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WORK ETHICS AND SERVICE DELIVERY AMONG CIVIL SERVANTS IN SELECTED MINISTRIES IN ANAMBRA STATE

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Abstract
The work ethics in Anambra State civil service seem not to be as efficient as it ought to be, hence the need to carry out this study to examine the relationship between work ethics and service delivery among civil servants in selected ministries in Anambra state as the broad objective. The work was anchored on the Deontological Theory of Ethics propounded by Immanuel Kant. The study adopted survey research design, with a population of 2094 staff members of 10 randomly selected ministries in Anambra State and sample size of 335, arrived at using Taro Yamane sample size determination formula. The main source of data collection was primary source, through the use of structured questionnaire and it was validated using face and content validity and the reliability was ascertained using Cronbach Alpha reliability technique which returned a coefficient of .823. The analysis was done using a combination of descriptive and inferential statistics and hypotheses were tested at a 5% level of significance. Findings showed that there was a statistically significant negative nexus between bureaucracy and service delivery and there was a statistically significant negative relationship between transparency and service delivery among civil servants in selected ministries in Anambra state. Hence, it was concluded that work ethic had a statistically significant relationship with service delivery in the civil service of Anambra State. Among others, it was recommended that strategies and measures need to be put in place to encourage workers to be promptly responsive at the work place.

Key Words: *Civil Service, Service Delivery, Work Ethics, Transparency.*

Introduction
Corporate organizations across the world and government institutions alike adopt work ethics to promote efficiency and effectiveness in performance and service delivery. Ethics in organizations is concerned with the way employees ought to behave or the norms of conduct to which every discernible worker's action should conform. It deals with reasons why certain kinds of actions are morally right and acceptable or morally wrong and unacceptable (Okorie, 2018). Therefore, the fundamental basis of ethics is morality, and it is necessary in meeting the needs and aspirations of clients and the populace. As rightly posited by Heelas (2012), work ethics of whatever variety involves the ascription of value and good conduct towards work. Organisations are usually set up to achieve specific goals and objectives (Gberevbie, 2017). Through work ethics,

attitude, and level of value addition of workers, organizational performance can be affected or influenced. This is because the most significant resource in any organisation is human factors. Therefore, organization's success is linked to its employees' performance and this can be measured by assessing the outcome, which is the service delivery.

To realise the goals and objectives of any organization, laid down rules and regulations are relevant in shaping employees' attitudes and behaviour towards work (Gberevbie, 2017). It is through good disposition and positive attitude that these can be achieved. A positive attitude is expected of employees to exhibit effective, efficient and increase work productivity and good service delivery (Abdullahi, 2013). An individual approach, feeling, and principles towards organisational responsibilities may suggest the work ethics of such a person, and can be either positive or negative, or even bring about productive or unproductive outcomes. Furthermore, it is pertinent to state that every organization has its norms, values, ethics, acceptable ways of behaviours and conduct. These form organizational ethics and when properly adhered to, would ensure smooth running and performance. In the Nigerian civil service for instance, there are ethical conducts stipulated in service rules. Ironically, the application has not resulted to the expected performance of service delivery (Yetunde, Ayodele & Oni, 2020), reported that various Ministries in South-Eastern States (especially Health in Ebonyi, Finance and Works in Enugu, as well as Public Utilities and Rural Development in Imo State) are bedevilled by unprofessional and unethical practices. As a result, the public seem not to be satisfied with the service delivery in those States. Similarly, Abasilim, Gberevbie and Ifaloye (2017) submit that service delivery in the Nigerian public sector has been widely criticized for nonchalant and unethical conducts. Different problems based on unethical behaviours which are often exhibited by employees appear as major factor precipitating inefficiency and ineffectiveness in public service delivery.

Since independence, studies have shown that Nigeria has been battling the problems of integrity, transparency and accountability within her public service (Aluko & Adesopo, 2015; Agara & Olarinmoye, 2009), there seem not to be any difference in Anambra State public service. This has hugely been associated with the collapse of ethical and professional standards in virtually every aspect of the national life (Adegoroye, 2005). The author argues that this accounted for the near collapse of the educational system, the increased wave of crime, decadence in the health sector and the pervasive culture of greed, indiscipline and corruption in the public service. The need to go back to the drawing board or enforce requisite work ethics for efficient service delivery cannot be overemphasised. Work ethics entails being reliable, displaying right attitude, having initiatives as well as maintaining social skills. However, there appears to be erosion of these basic ethics in all facets of national life, including the civil service in Anambra State. This has resulted to lack of adequate skills and right attitude among workers, hence, no efficiency in their service delivery (Onyedika-Ugoeze, 2022). It is common among public workers in Nigeria and even in Anambra State as observed to take government job as no man's business, hence, treated with laxity, nonchalance, absenteeism, rude disposition towards clients, bureaucratic processes, etcetera. This has continued to have negative effect on productivity outcome and sometimes discouraging the populace from

having anything to do with government establishments. Be it in the educational sector, health, works, finance and notable others, the situation appear the same. This is in spite of control measures put in place to ensure an ethical public service system, and instead of ameliorating the situation, the public service ethics appear to have been abandoned (Aluko & Adesopo, 2015), noted that bribery and corruption, nepotism, embezzlement, influence peddling, favouritism on relations and friends, partiality, absenteeism, lateness to work, abuse of public properties, leaking and abuse of government information have become the norm, especially in Osun State. It is against this background that this paper examines work ethics and service delivery among civil servants in selected ministries in Anambra State.

Statement of the Problem

In the Nigerian civil service, there are ethical conducts stipulated in service rules. Ironically, the application has not resulted to the expected performance of service delivery (Yetunde, Ayodele & Oni, 2020), reported that various Ministries, Departments and Agencies in South-Eastern States (especially Health in Ebonyi, Finance and Works in Enugu, as well as Public Utilities and Rural Development in Imo State) are bedevilled by unprofessional and unethical practices, a situation which is also noticeable in Anambra State Civil Service. Amoke (2020) stressed that service delivery to the people is a key function of the government, but over the years, there has been very poor service delivery by the public sector in Nigeria. To buttress this, Ogu OA and Chukwurah DCJ (2013) observed that service delivery by Anambra state civil service is very poor in all ramification. They asserted that over the years, infrastructural development and service delivery in Anambra state have slackened. Most people in Anambra especially in rural areas seem to have limited access to quality service. The Anambra state civil service is generally criticised for still maintaining conducts derived from colonial based civil service which was designed just to make law and order. Further to this, inadequate coordination, communication gap, over centralisation of decision making has marred the efficiency and effectiveness of the civil service in Anambra state. These have led to laxities in employee behaviour ranging from unreasonable absenteeism, lateness to work, idleness and poor workmanship. Orogbu etal (2016). In the state civil service, the researcher observed that workers come to work late and leave early. There is excessive bureaucratic practices which slows down decision making and hinder service delivery. Files are not treated promptly as at when due. Workers engage in extracurricular activities during office hours and these have been observed to be distracting them from performing the assigned duties as officers appear to be giving more attention to personal businesses than to the work which pays them monthly (government job). The researcher also observed some level of nonchalantly in carrying out their duties as there is no systemic update on individual activities. There is also issues of transparency and accountability where monies budgeted for some things at the office are spent in ways that are not transparent. They appear not to be accountable for monies spent, hence, not spending the money judiciously. All these seeming issues appear to be affecting the service delivery potentials of the civil service in Anambra State, hence necessitating this study to examine the relationship between work ethics and service delivery in selected ministries in the State.

The broad objective of this study is to examine the relationship between work ethics and service delivery among civil servants in selected ministries in Anambra state. Specifically, this study seeks to:

a) determine the nexus between transparency and service delivery among civil servants in selected ministries in Anambra state.

In view this, the following hypothesis was formulated:

H_o: there is no statistically significant nexus between transparency and service delivery among civil servants in selected ministries in Anambra state.

Literature Review

Conceptual review

Work Ethics

In today's business world, work ethic is an essential concept that determines level of organizational success, performance or even failure. This is because employee behaviour could positively or negatively influence and contribute to the success or failure of an organisation. Ethics as a concept is a social construct of right and wrong or good and bad assigned to make a meaning of social actions. Peter Singer in Banks (2017) clearly classified ethics into meta-ethics, normative ethics and applied ethics. As meta-ethic focuses on methods, language, logic or reasoning in the interpretation of ethical terms, normative ethics is concerned with standards of behavior or conduct, while applied ethics is primarily on ways of resolving practical moral problems. Banks present ethics as a central component in decision making. In essence, how professionals relate with clients and how privileges of positions are perceived or utilized in relationship with the public could determine outcome. Therefore, through ethics there can be better understanding of actions or inactions that make for either ethical or unethical behaviours. However, Akinlade, Gberevbie and Adesuyi (2021) infer that work ethics is the adaptation to rules, regulations, standards code of conduct in a certain institution or profession. This definition tries to portray work ethics as rules or guide already known and adhered to by workers. It fails to recognise the fact that existence or knowledge of work ethics in an organization is not a guarantee for employees' adaptation. In essence, managerial committee of institutions (organizations) are to work towards ensuring compliance by checkmating and retraining workers. It could be disastrous or counter-productive if employees are left un-checkmated, especially on the assumption that they know the ethics and therefore must always act in conformity.

According to Omisore and Adeleke (2015), work ethics refers to a set of principles relating to morals of right attitude, good and acceptable conduct in the sight of the majority of people in an organisation, group, community, or society. They authors tries to assume ethics as morality, neglecting the thin line between both. While morality involves or is primarily shaped by a person's belief system, ethics on the other hand reveals society's or organizational expectations of acceptable behaviour (Akinlade, Gberevbie & Adesuyi, 2021). In a more concise and captivating approach, Onah, Ugwuibe, Nwogbo and Osadebe (2022) describes work ethics an inherent attitude that an individual possesses that allows him or her to make decisions and perform assigned duties with a positive moral value. This definition captures the essence of work ethics by

pointing to the fact that those virtues have to be inherent to be able to influence decisions or outcome positively. In other words, without proper internalisation of the ethical principles it might be difficult to work or conform to service rules.

Transparency

Transparency is a complex and diverse notion that holds significant importance across a wide range of fields, encompassing areas such as organisational behaviour and public governance. The phrase "transparency" refers to the characteristic of being open, honest, and readily comprehensible. Transparency has become a fundamental principle linked to accountability, efficient decision-making, and the cultivation of trust in both academic and practical settings (Bovens, 2007; Hood & Heald, 2006). Transparency in organisational contexts is frequently associated with the divulgence of information to both internal and external stakeholders. The establishment of transparency plays a crucial role in cultivating trust (Gill, Pratt, & Spiller, 2008). The act of exchanging information, whether it pertains to financial performance or decision-making procedures, fosters an environment characterised by transparency and responsibility (Bansal & Clelland, 2004).

It is expected of every worker in public office to be as open and transparent as possible in all actions and decisions. Information may only be restricted, perhaps, on the ground that a wider public interest is involved. Again, every worker or public servant should be able to give account of stewardship and be uptight not to be found wanting (Okorie, 2018). In other words, it is unethical to fraudulently take organizational properties or materials home, especially for government workers who may sometimes do things that are questionable because they believe that government work is nobody's own. While highlighting some unethical behaviours and practices among Local Government workers in Osun State, Aluko and Adesopo (2015) presents some parameters for measuring work ethics as, punctuality/lateness, attendance (regular/irregular/absenteeism/truancy), accountability, integrity/honesty, transparency/corruption, public relations as well as time lag on work schedules. They frown that government workers in Nigeria hardly comply with ethical standards in their dealing with the public.

Service Delivery

Service delivery refers to the actual delivery of a service or products to organizational customers or clients. It is concerned with the where, when and how a service product is delivered to the customer and whether this is fair or unfair in nature (Onah, *et al*, 2022). Martins and Ledimo (2015) pointed out that in the public sector, service components are often not physical entities, but rather are a combination of processes, skills and materials that must be appropriately integrated to result in the 'planned' or 'designed' service. In Nigeria, public or civil service delivery is the mechanism through which needed services are delivered to the public by local, state or federal governments (Onah, *et al*, 2022). Some of the services include, but not limited to healthcare services, education, street cleaning, sewage and trash disposal. It is the responsibility of Nigerian government to provide these services to her people. The goal of service delivery system is to protect and upgrade the economic and social well-being of the citizens. It, therefore, becomes imperative that government deliver efficient, effective and responsive services to citizens through civil or public servants.

Public or civil service in any society is a significant pillar in moulding the nation's development. This is because it is created as an engine to process, carryout and extends duty of the public authority as well as conveying satisfactory support of the citizens and executing government detailed arrangements (Oni, Oni & Gberevbie, 2015). In Nigeria, the delivery of these services is to be guided by rules and regulations as enshrined in the Code of Conduct Bureau and the Civil Service Rules (Omisore & Adeleke, 2015). The inability to adhere to these rules and regulations has made successive efforts to serve the people ineffective and issues ridden. Negative and unpleasant stories usually characterised public dealings with civil servants, thereby making government institutions not just unproductive, but mere white elephant projects.

Theoretical Framework

This work is anchored on the Deontological Theory of Ethics propounded by Immanuel Kant (1724-1804), on the premise that ethics should provide framework principles (rules) that guide and restrict action devoid of personal intentions and desires (Yetunde, *et al*, 2020). The theory highlights that morality of action should be based on whether that action is right or wrong under rules, rather than on the result of an action. The theory suggests that that the end result of an action is not of primary importance, but in determining the moral intent of the action. To the deontologists, morality of an action should be paramount and not the consequences. Kant further posits that we have duties that are imperative and must never be abandoned, regardless of the anticipated outcome. These duties, according to Kant are absolute and must be applied to everyone equally (McCartney & Parent, 2015).

In application to this paper, ethics demand that all humans be treated equally in service delivery. Some persons should not be given special treatment because of what we stand or perceived to gain from them, while others are treated with distain and nonchalance. Workers should always act in accordance to their job principles or rules rather than by compulsion. In other words, all workers should be made to internalise the ethical rules of their work and work in compliance to that. It is not expected that an employee shows good disposition or manners to a client because the Boss or supervisor mandated him or her to do so or that because graft is offered. “Robbing of palms” is a common unethical slogan among many Nigerian public workers and this influences outcome of services. It is not supposed to be so as intention of rendering such service will obviously influence outcome.

Empirical Review

Oginni, Ayantunji, Larnre-Babalola, Olonade, Ajibola, Balogun and Adebayo (2023) investigated work ethics practices and employee retention in the manufacturing industries in Lagos, Nigeria with focus on the Nigerian Breweries, Lagos as the unit of analysis. The study made use of primary data with the aid of a structured questionnaire administered to 300 respondents randomly to elicit information from the selected respondents. The analysis was done using correlation analysis and it was found that integrity as a practice was prevalent among other practices found to be operational in the area of study and also found that there exists a significant positive relationship among all

the variables of work ethics practices and employee retention where accountability practice with employee retention, respectfulness practice with employee retention, professionalism practice with employee retention and integrity practice with employee retention.

Odunukwe, Agu and Anah (2023) examined the relationship between work ethics and employees' performance in private universities in Anambra State, Nigeria. A descriptive survey research design was used and the sample size selected was 166 academic staff. Data collected through the questionnaire was analyzed using Pearson product moment coefficient of correlation and the result revealed that there is no significant positive relationship between racial discrimination and employees' performance; ethical compliance has a significant positive relationship with employees' performance in private universities and fairness has a significant positive relationship with employees' performance in private universities in Anambra State, Nigeria.

Alagbogu and Onuoha (2023) investigated the relationship between workplace ethics and organizational performance of owner managers businesses in Rivers State. The survey design was adopted and a population of one thousand three hundred (1300) small and medium-sized businesses that are managed by the owners were covered. A sample size of 297 owner managers were drawn from the population. The systematic sampling technique was used in this study. Data were collected using copies of questionnaires. The hypotheses were tested using the Spearman Rank Order Correlation Coefficient. The study found that there is a significant relationship between the dimensions of workplace ethics (integrity and trustworthiness) and the measures of organizational performance (corporate reputation and profitability).

Bibire and Kunle (2022) examined the influence of work ethics on service delivery by library personnel in federal universities in south west Nigeria. The descriptive survey research design of correlational type was adopted for the study. The population of the study consisted of 218 library personnel in all 6 federal university libraries in the South-west geo-political zone of Nigeria. Due to the small size of the population, total enumeration sampling method was used for study. A self-designed instrument was used for measuring the work ethic and service delivery of 218 library personnel federal university libraries in the South-west geo-political zone of Nigeria, information was collected and analysed, and the result revealed that work ethics have a significant influence on service delivery by library personnel in federal universities in Southwest, Nigeria. The findings indicated that work ethics influence service delivery of library personnel in federal universities in South-west, Nigeria.

Akinlade, Gberevbie and Abasilim (2022) focused not only on identifying the ethical challenges hindering public service delivery but to state how these challenges can be tackled to bring out the desired service delivery demanded by the citizens. The Ekiti State University Teaching Hospital (EKSUTH), Ado-Ekiti, Nigeria was used as the study area and the study adopted the cross-sectional survey research design. The primary source of data was obtained from the administration of questionnaires to both EKSUTH staff (administrative and clinical departments) and EKSUTH out-patients followed by an in-

depth interview with four administrative and four clinical staff. The Pearson Product Moment Correlation, Linear Regression Analysis, and One Sample T-test Analysis were used to test the various hypotheses, and the study findings revealed that there is a link between work ethics and service delivery, also, a proper implementation of standard work ethics can lead to increased efficiency in the public sector.

Barretto, Adeoye, Akewusola and Ayeni (2021) examined the individual and combined effect of work ethics on employees' performance in selected money banks in Ogun State, Nigeria. It measured the constructs of Integrity, Moral Value and Trust as correlates of Job Commitment, Work Quality and Timeliness of Delivery respectively. The study adopted survey research design on the targeted population of 800 employees of the selected banks. Stratified random sampling was used in selecting the sample size of 481 employees. In assembling data, a structured and self-administered questionnaire was adapted, validated and employed. Data were analyzed using descriptive and inferential statistics. The results revealed that integrity had positive and significant effect on employees job commitment, moral value had significant effect on quality of work, trust had significant effect on timeliness of delivery and Integrity, moral value, and trust, have combined significant effect on employees performance of the selected money banks.

Research Gap

Most of the studies empirically reviewed are either not carried out in Nigeria or done in a different state or region. The studies were carried out in corporate organizations like banks, hospitals and University environments, none was done in the core Ministries. For instance, Oginni, Ayantunji, Larnre-Babalola, Olonade, Ajibola, Balogun and Adebayo (2023) investigated work ethics practices and employee retention in the manufacturing industries in Lagos which has different operational environment with Anambra state as its revenue and structure is different from that of Anambra State. Odunukwe, Agu and Anah (2023) examined the relationship between work ethics and employees' performance in Anambra State, Nigeria, however, they studied private universities which is quite different from the ministries studied in the present work. In Rivers State, Alagbogu and Onuoha (2023) investigated the relationship between workplace ethics and organizational performance of owner managers businesses. Here, the work is in a different state and they studied private firms. Also, Bibire and Kunle (2022) examined the influence of work ethics on service delivery, but studied library personnel in federal universities in south west Nigeria. Akinlade, Gberevbie and Abasilim (2022) used the Ekiti State University Teaching Hospital (EKSUTH), Ado-Ekiti ocused to identifying the ethical challenges hindering public service delivery. Again, the university system and how it operates differs from how the ministries operate. One study carried out outside the shores of Nigeria is the study of Haroon, Zaman and Rehman (2012) who examined the relationship between Islamic Work Ethics and job satisfaction among the nursing staff in healthcare sector of Pakistan. Here, it narrowed the ethics to focus on just Islamic work ethics which is different from the main focus of the present study. All these gaps spotted in knowledge is part of what necessitated this study to fill the knowledge gaps.

Materials and Methods

This work adopted survey research design, this is because the work collected data from a sampled respondent using questionnaire, and this is well suited to survey design. This study is carried out in Anambra State. The population of the study is made up of 2094 junior and senior staff members of 10 randomly selected ministries in Anambra State as sourced from the office of Head of Service, Anambra state (June 2022). The sample size of 335 was arrived at by applying Taro Yamane sample size determination formula. In determining the distribution proportion of the questionnaire, Bowley's allocation formula is utilized. The main source of data collection for this study is primary source, through the use of structured questionnaire. The data collection instrument which is questionnaire is structured in a Likert five-point format, starting from 5 for strongly agree (SA), 4 for Agree (A), 3 for Undecided (UD), 2 for Disagree (D) and 1 for Strongly Disagree (SD). The total questionnaire items in the questionnaire is 9, and it has just one section. The instrument for data collection was subjected to both face and content validity through the instrument validation experts. The instrument was subjected to Cronbach Alpha reliability technique to ensure that the data collected is internally consistent. The reliability coefficient obtained is .823 which is higher than 6, and therefore deemed to be reliable enough to be used for the study. The analysis for this study is done using a combination of Descriptive and Inferential Statistics. The Descriptive Statistics used include Mean and Frequencies while the Inferential Statistics used in a Least Square Method Multiple regression. The hypotheses were tested at a 5% level of significance. The alternate hypothesis will be accepted if the probability value (p-value) gotten is less than the level of significance of .05, otherwise, the null hypothesis will be accepted.

Results and Discussion

Data Presentation

A total of 335 copies of questionnaire were distributed in accordance to the sample size and proportion, in the end, only 311 were collected, out of which 11 copies were either not completely filled or correctly filled by the respondents. So, only 300 copies were analyzed, which represents 90% of the distributed copies.

Table 1: Distribution of Responses for Bureaucracy, Transparency and Service Delivery

S/N	QUESTIONNAIRE	SA	A	UN	D	SD	Mean	Decision
	TRANSPARENCY							
1	What we spend in my office is very clear to everyone.	-	20	-	99	181	1.53	Reject
2	My office budget is made open to everyone to see.	12	23	10	140	115	1.91	Reject
3	The money we spend in my workplace is made secret.	201	83	3	13	-	4.57	Accept
	SERVICE DELIVERY							
4	I attend to people the way I am supposed to.	76	102	21	14	87	3.22	Accept
5	I do not get distracted at work.	100	54	36	67	43	3.34	Accept

6	People who come to my office are treated very well.	56	79	78	50	37	3.22	Accept

Source: Field Survey, 2023

Table 1 shows the distribution of responses for transparency and service delivery from the respondents. The analysis is carried out using Mean, with a threshold of acceptance of 3. Meaning that any questionnaire item with a mean of 3 and above should be accepted as applying in the ministries selected while any with a mean of 3 should be rejected as not applicable to the selected ministries. A look at the Table shows that questionnaire items 3, 4, 5 and 6 are accepted while questionnaire items 1 and 2 are rejected.

Test of Hypotheses

Hypothesis One

H_0: there is no statistically significant nexus between transparency and service delivery among civil servants in selected ministries in Anambra state.

Table 2: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.938[a]	.880	.879	1.475

a. Predictors: (Constant), TR

Source: Field Survey, 2023

Keys:

TR: Transparency

Table 4.2 shows the model summary of the regression analysis carried out for the test of hypotheses one and two. Looking at the R which shows the correlation coefficient, it reveals that there is a significant relationship between work ethics and service delivery. The coefficient of determination as shown by R-Square indicates that an 88% change in service delivery is explained by changes in work ethics in the selected ministries in Anambra State civil service.

Table 3: ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4737.672	2	2368.836	1089.402	.000[b]
	Residual	645.808	297	2.174		
	Total	5383.480	299			

a. Dependent Variable: SD

b. Predictors: (Constant), TR,

Source: Field Survey, 2023

Key:
SD: Service Delivery

Table 3 reveals the ANOVA result of the regression analysis carried out. Looking at the probability value of .000 as represented by sig, it indicates that the alternate hypothesis should be accepted and therefore state that work ethics have a statistically significant relationship with service delivery in the selected ministries in Anambra State civil service.

Table 4: Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.457	.407		1.124	.262
	TRANS	-.234	.095	.122	2.476	.014

a. Dependent Variable: SD
Source: Field Survey, 2023

Table 4 shows the individual results for transparency to know if it has a significant relation or not and to know if the relationship is positive or negative. Looking at the result, the coefficient for Transparency shows a negative relationship with service delivery with a coefficience of -.234 and a p-value of .014.

Discussion of Findings

The analysis of the work was done using regression analysis and the result shows that work ethics have a statistically significant positive relationship with service delivery in the selected ministries in Anambra State civil service. The implication of this result is that when work ethic improves, service delivery will also improve. That is, when the workers in the ministries starts coming to work early, when transparency and accountability becomes the watch word in the ministries, then the service delivery capacity of the civil service in Anambra state will improve as people will do their jobs diligently, there will not be delays, lackadaisical and nonchalant attitudes towards the job and the populace. This finding aligns with the findings of previous researchers such as Bibire and Kunle (2022) who examined the influence of work ethics on service delivery by library personnel in federal universities in south west Nigeria and revealed that work ethics have a significant influence on service delivery by library personnel in federal universities in Southwest, Nigeria. Similarly, this finding aligns with that of Oginni, Ayantunji, Larnre-Babalola, Olonade, Ajibola, Balogun and Adebayo (2023) that investigated work ethics practices and employee retention and that there exists a significant positive relationship among accountability practice with employee retention, respectfulness practice with employee retention, professionalism practice with employee retention and integrity practice with employee retention. On a similarly note, Odunukwe, Agu and Anah (2023) that examined the relationship between work ethics and employees' performance in private universities in Anambra State, Nigeria revealed that ethical compliance has a significant positive relationship with employees' performance

in private universities and fairness has a significant positive relationship with employees' performance in private universities in Anambra State, Nigeria. Also coming up with a finding that corroborates that of the present study is Alagbogu and Onuoha (2023) that investigated the relationship between workplace ethics and organizational performance of owner managers businesses in Rivers State and indicated that there is a significant relationship between the dimensions of workplace ethics (integrity and trustworthiness) and the measures of organizational performance (corporate reputation and profitability).

Conclusion and Recommendations

This study examined work ethics and service delivery among civil servants in selected ministries in Anambra State Nigeria. Civil service can be portrayed as the business or transactional organ and image of the government. In essence, the activities of this important sector of a society can tell not just the character of the government but the entire people of the State. In other words, if a civil service model image of integrity, uprightness and hard work that can go on to describe people of that particular society. On the other hand, if on the contrary, it could as well model negative perception about the people. The Anambra State civil service, just like that of Nigerian is established with guiding rules and regulations. This guiding rules or norms is commonly referred to as code of ethics and requires transparency, integrity, loyalty, efficiency and effectiveness in service delivery. Unfortunately, and in practical terms, this is far from the reality in government ministries, as public servants are characterized by unethical conducts such as negligence, financial mismanagement, partiality in recruitment and promotion, extortion among others. As such, public service in Anambra State is bedevilled by unprofessional and unethical practices. Thereby, giving the state and by extension the nation a bad image in the comity of nations and even making the populace wishing not to have dealings with civil service. Haven analysed the data collected for the purpose of establishing the relationship between work ethics and service delivery, this paper concludes that work ethic has a statistically significant relationship with service delivery in the civil service of Anambra State.

Following the findings of the study, it is recommended that:

a) The management and head of various ministries need to be more transparent and open with their expenditure and budget and this will encourage more efficient spending of resources which will eventually lead to better service delivery to the masses.

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