The Likely Positive Effects of E-Governance Implementation in Nigeria

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Abstract: This study examined the likely positive effects of e-governance implementation in Nigeria. The study relied on qualitative method based on logical deduction and analysis of documents. Accordingly, the study employed secondary sources of data. Data were drawn from institutional and official documents sourced from the internet, journal articles and conference materials. The mass qualitative data generated were analyzed using qualitative descriptive analysis. It was found that that the Federal Government of Nigeria is using e-governance to provide public services to citizens within and outside the country. E-governance implementation in Nigeria has helped in reducing the workloads on the employees of the Nigeria civil services. It has also been found that e-governance is applied in the civil services in Nigeria as government staff are trained to easily use electronic gadgets provided so as to effectively and efficiently serve the public in the best possible paradigms and hence causing positive increase in the quality of service delivery in the Nigeria Civil Service. E-governance implementation promotes participatory democracy, provides adequate information about political process and enhances faster social service delivery at the grassroots level. The implementation of e-governance by adopting information communication technology makes governance inclusive, efficient, responsive, transparent, accountable and more participatory which embodies the elements of good governance at local level. It was concluded that the likely positive effects of e-governance implementation in Nigeria are: reduced cost of administration; improved, fast and accurate service delivery; creates access to transparent, accountable and participatory governance; enhances networking and inter-governmental relations; boosts competitive and responsive service delivery; training of skilled manpower; and reduction of corruption in Nigeria. Recommendations were that Nigeria's public service (Ministries, Departments and Agencies) must show a high level of e-readiness in their operations. The government must provide the necessary infrastructure that will aid the successful implementation of e-governance in Nigeria's public service. The government should also enact Information and Communication Technology (ICT) laws that will make computer literacy a compulsory aspect for every public or civil servant both at the local, state and federal levels.

Keywords: e-governance, e-governance implementation, Nigeria.

INTRODUCTION

Governance is an organised way of managing and improving the wellbeing of citizens, thereby making lives desirous and accessible. It is also refer to a responsibility of those in the position of

authority to effectively bring development to the reach of every individual citizens. In the viewpoint of Dahiru, Yusuf and Yerima (2022), governance include two specific aspects: the process by which authority is exercised in the management of a country's economic and social resources (integrity efficient management), and the capacity of a government to design, formulate, and implement policies and discharge its functions. In the viewpoint of the researcher, governance is a process that leads to the existence within states of political accountability, bureaucratic transparency, the exercise of legitimate power, freedom of association and participation, freedom of information and expression, sound fiscal management and public financial accountability, respect for the rule of law, a predictable legal framework encompassing an interdependent and credible justice system, respect for human rights, an active legislature, enhanced opportunities for the development of pluralistic forces including civil society, and capacity development.

Conversely, e-governance means electronic governance. E-governance is the use of information communication technology to provide seamless governance process. The use of ICT related gadget will provide a shift in governance from the ancient method for public service delivery to a more robust and easier way of managing public services. New ICT make significant contributions towards achieving governance desired objectives. Globally, e-governance or e-government services began in in United State of America in 1998, when government came up with the idea of eliminating paper work by the then US president Clinton in 1997. They therefore, started developing a system that will eliminate the use of paperwork by the year 2000 (Chen, Hsieh, 2009). In the researcher point of view, e-governance is a two way communication process which deals with the use of information and communication technology to deliver government services and ensuring the availability of such services to citizens. The application of e-governance has become an important mechanism in enhancing citizen's participation, monitoring and evaluating government projects, ensuring government accountability and transparency as well as transferring information from one sector to another (Palvia and Sharma, 2007).

In Nigeria, the likely positive effects of e-governance implementation in Nigeria is the fact that e-governance is the foundation for the much needed accelerated development by way of Foreign Direct Investment. According to Kamar and Ongo'ndo (2007), the likely positive effects of e-governance implementation in Nigeria include improved efficiency, increase in transparency and accountability of government functions, convenient and faster access to government services, improved democracy and lower costs of administrative services among others. In Nigeria, e-governance policy came into the Nigerian administrative lexicon in the year 2000 when the then President Olusegun Obasanjo administration announced the National Policy on Information Technology. This move was to set the stage for the public sector to plan, develop and promote the use of information technology in the endless quest of trying to improve on their problematic service delivery (Olatokun & Adebayo, 2012). The positive effects of e-governance implementation in Nigeria are to enhance an effective taxation system and improved public service delivery in Nigeria (Adebisi & Gbegi, 2013).

E-governance implementation enhances technological advancement in Nigeria. This is because e-governance is the general term used to describe the government's use of technology in performing its multiple responsibilities (Holzer and Schwester, 2011). E-governance in the Public Sector/Electronic Governance and Administration is very relevant in the discourse on modern usage of technology in the world of public administration. Hence, e-governance implementation has impacted positively on citizens' knowledge as it provides the knowledge of the shifting paradigm in public service delivery via information and communication technology (ICT). The shift is not only on service delivery but also on the way citizens participate in policy-making process through the tools of online engagement. It is on this backdrop that this study seeks to examine the likely positive effects of e-governance implementation in Nigeria.

LITERATURE REVIEW

Conceptual Review of E-Governance

E-governance encompasses a broad vision of the utilization of Information and communication technology in government businesses with the primary aim of encouraging greater participation in the state, as well as enhancing the relationship between the government and citizens. According to the United Nations e-government report (2020), e-governance is of recent origin which emerged at the beginning of the 21st century. In the early days of its development, e-governance was part of e-commerce in the public sector, which followed the evolutionary e-business evolving model where the focal point of e-services was easy representation of graphic-user interface with no mutual or reciprocal action. Mario, et al (2009) observed that the acknowledgement which e-governance gained, prompted scholars to turn its focus to a skillful and effective assessment of the roles which such services could aid in enhancing the provision of government services.

According to Sunday (2014), e-governance deals with the use of information and communication technology by the various government agencies to enhance accountability, create awareness, and ensure transparency in the management of government businesses. It is a political strategy through which the activities of the government are made public through the adoption of modern communication. Backus (2001) also views electronic-governance as the process of delivering government services and information to the public through devices which operates on electronics principles. In the researcher point of view, e-governance is a broad concept which analysis and accesses the effects of technologies on the administration of governments, and the inter-relations which exist between the public servants and the larger society.

According to Danfulani (2013), the scope of e-governance revolves around e-registration, e-participation, e-taxation, e-mobilization, e-education, e-service delivery, e-feedback, e-policing, e-debate, and the analysis of public financial statements. Adeyemo (2013) observed that the primary aim of ensuring the application of e-governance in the affairs of the state is to promote good governance which is characterized by equality, partaking in the democratic process, transparency, and accountability in the various sector of the nations' economy. E-governance evolved on the basis of the revolution in information and communication technology which finds expression in digital technologies such as; personal computers, internet, mobile phones, and different electronic applications. The emergence of these devices gradually enabled the easy transfer of information and services between the government and other areas of the society (Danfulani, 2013).

Willie (2011) asserted that information and communication technology has been described as the tools for changing the society electronically. The global community views electronic-governance as a more acceptable and reliable means of operating government businesses through the utilization of information and communication technology in improving transparency, ensuring the provision of adequate information to citizens, improving efficiency in administrative processes and ensuring availability of public services (Radriankrishnam, 2006). In the view of Branen (2001), the primary focus of e-governance is to ensure that the citizens have a stress-free access to government services. Thus, the cumbersome process of following bureaucratic processes is avoided at all cost. In the same vain, Sunday (2014) is of the view that e-governance is a concept that involves the deployment of information and communication technology by various government agencies and civil society in promoting the frequent participation of citizens in the governing and administrative process of political institutions. In other words, the primary focus of e-governance is on the administrative and managerial process of an organization. Palvia and Sharma (2007) corroborates this view by asserting that the basic focus of e-governance is the internal utilization of information and internet technologies in the management of certain resources such as capital, human, material, and machines, which are deployed to aid administrative processes in an organization.

Sheridan and Riley (2006) maintain that electronic-governance analyses the whole component of the inter-relationship and networks which exists between the government and other institutions present in the state with regards to the use and application of information and communication technology. As such, e-governance is an approach which studies the processes involved in the administrative relations existing in an organization. Backus (2001) observed that three main groups can be distinguished in e-governance concepts. These groups are; government, citizens, and business/interest groups. These groups constitute the three major relationship models in e-governance which are; Government to Government (G2G), Government to Citizens (G2C), and Government to Business (G2B).

According to Palvia and Sharma (2007), the primary focus of government to government (G2G) model is to analyse concretely the pattern of relationship which exist between government organizations and agencies. This model ensures that there is a high level of co-operation among governments, while also emphasizing on the need of being efficient in providing adequate internet services for government transactions. Moon (2002) is of the view that there are basically four aspects of government to government model of e-governance. These include: Establishing a safe and institutionalized interaction between government agencies; Delivering government services through an interconnected network; Adopting e-commerce in government transactions to ensure efficiency at all levels; and Ensuring an electronic transfer of information among democratic governments.

Bakry (2004) observed that deploying e-governance in inter-governmental relationships produces new innovations in the governing and administrative process of a nation. According to Palvia and Sharma (2007), Government to Citizens (G2C) revolves around the roles which governments can play in providing the citizens with the opportunity to obtain information and services online. In Government to Citizens (G2C) model, citizens of a nation are given the opportunity to inquire about issues relating to government institutions, keep records of income taxes, pay tickets, renew driver's license etc. In addition, the government can also aid in giving out information on web, provide downloadable forms online, assist citizens in finding employment and providing information about health and safety issues.

Miller and Walling (2013) further added that, the goal of Government to Citizen (G2C) model is to provide various ICT services to citizens in a skilful and economic way. The technology employed in government to citizen model is also expected to make the relationship between the government and citizens to grow stronger. Sunday (2014) has however observed that there is an unequal status of government to citizen model of e-governance in the global society, as not all citizens are computer literates or have access to internet services.

Government to Business (G2B) model of e-governance revolves around a two way interaction and transaction between government and businesses (Palvia & Sharma, 2007).

E-Governance Implementation in Nigeria

The government of Nigeria has directed that all ministries and agencies must obtain e-forms. Government has also directed that all civil servants must be e-literate; all state workers should be computer specialists as well as all the instructors and so on. That is why most government agencies are organizing computer training programmers for their workers from time to time. Recently, the minister of education was lamenting on Nigeria's inability to effectively deploy Information and Communication Technology (ICT) in a sustainable manner; despite being aware of its transformational effects. According to the minister, electronic learning (e-learning) was becoming a common platform for enhancing education delivery all over the world. The minister said also that Nigeria had not always been consistent in the use of ICT and assured that e-learning initiative would be among her core areas of concentration in the next few months. Other ministries and agencies and private sector partners were also enjoined in the e-learning initiative implementation to play their roles, saying that President Goodluck Jonathan and the Federal Executive council had approved the deployment of learning infrastructure across the education

sector. The Minister further explained that, the initiative would be pursued through Public Private Partnership (PPP) under the guidance of the infrastructure concession regulatory commission to guarantee its sustainability (Chukwulaka, 2010).

E-learning initiative would, among other things, aid the conduct of examinations on-line in the near future. Again, technology and e-governance have become critical tools for achieving good and people oriented governance as evidenced in some developed countries and few states in Nigeria, as well as some federal government parastatals where it was adopted. The system has proved to be the most transparent, accountable and fastest system of governance everywhere in the world, including Nigeria. The Nigerian government over the years has taken drastic measures at putting the nation on track in the area of information and communication technology advancement and its utilization in governance.

In the year 2001, the government of Nigeria launched her national information technology policy and thereafter, the implementation of this policy began with the establishment of National Information Technology Development Agency (NITDA). However, the implementation of e-governance in Nigeria differs from one level and agency to the other. This implementation created an attempt to provide a unified national framework of Information and Communication Technology adoption in governance. The federal government of Nigeria made an announcement on the importance of her ICT policy for the nation in 2001 (Olatokun & Adebayo, 2012). E-governance created an awareness that no country or its government can perform its duties effectively in this era, without the adoption of technology. That is, applying internet services, in the process of service delivery. The Nigerian federal government saw the necessity for the nation to have a national policy on Information and Communication Technology as a result of the importance of ICT in governance. Thus, the enabling policy on ICT gave rise to the National Information Technology Development Act by the National Assembly in 2007 with the establishment of this agency (Olatokun & Adebayo, 2012). With this enabling Act, many of the agencies of government started the implementation of information and communication technology in their operations. Moreso, that the federal government created the new Ministry of Communication Technology. Part of the responsibilities conferred on this ministry is to coordinate ICT development and make progress as regard's the country's target on e-governance (Omerie & Omeire, 2014). Recently, there are various strategies evolved to accelerate the development of technology in Nigeria (Fatile, 2012). The E-Nigeria initiative was an attempt towards the connection of communities, relevant agencies, government organisations including educational institutions at all levels with information and communication technology pursued currently by the government. The ICT implementation project started from the National Rural Telephony programme, and includes the Public Service Network, ICT facilities loan scheme at state and local government levels, internet exchange point initiative and the wire Nigeria idea. These ICT implementation strategies are targeted at enabling accelerated growth of the nation (Ekeh, 2007). The mechanisms and skills required by a country to realize these initiatives are to make computers and other ICT enhancing equipment flexible and cheap for citizens to acquire. Presently, there is an easy access of allocations to both state and local governments on the Ministry of Finance official website. The public display of these allocations would enhance accountability and transparency across the levels of government (Ayo, 2010).

Positive Effects of E-Governance Implementation in Nigeria

(a) Reduced Cost of Administration: The implementation of ICTs in the Federal Civil Service allows for a significant reduction in information handling cost. This process enables faster sharing of information thereby reducing the frequency with which data is collected when it is handled manually. Obviously, data collected manually costs more due to travel costs and other allowances and expenses. According to Ndou (2004), if developing countries appropriately apply e-government initiatives, it will reduce the number of inefficiencies in processes by allowing file and data sharing across government departments, thereby contributing to the elimination of mistakes from manual procedures and reducing the required time for transactions. It is painful to

observe that the cost of running governmental affairs in Nigeria has been on the rise hence the application of e-initiatives in the Federal Civil Service has the capacity of providing cheaper administrative cost due to the digitalization of public service delivery. By this practice according to Nweke (2007), ICTs application in public service delivery reforms public administrative process by streamlining internal processes which enables faster, speedy and more informed decision making and transaction process.

(b) Improved, Fast and Accurate Service Delivery: The traditional style of service delivery in the Federal Civil Service is time consuming because of the bureaucratic nature of the Nigerian civil service. ICTs application therefore, helps to reduce waiting time and red-tapism, thereby bringing about fast and accurate service delivery. Public sector organizations in Nigeria like the National Youth Service Corps (NYSC), Joint Admissions and Matriculation Board (JAMB), Abuja Geographical Information System (AGIS) and a host of others have made service delivery to the citizens more convenient, faster and accurate through the digitalization of their operations and services. For example, JAMB utilizes e-initiatives now to conduct national matriculation examination for admission into Nigerian higher institutions of learning. ICTs also allows for service delivery outside normal office hours. Arguing in this direction, Ndou (2004) avers that e-governance initiatives put government services online thereby reducing bureaucratic bottlenecks, offers round the clock accessibility, fast and convenient transactions and obviously enhances the quality of services. Similarly, intergovernmental and international communication relations with other public and private organisations are made faster and convenient.

(c) Creates Access to Transparent, Accountable and Participatory Governance: E-governance initiatives have already demonstrated significant capacity for citizens to have greater access to information from public authorities in Nigeria. Public service delivery improves citizens' participation in public sector management, which is enhanced through ICTs. The opportunity generated in this perspective helps increase the transparency of decisions as citizens and the public servants interact through e-governance process. The citizens and other service recipients are allowed to contribute and exchange ideas and suggestions through electronic forum and websites. ICTs reform which is presently been experienced through e-government initiatives in Nigeria's public administration has created opportunity for public servants and citizens to have access to official information and transaction which were previously classified. This invariably enables the Federal Civil Service to harvest more data from operational systems through increment in the quality of feedback. It is therefore, obvious that government to citizens type of relationships enabled by ICTs application, which before now created suspicion are now reduced as more information are made available through different kinds of on-line communication between the Federal Civil Service and her service recipients. ICTs usage in the Federal Civil Service therefore, enhances transparency, accountability and participatory governance. It also reduces corrupt practices.

(d) Enhances Networking and Inter Governmental Relations: ICTs provide and enhance networking of relationships among governments, customers, businesses, employees and other organisations. The successful use and diffusion of ICTs in the public sector involves a collective, multi-disciplinary and dynamic learning process (Mansell and Wehn, 1998). This is the case of such Nigerian public agencies like NYSC, JAMB, AGIS, NOUN, WAEC, NECO, etc, that have fully embraced e-initiatives in the delivery of public services. According to Ndou (2004), the very nature and function of e- governance require network approach to put together skills, technologies, information and knowledge that span the boundaries of different governmental agencies. The application of e- governance therefore, enhances the practice of Enterprise Resource Planning (ERP), which is an integrated business system that ties all the various functions of an enterprise like finance, human resource management, etc, into a cohesive system on a common database.

(e) Boosts Competitive and Responsive Service Delivery: The digitalization of operations and services in the public sector in Nigeria means that the public sector is in a healthy competition

with the private sector in delivering qualitative and productive services to the citizens. ICTs application in the Federal Civil Service therefore, boosts competitive and responsive service delivery in the country. This development is heart-warming and commendable especially when one recalls that the private sector was on top in the use of ICTs in the country prior to the digitalization of operations and services in the public sector. According to Nweke (2007), the Automated Custom Data, Electronic Immigration Passport/Visa Application, Nipost Post Cash, and other similar initiatives are examples of e-government potentials in reforming public administration for increased productivity and competitiveness. In the view of Mansell and Wehn (1998), e- governance plays a vital role, not only in facilitating market led initiatives but also in initiating the process of capacity building and in coordinating the actions of a large number of interested stakeholders.

(f) Training of Skilled Manpower: The availability of appropriate skills is essential for successful e- governance implementation. E-governance requires human capacities: technological, commercial and management. Technical skills for implementation, maintenance, designing and installation of ICT infrastructure, as well as skills for using and managing online processes, functions and customers, are compulsory. To address human capital development issues, knowledge management initiatives are required focusing on staff training in order to create and develop the basic skills for e- governance usage.

According to Abdel-Fattah and Galal-Edeen (2008), the major challenge of e-governance in the Nigerian public service is lack of trained and qualified personnel to handle and operate its infrastructures. Similarly, Ayo & Ekong (2008), also stress the absence of skilled workers to handle various ICT services and their applications in bringing about the successful implementation of e-governance in the public sector.

(g) Reduction of Corruption in Nigeria: For a long period of time, many anti-corruption agencies ranked Nigeria as one of the most corrupt nations in the world. According to Okonjo-Iweala (2013), at the onset of the second Obasanjo's administration in 2003, Nigeria had one of the worst Transparency International (TI) corruption perception index scores, ranking of 132 out of 133 countries assessed. E-governance implementation in Nigeria will curtail the level of corruption.

Theoretical Framework

(a) Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM) was proposed by Fred Davies in 1989. The model was an expansion on Arzen and Fishben's (1967) Theory of Reasoned Action. This model emphasizes the acceptability of an information system. The objective of this model is to predict the acceptability of a tool for use and to identify the modifications which must be brought to the system in order to make it acceptable to users. This model suggests that the acceptability of an information system is determined by two main factors: perceived usefulness and perceived ease of use (Venkatesh, Morris, Davis and Davis, 2003). The theory is applicable to the practice of e-governance in the Nigerian public sector and relevant to this study because of the useful in explaining the acceptance, application, relevance and effectiveness of modern technologies in information sharing among citizens, literacy level and galvanizes public service delivery.

(b) Unified Theory of the Acceptance and Use of Technology (UTAUT)

The Unified Theory of the Acceptance and Use of Technology (UTAUT) reveals how certain individual level factors influence whether or not a citizen will use an e-governance site (Venkatesh, Morris, Davis & Davis, 2003). This theory is relevant to this study because in many occasions, policy makers may want to understand the reason behind different segments of the population using an e-governance innovation more than others.

Empirical Review

Chukwuemeka, Okeke and Onwuchekwa (2018) conducted a study to investigate the Correlation between E-governance and Public Sector Service quality in Nigeria, focusing on Joint Admission and Matriculation Board (JAMB) South East of Nigeria. The research design was a survey method design. The methods of data analysis were Tables and graphical presentation to measure the direction of the perception of the respondents. Correlation coefficient was used to measure the relationship between the dependent and independent variables under study. The findings indicate that there is significant relationship between E-governance and service quality in JAMB.

Adegoroye, Oladejo and Yinus (2015) examined the influence of e-government on governance service delivery in Ogun State Nigeria. The sample size of 125 was drawn from (150) Questionnaires administered and distributed to both senior & junior staff of the three selected Ministry, fifty (50) staff each was picked from the three (3) selected government parastatal (Ministries). One hundred and Twenty-five (125) Questionnaires were found useful for the purpose of the study. The methods of data analysis were frequency table, percentage analysis and while the non-parametric statistical test Chi-square. Findings show that Electronic system of Operation help government workers to display technological skills and connect them with other world and also reduce the stress of queue in government ministries and department by citizens dealing with government. E-government improve service delivery by the public sector in a form of transactional convenience, savings of time and save of service cost which has recuperate customer's relationship and satisfaction.

Riany, Were and Kihara (2018) assess the influence of e-Government strategy implementation on the performance of the public service delivery in Kenya. The study adopted a descriptive research design. The sample size of 423 was drawn from 4163 employee population within the management cadre working at five specific government MDAs running e-Government projects portals. The method of data analysis was regression technique. The study findings revealed that implementation of e-Government strategy implementation leads to a significant improvement in the performance of the public sector in Kenya.

Asiligwa, (2016) conducted a study to examine adopted the UTAUT model to examine performance expectance, effort expectancy, social influence, and facilitating condition in adoption of e-governance. The study used gender and job experience as moderating variables. The descriptive survey research design was. The study had a target population of 12, 946, and a sample size of 384. The study findings were analyzed for descriptive and inferential statistics. Inferential statistics were used to test the hypothesis of the study. The findings revealed the existence of a statistically significant relationship between performance expectancy, effort expectancy, social influence, and facilitating conditions. However, the moderating variables (gender and job experience) did not have significant relationship with adoption of e-governance. The study concludes that facilitating conditions had the strongest relationship with adoption of e-governance.

Ahmad, Rabaa, Abdullah and AlJamal (2016) examined the factors that influence the adoption of e-government services in developing countries by using the State of Kuwait. A survey collected data from 534 students at a private American University in relation to Kuwait' se-government services. Using partial least squares (PLS) of structural equation modeling (SEM) analysis technique, the results demonstrated that e-Government services adoption can be explained in terms of perceived usefulness, perceived ease of use, computer self-efficacy, subjective norm, perceived credibility, attitude and behavioural intension. Additionally, the results of this study show that the perceived usefulness and perceived ease of use of e-government services are impacted by computer self-efficacy, perceived credibility and subjective norm.

Chukwuemeka, Ubochi, and Okechukwu, (2017) examined the effect of e-government on service delivery in Federal University Ndufu-Alike Ikwo, Ebonyi State Nigeria. Descriptive research design was adopted to guide the study. Two hypotheses were formulated and tested.

Chi-square non-parametric statistics was used to test the hypotheses. The study revealed among other things that e-government has strong positive effect on service delivery by enhancing the performance of workers.

METHODOLOGY

The study relied on qualitative method based on logical deduction and analysis of documents. Qualitative method is considered appropriate for this study because the method is well-suited for contextual analysis particularly when the task is to glean, illuminate, interpret and extract valuable information to draw inference from the available evidence so as to reach a conclusion. Accordingly, the study employed secondary sources of data. Data will be drawn from institutional and official documents sourced from the internet, journal articles and conference materials. The mass qualitative data generated in the course of this study will be analyzed using qualitative descriptive analysis. The method requires some creativity, for the challenge is to place the raw data into logical, meaningful categories; to examine them in a holistic fashion; and to find a way to communicate this interpretation to others.

ANALYSIS OF DATA AND DISCUSSION ON FINDINGS

E-Governance Regional Trends Analysis

All regions are making progress in e-government development, as evidenced by their higher average E-government Development Index (EGDI) values. Europe remains the leader, with the highest proportion of countries in the very high EGDI group (58 percent), followed by Asia (26 percent), the Americans (12 percent), and Oceania (4 percent).
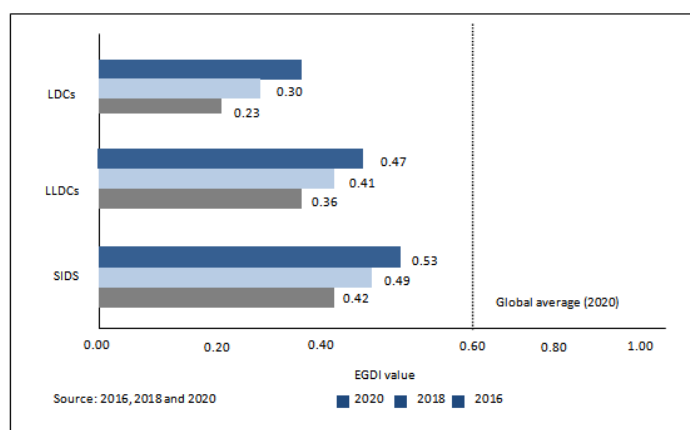
Figure 1: Regional distribution of countries by EGDI level, 2016, 2018 and 2020.
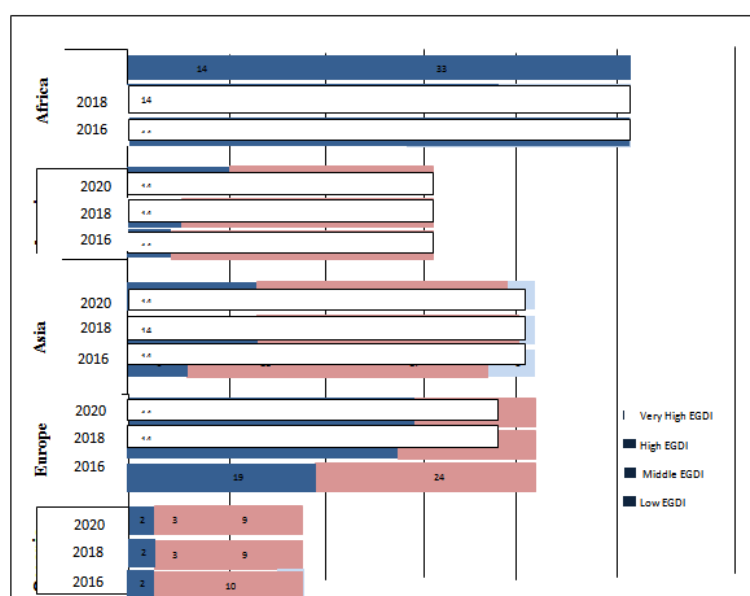
Source: Department of Economic and Social Affairs, United Nations E-Government Survey/Development Index 2020

In Africa, even though countries continue to lag other regions, there are positive signs of accelerated advancement. Africa has the largest share of countries that have moved to a higher EGDI group (15 countries, or 28 percent). However, persistent gaps in infrastructure and human capital development have prevented many countries in this region from moving to the higher EGDI levels. Asia has become the second most advanced region in e-government development, with its average EGDI value increasing from 0.58 in 2018 to 0.64 in 2020. Asia also has the greatest number of countries (8) that improved their (EGDI) ranking by more than 15 positions.

Figure 2: Average EGDI values for countries in special situations, 2020.

Sources: Department of Economic and Social Affairs, United Nations E-Government Survey/Development Index 2020

Income countries group, which advanced by more than 15 percent, with average EGDI scores growing from 0.43 in 2018 to 0.50 in 2020. Close to 80 percent of Member States offer specific digital services for youth, women, older people, persons with disabilities, migrants and/or those in poverty, contributing to efforts aimed at leaving no one behind. Similarly, more Governments are using online platforms for public procurement and for the recruitment of civil servants. Since 2018, there has been a 30 percent increase in the number of countries publishing government vacancies online, with 80 percent of Member States now offering this feature.

Table 1: Federal Government is using many forms of E-Governance to deliver services in Nigeria

Questions	Strongly Disagree	Disagree	Agree	Strongy Agree	Neutral	Agree%	Disagree %	Total
My office has an official email address.	229	243	533	991	29	1524(76%)	472 (26%)	2025
All employees are expected to have official email address.	138	234	649	1004	0	1653(81.6%	372(18.4%)	2,025
My office has a website address.	173	100	549	1201	2	1750(86.5%)	273(13.5%)	2,025
My boss frequently sends me mail	765	998	154	108	0	262(12.9%)	1763(87.1%)	2,025
Govt. Staff can receive email from citizens seeking information	374	527	668	450	6	1118(55.4%)	901(44.6%)	2,025
Citizens can apply for jobs via online application	676	488	553	308	0	861(42.5%)	1164(57.5%)	2,025
Citizen pay utilities bills on-line	157	173	984	708	3	1692(84.7%)	330 (16.3%)	2,025
Citizens can file complaints on-line	66	595	769	595	0	1364 (67.4%)	661(32.6%)	2,025
Citizens can search govt. databases online	60	277	1286	396	6	1682 (83.3%)	337(16.7%)	2,025
Government use technology for education, and improve	150	471	886	510	8	1396 (69.2%)	621(30.8%)	2,025

neighborhood safety									

Sources: Dibie and Quadri (2018); Obiageli, Anthony and Chi Jr (2020)

Table 1 shows how the Federal Government of Nigeria is using e-governance to provide public services to citizens within and outside the country. Questionnaire items 6 to 16 were utilized in the analysis of the type of services that the Federal Government of Nigeria has been using e-governance to provide. Table 1 reveals that of 66% of the listed e- governance platforms were effectively used by the government. The questionnaire respondents indicated that most effective e-government platforms are websites (86.5%), the use of IT to pay bills (84.7%), citizens" access to checking government database online (83.3%), government staff use of email to communicate with citizens (81.6%) and Federal governments ministries have email address (76%). Table 1 also show that 34% of the questionnaire respondents however indicated that digital democracy through electronic voter registration, public opinion polling, and communication among elected representative and citizens of their respective constituencies are not yet available in Nigeria. Only 87% percent of the respondents stated that they could receive email from their boss about work related issues. It is interesting to note that 57.5% indicated that they still cannot use the internet platform to access government services without going to offices or contacting their staff by telephone. Another 57.5% of the questionnaire respondents stated that they could not apply for Federal Government jobs online or by filling out application online. Most Federal Government ministries only post information on their websites directing interested job applicants to make payments to a specified commercial Bank account as well as collect government application forms from the bank.

Discussion of the Findings

One can see from the above data presentation and analyses that e-governance has positive effect on easier service delivery which is evident in the ways and manner the old methods have been transformed. Even though Africa unlike her European counterpart, has persistent gaps in infrastructure and human capital development that have prevented many countries in this region from moving to the higher e-government development Index (EGDI) levels, the application of e-governance is on the increase as more Governments are using online platforms for public procurement and for the recruitment of civil servants. For instance, the official e-mail addresses keep the staff abreast with the necessary information concerning the work place thereby bringing about smooth administration of the civil services in Nigeria. E-governance has been able to reduce the workloads on the employees of the Nigeria civil services. When the citizens pay bills and utilities online, the time and energy that should have been expended on serving the public are conserved for other important activities. It has also been found that e-governance is applied in the civil services in Nigeria as government staff are trained to easily use electronic gadgets provided so as to effectively and efficiently serve the public in the best possible paradigms and hence causing positive increase in the quality of service delivery in the Nigeria Civil Service. To round up, e-governance promotes participatory democracy, provides adequate information about political process and enhances faster social service delivery at the grassroots level. The adoption of information communication technology makes governance inclusive, efficient, responsive, transparent, accountable and more participatory which embodies the elements of good governance at local level. Application of modern technologies may facilitate the current struggle against corruption at the local government level; the government becomes more institutionalized and transparent in its local political rendezvous. This could be easily achieved through the adoption and application of information communication technology (ICT) at the local level. The various programmes of government such as vaccination, waste management, registration and some other services rendered by the local government become more circulated among the local dwellers; therefore, e-governance has been a political strategy to ameliorate people's predicaments through the modern technological facilities at the grassroots level. These findings are consistent with the findings of Chukwuemeka, Okeke and Onwuchekwa (2018), Adegoroye,

Oladejo and Yinus (2015), Riany, Were and Kihara (2018), Asiligwa, (2016) Ahmad, Rabaa, Abdullah and AlJamal (2016), Chukwuemeka, Ubochi, and Okechukwu, (2017) among others.

CONCLUSION AND RECOMMENDATIONS

Conclusion

Based on these findings, the conclusion was that the likely positive effects of e-governance implementation in Nigeria are: reduced cost of administration; improved, fast and accurate service delivery; creates access to transparent, accountable and participatory governance; enhances networking and inter-governmental relations; boosts competitive and responsive service delivery; training of skilled manpower; and reduction of corruption in Nigeria.

Recommendations

(i) Nigeria's public service (Ministries, Departments and Agencies) must show a high level of e-readiness in their operations. All that is needed must be put in place by the government, especially that which is within their capacity. For instance, ensure that all office is equipped with functional computers, employ highly skilled personnel in ICT, provision of continuous training of the personnel to keep them informed on how best to utilize e-governance in engendering effective service delivery among others.

(ii) The government must provide the necessary infrastructure that will aid the successful implementation of e-governance in Nigeria's public service. For instance, robust broadband services, required internet network and the availability of power supply, which has been identified as one of the major challenges to e-governance implementation in the public service has to be taken care of.

(iii)The government should also enact Information and Communication Technology (ICT) laws that will make computer literacy a compulsory aspect for every public or civil servant both at the local, state and federal levels. Such policies should also involve the adoption of effective ICT awareness with computer-related literacy training programmes introduced in our primary, secondary and tertiary institutions. With this implemented, the challenges will be reduced as well as putting the country into the world map of ICT/e- governance high ranking list.

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