

**Nigerian Communication Commission (NCC) and
Mobile Telephone Network (MTN): Issues in Corporate Social Responsibility**

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Abstract

Multinational Corporations (MNCs) in Nigeria are billed to abide strictly by corporate social responsibilities (CSR) in their areas of operations. These should compensate for the adverse effects and inadequacies in their operations. Yet, complaints from the stakeholder of CSR portend scepticism over the appropriate implementation of these corporate tasks. The prevailing undesirable effects of the MTN operations and inadequacies question the NCC's responses to the lapses in CSR. The study examined the causes of the situation and investigated factors that undermined NCC's regulatory functions. The Marxist developmental and economic theory of exploitation was adopted for the explanation. Findings showed that the exploitative and domineering character of international capitalism in Nigeria is the root of the failure to apply corporate social responsibilities adequately. International capitalism in Nigeria has foreign and domestic exploitative dimensions. The foreign aspect manifests in form of exploitation of resources without strict adherence to rules governing CSR. The domestic angle manifests in form of corrupt practices in NCC regulatory tasks resulting in intentional negligence of regulatory functions. The two dimensions resulted in exploitation, embezzlement, and failure to implement CSR in Nigeria as appropriate. Findings finger incompetent NCC staff and political influence on the regulatory body as factors that made the international exploitation possible. Recruitment of competent staff with proven integrity and NCC real independence from the political influence are workable options for redress.

Keywords: Nigerian Communications Commission, MTN Group Limited, MTN Nigeria, Multinational Corporation, Corporate Social Responsibility

1. Introduction

Multinational Corporations are salient players in the international economic system. The Dutch East India Company was the world's first multinational corporation (MNC), as well as the world's first stock issuer (Mondo, 2008). The corporation was also the world's first mega-corporation, with quasi-governmental abilities such as the ability to conduct war, negotiate treaties, mint money, and establish colonies. (Ames, G.J, 2008). The history of multinational corporations in developing countries can be traced back to imperial and colonial policies. Nigeria witnessed the advent of multinational corporations (MNCs) long before independence. The Royal Niger Company held a brief for the British Crown, the management of Nigerian territory until 1900 (Voloshina, T. G. 2019). Today, MNCs are major players in Nigeria's economic system. Nigeria's socio-economic advancement expanded the number and scope of these corporations (Onudogo, 2013). They are huge conglomerates that arose in Nigeria after the abolition of the slave trade (Aworom, 2013). As a result, Multinational Corporations such as the United African Company (UAC), Toyota Motors, Coca-Cola, Lever Brothers, Mobil Oil, Shell BP are among the dominant businesses in Nigeria's economic structure. Huge profit-making makes these conglomerates extremely wealthy and facilitates the expansion and consolidation of their operations. Using deregulatory legal frameworks, globalization helped multinational corporations to facilitate the flow of products and services across national borders easier, faster, and cheaper. The role of globalization in enhancing and facilitating the socio-economic wellbeing of developing countries has remained a debate. There is a general agreement that globalization is a double-edged sword that brought development, particularly in the field of information and communication technology (ICT). At the same time, it failed to protect developing countries' drive to key in into the globalization process. It made developing countries vulnerable to international competition without the required indigenous skill and technological base. Repatriation of profit does not encourage economic growth. It weakens the economic development of countries that record production growth without evidence of development in humans (Alexander & Adam, 2010). Raul Prebisch, Andre Gunder Frank and William Wallenstein in their dependency theory saw the situation as part of the reasons why Third World social formations were not developed despite growth in economic production.

Nigeria is one of the world's top oil producers, accounting for more than 80% of its income. The sector is effectively controlled by multinational corporations profiting enormously from the industry. There are expectations that the corporations would, as part of their corporate social responsibility, play important roles in Nigeria's national development particularly as it affects their host communities. Unfortunately, most of the corporations have been implicated on several occasions in the country's underdevelopment (Bernadine, 2003). They do not adhere strictly to the rules and regulations of the agencies regulating them. This led to deficient corporate social responsibility roles. The Nigerian Communications Commission (NCC) is the national independent regulatory body for the telecommunications sector in Nigeria. The Commission is in charge of promoting a competitive environment among operators in the industry as well as assuring the supply of high-quality and efficient telecommunications services across the country. The Nigerian Communications Commission ensures that Nigerian telecommunication businesses adhere to laws and regulations governing their operations and regulate their corporate social responsibility. In terms of regulation, self-regulation, government regulations, and international regulations are the three realms of CSR regulations. (UN Global Compact, 2014). Corporations are expected to, voluntarily comply with self-regulation in terms of social involvement and reporting. If self-regulation fails, government regulations emerge to compel corporations to (a) follow binding rules governing company operations (b) environmental reporting (c) disclosures, and (d) engaging in cross-board dialogue with all stakeholders. Government regulations include governmental engagement in areas such as health and safety, labour standards, consumer protection, host community rights, sustainable company operations, environmental reporting, and stakeholder management, among others. International Regulations arise as the third level of regulation to supplement the two preceding domains of the regulation (Raimi, Adeleke, Aljadani and Fadipe, 2014).

Many organizations in Nigeria are motivated by greedy desires to increase profits at the expense of stakeholders. Some fail to meet the needs of host communities, employees' welfare (cheap labour is frequently favoured), environmental preservation, and community development. Including CSR in a company's policy can boost profitability, sustainability, integrity, and reputation. CSR refers to a company's commitment to contribute to the

economic development of a host community and society as a whole (Nkanga, 2007). Multinational businesses in Nigerian frequently include corporate social responsibility as one of their goal statements. . The organizations must have realized that stating CSR as one of their mission statements hold special appeal to the stakeholders. Hence, there is an increasing awareness and recognition accorded to CSR by corporations.

MTN is a South African telecommunications firm that was granted a license to operate in Nigeria in February 2001. It is unquestionably one of Nigeria's biggest telecommunication businesses, having operations in over 21 African and Middle Eastern nations. MTN Nigeria is unquestionably the largest GSM service provider in Nigeria, with over 54 million users, and it continues to expand its commercial boundaries and recording unprecedented turnover in the country. In a bid to carry out its corporate social responsibility, MTN has over the years operations in Nigeria created a foundation named MTN foundation which was incorporated in 2004 through which MTN reward the people in its business environments. MTN Nigeria dedicated 1% of its profit after tax to fund the foundation to carry out corporate socially driven projects such as granting microcredit, generating employment, skill acquisition and building capacity. It is against this backdrop that the study assesses MTN corporate social responsibility and NCC regulatory task to ascertain the root of deficiency in the implementation of MTN CSR.

Corporate Social Responsibility (CSR) is a social responsibility that a corporation that operates in a specific environment is obliged to fulfil. The concept of corporate social responsibility has been gaining increasing attention around the world since the 1970s. It increases an organization's profit by promoting company value and reputation consistency. It also serves as a way to express gratitude to the host community. The key component of CSR includes but not limited to community involvement; socially responsible investment; treatment of employee; social reporting and ethical consumerism. (Muhammad et al, 2018).

2. Methodology

The paper is descriptive and qualitative in design. It relied on documented evidence for data. Marxist theory of exploitation was used to interrogate MTN deficiency in corporate

social responsibility and the NCC incompetence in regulatory functions. International capitalism created two opposing social groups, the *bourgeoisie* and the *proletariat*. The former exploits the latter in the process of economic production and uses its economic power to dominate the society. The exploitation is done by taking the profit which should belong to the proletariat. This is referred to as surplus value. The situation resulted in a class struggle. So 'the history of all societies hitherto in existence is the history of class struggle' (Marx & Engels, 1848). MTN is the owner of its means of production and a multinational corporation interested in profit-making. It does not adhere strictly to its corporate social responsibilities. Though MTN Foundation was established for corporate social responsibilities, the implementation does not strictly conform to the rules and the outcome is the exploitation of the host communities. NCC does not muster adequate courage to challenge the abnormally. Nigeria is the corporation's largest market in Africa, yet the company's attention to the people's well-being and its service delivery are not satisfactory. It is not the primary responsibility of the corporation to develop such environments – government responsibility. Yet, the corporation has a role in the development of the areas. 1% of its profit after tax is slated to be ploughed into the society for development as part of corporate social responsibilities. But NCC inaction in regulation created room for inadequate implementation and monitoring of MTN corporate social responsibilities as appropriate.

CSR policy entails self-regulation, adherence to rules and regulations, ethical standards, environmental responsibility and sustainability, consumers' satisfaction, employee welfare, communities and stakeholders' benefits (Onwuegbuzie, 2009). MTN subscribers lament over poor service delivery ranging from the number of dropped calls, aborted short message service (SMS), uncompleted calls, illegal credit and data deductions and menace of unsolicited Short Message Service (SMS) to a countless number of futile attempts to make calls. Yet, there are no corresponding compensations to the subscribers because NCC cannot stand up for its regulatory enforcement tasks. All these practices amount to exploitation in international capitalism using foreign and domestic capitalists to exploit the society

3. MTN Group Limited

MTN is a pure-play emerging markets mobile telecommunications operator that is at the forefront of technological and digital advancements. It is bringing a bold, new digital world to its 217 million customers across Africa and the Middle East - one of the world's fastest expanding regions for mobile telecommunications. - from its headquarters in Johannesburg. MTN was founded in South Africa at the dawn of democracy as a transformation leader and has developed swiftly by investing in modern communication infrastructure. MTN now offers retail consumers voice, data, and digital services in the 22 countries where its operations hold telecommunication licenses. In addition, the company provides enterprise solutions to business and public-sector clients in 24 countries. It is one of Africa's most admired brands, as well as one of the most valuable. MTN was the ninth-largest company listed on the Johannesburg Stock Exchange at the end of 2017, with a market capitalization of R257 billion (United Nations Global Compact Annual Communication of Progress, 2017).

4. MTN Nigeria

MTN Nigeria is a subsidiary of the MTN Group, Africa's largest mobile telecommunications provider. Following the much-praised Nigerian GSM auction held by the Nigerian Communications Commission earlier in the year, MTN became the first GSM network to make a call on May 16, 2001. Following that, the company began full commercial operations in Lagos, Abuja, and Port Harcourt (MTN Nigeria Communication Limited (2019)). In January 2001, MTN paid \$285 million for one of the four GSM licenses in Nigeria. Over US\$1.8 billion has been invested in Nigeria's mobile telecommunications infrastructure to date. The company has steadily expanded its services across Nigeria since its introduction in August 2001. It presently operates in 223 cities and towns, over 10,000 villages and communities, and an increasing number of highways in Nigeria, including 36 states and the Federal Capital Territory of Abuja. Many of these villages and communities are being connected to the world of telecommunications for the first time (MTN Nigeria Communication Limited (2019)).

The 3,400-kilometer Y'ello Bahn, the company's digital microwave transmission backbone, was commissioned by President Olusegun Obasanjo in January 2003 and is said to be Africa's most comprehensive digital microwave transmission infrastructure. The Y'ello Bahn has made a substantial contribution to improving call quality on the MTN network. The company subsists on the core brand values of leadership, relationship, integrity, innovation, and 'can-do'. It prides itself on its ability to connect people with friends, families and opportunities. MTN Nigeria has also recently upgraded its network capacity to cover a new numbering range with the prefix 0806, making it the first GSM network in Nigeria to do so after exhausting its original subscriber numbering range - 0803. To improve customer service, MTN Nigeria has launched a self-help toll-free 181 customer-care line where subscribers may get answers to their frequently asked questions free of charge. MTN's overarching mission is to catalyze Nigeria's economic growth and development, assisting in the release of the country's tremendous developmental potential not only through world-class communications but also through innovative and long-term corporate social responsibility initiatives (MTN Nigeria Communications Limited, 2019).

5. Multinational Corporations

Multinational corporations are businesses that control and conduct productive activities in multiple countries. In a global knowledge-based economy, multinational corporations are the main players. Multinational corporations mostly operate in developing countries of Africa, Asia and other Third World countries. As a Third World country, Nigeria has many multinational corporations such as MTN Group Limited, Shell Petroleum Development Company (SPDC) Oil & Gas, Chevron Oil & Gas, Mobil Oil & Gas, Total Oil & Gas, Nestlé Nigeria FM, Halliburton Energy Oil & Gas, Unilever FMCG, KPMG Consulting; United African Company (UAC), Toyota Motors, Coca-Cola, Lever brothers' etcetera. International business is the stimulus for multinationals corporations, and both are presently boosted by the wave of globalization. Globalization has given multinational corporations the formidable force to operate more easily in different parts of the world other than their home countries. The term "globalization" means integration of the world economies into one in a phenomenon aptly called "global village" (Onudugo, 2013). The importance of MNCs in the current global business environment is undeniable. There is typically a significant capital investment in

major economic activities; the country can benefit from a variety of products, services, and facilities delivered to their doorsteps; more jobs are created for the populace; the nation's pool of skills is best utilized and use effectively and efficiently, and technology advances as these companies bring in state-of-the-art technology. Multinational corporations provide most goods and services available in Nigeria.

The importance of MNCs in Nigerians' daily lives is indisputable. They have established specific advantages that can be applied to global development. Their ability to tap into the global financial, physical, and human resources and combine them in economically viable and commercially profitable activities, as well as their capacity to develop new techniques and skills, and their productive and managerial ability to translate resources into specific outputs, has proven to be exceptional. At the same time, the power concentrated in their hands, as well as their actual or potential use of it, their ability to shape demand patterns and values, as well as their impact on the international division of labour, have raised concerns about their role in world affairs. This is heightened by the lack of a systematic method for monitoring and discussing their activities in a suitable forum.

The International Development Strategy for the Second Development Decade, unanimously adopted by the United Nations General Assembly in 1970, recognized the importance of the foreign private sector to the development of developing nations. Because of the enormously positive influence multinational corporations have had on their economy, countries such as Singapore, Malaysia, and Thailand have actively promoted foreign direct investment. The growth in China's coastal sector is indisputably linked to the massive investments by multinational corporations. However, Japan and Korea have, over time, pursued more cautious policies regarding investments by multinational corporations. Most economists believe that multinational corporations (MNCs) are exploitative because natural resources in developing countries like Nigeria, which were intended for development, are not being productively utilized due to the de-capitalization of the economy in the form of profit repatriation (Osugwu and Onyebuchi 2013). Investing in a foreign land is not intended to improve the fortunes of the host country, but rather to extract as much as possible to build the home country. As a result, they are, frequently accused of negative actions such as environmental damage, human rights violations,

corruption, and suffocating the autonomy of young industries. (Ozoigbo and Chukuezi, 2011). Although Bulu and Ango (2012) report that many MNCs are now attempting to manage these complex sets of issues. They are, frequently accused of destructive activities such as environmental damage, human rights violations, corruption, and suffocation of infant industries in host countries. It is not the nature of multinational corporations to fix the social and economic problems of their host countries. This is due to a lack of understanding of the interplay between multinational firms and host country institutions (Wiig and Kolstad, 2010). There is a risk that multinational corporations will exacerbate patronage in resource-rich countries, and further depleting their resource base. The influence of big businesses is so pervasive that even if you don't want them, you may find that their products find you sooner than later. This is influenced by the convergence of ideologies, tastes, technologies, free and easy movement of people and capital, and international political cooperation.

6. Nigerian Communications Commission

The Nigerian Communications Commission (NCC) is the independent telecommunications regulatory authority. On November 24, 1992, the Federal Military Government of Nigeria issued Decree No. 75, which established the NCC. The Decree has been repealed, and the Nigerian Communications Act (NCA) of 2003 has taken its place. The NCC was given the task of regulating the provision of telecommunications services and facilities in Nigeria, as well as promoting competition and establishing performance criteria for telephone services. It is in charge of encouraging investment in the sector and establishing an atmosphere that encourages competitiveness among industry players. The agency is mandated to monitor and publish annual reports on all key matters relating to the performance of all licensed telecommunications service providers. Its functions include granting various licenses for the supply of communications services, equipment, and goods, as well as regulating competition, licensing spectrum, and allocating numbering resources to the industry. Umar Garba is the current leader of the group (NCC) and has been in office since 2015,

7. Regulatory Functions of the Nigerian Communications Commission

This commission is charged with enforcing current regulations and implementing government policies in the communications sector to ensure that customers of communication services in the country receive consistent and high-quality services. The Commission is expected to be guided by the following fundamental objectives stipulated by law.

a. To promote the implementation of the National Communications and telecommunications policy as may be modified or amended from time to time.

b. Establish a regulatory framework for the Nigerian Telecommunications industry and for this purpose to create an effective, impartial and independent regulatory authority;

c. Promote the provision of modern, universal, efficient, reliable, affordable and easily accessible communication services and the widest range thereof in Nigeria.

i. Encourage the development of a communications manufacturing and supply sector within the Nigerian economy and also encourage effective research and development efforts by all communications industry practitioners. **ii.** To encourage local and foreign investments in the Nigerian Communications industry and the introduction of innovative services and practices in the industry by international best practices and trends. **iii.** Protect the rights and interests of service providers and consumers within Nigeria. **iv.** Ensure that the needs of the disabled and elderly persons are taken into consideration in the provision of telecommunication services. **v.** Ensure fair competition in all sectors of the Nigerian Communications industry and also encourage the participation of Nigerians in the ownership, control and management of communication companies and organizations (Nigerian Communication Act, 2003)

8. Corporate Social Responsibility

Discourses in corporate social responsibilities centre on two major positions. The proponents of corporate social responsibilities believe that CSR is beneficial to MNCs because if done well, MNCs will gain good images and reputations, enjoy the confidence and love of other stakeholders, and record improved sales, fewer litigations, and license to

operate and expand operations. Critics of CSR argue that CSR distracts multinational corporations from the fundamental maximization of profit and as such CSR is cosmetic and window-dressing (Olisemeke, Adegbite, & Adegbite, 2016). The basic idea of CSR is that society and business intermingle. It refers to strategies that companies put into action as part of corporate governance that is designed to ensure the company's operations are ethical and beneficial for society. CSR simply means the duty of care owed the people, society, and its environment at large by the companies because of damages caused in the line of carrying out their daily business activity such as air pollution, evaporation, the flow of waste into the stream, damaging of the road due to heavy vehicles, and adverse effects of poor operations, services and general neglect of the host community. Other views on CSR include it is a charitable giving (Brammer and Pavelin, 2006), philanthropic contribution (Seifert et al, 2004), corporate citizenships (Pinkston and Carroll, 1994), corporate social performance (Johnson and Greening, 1999), corporate social responsiveness (Wood, 1991) – all cited in (Olisemeke, Adegbite, & Adegbite, 2016).

Also contentious is the question of whose interest would the companies hold supreme – its interest or that of other stakeholders. Interestingly, companies focus on the interest of other stakeholders in their business will invariably satisfy their primary interest which is a conducive environment and maximization of profit. Thus, CSR is divided into the 'implicit' and the 'explicit' responsibilities. Explicit CSR is about corporate policies to be responsible for what society is interested in. Explicit CSR is voluntary, self-interest has driven corporate social responsibilities policies and strategies (Matten & Moon, 2004). Implicit CSR is a country's formal and informal institutions that give organizations an agreed share of responsibility for society's interests and concerns. Implicit CSR is values, norms and rules which result in requirements for corporations to address areas that stakeholders consider important. Business associations or individual organizations are often directly involved in the definition and legitimization of this social responsibility requirement.

9. Evaluating MTN's Corporate Social Responsibility in Nigeria

Corporate Social Responsibility (CSR) is the deliberate inclusion of public interest into corporate decision making. In other words, CSR policy entails self-regulation, adherence to

rules and regulations, ethical standards, environmental responsibility and sustainability, consumers' satisfaction, employee welfare, communities, and stakeholders' benefits. (Onwuegbuzie, 2009). In other to carry out its explicit social responsibility, MTN Nigeria established the MTN Foundation to reach out to the people in the community. This foundation was founded in 2004. It was established to have a distinctive impact and corporate social-driven projects. MTN Nigeria established the foundation mainly to promote economic empowerment, good education, and good health services to improve its brand. The Foundation had pledged roughly N20 billion donated by MTN Nigeria to sponsor various activities across Nigeria as of December 31, 2018. These programs, which have impacted over 900 communities around the country, ranging from providing electricity, water, maternity wards, educational equipment, medical supplies/support for hospitals, and outreach, to sponsoring numerous cultural shows as part of its Arts and Culture agenda (MTN Listing Memorandum, 2019).

The foregoing notwithstanding, the Corporation has not lived up to its expectations in terms of delivering its corporate social responsibility. MTNF claimed to have spent N21.8 billion in 852 people-centred projects across the 36 states and the FCT since its inception and impacted on only 18.6 million live (MTN Listing Memorandum, 2019). However, it defaulted in keeping NCC rules. For instance, in August 2015, MTN, Etisalat, Globacom, and Airtel were all penalized for failing to comply with the NCC's instruction to deactivate SIM cards that had been improperly registered. Etisalat, Airtel, and Globacom cooperated with the demand to delete the incorrectly registered SIM cards when the fee was imposed, however, MTN did not. MTN admitted and confirmed that the unlawfully registered SIM Cards were still operating on their network, in violation of the Regulations, when NCC agents visited them in September 2015 to confirm the status of the SIMs. The Nigerian Communications Commission (NCC) penalized the telecommunication company N1.04 trillion in October 2015 for failing to deactivate about 5.1 million subscribers from its network because they were not registered as of September 2015, as required by the regulatory agency. The entire amount was calculated using N200, 000 fees per unregistered subscriber. The sanction was reduced to N330 billion after extensive negotiations with both the regulatory agency and the Federal Government. The fine was

eventually waived in 2019 (New Telegraph Newspaper, 2018). The reduction and particularly waving of the fine was a clear exposure of NCC weakness in regulatory responsibilities. If the fine was genuine, why the waving; If not, why the fine? Bribery might have exchanged hands and what ought to be government revenue from fine might have entered an individual or a group hand.

Following a tax dispute in May 2018, the Attorney General of the Federation ordered MTN Nigeria to pay USD2 billion in outstanding taxes on imported equipment and payments to suppliers (Nigeria Corporate Analysis, 2019). NCC later dropped the USD 2 billion charge after a series of investigations into tax evasion involving the importation of foreign machinery, equipment, and payments. Also, ensuring consumers satisfaction is a part of the corporate social responsibility of MTN (Adepetun, 2015). MTN subscribers have been lamenting over poor service delivery ranging from the number of dropped calls, aborted short message service (SMS), uncompleted calls, illegal credit and data deductions and menace of unsolicited short messages Service (SMS) to a countless number of futile attempts to make calls. Yet, there are no corresponding compensations paid to the subscribers.

Complaints against MTN

(a) **Failure to Adhere to Rules:** Data provided in No 9 above showed MTN's failure to delete illegally registered SIM cards. Such illegal registration and failure to delete as directed by the government constitute neglect of corporate social responsibilities. Consequently, customers illegally registered suffered the inconveniences (b) **Poor Network Connection:** MTN customers complain of poor connectivity as a result of inadequate equipment and overload. (c) **Poor service delivery:** Due to failure to restrict customer registration to capacity the corporation has more customers than it can carry. This was said to have contributed to network congestion, failed and interrupted calls, and data consumption without communicative success. (d) **Illegal credit and data deduction:** Customers' calls, sometimes, do not communicate properly and yet they are charged for such calls (e) **Unsolicited short messages:** The corporation sent unsolicited messages some of which constitute disturbances to customers

10. Challenges that undermined MTN Operations

(a) Massive Relocation of Customers: Nigerians experience poor quality of services mostly in festive periods that result in mass clusters of people in some areas. This causes an overload of communication gargets/installations in such areas resulting in network congestion and poor services. Mass return to states of origin among Christians for Christmas celebration is a typical case of such mass cluster. This creates difficulties in offering services to the customers by MTN. To address this, MTN can only carry out expansion and capacity development to accommodate such challenges in the future.

(b) Multiple regulation and taxations

The national chairman, Association of Licenced Telecommunications Operators of Nigeria (ALTON), Engr. Gbenga Adebayo said that multiple taxation and regulation have been big hurdles for the industry. The Commission, on the other hand, stated that it is in discussions with relevant authorities to harmonize these taxes and rules.

(c) Intermittent power supply

Inadequate power supply reduces the efficiency of MTN thereby resulting in poor service delivery. The commission said the improvement of power supply to the sites of telecommunications service providers will have the combined effect of reducing operating costs and improving quality of service (QoS) delivery.

(d) Insecurity

Insecurity in the country affects the operations of MTN. The Commission is facilitating the provision of industry field data to Law Enforcement Agencies (LEAs) quarterly, to aid geolocation capabilities and investigations of telecoms related activities according. It is also collaborating with the National Identity Management Commission (NIMC) on the integration of SIM Registration with its database.

(e) Theft and Damages to infrastructure

MTN experiences vandalization of infrastructure and theft. The commission said the passage of the Critical National Infrastructure (CNI) Bill will classify telecommunications infrastructure across the country as critical national assets. This will improve the security of the infrastructure. Construction of roads with fibre optic ducts pre-laid will also reduce the incidence of vandalization and theft.

(f) High Right of Way (ROW) charges

The current high Right of Way (ROW) charges in various states of the federation have negatively hampered the required expansion and rollout of fibre optic across the country. Harmonization of Right of Way (RoW) charges will increase investment and expansion of critical transmission infrastructure.

11. Challenges Facing the Nigerian Communication Commission (NCC)

(a) Corruption

Corrupt practices remain a major obstacle militating against the regulation of communication service providers in Nigeria. Self-interest supersedes and enrichment is the ultimate motivation of work by most people in charge of public affairs.

(b) Political Influence

Many politicians, particularly those current and former officeholders of government are part of the owners of multinational corporations. They manipulate government agencies to favour the corporations to their advantage. An official of government sometimes does not allow due process to prevail. Sometimes law and policymakers are bribed by the corporations to influence the decisions of the Commission.

(c) Recruitment of unqualified staff

Some of the staff lacks professional ethics and integrity to stand for the commission at the time of need. They compromise to political influence and bribery and the commission suffers for incompetence and lack of integrity of the staff.

(d) Poor legal framework

The law establishing corporate social responsibility does not give NCC adequate powers to deal decisively with defaulting corporations. Most times the commission does not enjoy the required support from the executive arm of government for the prosecution of offenders.

12. Conclusion

The existence of MNC's in Third World societies has adverse and positive effects. Economic growth in such host communities is a proven reality but whether such growth has a corresponding developmental balance has no value in evidence on the ground. MTN is primarily inclined to maximum profit-making for its expansion and development. As such, it can only carry out its corporate social responsibilities based on legal obligations and regulatory supervisions. Unfortunately, the Nigerian Communication Commission (NCC) lacks the competence for appropriate enforcement of its rule. The weakness resulted from official corruption and recruitment of incompetent staff into the agency. Bribery does not allow strict enforcement of regulatory laws. Besides, Nigerian regulatory laws on communication do not, adequately involve host communities in the supervision and monitoring of corporate social responsibilities in their areas. The Nigerian government does not have control of the implementation. The result of CSR lies in the extent to which the corporation handles it and the extent to which the NCC enforces laws that established the responsibilities. Evidence on the ground recorded dissatisfaction and contentment over MTN's inadequacies in service delivery, disobedience to law and failure to address adverse effects of its operations in Nigeria. The situation raised questions over MTN implementation of its corporate social responsibilities in Nigeria. It is necessary to control and manage the growth and influence of MNCs in a country. Some massive MNCs have profits greater than the national GDP. This could be seen as a failure of the government to control its businesses. Despite the robust legal and regulatory measures put in place in the country by the NCC, these measures have failed to improve the quality of service rendered to consumers in the sector. This has created room for another option that may necessitate direct state control or regulation of the sector. This is where strong and effective competitive legislation for the sector becomes attractive. With the enactment of such laws and an effective institution for enforcement, all service providers especially operators in the GSM sector will be compelled to improve their services to customers and communities

to retain patronage. This is because an ideal competition can encourage a free market; open up channels for other companies to invest in the sector. It will also ensure that there are no sharp practices by other players in the sector. Such practices like price syndication, cartel influence and monopoly in the sector can be reduced if not eliminated in the sector. The NCC should be strict in law enforcement against telecommunication firms that fail to adhere to the rules of operation.

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