INTERNAL RECRUITMENT PRACTICES AND EMPLOYEES PERFORMANCE IN THE NIGERIA SECURITY AND CIVIL DEFENCE CORPS

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Abstract

The broad aim of this study is to explore the effect of internal recruitment practices on employee performance in Nigeria Security and Civil Defence Corps (NSCDC). The study specifically examines the effect of promotion and job transfer on employee performance in NSCDC. The study utilized a survey research design and primary data were obtained from the respondents through questionnaire administration. The study sampled 129 staff of NSCDC in Benue State Command. The data collected from the participants were analysed using descriptive statistics and regression. The outcomes of the multiple regression analysis revealed that both promotion and job transfer have a positive and significant effect on employee performance in NSCDC. The study concludes that internal recruitment significantly affects the performance of employees in the organization. It suggests amongst others that the NSCDC should ensure imbibe transparency and equity during promotions and employees due for transfers should always be notified on time.

Keywords: Recruitment, Internal Recruitment, Promotion, Job Transfer, Employee Performance.

1. INTRODUCTION

Employee performance is one of the most imperativeissues affecting organizations operating in today's volatile environment. The human capital is one of the greatest assets of a firm and regarded as a catalyst for theachievement of organizational goals hence; they possessthe knowledge, skills, experiences and abilitiesto efficiently and effectively perform responsibilities assigned to them by managers. The intensity of competition and continuouslysurfacing businesses today, obligeprompt responses to the challenges of Human Resource Management (HRM), which involves identifying and managing the talents and capacities of workers (Adeyemi, Dumade & Fadare, 2015). Organizations in realizing the efficacy of employees ensures that the right candidates are hired from both within and outside (Oyadiran, Ishaq & Kola, 2023). The identification and attraction of most valuable candidates for jobs is achievable through an efficient recruitment process (Muscalu, 2015).



Recruitment is a human resource management function, which is most criticalin ensuring the success of organizations. It is the process of developing a pool of competent applicants who are interested in working for the organization and logically selecting the best individual(s) to hire for employment (Rahmo, 2015). The primaryrationale of recruitment is to attract adequate and appropriate potential employees to apply for existing vacancies in the organization (Ismail, Rehman, Din, Asad, Javed & Shiekh, 2021), which can be done through internal and external sources (Chukwu & Onuoha, 2022).

Internal recruitment is the process through which organizations explore and attract individuals to apply for available job positions within the organization, which include promotion and job transfers (Patimah, 2015). Promotion involves employees moving from one position toanother withinthe organization. Transfer of employees done through movement from one job to another of a similar pay, importance and status within the company (Tafamel & Akrawah, 2019). Internal recruitment practices assist in shaping the potentials of workers thereby ensuring increased performanceand positive organizational outcomes (Zirra, Ogbu & Ojo, 2017).

Public sector policies and programmes are geared towards providing and maintaining quality services for the betterment of the citizenry (Okeke-Uzodike & Mogie, 2015). Paramilitary forces in Nigeria such as the Nigeria Security and Civil Defence Corps (NSCDC), Nigerian Immigration Service, The Nigeria Correctional Service, Federal Road Safety Corps, Federal Fire Service and Nigeria Security and Civil Defence Corps are agencies of the Government of the Federal Republic of Nigeria that protect lives and property.

The NSCDC is a body charged with the responsibility of safeguarding the lives of citizens to maintain peace, justice, freedom, fair play and orderliness. The organization is expected to frequently transferstaff from one unit or department and rank to another to enhance work performance. It is imperative for the organisation to find ways of maintaining the already existing workers through job transfers and promotion to encourage their active participation on the job. There is scanty literature on recruitment and employee performance in paramilitary organizations in Nigeria. A few studies by Omisore and Okofu (2014) and Ogunkanmi (2020) focused on the role of recruitment and selection process in the Nigerian Immigration Service. The current study is therefore carried out to examine the effect of internal recruitment on employee performance in Nigeria Security and Civil Defence Corps [NSCDC]. Specifically, the study aims to achieve the following specific objectives:

- **i.** To examine the effect of promotion on employee performance in NSCDC.
- ii. To explore the effect of job transfer on employees' performance in NSCDC.

In order to achieve the specific objectives, the following null hypotheses are postulated for testing.

Ho₁: Promotion has no significant effect on employees' performance in NSCDC.

Ho2: Job transfer has no significant effect on employees' performance in NSCDC.

2. LITERATURE REVIEW AND THEORY

This part review literature relating to this study as well as the theory.

2.1 Internal Recruitment

Recruitment is the process of finding and attracting capable and suitably qualified applicants to fill existing vacancies within an organization (Muscalu, 2015; Kar& Bhattacharya, 2019). The



purpose is to obtain, at a minimum cost, the best talents that will satisfy the needs of the organization (Ofori &Aryeetey, 2021). Internal recruitment is an essential component of recruitment, which entails recruiting employees from within the organization (Zirra, Ogbu & Ojo, 2017). Organizations should always give first consideration to the current employees, which is the concernof internal recruitment. This type of recruitment allows managers to scrutinizend assess employees' potentials and job performance over a period of time (Tafamel & Akrawah, 2019). Recruitments within organizations can therefore be effective if qualified staff with high potentials are previously recruited. The dimensions of internal recruitment include promotion, job transfer and job postings (Kimera, 2018; Tafamel & Akrawah, 2019). Internal recruitment practices employed in this study are promotion and job transfer.

2.2 Employee Performance

Employee performance refers to the successful completion of tasks assigned to workers within the defined boundaries (Ofori & Aryeetey, 2021). Performance of employees involves the capability of employees to perform jobs allocated to them and the effort exerted in achieving the goal (Ofori & Aryeetey, 2021). The performance of employees requires skills and timely completion of duties. The performance of employees can be appraised monthly, quarterly or yearly to identify employees doing well and segments of the organization that require improvement. Huda, Haque and Khan (2020) stated that employee performance is measured by the quality and quantity of work done. It is thus a measure of the work efficiency and quality of work or service delivery, usually in a specific period of time (Samwel, Omari & Szumbah, 2019).

Quality of work done is a measure of performance and can be determined by the reliability, competence level and accuracy of work performed (Kepha, Mukulu & Waititu, 2014). Quality work is used to estimate the timely completion ofoutput while satisfying the expectations of stakeholders (Zirra, Ogbu & Ojo, 2017). Employee effectiveness relates to the ability to achieve set goals, which is measured as a direct proportion of an organisation (Tsuma, 2017). In assessingthe effectiveness of employees, it is essential to discern what is expected of them.

2.3 Promotion and Employee Performance

Promotion is an upward advancement of employees in organizations, regarding better pay, better status, higher opportunities and responsibilities and better working conditions (Wairimu & Kamaara, 2018). It involves the progression of an employee's rank or position in a hierarchical structure, and includes a new job title, increased responsibilities and increase in pay as well as an expansion of benefits and managerial authority over other employees (Tafamel & Akrawah, 2019). Promotion helps in the placement of employees from lower grades in the organization into higher grades with subsequent increase in salaries and wages and responsibilities (Tafamel & Akrawah, 2019).

Samwell, Omari and Szumbah (2019) state that promotions boostthe morale of employees and enables employees to get acquainted with the organisational culture and motivated in performing their duties. Promotion reduces the cost of hiring new employees (Senaji, 2016) and increases the productivity of employees (Yamin, Sakawati & Putri, 2019). It reduces labor turnover, stimulates self-development and creates room for training and development programmes (Hur-Yagba, 2021). This implies that promoted employees derivesatisfaction at work because promotion creates opportunities for personal growth and increased responsibility.

2.4 Job Transfer and Employee Performance

Job transfer is an internal recruitment practice which entails moving employees to a different position or unit in an organization for purposes not linked to a planned increase or decrease in responsibility (Patimah, 2015). It is regarded as the horizontal or lateral movement of employees from one department, section, shift or job to another (Bhoganadam & Dasaraju, 2014). Transfers are carried out methodically to prevent allegations of discrimination and favoritism (Samwel, Omari & Szumbah, 2019) and organizations are expected to explicitly specify their policy regarding transfers (Naku & Mutambara, 2014).

Job transfers enable employees to acquire better skills in a new section or office thereby improving productivity. It encourages employees to learn from superiors (Opara & Agalabiri, 2022). Transfers encourage resourcefulness and flexibility among employees, which ultimately lead to enhance performance (Otoo, Assuming & Agyei, 2018). Ekwoaba, Ikeije and Ufoma (2015) state that internal recruitment practices such as job transfers have significant effect on both employee and organizational performance. A study by Opayemi and Oyesola (2013) found a positive significant effect of employee job transfer on employee performance. This entails that job transfer authorizesworkers to gain knowledge in different aspects of the organization and broaden their perceptions.

2.5 Theoretical Framework

The study is anchored on the human capital theory advocated by Schutz (1961) and developed by Becker (1964). The theory states that people are worth investing in as a form of capital. It explains that people possess natural abilities, skills, knowledge and personal energy and that these elements make up the human capital they bring to their work. It is these skills and abilities of individuals that create value to the organisation. As a result, focus has to be on the means of identifying and developing these abilities, skills and knowledge. The human capital theory sees people as assets and that organizations invest in people, improve their abilities and employee performance which in turn generates positive results to the organization. In linking this theory to the current study, employees recruited in NSCDC possess several abilities, skills and knowledge that need to be identified, developed and utilized since they add value to the entire organisation. The effective implementation of internal recruitment practices such as promotion and job can enhance the abilities of employees and increased performance.

3. METHODOLOGY

The study utilized a survey research design. The use of this approach enables the researchers to assemble diverse opinions from the participants to achieve objectives of the study. The population of the study includes 129 staff of Nigeria Security and Civil Defence Corps (NSCDC) Benue State, Command according to statistics obtained from the Command Headquarters Makurdi. A census sampling technique was adopted and the entire population was sampled. The self-administered questionnaire was used for the collection of primary data. The questionnaire composed of close-ended items and responses rated on a five point Likert scale with 5 denoting strongly agree, 4 representing agree, 3 not sure, 2 disagree and 1 strongly disagree as used by Kimera (2018). The instrument was validated by experts in Human Resource Management and a reliability test was conducted to ascertain consistency of the measurement items. The result demonstrated that the Cronbach's alpha for each variable was above 0.70 (Promotion α =0.853; Job Transfer α =0.872; Employee Performance α =0.894). This implies that the constructs were reliable and consistent.



The data retrieved were analysed using descriptive statistics (mean, standard deviation, skewness and kurtosis), correlation and multiple regression. Internal recruitment is proxied by promotion and job transfer. Both promotion and job transfer were measured using five items each as adapted from Kimera (2018). The dependent variable (employee performance) is measured using ten items adapted from Rahmo (2015). A total of 129 copies of the questionnaire were distributed to the respondents who were given two days and all copies were correctly filled and returned by the participants.

4. RESULTS AND DISCUSSIONS

4.1 Results

Numerical descriptive measures were used to summarise the data. The results of the descriptive statistics of the variables are provided in Table 1:

Table 1: Descriptive Statistics

Variable	N	Mean	Std. Deviation	Deviation Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Std.	Statistic	Std.
					Error		Error
Promotion	129	3.84	.822	-1.624	.122	2.672	.233
Job Transfer	129	3.97	.723	-1.526	.122	2.248	.233
Employee Performance	129	3.88	.795	-1.729	.122	2.569	.233

Source: SPSS Output, 2023.

Table 1 illustrates the result of the dependent variable and predictor variables. The mean scores and standard deviation signify the intensity of respondents' agreement with the questionsas follow: employee performance (M=3.88, SD=0.795), promotion (M=3.84, SD=0.822) and job transfer (M=3.97, SD=0.723). The research used skewness and kurtosis to check the distribution of the variables. The general rule of thumb is that if skewness is less than -1 or greater than 1, the distribution is highly skewed. If skewness is between -1 and -0.5 or between 0.5 and 1, the distribution is moderately skewed. If skewness is between -0.5 and 0.5, the distribution is approximately symmetric. The skewness values for the variables include: Employee Performance = 1.729; Promotion = 1.526 and Job Transfer =1.729 whereas the results of kurtosis values are as follows: Employee Performance (2.569), Promotion (2.672) and Job Transfer (2.248).

Table 2: Bivariate Correlations

	Promotion	Job Transfer	Employee Performance
Promotion	1		
Job Transfer	.482**	1	
Employee	.469**	.463**	1
Performance			

^{**} Correlation is significant at the 0.01 level (2-tailed)

Source: SPSS Output, 2023.

Table 2 illustrates the association existing between the variables. The correlation coefficient is used to measure the strength of the relationship between the variables (strong, moderate or weak). The



rule of thumb as explained by Cohen (1988) shows that Strong Relationship: $r = \pm .5$, Moderate Relationship: $r = \pm .3$ while Weak Relationship: $r = \pm .1$. The result established a moderate relationship between promotion and employee performance (r=.469; p < .01) and a moderate relationship between job transfer and employee performance (r=.463; p < .01).

Table 3: Regression Coefficient

	B S	Std. Error	Beta	t	Sig	Outcome
(Constant)	2.166	2.604		4.149	.000	
Promotion	.849	.282	.713	5.802	.000	Rejected
Job Transfer	.434	.072	.338	2.595	.000	Rejected
	R-Square	= 0.757				J
	Adj. R-Square	= 0.749				
	F-Statistics	= 236.478				
	Sig.	= 0.000				

Dependent Variable: Employee Performance

Source: SPSS Output, 2023.

The result in Table 3 shows that there is a positive relationship between the predictor variables (promotion and job transfer) and employee performance. According to the finding, the variables accounted for 75.7 % variation in employee performance while 14.3 % changes in employee performance is a resultant of other factors outside the model. The coefficient for promotion (0.849) entails that an increase in promotion will lead to 84.9% increase in employee performance. The coefficient for job transfer (0.434) implies that an increase in job transfer brings about 43.4 % changes in employee performance. Promotion thus, has more significant effect on employee performance NSCDC.

4.2 Discussion of Findings

Ho1: Promotion has no significant effect on employees' performance in NSCDC.

The outcome of the tested hypothesis revealed that there is a positive and significant effect of promotion on employee performance in Nigeria Security and Civil Defence Corps (β =.713; t= 5.802; p=0.000). The null hypothesis is thus rejected. In corroboration with the result, Olatunji and Ugoji (2013) established a significant effect of promotion on the performance of employees. Tafamel and Akrawah (2019) averred that promotion significantly affects the performance of employees helps in organizations. The positive outcome of promotion on employee performance is also reported by Samwell, Omari and Szumbah (2019); Yamin, Sakawati and Putri (2019) and Senaji (2016). The implication of the finding is that employees who are recognition for creditably carrying out tasks tend to perform well in their job positions.

Ho2: Job transfer has no significant effect on employee performance in NSCDC.

The result of hypothesis two exposed that job transfer has a positive and significant effect on employee performance in Nigeria Security and Civil Defence Corps (β =.338; t= 2.595; p=0.000). The null hypothesis is thus rejected. This implies that job transfer significantly affects the performance of employees in NSCDC. The finding agrees with Opayemi and Oyesola (2013), who



affirmed a positive and significant effect of job transfer on employee performance. The research by Opara and Agalabiri (2022) postulated that through job transfers employees are able to obtain relevant skills and competencies to increase their performance at work. The result is supported by Otoo, Assuming and Agyei (2018); Ekwoaba, Ikeije and Ufoma (2015) and Opayemi and Oyesola (2013) who affirmed the positive effect of job transfer on employee performance. The implication of the result is that job transfers help employees to get knowledge working in different departments and units.

5. CONCLUSIONS AND RECOMMENDATIONS

The study surveyed the effect of internal recruitment practices on employee performance NSCDC. From the outcomes it is pertinent to conclude that promotion as an internal recruitment strategy has helped to improve the performance of employees in NSCDC. It also concludes that job transfers carried out by the organization help employees to fully utilize their talents thereby improving their performance on the job. The studysuggests that the Nigeria Security and Civil Defence Corps should ensure that all promotions are carried out in a transparent and equitable manner to help improve the performance of employees and all employees to be transferred are adequately informed in advance so that they can prepare for the transfers ahead of timeand there should be no victimization of staff in the process.

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