

THE ROLE OF NEW PUBLIC MANAGEMENT IN ENHANCING PUBLIC SERVICE DELIVERY: A CASE STUDY OF EDO SPECIALIST HOSPITAL, BENIN CITY, NIGERIA

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Abstract

This study investigates the role of New Public Management (NPM) in enhancing public service delivery in Nigeria, using Edo Specialist Hospital, Benin City, Edo State, as a case study. Employing a descriptive survey approach, data were collected from 288 respondents through questionnaires. The research explores the relationship between accountability and quality of health service, the impact of technology on mortality rates, and the link between management efficiency and health worker productivity. Grounded in public choice theory, the study identifies a positive correlation between public accountability and quality of service and demonstrates that technology significantly improves service delivery and reduces mortality rates. Furthermore, improved management efficiency is linked to increased health worker productivity. The study recommends intensive training and capacity building for management and staff on NPM principles to enhance service delivery.

Keywords: *Accountability, Health workers, New Public Management, Public servants, Service quality,*