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## Analysis of The Effects of Service Delivery on The Wellbeing of Internally Displaced Persons (IDPS) in Federal Capital Territory (FCT), Abuja

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### Authors

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## **ANALYSIS OF THE EFFECTS OF SERVICE DELIVERY ON THE WELLBEING OF THE INTERNALLY DISPLACED PERSON (IDPS) IN THE FEDERAL CAPITAL TERRITORY (FCT), ABUJA**

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### **ABSTRACT**

The provision of services, encompassing substandard medical facilities, inadequate housing conditions, limited access to electricity, insufficient recreational amenities, and the absence of potable water supply, has emerged as a significant impediment confronting Internally Displaced Persons (IDPs) both domestically and globally. The present investigation sought to evaluate the impact of service delivery on the welfare of IDPs residing in the Federal Capital Territory (FCT), Abuja. The objectives of this inquiry were to assess the socioeconomic attributes of the IDPs, scrutinize the types and efficacy of service delivery within the IDP camps, and appraise the consequences of service delivery on the well-being of the IDPs in the research area. For this study, we selected a representative sample of 331 households to examine the households encompassing the IDPs. The data underwent statistical analysis employing the Statistical Package for Social Sciences (SPSS). The findings unveiled the extent of deprivation endured in terms of essential amenities such as shelter, proper sanitation, reliable electricity, potable water, and adequate healthcare provisions. For instance, all participants resided in makeshift accommodations, including tents, plank houses, schools, and sack houses, with over 80% expressing concerns regarding security issues within the IDP camps. Consequently, this investigation concludes that the research area grapples with challenges encompassing food insecurity, personal security, criminal activities, fear of crime, poor health, limited educational opportunities, and precarious livelihoods, thereby augmenting vulnerability and diminishing the quality of life experienced by Internally Displaced Persons. Accordingly, the study offers recommendations advocating for comprehensive planning measures targeting IDPs in Abuja with the purpose of enhancing their well-being and overall quality of life.

**Keywords:** Delivery; Displacement global; Planning; Service

### **1. INTRODUCTION**

The phenomenon of urbanization poses a significant, global problem, giving rise to various predicaments worldwide (UNDP, 2015). The challenges arising from urbanization have resulted in both natural and man-made disasters, thereby endangering the well-being and assets of individuals residing in urban and rural regions alike.

Urban populations interact with a modified environment, primarily due to their consumption of resources like food, energy, water, and land (UN-Habitat, 2016). Environmental hazards such as global warming, flooding, desertification, landslides, earthquakes, droughts, and individual displacement manifest the consequences of urbanization.

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The occurrence and detrimental effects of Internally Displaced Persons (IFPs) have garnered global attention due to their frequent incidence and the adverse impact they have on the societal, cultural, political, and economic aspects of affected individuals (IDMC, 2014). The rise in international conflicts during the early 1950s led to a prevalent discourse surrounding refugees. The establishment of the United Nations High Commission on Refugees (UNHCR) in 1950 was a direct response to the aforementioned circumstances (UN-Habitat, 2015). The primary objective of this commission was to provide protection and assistance to individuals who have been forcibly displaced (UNOCHA, 2014). Consequently, the matter of Internally Displaced Persons (IDPs) has become a prominent topic in national and international discourse, as well as a focal point for strategic planning in numerous countries and regions worldwide.

On a global scale, the number of individuals compelled to abandon their homes due to natural disasters or conflicts resulting in violence, loss of life, and human rights violations has exceeded 40 million (World Bank, 2015). Whether displaced within their own country as internally displaced persons (IDPs) or seeking refuge outside their nation as refugees, these individuals face immense challenges (World Bank, 2015). Particularly in Africa, various crises across the continent have displaced approximately 3.2 million individuals (World Bank, 2015).

Despite considerable government spending and fiscal allocations, internally displaced persons (IDPs) continue to encounter challenges related to governance, inefficiencies, infrastructure deficiencies, and inadequate service provision (Mohammed, 2017). Unregulated population growth from an influx of migrants from rural areas, without corresponding infrastructure development, further exacerbates these issues (UN-Habitat, 2015). Omar (2009) posits that inadequate planning is the primary cause of poor service delivery, while ineffective implementation can sometimes impede well-designed plans and policies. Additionally, he argues that a lack of transparency and accountability in governance, a shortage of skilled professionals in local government bodies, and a fragile relationship between urban areas and local governments exacerbate this problem (Omar, 2009).

The International Organization for Migration (IOM) conducted an assessment in 2018 and found that radical Islamist-instigated communal clashes in Nigeria resulted in the displacement of 13.3% of individuals. Natural disasters accounted for less than one percent of the displacement, while clashes between herders and farmers caused 1.2%. The remaining 83.8% of displacement was due to attacks by insurgents. To summarize, out of the 3.6 million people who experienced displacement across various regions in Africa, a staggering 2.2 million were from Nigeria (IOM, 2018).

Moreover, according to the World Bank's (2014) findings, approximately 1.1 million individuals in the African Sahel regions endure forced displacement due to conflicts. Notably, the 2012 crisis in Mali recorded approximately 353,000 internally displaced persons (IDPs), and an additional 280,000 refugees from Sudan sought refuge in Chad. These results (World Bank, 2014; World Bank, 2015) highlight the unpredictability of the region and the challenge for those displaced who seek to return to their place of origin. UNCHR (2005) discovered that in some African countries, there could be at least ten internally displaced persons in every refugee camp.

In Nigeria, governments at all levels remain concerned about the issue of Internally Displaced Persons (IDPs) (UNHCR, 2005). Following independence, the civil war between 1967 and 1970 resulted in a significant number of IDPs in Nigeria, displacing a large population of eastern Nigerians. More recently, Nigeria has faced numerous challenges, such as ethnic and religious clashes, communal disputes over boundaries, conflicts between farmers and pastoralists over grazing lands, and widespread flooding across states, all of which have led to an unprecedented increase in the number of IDPs (Adeejat-Kubra, 2013).

The Federal Capital Territory (FCT) of Nigeria, as the seat of power, has been seen by IDPs as a safe haven, resulting in an influx of displaced individuals from both nearby and distantly affected states. In 2015, reports indicated that the number of IDPs in Abuja reached 13,786 (IDMC, 2015). Various satellite towns and surrounding villages host the camps. Some individuals in the camps have returned to their home states in recent years, while others have merged with existing camps within the FCT. However, the increasing population of the host communities has put a strain on available infrastructure such as electricity, clean water, and educational facilities. Consequently, the impact of IDPs on education is felt not only by the displaced individuals themselves but also by the host communities (Edem-Nse et al., 2017).

Abuja has faced an influx of IDPs due to the rise in insurgency and herders-farmer's clashes in the country (Edem-Nse et al., 2017). According to IDMC (2018), (1%) of the IDPs are located within Abuja. In the year 2018, internally displaced persons (IDPs) underwent a process of reintegration with their respective communities. Consequently, the population of the two remaining camps has significantly increased due to the amalgamation of additional individuals from the Karmajiji/Kuchigoro and Durumi camps. Consequently, the total count of individuals residing within these camps has reached 15,154, distributed across 2,510 households. Even with this large number of IDPs in Abuja, National Emergency Management Agency (NEMA) claims the camps are informal.

With the proliferation of IDPs camps in the Federal Capital Territory of Abuja, the provision of services to internally displaced persons (IDPs) has emerged as a significant obstacle. As a result, researchers and policymakers have been drawn to investigating the underlying causes of the escalating plight experienced by IDPs residing in the two camps within the FCT. The primary objective of this study is to evaluate the efficacy of service delivery within IDP camps, with the following specific aims: (1) to appraise the socio-economic characteristics of IDPs in these camps; (2) to scrutinize the types and effectiveness of service provision to IDPs residing in the camps; and (3) to assess the impact of service delivery on the overall well-being of IDPs.

The Federal Capital Territory is situated at the geographical midpoint of the nation, with coordinates of 9°4N 7°29E / 9.066667°N 7.483333°E respectively. It encompasses a total area of approximately 8,000 square kilometres. It is bordered to the north by Kaduna state, to the west by Niger state, to the east and southeast by Nasarawa state, and to the southwest by Kogi state (Figure 1 and 2). The FCT encounters two distinct weather conditions throughout the year, like in many other Nigerian states. These conditions consist of the rainy season, which commences in March and extends until October, and the dry season, characterized by abundant sunshine, which begins in October and concludes in March. The northeast trade wind brings about a brief spell of harmattan between these periods, resulting in a dusty haze, intense coldness, and dryness. Nonetheless, the elevated altitude and undulating terrain of the FCT serve as a moderating influence, ensuring that the weather remains consistently temperate.

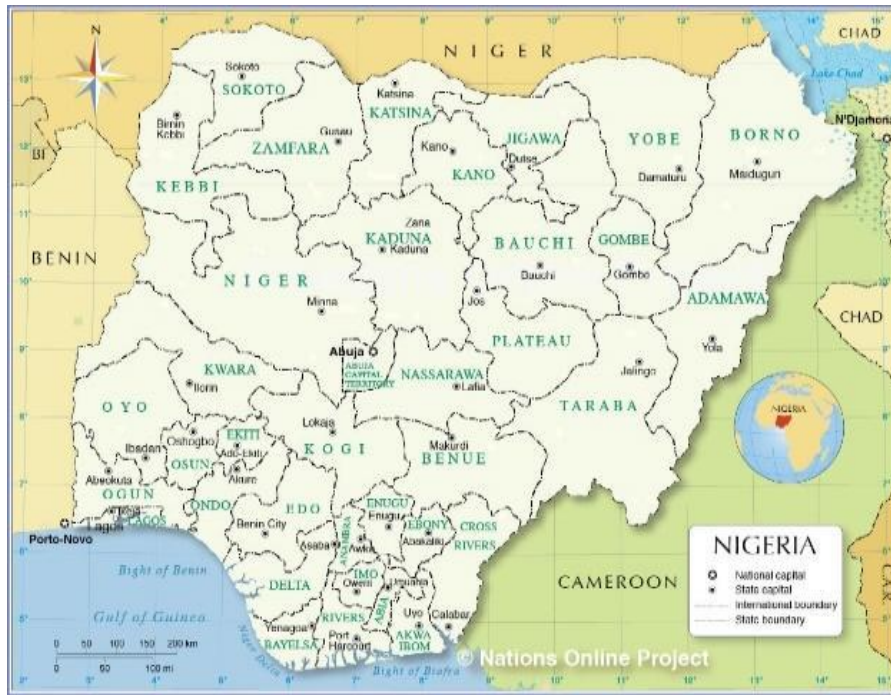


Figure 1 Map of Nigeria

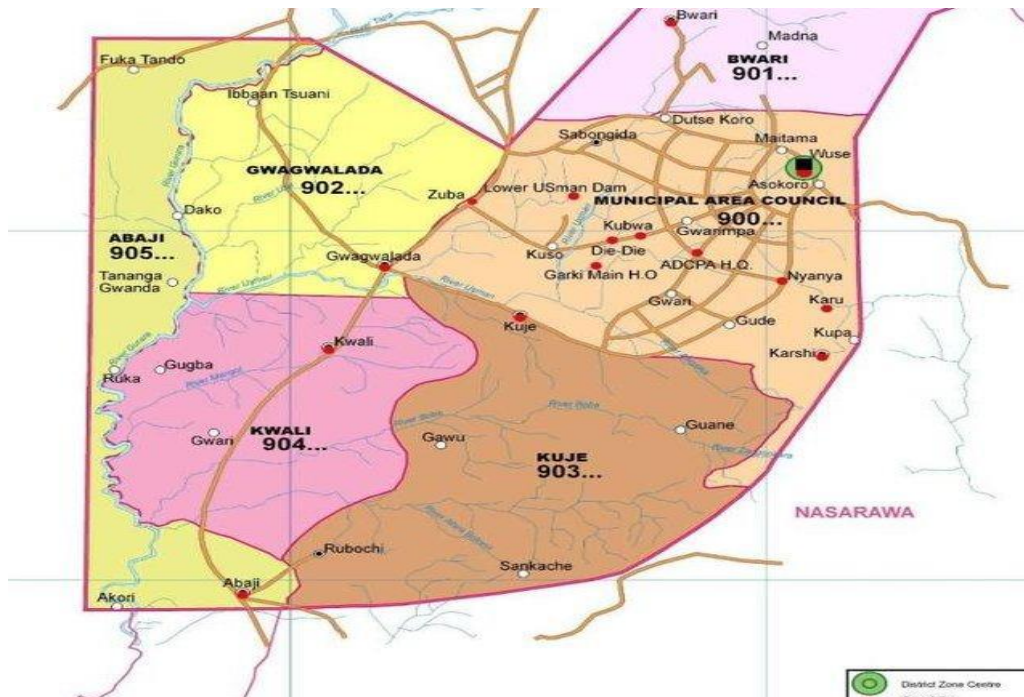


Figure 2 Map of FCT, Abuja



Figure 3 Google Earth Image of Kushigoro Camp



Figure 4 Google Earth Image of Durumi Camp

Kuchigoro/Karmajiji and Durumi represent two suburban areas that fall within the jurisdiction of the Federal Capital Territory. These villages are situated in the Abuja Municipal Areal Council (AMAC). The Kuchigoro/Karmajiji camp, as illustrated in Figure 3, is conveniently positioned a mere 5 minutes away from the central region. Its specific location can be found immediately after passing through the city gate along the outer southern expressway (commonly referred to as the Airport Road). On the other hand, Durumi, depicted in Figure 4, is bordered by the Kaura District to the north and can be reached within a reasonable 10-minute drive from the central area. The primary inhabitants of both settlements are the Gbagyi people, renowned for their expertise in agriculture as their main means of sustenance. Nevertheless, other Nigerian individuals who work in the city of Abuja can also be found coexisting within these communities.

## 2. LITERATURE STUDY

Failures in the provision of governmental services have been contributing factors to the occurrence of violence in urban areas, as acknowledged by the United Nations in 2016. Similarly, Omar (2009) noted that inadequate services, such as the absence of clean drinking water, inefficient waste management systems, substandard healthcare, insufficient housing, educational institutions, recreational facilities, telecommunication services, and electricity, are prevalent rather than exceptional in most Nigerian cities. These challenges are further exacerbated by population growth resulting from an increase in the influx of people from rural areas without a corresponding expansion of infrastructure. Deficient urban service delivery can largely be attributed to inadequate planning, while in some instances, sound plans and policies are hindered by their poor implementation, as highlighted by Omar (2009). This issue is clearly evident, primarily due to the lack of transparency and accountability in governance, a scarcity of skilled and professional personnel at the local government level, and a fragile relationship between urban areas and their corresponding local authorities, as emphasized by Omar (2009). These factors have exposed urban areas to a heightened state of insecurity. Correspondingly, UCLG (2013) and UN-Habitat (2017) assert that urbanization contributes to soil erosion within urban areas and, on occasion, leads to flooding, compelling residents to relocate involuntarily from their place of residence.

Good governance practices serve as effective tools for ensuring the security of our urban areas (Adeboye, 2015). As reiterated by Danlami (2015), good urban governance entails the city government's accountability to its residents, including those who are economically disadvantaged. We can argue that addressing insecurity is a fundamental aspect of good governance in both urban and rural areas. The notion of good governance and safe cities is mutually beneficial, as it allows residents to live without fear and guarantees their safety, thereby enabling their interaction with public institutions (Adefisoye, 2015). Adeboye (2015) supports this view by emphasizing that combating urban violence falls within the purview of good governance, particularly through the implementation of solidarity practices, city consultation processes, and institutional reforms that facilitate citizen participation.

A key factor contributing to urban violence and subsequent displacement is the failure of state institutions to regulate and effectively manage the legitimate use of force. Muggah (2014) highlights this, identifying three interconnected factors that significantly contribute to urban fragility, particularly in sub-Saharan African regions and globally. These factors include uncontrolled and unregulated urbanization, deficiencies in national and city-level governance, and the profound impact of internet connectivity and empowerment brought about by globalization.

### 2.1. Theory of Relative Deprivation

The development of the theory of relative deprivation took place in the late 1940s. According to Smith et al. (2015), this concept found widespread application in various fields such as sociology, psychology, urban planning, and political science. Saleh (2012) explained that in situations where racial discrimination, economic discrimination, disparities in living standards compared to other ethnic groups, and unequal access to state resources like land, wealth, and economic opportunities exist, ethnic conflict becomes more probable. In environments characterized by high levels of social discrimination, the dominant ethnic group exerts aggression and enforces a nationalist ideology, suppressing the customs and language of minority groups. Based on these points, it is reasonable to assert that violence or conflict in urban and rural areas can arise from ongoing deprivation of basic social amenities, ethnic politics, and a lack of inclusiveness in government.

Relative deprivation has been defined by Gur (1971) as the tension that arises due to the gap between the desired and actual satisfaction of collective values, which exposes people to violence. According



to Gurr's definition, relative deprivation is the disparity between what individuals truly desire in terms of value fulfillment and what they actually gain in terms of value accumulation capabilities. Elites seek to attain political power and social recognition through the utilization of ethno-religious ideologies (Amalie et al., 1999). While Saleh (2012) argues that any alteration in the balance of power between the state and its citizens triggers ethnic grievances and mobilizes them against the government, Gurr (1971) counter-argues that a state can survive despite intense discontentment as long as the regime maintains cohesive control and institutional support. This implies that social uprisings often occur due to calculations of power imbalance between deprived groups and oppressive groups on one side and the oppressive state on the other.

The significance of this theory in relation to this research lies in its ability to uncover the source, essence, and course of violence and conflict in both urban and rural regions. Political, regional, sectorial, and ethnic marginalization have embroiled our communities in various conflicts. By implementing measures such as resource allocation and power distribution, we can greatly mitigate these conflicts.

### **3. METHODS**

This research employs a research design method known as cross-sectional, which is limited to a specific geographical area at a given point in time (Weerasekera 2015). It should be noted that cross-sectional studies aim to examine the level or frequency of a particular phenomenon, such as exposure, disease, or the effect of a phenomenon, at a specific point in time. Similarly, it can be said that cross sectional research is observational in nature, allowing researchers to gather information about a phenomenon without manipulating it. Therefore, a reconnaissance survey of the study area initiates this research, and both primary and secondary sources provide the research data.

In this research, multistage systematic random sampling techniques are employed. This technique divides a large population into stages to make the sampling process more practical (McBurney and White 2014). Each sample at any stage must have an equal chance of selection for multistage sampling to qualify as probability sampling. We adopted this method to eliminate subjectivity and bias in the research by giving every member of the sample an equal chance of selection (Danlami, 2015). Using the Krejcie and Morgan (1970) standard, a sample of 331 (representing 10%) was drawn from the total IDPs households of 2,510 and a total IDPs population of 15,154 in FCT (IDMC, 2018).

The study utilized both primary and secondary data. We obtained the primary data by administering well-structured questionnaires to both the IDPs and the agencies responsible for their management. We also made personal observations and captured pictorial information using a camera. On the other hand, the secondary data consisted of information gathered from FEMA, NEMA, Nigeria Police Force (NPF), Nigeria Security and Civil Defence Corps (NSCDC), reports from international and local NGOs, as well as published and unpublished literature reviews. We employed descriptive statistical techniques to analyze the field data, presenting the study data in the form of tables, charts, and graphs for easy interpretation. We conducted data analysis using Microsoft Excel and the Statistical Package for Social Sciences (SPSS).

### **4. RESULTS AND DISCUSSION**

#### **4.1. Socio-economic Characteristics of IDPs**

Table 1 displayed the gender composition of the individuals participating in the survey. It is evident that 71% of the respondents were male, whereas the remaining 29% were female. This indicates that

the researchers specifically targeted the heads of households for the interviews, as they are typically the primary earners in their families.

Table 1 Gender of Respondent

Gender	Respondent	Percentage
Male	140	71.0
Female	110	29.0
<b>Total</b>	<b>250</b>	<b>100.0</b>

Figure 5 depicts the age distribution of the respondents. The data reveals that 13.0% of the participants fall within the age range of 18–27, while 13.8% belong to the age group of 28–37. Furthermore, 30.5% and 5.0% of the respondents are aged between 48-57 and 58 years and above, respectively. This implies that the majority of the individuals surveyed are adults who are willing to provide the necessary information for the research project.

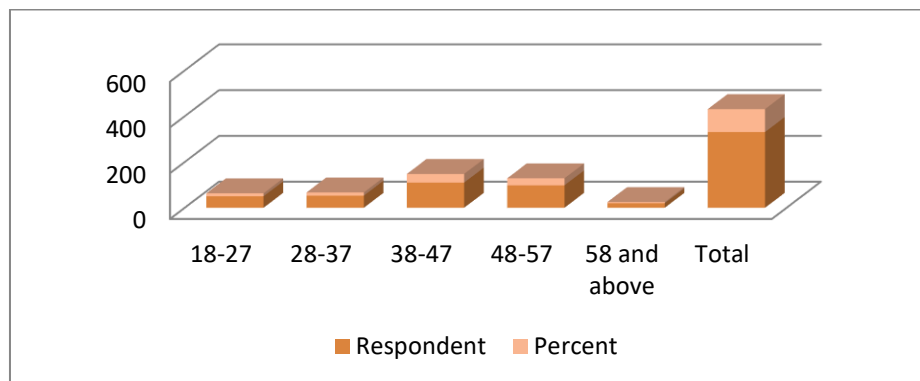


Figure 5 Age Distribution of the Respondents

Figure 6 illustrates the educational achievements of the internally displaced individuals in Abuja. According to a field survey, it was revealed that 25% have received primary education, 12% have obtained secondary education, and 8% have pursued tertiary education. Additionally, 40% have attended Islamic or Bible schools, while 15% have undergone informal educational processes. Therefore, it can be inferred that the individuals residing in the IDP camps in Abuja have not surpassed secondary education.

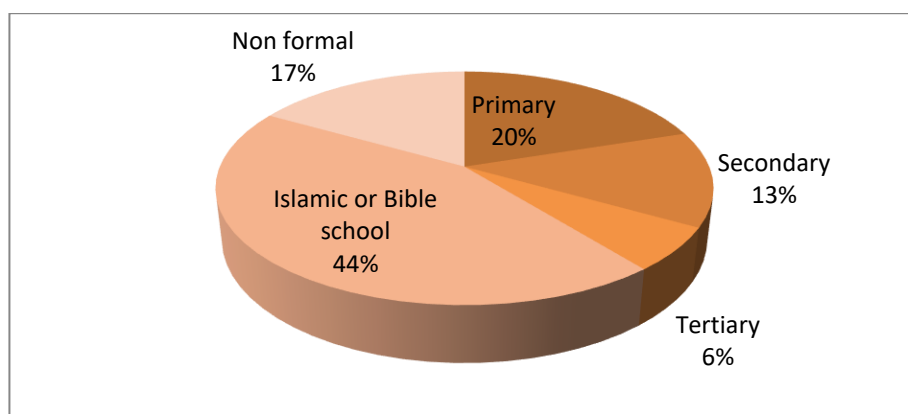


Figure 6 Educational Qualification Respondents

Table 2 displays the marital status of the participants within the designated study region. The survey findings reveal that 27% are in a married state, 15% are unmarried, and 17% and 40% are divorced and widowed, respectively. Nevertheless, it is noteworthy that 40% of individuals who are widowed are predominantly women due to the active participation of men in the battle against insurgency.

Table 2 Gender of Respondent

Marital Status	Respondents	Percentage
Married	110	27.9
Single	55	15.0
Divorced	43	17.0
Widowed	123	40.1
<b>Total</b>	<b>331</b>	<b>100.0</b>

Table 3 presents findings indicating a significant proportion of internally displaced persons (IDPs) engage in various occupations. Specifically, we can classify 23% of the IDPs as students, and 17% as civil servants. Additionally, over 20% of the IDPs are involved in artisanal activities, whereas 40% are farmers. Figure 7 depicts the disparity in educational attainment, suggesting that the number of artisans surpasses that of civil servants.

Table 3 Occupation of Respondent

Occupation	Respondents	Percentage
Student	84	23.0
Civil Servant	37	17.0
Artisan	70	20.2
Farmers	140	40.0
Others	0	0.0
<b>Total</b>	<b>331</b>	<b>100.0</b>

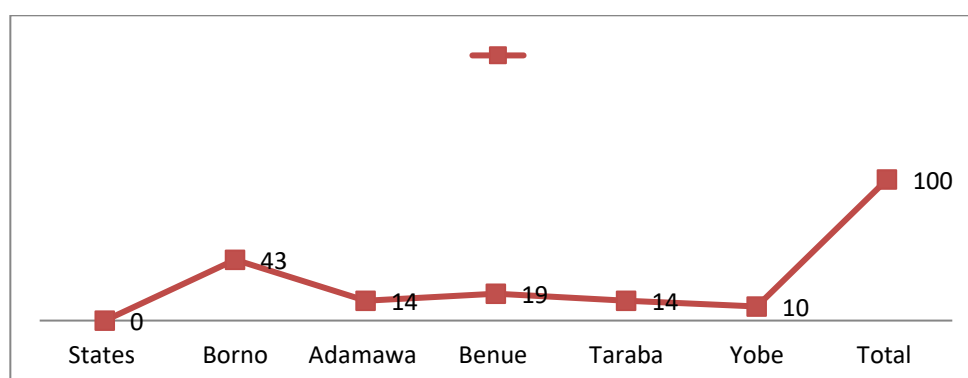


Figure 7 State of Origin of Respondent

Figure 7 delineates the states of origin from which the respondents, who currently reside in the IDP camps in Abuja, hail. The outcome of this analysis reveals that a significant portion, amounting to

43%, originates from Borno, while 14% stems from Adamawa. Additionally, 19% of the respondents' hail from Benue, with 14% originating from Taraba and 10% hailing from Yobe.

We conduct an evaluation in Table 4 to identify the underlying causes of IDP displacement in the Abuja camp. The findings indicate that a considerable proportion, comprising 39%, attribute their displacement to the activities of Boko Haram. Conflicts between farmers and herders uprooted another 24% of the displaced individuals. Moreover, flooding caused 19% of the displacement, while communal or ethnic clashes caused 10%. Unrelated to the aforementioned causes, the remaining 8% found themselves displaced. Evidently, the prevalence of Boko Haram insurgency and conflicts between farmers and herders emerge as the primary catalysts for the majority of IDPs in the designated study area.

Table 4 Reason for Displacement

Reasons	Respondents	Percentage
Boko Haram	139	39.0
Farmers/herders clash	78	24.0
Flood	69	19.2
Communal/ethnic clashes	30	10.0
Others	15	8.0
<b>Total</b>	<b>331</b>	<b>100.0</b>

#### 4.1. Types and Effectiveness of Service delivery to the IDPs in the Camps

Table 5 explores the accommodation methods of the respondents; the survey findings reveal that 34% live in tents, 15% occupy school buildings, 21% use plant-based or wooden materials, and 30% use sacks and other materials for shelter. Therefore, we can infer that the lack of adequate housing affects internally displaced persons (IDPs).

Table 5 Types of Shelter

Types	Respondents	Percentage
Tent	95	34.0
School	60	15.0
Planks/wood material	85	21.0
Sacks and Leader material	91	30.0
Others	0	0.0
<b>Total</b>	<b>331</b>	<b>100.0</b>

Table 6 evaluates the security structure of the encampments within the designated study region. The findings reveal that a vast majority of 88% of the participants confirmed the absence of security infrastructure within the encampments, whereas the remaining 12% acknowledged the presence of security personnel in the vicinity of the encampments. This indicates that the encampments are devoid of essential security amenities, thereby posing a significant risk to the inhabitants' safety within the encampments.

Table 6 Presence of Security Facility in your Camp

Presence of Security	Respondent	Percentage
Available	60	12.0
Not available	271	88.0
<b>Total</b>	<b>331</b>	<b>100.0</b>

Table 7 explores the availability and origins of water supply to the Internally Displaced Persons (IDPs) residing in Abuja. It was uncovered that a significant proportion, specifically 80%, of the inhabitants lack the means to obtain a safe and drinkable water supply, while a mere 20% possess the privilege of accessing such a valuable resource. In addition, the principal sources of water for domestic purposes within the camps primarily consist of streams, accounting for 49.24%, and wells, comprising 31.43%. Only a minuscule fraction, approximately 1.51%, of the IDPs have the opportunity to utilize pipe-borne water. This data effectively highlights the severely insufficient provision of pipe-borne water supply within the designated research site, thereby signifying a deplorable level of service delivery to the IDPs.

Table 7 Availability of Potable Water Supply

Availability of water	Respondent	Percentage
Available	90	20.0
Not available	241	80.0
<b>Total</b>	<b>331</b>	<b>100.0</b>
Pipe borne	5	1.51
Stream	163	49.24
Water vendor	44	13.29
Well	104	31.43
Borehole	15	4.53
<b>Total</b>	<b>331</b>	<b>100.0</b>

Table 8 presents data on the availability of sanitation services and the level of satisfaction derived by users from utilizing convenience facilities in the IDP camps situated in Abuja. The findings revealed that a mere 15.41% of internally displaced individuals indicated the presence of toilet facilities, while a significant 78.85% emphasized the absence of such amenities within the camps. Furthermore, 5.74% expressed uncertainty regarding the availability of toilet facilities. Additionally, a noteworthy 84.59% of internally displaced persons were found to engage in open defecation practices, indicating a prevalent and unsatisfactory sanitation situation among the IDPs. As a result of these findings, it was determined that a substantial 61.63% of the IDPs residing in the study area expressed dissatisfaction, with an additional 19.34% expressing extreme dissatisfaction with the toilet facilities in the area under investigation.

Table 8 Availability of and the Level of Users' Satisfaction with Toilet Facilities in the IDPs

Availability of Toilets	Respondents	Percent
Available	51	15.41
Not available	261	78.85
Not sure	19	5.74
<b>Total</b>	<b>331</b>	<b>100.0</b>
<b>Toilet type</b>		
Water closet	9	2.72
Aqua privy	11	3.32
Pit latrine	31	9.37
Open defecation	280	84.59
<b>Total</b>	<b>331</b>	<b>100.0</b>
<b>Satisfaction with toilet facilities</b>		
Extremely satisfied	6	1.81
Satisfied	9	2.72
Neutral	48	14.50
Dissatisfied	204	61.63
Extremely dissatisfied	64	19.34
<b>Total</b>	<b>331</b>	<b>100.0</b>

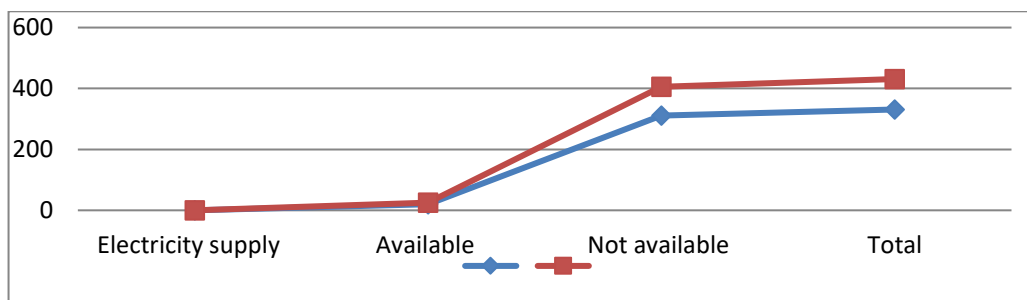


Figure 8 Availability of Electricity

Figure 8 analyzes the presence of electricity supply within the designated study area. The findings from the survey indicate that a mere 5% of the participants possess the privilege of accessing electricity, whereas a staggering 95% of the respondents are devoid of this essential amenity. Therefore, the lack of electricity provision affects the internally displaced persons (IDPs) living in this region.

We emphasize that stakeholder engagement throughout each project stage is essential for obtaining support, managing expectations, and mitigating risks. Engaging with stakeholders, including local communities, can help prevent delays, cost overruns, and project failure.

We highlight community participation in infrastructure project implementation to foster a sense of community belonging, purpose, contribution, and acceptance. This aligns with findings from other studies, such as those by Barclay & Klotz (2019) and Di Maddaloni & Davis (2017), emphasizing

the importance of considering the impact on all stakeholders, including local people, from the early stages of project development.

In summary, the challenges in infrastructure development in Zambia primarily revolve around the need for greater community engagement and consideration. Addressing these challenges requires involving the public in decision-making, prioritizing infrastructure projects, and actively incorporating their ideas. Effective communication, stakeholder engagement, and community participation throughout project implementation are essential for successful infrastructure development in newly created districts.



a



b

Plate I Type of Shelter and Toilet at Kuchigoro Camp

#### 4.3. The Effects of Service Delivery on the Well-being of the IDPs

The performance of services in IDP camps is succinctly outlined in (Table 9). The variable that exhibits a performance exceeding the overall average score of a camp demonstrates the least satisfactory level of performance. According to Table 9, the provision of food in Kuchigoro (4.154) and Durumi (4.037) attains the highest scores, thereby signifying that these camps confront food insecurity. Consequently, the accessibility aspect (2.803) in Kuchigoro camp proves to be satisfactory since it exhibits the lowest score in the camp. Conversely, in Durumi camp, electricity demonstrates the lowest score (3.180), thereby indicating that electricity is not an obstacle, despite its unavailability.

Table 9 Performance of Services in the Camps

Facility	Durumi camp Mean	Kuchigoro camp Mean
Water supply	3.350	3.788*
Electricity	3.145	3.180
Education	3.316	3.502*
Healthcare	3.744*	3.862*
Security	3.009	3.410*
Accessibility	2.803	3.530*
Relief Materials	3.744*	3.770*
Food Provision	4.154*	4.037*
Shelter	3.504*	3.631*
Sanitation	3.214	3.475*
<b>Average</b>	<b>3.398</b>	<b>3.618</b>

Note: All asterisk facilities (8) have poor performances of service delivery

By inference, the healthcare service exhibits a performance rating of (3.744), whereas relief materials and food demonstrate a lower performance level, thus posing a threat to the well-being of the Internally Displaced Persons (IDPs) residing in their camps. The Human Development Index (HDI) acknowledges the significance of food production and health in attaining human capacity development. Therefore, we can infer that the IDPs in Abuja have made limited progress towards human development. Table 10 illustrates the efficacy of service provision in relation to the well-being of IDPs in their camps, with an overall average score of (3.826) for Kuchigoro camp and (3.601) for Durumi camp. The significant index value and average score indicate notably inadequate service provision in this aspect, negatively impacting the IDPs' well-being.

Table 10 Effectiveness of Service Delivery on Well-being of the IDPs in the Camps

Facilities	Durumi camp	Kuchigoro camp
	Mean	Mean
Environmental Quality	3.350*	3.392*
Personal Security	4.137	3.631*
Shelter	3.487*	3.607*
Access to Jobs	3.573*	3.539*
Assess to Balanced Diet	4.530	3.982
Sanitation	3.880	3.456*
<b>Average</b>	<b>3.826</b>	<b>3.601</b>

Note: all asterisk facilities (\*) have effect on the well-being of the IDPs



Plate II: Environmental Quality in Kuchigoro and Durumi Camps

Consequently, the highest scores for access to a well-balanced diet are observed in the Kuchigoro (4.530) and Durumi (3.982) camps. This indicates that there is a food crisis in these camps, resulting from a shortage of food and inadequate dietary practices. Consequently, the wellbeing of internally displaced persons (IDPs) is negatively affected. In addition, personal security in the Kuchigoro camp (4.137) also plays a significant role in the wellbeing of the IDPs, as they live in constant fear of another attack. However, the IDPs in both the Kuchigoro and Durumi camps do not believe that service delivery has a significant impact on the environmental quality of their surroundings, with scores of 3.350 and 3.392, respectively. Therefore, this study provides evidence that the IDPs in Abuja lack access to sufficient food, relief materials, and adequate shelter. It is therefore evident that the provision of services to the IDPs in the Federal Capital Territory (FCT) is of poor quality.



## 5. CONCLUSION

The research extensively examined the challenges faced by Internally Displaced Persons (IDPs) in the Federal Capital Territory, Abuja, Nigeria, with a particular focus on the impact of service delivery on their well-being. The concentration of individuals with low socio-economic status in the Kuchigoro and Durumi IDP camps has resulted in significant issues regarding the provision of services. Many inhabitants reside in makeshift dwellings consisting of tents, pollinating sacks, and wood. A majority (88%) of respondents acknowledged the problems pertaining to security, access to clean water, and the quality of healthcare services in the camps. The study found that in the Durumi camp, services related to shelter, food provision, relief materials, and healthcare were lacking, while in the Kuchigoro camp, all facilities, except for educational resources, were deemed inadequate. Consequently, the research demonstrated that environmental conditions, shelter availability, and job opportunities significantly influence the well-being of IDPs in the Federal Capital Territory, Nigeria. Thus, the study recommends the adoption of sustainable strategies to address the challenges faced by IDPs in collaboration with international and local non-governmental organizations. Furthermore, the government should provide training and empowerment initiatives for IDPs to enhance their livelihoods and create viable employment prospects for them. It is essential to involve non-governmental organizations and voluntary associations in the implementation and monitoring of service delivery to IDPs, as the responsibility of providing basic amenities should not solely rest upon the government.

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