

IMPACT OF TECHNOLOGY ON REVENUE GENERATION IN THE PUBLIC SECTOR ORGANIZATIONS: A STUDY OF THE NIGERIA CUSTOMS SERVICE, SOKOTO/ZAMFARA AREA COMMAND

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Abstract

Societal problems and creation of public value is seen as a necessity that governments should provide. This have made public sector organizations to embrace innovation such as the adoption of technology in order to achieve desired outcome. Thus, this study examined technology and its impacts on revenue generation with focus on NCS using Sokoto/Zamfara Area Command as unit of analysis. Previous studies have conducted researches on reforms in Nigerian Customs Service (NCS) with scant attention on technology and its impact on revenue generation particularly in the area commands. The study adopted mixed method and used both primary and secondary sources of data collection. The primary data were sourced from exploratory research using questionnaires in which 132 questionnaires were distributed and 100 questionnaires were retrieved with no invalid questionnaire. The secondary data were sourced from relevant existing literatures on the topic under study such as textbooks, customs journals, and seminars papers that were consulted. Data analysis was subjected to multiple regression through SPSS version 25. The findings showed that technology positively impacts revenue generation in NCS with p-value of .000. The study recommends NCS to acquire adequate manpower and more advanced technological facilities like drones, and other ICT related technology that will promote anti-smuggling activities thereby increasing revenue generation.

Keywords: Technology, Revenue Generation and Public Sector