gwagwalada	333,754	20.4	81
Kuje	86,832	5.4	22
Kwali	93,323	5.7	23
Total	1,633,827	100	400

Source: Field Survey, (2019)

Appendix ‘B’

		Correlations				
		MTN’s CSR (CSR)	health care needs (HCN)	employment opportunities (EOP)	service hazard awareness(SHA)	educational facilities (EDF)
MTN’s CSR (CSR)	Pearson Correlation	1	.458**	.455**	.155**	.106*
	Sig. (2-tailed)		.000	.000	.002	.034
	N	400	400	400	400	400
health care needs (HCN)	Pearson Correlation	.458**	1	.425**	.174**	.034
	Sig. (2-tailed)	.000		.000	.000	.492
	N	400	400	400	400	400
employment opportunities (EOP)	Pearson Correlation	.455**	.425**	1	.601**	.368**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	400	400	400	400	400
educational facilities (EDF)	Pearson Correlation	.106*	.034	.368**	.625**	1
	Sig. (2-tailed)	.034	.492	.000	.000	
	N	400	400	400	400	400

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Appendix ‘C’: Items related to MTN Corporate Social Responsibility and Healthcare Services Delivery

Research question 1: To what extent has MTN’s CSR activities addressed the Healthcare Delivery Service needs of the host communities in the Federal Capital Territory?

S/N	items	Strongly disagree(%)	Disagree(%)	Undecided(%)	Agree(%)	Strongly agree(%)	Fx	N	X
1	MTN provides malaria control programmes to fight malaria in your community.	104(26%)	151(37.75%)	60(15%)	25(6.25%)	60(15%)	986	400	2.47
2	MTN engages in Community Healthcare enlightenment campaigns occasionally using medical personnel (Doctors, nurses, laboratory technicians, etc. to the health centres (hospitals, clinics, pharmacies) in your community.	71(17.75%)	144(36%)	85(21.25%)	45(11.25%)	55(13.75%)	1069	400	2.67
3	MTN provides drugs and other related consumables to the Health Centres (hospitals, clinics, pharmacies) in your community.	50(12.5%)	96(24%)	149(37.25%)	50(12.5%)	55(13.75%)	1164	400	2.91
4	MTN has provides Ambulance to Community Health Centres (hospitals, clinics, pharmacies).	60(15%)	60(15%)	151(37.75%)	99(24.75%)	25(6.25%)	1154	395	2.92
5	MTN has wholly or partly built Health Centres (hospitals, clinics, pharmacies) in your community.	89(22.25%)	100(25%)	90(22.5%)	61(15.25%)	60(15%)	1103	400	2.76
Sectional Mean							2.75		

Appendix ‘D’: Items related to “MTN Corporate Social Responsibility and Educational Facilities/Services”.

Research question 2: To what extent has MTN’s CSR activities contributed to the availability of educational facilities in the host communities in the Federal Capital Territory?

S/N	items	Strongly disagree(%)	Disagree(%)	Undecided(%)	Agree(%)	Strongly agree(%)	fx	n	X
1	The company organizes youth development or capacity building programmes to train people in your community	95(23.75%)	110(27.5%)	89(22.25%)	86(21.5%)	20(5%)	1026	400	2.57
2	MTN helps in recruiting and paying qualified teachers and other ancillary staff in your community	40(10%)	120(30%)	130(32.5%)	95(23.75%)	15(3.75%)	1125	400	2.81
3	MTN provides scholarships to indigenes and inhabitants of your community	60(15%)	95(23.75%)	160(40%)	75(18.75%)	10(2.5%)	1080	400	2.70
4	MTN has provided teaching aids (computer systems, laboratory equipment etc.) to schools in your community	55(13.75%)	114(28.5%)	86(21.5%)	115(28.75%)	30(7.5%)	1151	400	2.88
5	MTN has built blocks of classrooms and offices in your locality	100(25%)	60(15%)	95(23.75%)	85(21.25%)	60(15%)	1145	400	2.86
Sectional Mean							2.76		

Appendix ‘E’: Items related to “MTN Corporate Social Responsibility and Provision of Employment Opportunities”

Research question 3: To what degree has MTN’s CSR activities provided employment opportunities for inhabitants of the host communities in the Federal Capital Territory?

S/N	items	Strongly disagree(%)	Disagree(%)	Undecided(%)	Agree(%)	Strongly agree(%)	fx	n	X
1	MTN provides jobs for people in your community	80(20%)	115(28.75%)	70(17.5%)	50(12.5%)	65(16.25%)	1045	380	2.75
2	MTN also provides indirect employment opportunities e.g. sales of recharge cards and accessories in your community	75(18.75%)	134(33.5%)	90(22.5%)	76(19%)	25(6.25%)	1042	400	2.61
3	MTN has employed members of our community at both Management and Junior cadre	96(24%)	90(22.5%)	89(22.25%)	70(17.5%)	55(13.75%)	1098	400	2.75
4	Employees of MTN are payed acceptable packages (salaries, allowances, benefits, etc.).	55(13.75%)	134(33.5%)	85(21.25%)	76(19%)	40(10%)	1082	390	2.77
5	MTN’s corporate social responsibility has contributed to the reduction of unemployment in your community.	45(11.25%)	115(28.75%)	124(31%)	96(24%)	20(5%)	1131	400	2.83
Sectional Mean							2.74		