



ASSESSING THE EFFECTIVENESS OF THE ONLINE REGISTRATION PROCESS OF THE NATIONAL SERVICE SCHEME IN THE ASHANTI REGION OF GHANA

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Abstract: This study sought to examine the effectiveness of the Ghana National Service Scheme on-line registration process of service personnel in the Ashanti Region of Ghana. The National Service Scheme introduces the online posting-checker system in May 2007 to ensure that registration and posting of prospective service personnel was made easier, faster, more accurate and more convenient. However, the system is fraught with many problems and other shortcomings hence the commencement of this study.

The National Service Scheme plays a crucial role in augmenting the manpower requirements of the country, particularly in the public and civil service. It was established by The National Service Scheme Decree, 1973 (NRCD. 208) which was repealed by the Ghana National Service Scheme Act, 1980 (ACT 426) assented on 23rd September, 1980.

The National Service Scheme is an agency established under the ministry of education with the mandate of mobilizing and deploying Ghanaian newly qualified university graduates and diplomats on national priority development programs that contribute to improving the quality of life of the ordinary Ghanaian for a year of mandatory national service. Hence the basic goal was for the service personnel to exercise their civil responsibility to the nation through service.

The objective of this study is to ascertain whether the introduction of the online registration for newly recruited national service personnel has helped to improve upon the scheme as well as discuss the features of the online registration process and security problems it pose. In conducting the study data was collected from two hundred respondents in the Ashanti Region through the use of a simple random sampling.

Some key findings that came out of the study were, impersonation of personnel, a completed enrollment can be accessed by other persons, although a unique personal code or number is issued to all national service persons, the majority of them obtained this code through the school notice board, the security measures that ensure that the rightful person gets access to PIN codes are done haphazardly without any form of verification. It was concluded that since it is not best for a completed enrollment form to be accessed by another, the online registration has increased impersonation and need to be addressed.

Keywords: National Service Scheme, Impersonation, Online Registration, Online Security.

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1.0 INTRODUCTION

The Ghana National Service Scheme established in 1973 by a Military Decree (N. R. C. D 208) with the mandate to mobilize and deploy Ghanaian citizens of 18 years and above, especially newly qualified University graduates on national priority development programs that contribute to improving the quality of life of the ordinary Ghanaian for a one year mandatory national service.

The National Service Scheme is designed to enable young Ghanaians have an opportunity to deploy their energies by offering some service to communities in any part of Ghana. This is to help create a sense of nation awareness, national consciousness, unity and cohesion among the country's youth all in one strategic stroke.

The Scheme was later given statutory legitimacy under the 1979 Constitution of Ghana with the thrust of N.R.C.D 208 being upheld. The National Service Act of 1980, Act 426 was then promulgated and passed by the Parliament of Ghana to give legal and constitutional backing to the scheme. The mandate of the Scheme remained the same and the duration of service was extended from one to two years under this Act. The Act, which was brought into force in 1982, further stipulated a six month military orientation for the service personnel to instill in them a sense of discipline, patriotism and a culture of hard work.

In 1997, a Cabinet decision reduced the duration of the service to one year following a recommendation from the Ministry of Education which has oversight responsibilities over the Scheme. The Scheme has since been operating under the provisions of Act 426 of 1980 which provides the legal framework and direction for program design and implementation. The Scheme, since its inception has become the institutional option for the Ghanaian youth, especially tertiary education graduates to exercise their civic responsibility towards the state through service.

2.0 STATEMENT OF THE PROBLEM

The National Service Scheme has the mandate for posting and registration of all National Service Personnel (NSP) who will undertake their national service all over the country. The scheme is helping in deploying and enabling graduate from tertiary institutions to have the chance of serving their country for a period of one year. In undertaking this mandate the Scheme introduces an online registration system to facilitate the registration and processing of these service personnel.



The online registration introduced by the scheme has been successful with every prospective service person having access and smoothly registration without any overcrowding and issues of late registration. However, the problem the scheme has been encountered since the introduction of this system is issued with security of the system which encourages impersonation. A case in point is during the 2012/2013 service year, where a number of arrests were made in the Ashanti Region. It is in this regard that this study seeks to ascertain the effectiveness of the online registration system and its impact on the national service scheme as a whole and also how the scheme may resolve these security issues.

3.0 PURPOSE OF STUDY

The intention of this paper is to bring to light and enhance the awareness of some of these security lapses associated with the online registration system introduced by the national service scheme and how these issues may be resolved to enhance the operations of the whole national service scheme in Ghana.

4.0 LITERATURE REVIEW

4.1 Introduction

The Ghana National Service Scheme operates under the Ghana National Service Scheme Act, 1980, Act 426, which replaced NRCD 208 of 1973. Under this Act, all National Service Personnel are required to render a mandatory service for a period of two years including a minimum period of six months military training. However, in 1997, the two year duration was changed to one year.

Every year, thousands of students complete their programs of studies from various tertiary institutions throughout the country. For most of these graduates or diplomats, when asked about their next step after school, two common words usually come up: National Service. The National Service Scheme is designed to enable young Ghanaians have an opportunity to deploy their energies by offering some service to communities in any part of Ghana. This is to help create a sense of nation awareness, national consciousness, unity and cohesion among the country's youth all in one strategic stroke. Therefore, graduates who have completed any tertiary institution in the country and who fail to do national service can be arrested and prosecuted and also such persons could not be employed in any government establishment. (Anna Esi Hanson, 2012)



The scheme as currently constituted provides newly qualified graduates the opportunity to have practical exposure on the job, both in the public and private sectors, as part of their civil responsibility to the state. It also provides user agencies the opportunity to satisfy their manpower and affords communities that would otherwise have difficulty in accessing mainstream development initiatives, access to improved social service through community service. The National Service Scheme continued to play a crucial role in augmenting the manpower requirements of the country, particularly in the public and civil service.

The National Service Scheme is not only of benefit to the nation as a whole, but it profits the serving personnel also. National service gives personnel the opportunity to gather skills and experience that might be relevant in their course of life. Some of these skills and experience acquired during the period of service include; a sense of responsibility, the ability to put the needs of others before one's needs, exposure and confidence in fields that might not necessarily be one's field, among others. These can sum up to make a very good work experience which could prove to be valuable in the job market.

It is therefore worthy to note that the National Service Scheme (NSS) which was instituted in Ghana in 1973 has since brought about so much development in various sectors in the country. The area of education has benefited immensely from the service scheme. A high percentage of service personnel are usually posted by educational institutions every year to serve as temporal teachers.

4.2 What is National Service?

National Service is a common name for mandatory government service program (usually military service) which is also known as conscription (Wikipedia 2012). Here the emphasis is on the mandatory government service. This means that it is a program usually designed by the government of a country to fulfill a particular mission and mostly importantly obligatory for those that are concerned.

Again, National Service is defined as citizen participation in the mandatory program sponsored or conducted by the government to address a national public need. Typically, young adults are required to service full time for a limited period from six (6) months to one (1) year or more, while serving citizens are either receiving basic support from the government, such as accommodation, food, clothing and modest stipend or allowance or minimum level of wage (National Service Lesson Plan, 1993)



According to Sherraden (2001), national service is an organized period of engagement and contribution to society sponsored by public or private organizations, and organized and valued by society, with no or minimal monetary compensation to the participant and hence calls for patriotic citizens. National Service thus provides a platform through which able bodied Ghanaian out of their own freewill provide critical services to help address communities felt needs and national development which as a result instilled a high sense of patriotism in the country thereby contributing to the developmental agenda of the nation.

National Service is also defined as mandatory government program in a period of one (1) year for all Ghanaian who have attained the age between eighteen (18) years and forty (40) years and have completed tertiary education (National Service Act, 2008).

National service is also a common name for mandatory government service programs (usually military service, also known as conscription). The term became common British usage during and for some years following the Second World War. Many young people spent one or more years in such programs. Compulsory military service typically requires all citizens, or all male citizens, to participate for a period of a year (or more in some countries) during their youth, usually at some point between the age of 18 and their late twenties.

National service can help instill the spirit patriotism in students who have just graduated from universities and other tertiary institutions. Patriotism is a spirit to show our love to our own country. In addition, national service help encourage the spirit of cooperation among the youth with each other. About 40% of the service training covers the activities of mutual cooperation, community projects, recycling campaigns and others. These activities can help participants to inculcate the spirit of cooperation. They will jointly complete the task given and thus bridge the relationship between them. National service also helps teenagers to become more independent. This is because most of the national service training includes survival activities, jungle tracking and so on. These activities create awareness in the youth about importance of being independent in life. For example, during national service, they have to rely on their own without the help of family and friends.

The National Service Scheme is an agency established under the ministry of education with the mandate of mobilizing and deploying Ghanaian newly qualified university graduates and diplomats on national priority development programs that contribute to improving the quality of life of the ordinary Ghanaian for a year of mandatory national service. Hence the



basic goal was for the service personnel to exercise their civil responsibility toward the nation through service.

It can therefore be realized that the National Service Program was introduced to help teenagers become useful citizens. Through well-developed modules and counseling from experts, it is hoped that these students will learn to endure the hardship and challenges at the National Service and become good citizens. The National Service is actually an avenue to teenagers become better citizens of the country.

4.3 Types of National Service

There are basically two types of national service. These are the Mandatory National Service and the Voluntary National Service.

4.3.1 Mandatory National Service

Mandatory National Service can also be classified into two: namely, Military and Civilian National Service. The military type of mandatory national serviceis where citizens after acquiring 18 years are compelled to enroll as national service personnel in the country. It is the oldest form of national service in the world and is common to both democratic and non-democratic countries. It usually requires male citizens to participate in this type of service who are eighteen years and above depending on the country's program. Usually the period for this type of national service ranges from several months to one year.

On the other hand mandatory civilian service is a type of national service where students' after completing tertiary education are enrolled to do national service in various sectors of the economy excluding military or security services. Several nations prefer this type of national service for instance Ghana, Mexico, Costa Rica, Nigeria, United State of America, etc.

4.3.2 Voluntary National Service

Voluntary national service is where a person voluntarily opted to undertake a national service. This is usually done by past national service personnel who wanted to serve for another term or persons who are usually outside the national service age limit.

4.3 The National Service Scheme-Ghana

The National Service Scheme (NSS) is an agency established under the Ministry of Education with the mandate of mobilizing and deploying Ghanaian newly qualified tertiary institution graduates and diplomats on national priority development programs that contribute to



improving the quality of life of the ordinary Ghanaian for a year of mandatory national service. The Scheme was instituted in Ghana in 1973 and has since brought about so much development in various sectors in the country. The area of education has benefited immensely from the service scheme. A high percentage of service personnel are usually posted to educational institutions every year to serve as temporal teachers. The basic goal for the establishment of the scheme therefore was for the service personnel to exercise their civil responsibility toward the nation through service. (www.nssghana.org, 2011)

Through this scheme thousands of university graduates and diplomats have rendered one form of service or the other in various public and private institutions and agencies throughout the country. Although primarily, the scheme seeks to recruit and post personnel to various institutions both private and public throughout the country usually under any field of endeavor, service personnel also set for themselves personal goals and objectives of obtaining some experience especially in the fields or areas pursued in their respective tertiary institutions.

According to the NSS Country Report (2007), the Scheme, since its inception has become the institutional option for the Ghanaian youth especially tertiary education graduates to exercise their civic responsibility towards the state through service.

In Ghana it is imperative for one to acknowledge that national service is a mandatory program for the government which is transitional for a period of one year between school life and work life for all Ghanaian, who have completed tertiary education both in Ghana or abroad between eighteen (18) and forty (40) years. This imbibe a culture of patriotism, selflessness and volunteerism in young graduate Ghanaians for the development of country. (www.nssghana.org, 2011)

4.4 The Evolution of National Service in Ghana

The concept of national service occurred in Ghana after the World II when most of the countries practicing unemployed military national service have been discourage and decided to enhance mandatory civilian national service. Historically, the evolution of the National Service Scheme in Ghana cannot but be seen against the background of the general worldwide upsurge in the mid-1950s of youth voluntary services and their growth and development by the mid-1960s. By the mid-1960s the world witnessed a decrease in the



upsurge of protest and turmoil among the youth to an-unprecedented growth of youth voluntary services.

These services essentially had the objective of making service personnel serve with their hands and minds in projects of many kinds designed to improve the levels of living of the world's less favored individuals, communities and nations (Amoa, 1970). The participation of youth in development oriented service during the 1960's made governments to accept, encourage and sponsor youth voluntary services as a form of youthful activism leading to the emergence of government sponsored youth voluntary services such as the Peace Corps in the United States, the Volunteer Service in Sweden, the Union of Yugoslav Youth in Yugoslavia, the Zambia Youth Service, the-Kenyan National Youth Service, the Iranian Corpsmen, the Israeli Nahal and the Ethiopian University Service (UNDESA, 1971, p. 7).

The Ghanaian National Service Scheme (NSS) as it is known today has undergone a number of transformations dating back to 1957 with the birth of the Workers Brigade, the NSSs earliest incarnation. Created by the Department of Social Welfare and Community development following wide-scale protests against unemployment, the Workers Brigade brought together an amalgam of different ideas aimed at providing work opportunities for the unemployed as well as instilling within them a patriotic sense of service for their community (Hodge 1964).

In 1957, the then president of Ghana, Dr. Kwame Nkrumah, led the Convention People's Party (CPP) to attain independence from Great Britain making Ghana the first independent country south of the Sahara. The worldwide upsurge of youth mobilization for national development caught-up in Ghana when in 1957 the Builders Brigade Act was passed establishing a Workers Brigade-which, among other things, was to provide useful occupation to the unemployed who are unable to secure either formal apprenticeship or steady employment; to afford the youth of the country an opportunity to give patriotic service in the development of the country, and to assist in the execution of development projects, especially in the rural areas (Government Printer, 1957).

After its establishment in 1957, its achievements and contributions to national development were remarkable. With its workforce of about 28,000, the Bridge engaged in activities such as the construction of feeder roads, drilling of wells, construction of school blocks, communal buildings, agricultural settlements, and the production of commercial food crops.



However the displeasure of the Bridge to the National Liberation Council led by Gen. Ankrah was that it was the youth wing of the defunct Conventional Peoples Party and thus was partisan leading to its dissolution. (Amoa, 1970).

Later, having realized the importance of the Brigade in employing the youth for the development of the nation, The National Liberation Council (NLC) government attempted to reorganize it, but the attack unleashed on the Brigade after the coup due to its paramilitary pretension made it uninviting to most Ghanaians to join. The vacuum created by the virtual inactivity of the Brigade after its reorganization and its effect on national development was soon felt, and a great need to fill this vacuum became desirable (Naomi Chazan 1983).

In 1969 the Progress Party (PP) government of Dr. Kofi Busia assumed power and made it a priority to undertake a program of youth mobilization for national development which it expressed in its party manifesto. After then dissolution of The Workers Brigade, which was accused of mismanagement and misuse of funds, the National Service Corps (NSC) was created in 1969. Like its predecessor, the NSC was a voluntary youth service designed to develop the country through provision of services and infrastructure as well as training the unemployed in vocations at some technical institutes. (Sikah 2000)

A month after assuming power the National Service Corps (NSC) was therefore formed by the Busia government (1969-1972) (Naomi Chazan 1983 p.54). It was viewed as a "self-help local development organization that would assist in rural improvement schemes"(Ibid.). In 1982, the National Youth Organizing Commission began to gather resources and train cadres, reportedly former secondary and post-secondary students who were fulfilling their compulsory period of National Service (Donald Ray 1986 p.94). The NSC was therefore a voluntary youth service which, among other things was to bring together and to organize purposefully all who desired to do something to help the nation to provide its communities, towns and villages, some of the many essential services and amenities they lacked (Naomi Chazan 1983).

DrBusia then appointed a committee chaired by Professor F. K. Buah of the University of Science and Technology, to come out with a proposal on the formation of substantive youth movement. Through the work of the Buah committee, NSC Act 329 was passed in 1970. Besides its basic aim of undertaking projects designed to combat hunger, illiteracy disease and unemployment, it also was to offer special opportunities for service which may later



come to be required of the youth as an obligatory part of their training in responsible citizenship (Busia, 1969). To show the importance the Busia government attached to the NSC, it was placed directly-under the office of the Prime Minister. This gives the NSC director easy access to the prime minister. Its structure provided for a national committee, a national director as well as regional and district directors as a means of ensuring the functions of an organized institution as such. The staff to man the organization was also drawn from the various ministries, thus giving it a national outlook.

In 1969, a bill was initiated for the establishment of a National Service Scheme. However, this could not happen until 1973 through the promulgation of NRCD (1973) with the objective to support the country's development in solving some of the retching problems comforting the country in both urban and rural communities focusing highly on education, health, agriculture and rural development.

In January 1972 another military government, the National Redemption Council (NRC), led by Colonel Acheampong overthrew the Busia government and by a decree NRCD 47, dissolved the NSC in the same year. A columnist explaining the failure of youth movements in Ghana wrote in the Daily Graphic on 16th April, 1973 that:

"Youth movements in this country have always been the integral wings of political parties and therefore, sink or swim with them. The NSC, the brainchild of Busia, was launched on the wrong footing And could not get off the ground and died a natural death."

Soon after the dissolution of the NSC, the NRC felt the need for a youth movement to be effectively involved in the national development process. In June 1972, Colonel Acheampong, the Chairman of the NRC, addressing student representatives of the three universities (University of Ghana, Legon; University of Cape Coast, and Nkrumah University of Science and Technology, Kumasi) at the Parliament House in Accra, called on the National Students Council "to come forward with plans on how the youth intended to contribute their quota to the new Ghana we are trying to build" (Acheampong, 1972 p. 143).

In August 1972, the NRC approved the idea of a national service program. From this period a debate ensued about the kind of youth movement to be established. Thus, the NRC came up with the idea o f a national service force with military orientation to involve students of the country's universities. The aim of this movement was to institute military training for



students of the country's universities so as to "instil in the students a sense of national awareness and discipline" as the nation's future leaders.

In view of that, soon after the dissolution of the NSC, the National Service Scheme (NSS) was born in 1973. This time, the Service was directed at university students with the aim of providing military orientation in order to "instil in the students a sense of national awareness and discipline as the nation's future leaders and to provide them with opportunities to contribute to their country's development" (Sikah 2000:6).

To facilitate the implementation of this military training, a committee was set to collect suggestions and memoranda from students in the universities to determine the duration, costs, mode and other aspects of the training. This move and the earlier call by Acheampong on the students to suggest how the youth could contribute to national development is essential to the success of a social mobilization program, in that it is a step to ensure a collective conscious effort to seek social change (Grey-Mills, 1973).

The military training program began in March 1973 with the inauguration of the first cadet corps of 200 undergraduates at the University of Cape Coast (UCC). There were mixed views on the topic among the universities.

Submitting its view on the military training, *The Forum*, a journal of University of Ghana (UG) felt that the military training program concept was an act by the government to militarize higher education in Ghana. This action, it claimed, would lead to less academic freedom. In a reply to *The Forum*, *The Missile*, a journal of UCC saw the military training as essential and useful to the undergraduate who will soon join the labour force (Daily Graphic, April 10, 1973).

The scheme was to last for a year and students were to be engaged in education, health, government, and rural development including agriculture and surveying. The programme was mandatory with strict rules and regulations prohibiting employers from contracting graduates who had not undertaken their national service with non-serving graduated punishable by a two-year long prison sentence. (Frontan and Francis 2009:94 and Sikah 2000:5)

The general student body of the universities, however, agreed on the idea of national service and suggested that such a program should not only involve students of the universities or be restricted to military training but should also involve all youth. The



program, they said, must also entail working on development projects, such as had been the case in the past.

Contributing to the discussion, the editorial of the Daily Graphic on 6th April 1973 hoped that: the students will be given the opportunity to construct irrigation systems, dams and be engaged on building national projects which will stand eventually as monuments to their efforts. KojoBentsi-Enchill, an editor of the paper, also writing in the Daily Graphic of April 7,1973 indicated that:

Military training should not only be part o f a comprehensive youth program. The students at the universities should be organized into service squads and should be put on development projects. They might, foreexample, be sent to schools all over the country for a year after the final examinations.

The NRC, in July 1978 appointed a Committee- National Service Scheme Review Committee to: review the operations of the N SS since its inception in 1973 to date, to make recommendations for the operation of the Scheme, either in its present form or in any other form the Committee may deem appropriate. Among the recommendations of the Committee were the extension of the duration of scheme from one year to two years, the expansion of the scheme to cover e very Ghanaian above 18 years, the introduction o f a six-month military training as part of the Scheme and the restructuring of the Secretariat.

Among other things, the committee recommended that the second phase of the scheme as instituted by NRCD 208 be implemented immediately. This concerned the involvement of service personnel in rural development projects and activities. Most of the recommendations of the Committee were accepted and resulted in the enactment of NSS Act 426 of September 1980 (Sikah, 2000).

The National Service Scheme, policy wise, has over the years evolved referencing the introduction of special models (including Agriculture, etc.), however, the plight of the ‘instruments’ (Service Personnel) used to accomplish the objectives of these policies have remained stunt including low motivation, tranquility amidst horror, just to mention a few. It is mundane that after the release of the National Service posting, personnel are asked to register with the National Service Secretariat and report immediately to their assigned



places to commence Service without recourse that Personnel posted would need ample time to settle at the posted locality.

5.0 METHODOLOGY

The GNSS is a part within the ministry of education, which is also part in the Ghanaian social structure. Hence, a systems theory approach which asks, "How and why a system as a whole functions as it does" (Patton, 1990), was utilized in the study. Methodologies included purposive sampling; questionnaires; interviews; observation, and follow-up interviews.

A cross-sectional research which is making use of exploratory technique, that is, using concerned literature, published and unpublished and experienced survey. The descriptive study employs both qualitative and quantitative methods of data collection by using formulated objectives of the study. This enabled the researcher to adequately tackle the issues at hand with reliable factual data. This has lots of advantage since the survey methods enables the researcher to perform in-depth analysis into particular issues under investigation.

The population for this study includes the following people, Regional Director, Metro Director, District Directors, National Service Personnel and Staff of the Secretariat. Data was collected using self-administered questionnaire through convenience and purposive sampling in order to get representative sample of the population.

The sample is made up of one hundred (160) graduates who are undertaking their national service. Twenty (20) officials from the national service secretariat, Ashanti Region. A purposive sample was used for purposes of addressing stakeholder's views on the subject.

Total 200 questionnaires were distributed out of which 165 were received back, making the response rate of 82%. The questionnaire included 20 statements which were used to collect data regarding the effect of the on-line registration on the national service scheme as a whole. The questionnaire statements were developed from an extensive review of literature on the Ghana national service scheme.

The field Data collected was coded and by the use Statistical Package for Science Solutions (SPSS), Data was analyzed and interpreted by using quantitative analysis techniques. Frequency distribution tables and graphs in the form of histograms were used to help create visual impressions for easy interpretations.



All completed questionnaires were therefore checked for completeness and accuracy of data. The analysis of result was done using simple mathematical methods such as proportions and percentages whiles the presentation of data was done using frequency distribution table, pie and bar charts. These tables and figures were duly interpreted and explained based on the research objectives. The tools were used in the study because of clarity and simplicity.

6.0 RESULTS AND DISCUSSIONS

The core purpose of this study is to discover what has already been done about the subject under review which is assessment of the National Service Scheme (NSS) on-line registration in Ghana. Thus, the chapter will highlight basically on what National Service in Ghana is. Types of National Service on-line registration and its assessment.

In pursuance of these objectives, questionnaires were administered to the following personnel: Regional Directors, District Directors, Staff and National Service Personnel in the Ashanti Region of Ghana whose work facilitated the National Service Scheme in one way or other. In all, two hundred (200) questionnaires were administered of which one hundred and sixty-five respondents responded to those questionnaires. The response rate was therefore 82.5%. A further interview was also conducted with some administrative personnel using the interview guide designed by the researchers.

The questionnaire items total statistics are as indicated in Table 1 below. The Cronbach's Alpha was then computed which shows the variance for each item, and the variance for the sum scale.

Table 1: Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Is It Mandatory For All Ghanaians To Do National Service	25.10	21.003	.583	.807
Has The Introduction Of Online Registration Helped The Scheme	24.85	18.873	.923	.783
Is It Necessary To Do Registration Online After Enrolment	25.00	19.549	.681	.796
Has Online Registration Been Helpful	25.05	20.278	.724	.799
Would You Enroll For Another Person	24.40	21.888	.308	.817



Are There Security Features In The Online Registration	24.85	18.873	.923	.783
If Yes What Type Of Security	23.11	18.537	.509	.807
Does Impersonation Occur	24.70	16.322	.932	.765
Measures To Check Impersonation	23.55	27.810	.769	.882
After Enrolment Can It Be Accessed By Another Person	24.75	18.542	.818	.784
Do Prospective Personnel Obtain Unique Number After Enrolment	25.25	23.054	.000	.824
How Does Prospective Personnel Get Access To Pin Codes	24.90	18.837	.959	.782
What Security Measures Are Put In Place	24.60	15.863	.950	.761
Do Enrolment Forms Have Pictures Of Personnel	24.75	26.898	.787	.870
What Are Security Measures Put In Place	24.09	23.620	.156	.849
What Measures Are In Place To Check Double Registration	24.80	18.124	.914	.777

Tables 2 to 9 shows the responses received from the various questions posed during the data collection.

Table 2: Is It Mandatory For All Ghanaians To Do National Service

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	140	84.8	84.8	84.8
Valid No	25	15.2	15.2	100.0
Total	165	100.0	100.0	

Table 3: Has The Introduction Of Online Registration Helped The Scheme

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	99	60.0	60.0	60.0
Valid No	66	40.0	40.0	100.0
Total	165	100.0	100.0	

Table 4: Is It Necessary To Do Registration Online After Enrolment

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	132	80.0	80.0	80.0
Valid No	25	15.2	15.2	95.2
3	8	4.8	4.8	100.0
Total	165	100.0	100.0	



Table 5: Has Online Registration Been Helpful

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	132	80.0	80.0	80.0
Valid No	33	20.0	20.0	100.0
Total	165	100.0	100.0	

Table 6: Would You Enrol For Another Person

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	25	15.2	15.2	15.2
Valid No	140	84.8	84.8	100.0
Total	165	100.0	100.0	

Table 7: Are There Security Features In The Online Registration

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	99	60.0	60.0	60.0
Valid No	66	40.0	40.0	100.0
Total	165	100.0	100.0	

Table 8: After Enrolment Can It Be Accessed By Another Person

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	91	55.2	55.2	55.2
Valid No	66	40.0	40.0	95.2
3	8	4.8	4.8	100.0
Total	165	100.0	100.0	

Table 9: Do Enrolment Forms Have Pictures Of Personnel

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	82	49.7	49.7	49.7
Valid No	83	50.3	50.3	100.0
Total	165	100.0	100.0	

Table 10: If Yes What Type Of Security

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Firewall	17	10.3	10.3	10.3
Valid Password	91	55.2	55.2	65.5
4	57	34.5	34.5	100.0
Total	165	100.0	100.0	



Table 11: Does Impersonation Occur

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Picture	107	64.8	64.8
	Name	25	15.2	80.0
	None	33	20.0	100.0
	Total	165	100.0	

Table 12: Measures To Check Impersonation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Valid Student ID Card	16	9.7	9.7
	Valid National ID Card	17	10.3	10.3
	All the above	132	80.0	80.0
	Total	165	100.0	100.0

Table 13: After Enrolment Can It Be Accessed By Another Person

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	91	55.2	55.2
	No	66	40.0	40.0
	3	8	4.8	4.8
	Total	165	100.0	100.0

Table 14: What Are Security Measures Put In Place

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Valid Student ID Card	24	14.5	14.5
	Valid National ID Card	91	55.2	55.2
	Both 1 & 2	50	30.3	30.3
	Total	165	100.0	100.0

Table 15: What Measures Are In Place To Check Double Registration

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Software to detect double entry	99	60.0	60.0
	Designing a Software that allows single registration	58	35.2	35.2
	Impersonators are prosecuted	8	4.8	4.8
	Total	165	100.0	100.0



From the survey, it was revealed that 84.8 percent of the respondents indicated that it was mandatory for every Ghanaian to undertake national service as can be seen in Table 2. In general, service persons view the online registration as fairly efficient as only 40 percent of the persons interviewed indicated that the scheme was not efficient with 60 percent of the personnel indicating that the efficiency of the system was just good.

Table 13 indicates that enrolled forms can be assessed by another which indicates that the efficiency of the system was average and therefore was poor. The fact that about 55.2 percent of the personnel interviewed indicated that the efficiency of the computerized system was below good is an indication that all is not well with the system. Hence measures ought to be implemented to address this situation.

The summary of survey findings based on the objectives of the study, are that:

- It is mandatory for every person upon completing tertiary education to undertake national service.
- The online registration has helped the scheme to prevent all the difficulties that confronted the scheme.
- It was also observed that, it is necessary to register before commencing national service.
- Again, it was observed that, it is not recommendable to enrol by the service personnel themselves.
- The major security features used by the scheme was password.
- Impersonation can occur through the use of passport picture.
- Although a unique number is issued to all prospective service personnel, that is, the National Service Scheme number completed enrolment can be accessed by other persons.
- Majority of prospective service personnel have access to PIN code through their school notice board.
- Security measures that ensures that, the rightful person gets access to PIN code must be through the presentation of valid ID card to the office of the Deans of various schools.
- The respondents were divided and therefore conclusion could not be drawn on the issue of pictures of prospective NSP already on the enrolment form.



- The security measures can be used to check impersonators is both the used of valid student ID card and valid national ID card.
- Double registration can be check by the scheme by designing software that can detects double registration.

On the whole it was evident that the online registration system has been beneficial to the national service scheme in Ghana. However, it is also clear that the online registration system is certainly faced with some challenges which inhibit it from performing at an optimal level.

To enable the system function effectively the following recommendations are presented:

- Enrolment forms are to be kept sacred so that no other person, apart from the personnel and other authorized personnel, can have access to it;
- The Act should be amended so as offenders or impersonators and those engaged in double registration shall be prosecuted;
- The online registration has increased impersonation by computer hackers and the problem need to be address seriously;
- All enrolment forms must be embossed with the personnel's passport photograph.
- At registration points directors of the scheme must insist on the production of a valid student ID card or a valid national ID card.
- Deans of schools and authorities in charge must crosscheck the identity of students before issuing PIN numbers.
- The current security measures in place are weak and must be replaced.

The overall impression is that, the National Service Scheme has security measures problems in assessing prospective service personnel that enhance the prevention of impersonation during online enrolment and problem of giving PIN Codes to students by the various tertiary institutions. The observation made as disclosed by the study engenders a conclusion that within the context of "An assessment of NSS online registration" the needed change.

The key factors that hinders the achievements of the objectives of the scheme as observed by the study are lack of technology, expertise personnel, resources etc. however, due to the bottlenecks and challenges enumerated earlier, the benefits associated with online enrolment will be difficult to achieve, rendering the entire process an exercise in futility.



8.0 LIMITATIONS AND DIRECTIONS FOR FUTURE RESEARCH

The research is limited in scope and depth since only one region, that is, the Ashanti Region, out of the ten (10) regions in Ghana was selected and a number of service personnel were sampled to collect data for the studies. Further, there is no work that has already been undertaken in this area. However, this does not negate the importance of the study as the conditions prevailing within the National Service Scheme at the time of the study.

Also an obvious limitation of this study is relatively few service personnel it covered ideally more personnel's and other stakeholders should have been covered, and this result compared across regions to determine if certain regions are more likely exhibit different result pattern than others.

The findings of this study offer a number of opportunities for future research to advance our knowledge of the online registrations system. The present results showed that high lapses are evident in the current system being adopted by the National Service Scheme. Future research should consider a nationwide study and also sample views from other stakeholders.

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