MOBILE TELECOMMUNICATION NETWORK AND JOB CREATION IN NORTHEAST, NIGERIA, 2015-2020

Rimamchaten, A. Lawi
Department of Political Science,
University of Nigeria, Nsukka-Enugu State.
lawirimamchaten@gmail.com
08108790478 / 08062739983
&

Onah I. Onuoha
Department of Political Science
University of Nigeria, Nsukka - Enugu State
jonah.onuoha@unn.edu.ng
08035745311

ABSTRACT

To enhance service delivery and support national development, the Federal Government of Nigeria deregulated the telecommunications industry in 2001. The Mobile Telecommunication Network (MTN) and other network service providers entered the market because of this development. But from 2001 to 2020, MTN has been Nigeria's top service provider. This study, which used data from primary sources, looked at how MTN's service regulation affected the creation of jobs in northeastern Nigeria between 2015 and 2020. The study used a mixed-method design. Content analysis was used to analyse the data. We discovered that MTN has provided over 10,000 vendors and agents with direct and indirect training on SIM card marketing and registration. Since 2015, MTN mobile money agents have produced and sold airtime, data, and other services, creating over 6,000 jobs in the selected states of Adamawa, Bauchi, and Taraba, respectively. Additionally, around 3,000 individuals work directly as security, plant managers, and supervisors in the many holding communities where MTN masks are situated throughout the selected Northeastern states. Among other things, the study recommends that MTN Nigeria and the National Directorate of Employment work together to create a multifaceted youth empowerment program that can address the issues of unemployment and insecurity by implementing peace education and skill development initiatives.

Keywords: State Regulation**,** Job Creation, MTN Nigeria, and North-East.

Introduction

The transfer of signals, messages, texts, images, sound, or information of any kind over a variety of distances by cable, radio, optical, or other electromagnetic systems is known as the telecommunications industry, or telecom, as it is appropriately termed. The telephone was created in 1876 after the telegraph, which used analogue transmissions, was invented in 1837. People now interact with each other more quickly than ever before on a national or international

level because both digital and analog communications rely on electrical impulses, which allow data to be delivered and received almost instantly regardless of distance.

It has been acknowledged that telecommunications are an essential component of economic growth. Particularly, the United Nations Millennium Declaration stated that having access to telecommunications is essential to reaching more ambitious objectives (International Telecommunications Union (ITU), 2004). This is because it boosts a nation's efficiency and competitiveness in the global economy and facilitates improved delivery of health and education services. It also generates new revenue streams, creates job opportunities, and provides access to information and communication, which are seen as crucial to a sustainable agenda for poverty reduction (World Bank, 2006).

In one way or another, an efficient telecommunications system fosters corporate transactions and increases investor confidence, which both contribute to development. It is impossible to overlook the role that telecommunications play in enabling economic growth and development in developing nations (Gyimah-Brempong & Karikari, 2007). The global ICT's telecommunications components are powered by a variety of devices that make it easier for a certain group of individuals to share information.

In 1993, mobile communication services entered the Nigerian telecom industry when Mobile Telecommunications Services (MTS) offered a Lagos service and Nigeria Telecommunication Ltd. (NITEL), which was founded in 1985, offered a nationwide service. These businesses offered services, including voicemail, paging, and voice services via the analogue E-TACS network. Due to nonpayment of interconnection fees to NITEL, MTS was shut down. When the telecommunications sector was deregulated in 2001, the Global System for Mobile Communication in Nigeria began to take shape. Fifteen years have passed since the GSM was implemented. There has been an incredible exponential increase in the number of users since the Global System of Mobile Communication (GSM) was launched in 2001, increasing from about a million to over 100 million (Ndukwe, 2011).

The primary goals of NITEL's establishment were to rationalize investments in telecom development, provide accessible, efficient, and reasonably priced services, and harmonize the planning and coordination of internal and external telecommunications services. Unfortunately, despite having a monopoly in the market for over ten years, NITEL was unable to satisfy Nigerians' increasing demand for telecommunications services. An excruciatingly long connection wait time and inadequately maintained infrastructure were hallmarks of NITEL's rise to prominence. When democracy was restored in 1999, the country's telecom sector was freed. As a result, the Nigerian Communication Commission (NCC) granted licenses for the Global System for Mobile Telecommunication, GSM (Wilson & Gapsiso, 2014).

Only four South African businesses were active in Nigeria prior to 1999 (Ezeoha & Uche 2005). As of mid-April 2003, an estimated 55 South African companies were operating in Nigeria, according to Jonah Onuoha. MTN is the single biggest investment. In January 2001, it entered the Nigerian market through the continent's first telecom auction process. MTN's single largest investment outside of South Africa at the time was its entry into the Nigerian market (Onuoha,

2008). The Nigerian government granted MTN a license to run a cellular phone network there in 2001. In exchange, MTN was required to pay more than $285 million in licensing fees. Furthermore, MTN invested an additional US $1 billion to establish its business in Nigeria (Lutchman et al., 2004).

Following the well acclaimed Nigerian GSM auction held by the NCC earlier that year, the Company became the first GSM network to make a call on May 16, 2001. MTN Nigeria thereafter started full-scale commercial operations, starting in Lagos, Abuja, and Port Harcourt. Over a million people signed up for MTN Nigeria in 2003; by 2006, that number had risen to over 10 million, and by 2013, it had surpassed 50 million. According to the NCC, MTN Nigeria had about 87 million users as of December 2019 (MTN Group Report, 2019).

According to the Association of Telecoms Company of Nigeria (ATCON), Nigeria's telecom industry is the one with the fastest rate of growth in the nation. However, capital flights related to the telecommunications industry cost Nigeria 80% of its $18 billion in profits between 2001 and 2010 (Okonji, 2012). As of right now, MTN Nigeria is the biggest member of the MTN group. In August 2011, the business marked ten years of existence in Nigeria. The company's objective is to deliver first-rate network quality, customer service, and value, and its vision is to be the top supplier of telecommunications services.

In Nigeria, mobile technology has drastically altered and continues to alter communication. Nowadays, virtually all regions of Nigeria have been impacted by mobile technology; the government, businesses, and nonprofit organizations have all recognized how effective this technology can be in solving urgent national issues. Mobile technology is having a growing impact on development in several key areas, including finance, education, health, agriculture, government, and security, to name a few.

Manuaka (2008) and Okereocha (2008) claim that over 1,000,000 Nigerians have been directly or indirectly engaged by the operators. Additionally, businesses that provide assistance and services, such as banking, transportation, consulting, insurance, etc., have grown. Furthermore, Okereocha (2008) highlighted that mobile phones have empowered the poor by opening up veritable windows of wealth generation for them to escape the scourge of poverty. Additionally, Okereocha (2008) emphasized that the telecom sector has increased both the industry regulator's tenacity and the large influx of investments.

Nigeria is one of the countries that is thought to have 100% mobile phone penetration at the moment. By the conclusion of the first quarter of 2016, there were 148.74 million active Nigerian mobile phone users. There were 155 million active mobile phone users in the country as of March 2017 (Aksu360, 2017; Ericsson Mobility Report, 2015; NCC, 2016). These subscribers span all parts of the nation, including the Northeast.

Nigeria's northeastern region has not been excluded from the adoption and penetration of mobile telecommunications. Prior to the insurgency, the region, like every other region in the nation, benefited from the 2001 rollout of mobile technology by Nigeria's largest telecommunications operator (MTN). Cell technology, particularly the cell phone, has become an integral part of people's daily life in the Northeast since 2009, when the conflict began (Wilson, 2018). Considering this, this study evaluated the relationship between job development in Northeast Nigeria and state control of mobile telecommunication networks between 2015 and 2020.

Conceptual Clarifications

State Regulation

The Merriam-Webster Dictionary defines regulation as "the act of regulating something" or "an official rule or law that says how something should be done" (Merriam-Webster Online). The dictionary definition and legal meaning are the same. It is sufficient to establish that regulations can be either legal or non-legal and that they pertain to both binding and non-binding rules. The "imposition of rules by government, backed by the use of penalties that are intended specifically to modify the economic behavior of individuals and firms in the private sector" is how the Organization for Economic Cooperation and Development (OECD) defines "regulation." (Anyakudo, 2016, p. 102). The later definitions assume that there are consequences for breaking rules. This definition assumes that in self-regulated settings, the regulated and the regulator may be one and the same, meaning that sanctions may not always be imposed, but repercussions may. "A method of stipulating responsibility by indicating the existence and sanctions for breach of rules," according to Osuji, is what regulations are (Osuji, 2011).

Job Creation

Since the idea of job creation is not new to social science and management science, academics in these fields have defined it in a variety of ways. Depending on their ideas on what job creation should include, different people have different ideas about it. "The process of providing new jobs for unemployed people, the process of providing jobs for yourself, and the process of providing more paid jobs" is one definition of job creation given by Mohammed Nadada, Director-General of the Small and Medium Enterprises and Development Agency of Nigeria (SMEDAN) {Umar, 2011, p. 4}. Job creation is what the observations about it indicate. It is the process of giving jobless people jobs, either by giving them a paid position where they can get salaries or earnings or by assisting them in creating jobs for themselves. The search for a more thorough description of what job creation should entail was prompted by the preceding definition's inability to include the group of underemployed individuals.

According to Cray et al. (2011), another group of academics has likewise defined job creation as the net new jobs produced without displacing any other economic activity. According to the definition given above, job creation is the process of generating new employment without necessarily causing unemployment in another industry because of the previously produced positions. Although the definition is rather similar to what job creation should entail, it left out the group of people who are underemployed and are looking for a better job.

According to the criteria given above and for the purposes of this study, job creation is the process of generating new employment opportunities for the underemployed and jobless without necessarily displacing those who are already employed in other economic activities.

Theoretical Framework

The neoliberal idea of economic reform serves as the foundation for this study. According to the Oxford English Dictionary, the term "neoliberalism" was first used in English in 1898 by French

economist Charles Gide to characterize the economic views of Italian economist Maffeo Pantaleoni. Among other terms, the term "neoliberalism" was proposed at the Colloque Walter Lippmann in 1938 and was eventually selected to refer to a certain set of economic principles (Mirowski, n.d.; Bloom, 2017). This paradigm has been used to examine economic empowerment and governmental regulation of MTN in northeastern Nigeria. According According to Grey (1992), the new neoliberal strategy appears to be reducing the role of the government in offering social and economic security to Africans. The informal sector is being blamed by governments.

The most significant viewpoint in the political-economic study of global capitalism is neoliberalism. Most significantly, neoliberal economic ideas have an impact on the economic policies of the majority of countries as well as international institutions such as the World Trade Organization (WTO), IMF/World Bank, and multinational corporations (MNCs). During the 1970s, 1990s, and potentially into the current decade, economic liberalism's influence among economists and policymakers resurfaced in a historically specific way. Economic liberalism's fundamental tenets center on four issues. Stegmann (2004).

1) The economic system operates spontaneously without the need for government interference because it is decided by the unseen hands. God has the authority to direct economic activity for the benefit of humanity; this is not the duty of any one person.

2) There is complete avoidance of government involvement in the economy. Every task must be given to the individual, and the economic system must be allowed to develop its own organic flow. The state's exclusive duties include maintaining security, enforcing law and order, and establishing and maintaining nonprofit organizations like hospitals and schools.

3) Individuals' self-interest drives the economic system. Manufacturers provide goods and services to benefit them rather than to meet consumer demands. Additionally, people's self-interest strengthens bonds with one another and contributes to the economic well-being of nations.

4) The economic order is guided by competition. Since each person is free to compete in the market with his goods and services, the community as a whole can live in harmony and security as prices stabilize without any one super actor controlling the market, which ultimately results in the rise of what is known as capitalism.

Although both public and private businesses exist in Nigeria's mixed economy, public businesses are set up as organizations for social and economic advancement. One of the strategies for achieving government goals in limiting the Nigerian economy is the ongoing commercialization and privatization of both federal and state enterprises. For example, the Nigerian government privatized its telecommunications companies because of its neoliberal ideology. With the primary goal of increasing economic efficiency and productivity by generating revenue to support development, the Federal Government of Nigeria established the Technical Committee on Privatization and Commercialization (TCPC) in 1988 through decree No. 25. The TCPC is tasked with the responsibility of privatizing and commercializing a few chosen government

enterprises.

The goals of privatization, according to Dr. Christopher Anyanwu, director general of the Bureau of Public Enterprise (BPE), include restructuring and rationalizing the public sector to reduce the dominance of unproductive investment and to raise money for infrastructure and socioeconomic development in various areas.

According to Odey (2009), the nation's economy and citizens' standard of living have benefited from the telecommunications sector. Similarly, Kalu (1999) stated that as of the end of 2005, more than 30 businesses had been commercialized and more than 10 had been privatized. Some examples of these include the National Electric Power Authority (NEPA), which is now the Power Holding Company of Nigeria (PHCN); Nigeria Telecommunication Limited (NITEL), which is now Nigeria Telecommunication Plc; and others.

The long-term objective of a telecommunications company is to produce a respectable return on investment in order to improve infrastructure development, according to the Federal Government of Nigeria (1993). The introduction of MTN in 2001 may have influenced Nigerians' way of life, especially in the states in the northeast. Due to precise and uniform legislation that requires them to do so, many telecommunications businesses in Nigeria and the Northeast have recently turned to Corporate Social Responsibilities (CSR) as a strategic instrument for competitive performance. The influence of globalization on telecommunication firms has greatly increased the level of rivalry in the industry, and they are compelled to be competitive to survive. Different sorts of strategies are put in place in order to be profitable and competitive.

Neoliberalization processes have affected Northeast Nigeria's economic growth and environmental preservation during the past five years. Although the process has clearly changed the Nigerian telecom sector, environmental regulation in the sector has also been impacted by eco-governmentality and the normative political roles associated with neoliberal policies. Therefore, it is recognized that the transition of Nigeria's telecommunications sector exemplifies the use of neoliberalism as a series of policy initiatives.

It is clear from the viewpoint that the neoliberal economic reform policy benefits the South African multinational telecommunications company, which controls Nigerian economies, owns most of Nigeria's productive assets in the Northeast, and controls political power in Nigeria (Osabu-kle, 2000, p. 523). MTN provides goods and services for their own benefit rather than to meet the demands of their clients. This process was appropriately started during the colonial era after African economies were successfully transformed for the benefit of European capitalist expansion. Therefore, companies are progressively controlling and supplying agricultural land, waterways, energy sources, healthcare, banking, indigenous knowledge, plants, seeds, and even ideas for their own financial gain.

Methodology

The study employed the time series and survey design. In the survey, Key Informant Interviews (KIIIs) and Focus Group Discussions (FGDs) were used to extract detailed information from our respondents. The population of the study was the 4,288 MTN empowerment beneficiaries and small and medium enterprises in Adamawa, Bauchi and Taraba States. These states are in

Northeast Nigeria where the escalation of violence has resulted in mass displacement and deprivation. From the population, sample size of 128 respondents representing 3% of the population was picked, that is, 42 respondents for every capital city, and 13 per category (self-employed, employees and students, that is, for FGDs) and 2 per elite (for KIIs) were selected using purposive and systematic sampling, respectively. For a total of 85 participants in both KIIs and FGDs, the smallest group had 5 participants, while the largest had 43. Also, documentary data were extracted from books, journals, conference papers, and official reports from the NCC, MTN, and the National Bureau of Statistics. The data generated were analyzed using content and logical deduction.

Benefits of MTN's Products and Services in Job Creation in North East, Nigeria

In the focus group discussion, all participants bore their thoughts on MTN's products, services, and employment development in Northeast Nigeria. A customer service representative in Jalingo stated, "I have been empowered by MTN through its devices to sell data and recharge cards and to embark on SIM registration, which serves as a means of job creation to me." Another participant informed the research that after nine productive years of employment with MTN, "I was able to launch my own company with three employees thanks to the experience I gained" (Participant GRP 2.1). In a same vein, some participants (Participants GRP 6.3,6, & 7) confirmed that they knew of some people in Jalingo who had been indirectly engaged by MTN in the recharge card sales industry.

In a different interview, Cedric Victor, a customer service agent in Jalingo, stated that he is among the people who benefit from MTN's services and products in his line of work. He claims that his responsibilities as a customer service agent, which have supported him over the years, include SIM registration, providing clients with sales data, and other duties. He went on to say, "MTN collaborates with wholesalers and retailers to provide services to consumers like MoMo AGENTS, money transfers, DSTV recharges, and data and airtime sales at the convenience of their homes." (Personal communication, 2024).

In Bauchi state, MTN has given its clients about 50 kiosks to improve their jobs (Participant GRP 1.6). More than fifty people have been empowered by MTNF with new branded kiosks in Jambutu Motor Park, Yola-Adamawa State, and MoMo Agent has been distributed to them as a way to create jobs (Participant GRP 3.1). One participant confirmed this by stating that:

> Yes, I can emphatically say that MTNF employs labour directly and indirectly in Taraba State more than the state government. He noted that, if you go through the streets in Jalingo, you will find people who use telecom services to earn a living, such as sales of recharge cards. SIM reactivating agents are scattered all over the state and are into SIM activation. He said there is presently a review of MTN devices based on salaries, which would be given to one that meets the conditions with the guarantee for #30,000. Moreover, there are other targets attached to the conditions, and if anyone is able to meet the set targets, they would be given additional payment (Personal

communication, 2024).

In a similar vein, two respondents confirmed that they were aware of certain individuals who had received MTNF empowerment. They announced that the corporation has given registration machines to two MTN beneficiaries in Yola to improve their employment (Focus Group Discussion, Participant GRP3.2 & GRP 6.1).

According to a primary health care supervisor and ICT specialist, mobile technology is significantly influencing development in the Northeast. According to the respondent, mobile technology is being utilized to track vaccinators using GPS to make sure the vaccinators are covering enough ground. Data collection and transfer are other uses for it. He mentioned how supervisors in the healthcare industry use the Open Data Kit. Additionally, he emphasized how aid agencies distribute disaster items via electronic tickets, which facilitates the delivery of relief materials and ensures agency responsibility. Facilitating economic activity is one of MTN's other advantages in the Northeast. Some economic benefits of mobile technology in the region include e-banking, contacting suppliers of goods and services outside the region, mobile money transactions, and the sale of mobile technology and its related components, such as SIM cards and recharge cards, which create jobs for the populace. (Wilson, 2018, p. 91).

The MTNF Rural Telephone Project's (RTP) primary goal is to generate wealth by utilizing the combined potential of ICTs and microcredit. Since microfinance companies are part of the community, they are able to keep a close eye on RTP entrepreneurs and establish trusting bonds with them. This guarantees that the microloans will be repaid. About 1,500 rural women in roughly 200 communities and 21 states in Nigeria (including Adamawa, Borno, Bauchi, Enugu, Ekiti, Jigawa, Kaduna, Kano, Kogi, Kwara, Plateau, Nasarawa, Niger, Osun, Oyo, Ondo, Imo, Rivers, Akwa-Ibom, and the Federal Capital Territory) have been influenced by the project. Project expansion plans are in the works to include an additional 3,000 RTP entrepreneurs across 30 states in Nigeria (Adeyanju, 2012, p. 32).

The total number of employees engaged directly and indirectly by MTN Foundation (2015, 2016, 2017, 2018, 2019, and 2020) in Adamawa, Bauchi, and Taraba can be seen in the table below.

TABLE: DIRECT & INDIRECT NUMBER OF EMPLOYEES BY MTN NIGERIA

Year	Adamawa	Bauchi	Taraba	Total
2015	400	409	418	1227
2016	300	360	420	1080
2017	200	310	421	931
2018	150	284	420	854
2019	250	336	422	1008
2020	200	300	400	900
Total	1500	2000	2500	6000

Source: Author's field survey,

The Northeast Nigerian economy has been affected in a variety of ways by the complete

deregulation of the mobile telecommunications industry. First, it gives many Nigerians in the states of Adamawa, Bauchi, and Taraba job opportunities. By establishing companies and jobs that depend on the delivery of mobile technology and services, MTN supports the economy. By improving productivity, entrepreneurship, and other commercial abilities, this contribution also manifests as employment outside of the telecom operator ranks. Professionals and businesspeople may multitask and perform multiple tasks at once when they use mobile phones. Between 2015 and 2020, MTNF directly and indirectly employed about 6,000 individuals. There were 115 employees directly employed by the corporation in Taraba State, but the researcher was not told how many employees were directly employed by the company in Adamawa and Bauchi States. Indirect employment has a greater and more significant influence than direct employment, despite the latter being simpler to measure.

In Nigeria's northeast, there are a number of organizations that make their living from mobile services; these groups can be further subdivided into two divisions. Among these categories are

1) The largest category of indirect employment includes security personnel who assist in base station protection, equipment sales, infrastructure deployment, advertising, marketing, and public relations.

2) Street vendors, phone booth operators, distributors of recharge cards, and resellers of mobile services are at the base of the pyramid. Simply put, the so-called tiny call centers are made up of one or a few cell phones and airtime that is purchased in bulk from the operator. In addition to charging others to use the phone, call center operators frequently charge a fee for taking messages.

In Nigeria, particularly in the Northeast, it is not uncommon to see persons selling scratch cards among cars stuck in traffic or standing on street corners with an operator logo-branded umbrella, offering airtime vouchers. In addition to other points of sale, umbrella stands offer airtime for mobile operators such as MTN, Globacom, and Airtel.

Entrepreneurs and Individuals Trained by MTNF in Northeast, Nigeria

On the question, do you know about any business owners or people who have received MTN training in northeastern Nigeria? One respondent confirmed that MTN used to train its retailers in Bauchi on a quarterly basis (Focus Group Discussion, Participant GRP1.6). Additionally, respondents highlighted how MTN has enhanced the abilities of numerous technicians in the states of Taraba and Bauchi, enabling them to service the company's masks, generators, and SIM registration (Focus Group Discussion, Participant GRP1.1 & GRP 6.1). According to a respondent's testimony, he knew over ten people in Taraba State who had received MTNF training in the previous few years (Focus Group Discussion, Participant GRP2.7).

Similarly, two respondents stated that they could now utilize Excel, PowerPoint, and computer programming as a result of the business skills training they received from the MTN Foundation (Focus Group Discussion, Participant GRP2.1&2). The acting manager of MTN Bali local government area of Taraba State, is currently a cousin brother who received training from MTN, according to testimony from another group participant (Focus Group Discussion, Participant

GRP2.3). Furthermore, at one of MTN's locations in Yola, Adamawa State, a person was trained and hired by the company to work as an interpreter in customer service (Focus Group Discussion, Participant GRP3.4). Similarly, two respondents stated that they could now utilize Excel, PowerPoint, and computer programming as a result of the business skills training they received from the MTN Foundation (Focus Group Discussion, Participant GRP2.1&2). The acting manager of MTN Bali, Taraba State, is currently a cousin brother who received training from MTN, according to testimony from another group participant (Focus Group Discussion, Participant GRP2.3). Furthermore, at one of MTN's locations in Yola, Adamawa state, a person was trained and hired by the company to work as an interpreter in customer service (Focus Group Discussion, Participant GRP3.4).Similarly, in Adamawa state, MTNF trained 150 farmers in total in 2019 (Participant, GRP3.6). According to GRP 5 participants, they are aware of five individuals who had MTNF training.

According to Mr. Williams Agbara, an MTN field team leader in Jalingo, the national headquarters oversees skills acquisition, which is accessible to anyone. According to him, interested parties typically apply online, and if chosen, they are requested to travel to Lagos or Abuja for training. He added that 200 candidates from Taraba State took part in the program and found it beneficial. According to recent reports, on December 11, 2020, the MTN Foundation and its partners, Google, Cisco, and Oracle, successfully concluded the fourth phase of the MTN ICT & Business Skills Training with a virtual closing ceremony. (Adesanya, 2020).

On November 12, 2020, 360 university students received scholarships from the MTN Foundation in a virtual ceremony. The scholarships were given out under the MTNF scholarship programs, which include the Scholarship for the Blind Students (SBSS) and the MTNF Science & Technology Scholarship (STSS). As long as they maintain a CGPA of 3.5 or above, the newly awarded scholars will each get a scholarship payout of N200,000 every year until they graduate. Tuition, book allowance, and stipend are all covered by the scholarship. The MTN Foundation has given out more than NGN 2.1 billion in scholarships to 3,829 students nationwide, including those in Adamawa, Bauchi, and Taraba State. High-achieving students in Nigerian public tertiary institutions are given the MTNF yearly scholarships (The Cable, 2020).

Conclusion

The study looked at how, between 2015 and 2020, MTN's service regulations helped states in Northeast Nigeria create jobs among themselves. According to the study, during the time under evaluation, MTN Nigeria did in fact create both direct and indirect jobs. To accomplish our goal, a table displaying the direct and indirect number of MTN Nigeria employees in Northeast Nigeria was provided. The study showed how MTN's services and products, including MoMo Agents, caller tune, caller pop, data service, and SIM card service, had led to a rise in employment in the area. The survey also showed that MTNF trained individuals and business owners to improve their work and that students in higher education institutions with a CGPA of at least 3.50 received scholarships. Therefore, it is sufficient to state that MTN's services were regulated, which increased the number of jobs created in Northeast Nigeria.

Recommendation

Through peace education and skill development, MTN Nigeria and the National Directorate of

Employment should create more multifaceted youth empowerment programs in Northeast Nigeria.

References

Adebajo, A., Adedeji, A., & Landsberg, C. (2007). *South Africa in Africa: The post-apartheid era.* University of KwaZulu-Natal Press.

Agba, A. E., & Ozor, P. L. (2020). Impact of South African multinational corporations on Nigeria's economic development.

Akwani, O. (2005). Telecom operators creating new employment in Nigeria, http://www:imdiversity.com/

Amanda, R. (2018). Top six reasons that economic development is important to a region' economy, *infographic*.

Banjoko, S. A. (1996). *Human resource management: An expository approach, Lagos:* Saban Publishers.

Barford, A., & Coombe, R. (2019). Getting by: Young people's working lives.

Bingham, G. P. (2000). *Elections as instruments of democracy: Majoritarian and proportional views.* New Have*n:* Yale University Press.

Caves, R. E. (1996), *Multinational enterprise and economic analysis,* Cambridge*:* Cambridge University Press.

Dunning, J. H. (2008). *Multinational enterprises and the global economy*. United Kingdom: Edward Elgar Publishing Limited.

Gerschenkron, A. (1962). Economic backwardness in historical perspective. Cambridge, MA: Harvard University Press.

Gyimah-Brempong, K., & Karikari, J. A. (2007). Telephone demand and economic growth in Africa. *OECD Economic Studies*, *38*(1).

Mansel, R. & Wehn, U. (1998). *Knowledge societies information technology for sustainable development.* New York: Oxford University Press.

Ndukwe, E. (2011). The telecommunications revolution in Nigeria (unpublished) paper was delivered on the 2nd of December at the annual convocation ceremony of Igbinedion University, Okada, Edo State, Nigeria.

Onuoha, J. (2008). *Beyond diplomacy: Contemporary issues in international relations,* Nsukka Great AP Express Publishers Ltd.

Wilson, J. and Gapsiso, N. D. (2014). Market women and the mobile phone in Nigeria. *Media and Communication*, 1(2), pp. 59-70.