



E-Governance and Public Service Delivery in Nigeria: A Study of Anambra State Civil Service: 2018-2022

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ABSTRACT

The study investigated e-governance and public service delivery in Nigeria: A study of, Anambra State Civil Service: 2018-2022. Two research questions guided the study and two null hypotheses were tested at 0.05 level of significance. Survey research design was adapted for the study. The population of the study comprised 6,955 employees in Anambra State Civil Service, out of which a sample size of 361 staff were drawn using Krejcie and Morgan's sample size determination table. The instrument used for data collection was questionnaire. Data collected were analyzed using frequency, percentages, mean, standard deviation and t-test. The findings of the study revealed among others that Anambra State Civil Service apply e-governance in public service delivery to high extent. It was also found out that the application of e-governance has positively affected public service delivery in Anambra State Civil Service. Based on the findings, it was recommended among others that Anambra State Civil Service should regularly train and retrain their staff on information and web development technologies through annual seminars, workshops and conferences for them to update their skills and knowledge of application of e-governance for service delivery.

Key Words: E-governance, Application, Public, Service Deliver

Introduction

Governments all over the world exist to deliver public services and improve the living standard of the masses. Chukwuemeka, Okeke and Onwuchekwa (2018) stress that public service is the direct and indirect services provided by government to its nationals or residents within a country. They also added that Government provides public service directly by engaging in production, distribution of service and indirectly by financing services rendered to the citizenry by third parties. Public service is associated with the totality of facilities or amenities provided by government to the masses. According to Chukwuemeka, Ubochi and Okechukwu (2017), service delivery is the extent to which a unit or department of governmental organization discharge their assigned or statutory responsibilities. Service delivery determines the attainment of set goals or task assigned to government agencies or ministries.

Service delivery is an indicator of governance due to the fact that it entails meeting the needs of citizens through prompt and efficient procedures. Chukwuemeka, Okeke and Onwuchekwa (2018) noted that an important indicator of governance quality in Nigeria and anywhere in the world is the public service delivery. Furthermore, Chukwuemeka, Okeke and Onwuchekwa also stress that poor ranking on the governance quality index is partially or substantially a reflection of poor public service delivery. The government through various ministries and agencies render public services in dynamic environment which exert influence on its methods, procedures and processes of meeting the needs, yearnings and aspirations of the populace. Sodhi (2016) averred that for the delivery of public services, the interaction between government agencies/bodies and citizens takes place in a government department or an administrative institution, but with emerging Information and Communication Technologies, it is possible to locate service delivery centres nearer to the citizen. Some governmental ministries, agencies, parastatals and departments in Nigeria still use analogue means of rendering public services to the masses. Obodo (2018) pointed out that in the recent times, Nigeria public service began to adopt the e-governance policy option as the panacea for the backwardness and decay that are often seen in the sector.

E-governance depicts a situation where key activities of governance are done using information technology or electronic devices. Adelana (2020) conceptualized e-governance as the application of Information and Communication Technology (ICT) by the government to enhancing accountability, creating awareness and ensuring transparency in the management of government activities. According to Thabit and Yaser (2019), e-governance is basically the application of electronic tools to control the activities of government in a simple, ethical, accountable and transparent manner to achieve predetermined objectives. Lawan and Muhammad (2018) asserted that e-governance is a process of reform in the way managements work, share information; engage people and deliver services to external and internal clients for the benefit of populace and it include e-Services such as e-Tax systems, e-Registration, e-Payment system among others. Ojo (2014) asserted the features of e-governance includes the abilities of citizens to provide feedback to various government offices, subscription based list services or E-newsletter that keeps citizens and other agencies informed; online discussion forum or chat rooms to discuss policy issues; e-Meeting for cross agency/cross governmental participation and online citizens survey and polls on specific issues.

E-governance is the delivery of service to members of the public using electronic devices. E-governance refers to the strategic and systematic use of computer networks and (ICT) facilities to promote efficient and effective public service delivery.

E-governance could also be applied to improving the quality of services provided by government agencies through supporting the external workings of government by processing and communicating with members of the public. Abah and Nwokwu (2019) noted that the use of e-governance assists governments to make service delivery efficient, flexible, profitable and competitive. In addition, Abah and Nwokwu pointed out that it possesses the magic wand to blur the line of differences between the public and private sectors, hence making service delivery appear more citizens' focused and business-like. Chukwuemeka, Ubochi and Okechukwu (2017) posited that e-governance's importance in Public Administration stems from the fact that it is a way for governments to use the most innovative information and communication technologies, particularly web-based Internet applications, to provide citizens and businesses with more convenient access to government information and services, to improve the quality of the services and to provide greater opportunities to participate in democratic institutions and processes.

In support of the assertion Abdulkareem and Ishola (2019) asserted that in the early 2000s, the Federal Government of Nigeria announced the initiative of the government to go digital to enhance the operation of public sector in providing public services in a transparent, effective and efficient means. Similar to this, Amagoh (2015) stress that while Nigeria begin its e-governance initiatives in the early 2000s, the country was still in the early stages of e-governance diffusion among its population. Several efforts have been made by various Governments of Nigeria to encourage the spread of e-governance through out the country. Olalekan, Jide and Oludare (2017) stress that one of strategies that were advanced to accelerate e-governance was the E-Nigeria initiative which attempt to connect communities, relevant agencies, government organisations including educational institutions at all levels through information and communication technology. They also averred that 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. Yahaya and Idris (2015) noted the successive governments in Nigeria introduced various policies that have achieved tremendous success and also failure in some areas of application of e-governance in the information age. They also added that after the introduction of e-governance, e-payment replaced the manual mode of payment to check errors and detect ghost works in public sectors.

The importance of e-governance made Federal Government of Nigeria to deem it imperative for the country to have National Policy on Information and Communication Technology. Olatokun and Adebayo (2012) stated that the growing global trends of the application of Information and Communication Technology gave rise to the National Information Technology Development Act by the National Assembly in 2007 which induced the establishment of National Information Technology Development Agency (NITDA). One of the functions of the agency is to coordinate Information and Communication Technology development to improve the application of e-governance throughout the country.

The evolving Act of e-governance has made many agencies of public sector and the Anambra State government to start the application of e-governance in their operations. The Anambra State Government and various ministries of the state have Web Portal to provide the members of the public with information of government plans, projects and service delivery. The Anambra State Civil Service has undergone series of reforms to improve public e-service delivery. One of the reforms is the application of e-governance to make the activities and service delivery rendered by Anambra State Civil Service to be more accessible, effective and accountable. Anambra State Civil Service under Governor Willie Obiano has recorded success in provision and deployment of advanced technology and training of staff on ICT usage to promote service delivery. Gajendra (2014) noted that e-Governance is a step towards better administration by facilitating transparent, speedier, responsive and non-hierarchical system of governance. Adelana (2020) pointed out that e-governance aims to deliver public services based on citizen's choice; make government more accessible; facilitate social inclusion; provide information responsibly; use government resources effectively; reduce government spending; deliver online services; and involve citizens in the process of governance.

Abah and Nwokwu, (2019) noted that e-governance create a strong connection between government and its citizens through the provision of the following service: payment of utility bill, making online registrations and applications, filing of complaints via government websites that are created to address grievances and infringements and sourcing for any government information that educates and enlightens the public. Abah and Nwokwu (2019) noted that despite the gains envisaged in the application of e-governance by governments of developing countries particularly Nigeria, a lot of challenges still rear their ugly head thereby undermining effective operation of the system (e-governance). This may probably account for poor service delivery, delay in discharge of administrative tasks and failure in execution of government programmes and policies. Unfortunately, the delivery of public service has remained poor. Obi, Uzor and Chukwurah (2020) noted that the embracing and application of e-governance in service delivery is still a far cry in making it efficient, flexible and profitable to the government and masses in Anambra State. It is against this background that this study assesses the application of e-governance in service delivery in Anambra State Civil Service.

Statement of the Problem

Onwunyi and Okoli (2017) stress that e-governance in Nigeria was introduced with the formulation of the Nigerian National Policy for Information Technology in March 2001, with the cardinal objectives among others to: improve the accessibility to public administration for all citizens, bringing transparency to government processes, bringing the government to the doorsteps of people by creating virtual forum and facilities to strengthen accessibility to government information and facilitating interaction between the governed and government leading to transparency, accountability and the strengthening of democracy.

It is the responsibility of the government to deliver public services that satisfy the needs of the masses and also encourage them to pay taxes and other levies. Amove (2020) stressed that service delivery to the people is a key function of government but over the years, there has been very poor service

delivery by the public sector in Nigeria. The increasing rate of poor service delivery in Nigeria is becoming alarming. To buttress this, Chukwuemeka, Okeke and Onwuchekwa (2018) observed that service delivery to Anambra State Civil Service was very poor in all ramifications. In support of the above observation, Dike and Onyekwelu (2018) asserted that over the years, infrastructural development and service delivery in Anambra State have slackened. Most people in Anambra especially in rural areas seem to have limited access to quality service. This is so distressing considering the fact that the Anambra State is endowed with vast human and natural resources.

A cursory look at the Anambra State Civil Service seems to indicate poor service delivery. The inefficiency in service delivery in Anambra State Civil Service could be due to poor application of e-governance in managing daily affairs of the state. The poor service delivery could have been minimized through automation of managerial tasks using e-governance. Obodo (2018) asserted that it is disheartening that Nigeria public sector has not had it so well with this current trend in e-governance. To ensure quality services delivery, government has strategized many policies and programmes such as e-governance. Unfortunately, Obodo (2018) stressed that these policies and programmes that are mapped out by government over the years to ensure smooth implementation of e-governance in its business are not yielding positive results. Abah and Nwokwu (2019) observed that since the conception of the idea of e-governance in Nigeria particularly in 2001, both the current and previous governments have not shown strong political will and determination to ensure that government succeeds in her Information and Communication Technology goal. Further observation of Abah and Nwokwu (2019) revealed that the policy has suffered from negligence on the part of government and the result is manifestly visible poor development of Information and Communication Technology system in the country. Many researchers have attempted to respond to the problem by conducting studies on e-governance and service delivery using different government ministries (Chukwuemeka, Okeke and Onwuchekwa, 2018.; Chukwuemeka, Ubochi and Okechukwu, 2017; Olalekan and Oludare , 2017; Salam, 2017). The studies conducted in other geographical location differ in infrastructures and competencies of personnel from Anambra State Civil Service which create research-based gap in knowledge to fill this gap, the study assessed the Anambra State Civil Service position as regards e-Governance and Public service delivery.

Objectives of the Study

The broad objective of the study was to assess how e-governance affects service delivery in Anambra State Civil Service. Specifically, the study sought to:

1. Determine the extent to which e-governance is applied in service delivery in Anambra State Civil Service.
2. Ascertain the extent to which application of e-governance affect service delivery in Anambra State Civil Service.

Research Questions

The following research questions have been formulated to guide the study.

1. To what extent has Anambra State Civil Service applied e-governance in public service delivery?
2. To what extent has the application of e-governance affected service delivery in Anambra State Civil Service?

Hypotheses

The following hypotheses were formulated and tested

1. The Anambra State Civil Service has not sufficiently applied e-governance in public service delivery.
2. The application of e-governance has not significantly affected service delivery in Anambra State Civil Service.

REVIEW OF RELATED LITERATURE

E-Governance

E-governance depicts a situation where key activities of governance are done using information technology or electronic devices. Chukwuemeka, Okeke and Onwuchekwa (2018) defined e-governance as the adoption of information technology for enhancing working of the government. They also added that e-governance refers to the use of information technologies (such as the Internet, the World Wide Web, and mobile computing) by government agencies that can transform their relationship with citizens, businesses, different areas of government, and other governments. It is the use of electronic devices to execute government activities. According to Ezeobele, Anselem and Nwoha (2021), e-governance is a unification of information and communication technologies (ICT) in all the operations to augment the potentials of the government to satisfy the requirement of the local public. Continuing, Ezeobele et al (2021) opined that e-governance is an interconnected system in which the government interacts with citizens and provides augmented services to them through electronic applications.

E-governance is the use of electronic devices and internet connectivity to mediate information and enhance communication. Through effective application of e-governance, every information is communicated to members of staff through communication technologies which can be audio, video, video-conferencing, email, internet/websites and other electronic means. In the conceptualization of Adelana (2020), e-governance means the application of

ICT by the government to enhancing accountability, creating awareness and ensuring transparency in the management of government activities. It is the use of electronic device in public sector to transform their operations for quality service delivery. Dahiru, Yusuf and Yerima (2022) defined e-governance as the process of improving government process through the use of technology for automation and harmonisation of government activities. The authors added that it is a modern way of managing and improving the public service process.

E-governance denotes the use of modern devices to foster interaction between government and citizens to strengthen service delivery. To buttress this, Olalekan and Oludare (2017) averred that e-governance promotes interaction and communication between government agencies and members of the public. Almutairi, Thurasamy and Yeap (2020) defined e-governance as the delivery of services and information to citizens or the public using digital technology or electronic means. Adopting e-governance facilitates citizens involvement in running the affairs of the government. E-government is the provision of services or delivery of goods to citizens, private organizations and public entities in efficient and transparent manner using information and communication technology facilities. Chukwuemeka, Ubochi and Okechukwu (2017) defined e-governance as the provision of information services or products through electronic means, by and from governmental agencies at any given moment and place. ElAmrani and Louhmadi (2019) defined e-governance as a system of using modern information and communication technologies, and the internet as a tool for ensuring effective functioning of all state agencies. Omebe (2019) defined e-governance as the application of information communication technology for effective and efficient service delivery, exchange of information, communication and transactions. Furthermore, Omebe stressed that it is the process whereby the use of information and communication technology and service are deployed and employed by the government in the delivery of services to members of the public and the use of same in the internal running and linkages among different government department and agencies.

E-governance is adopting the use of technology in an effective, efficient manner in the exercise of economic, political, administrative and social management of public affairs by involving the citizens in public policy making. According to Onuigbo and Eme (2015), e-governance is the public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. Onuigbo and Eme also added that e-governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services. E-governance is the use of information technology to improve the quality of service delivered to the citizens. Umar and Ikechukwu (2022) defined e-governance as an enablement or a key instrument that allows effective service delivery to the public through the adoption of ICT. E-governance is the process of modernizing conventional governance through the use of ICT facilities and applications to improve service delivery to the members of the public.

E-governance provides a platform for the citizens to access quality information that promote transparency and build public's trust in government. Hartanto, Dalle, Akrim and Anisah (2021) noted that e-governance encompasses the utilization of information and communication technologies to accelerate the collaboration among the government and citizens to promote accountability and improve service delivery. It is the use of information and communication technologies (ICTs) to formulate and implement government programme that promote the people's welfare. E-governance is the use of digital platform in interacting and providing services to the members of the public. Mohamed (2017) defined e-governance as the use of ICT to assist in the administration or management of government affairs. Oghuvbu, Gberevbie and Oni (2022) defined e-governance as simply the use of ICTs in the operations of government businesses. The authors added that the main goal of e-government is to make citizen interaction with government more convenient and simple. Kurama (2021) defined e-governance as the application of electronic links to foster interaction between government and citizens and government and businesses, as well as in internal government operations to simplify and improve democratic, government and business aspects of Governance.

E-governance is the digital access to government information or services. Ahmed (2018) defined e-governance as the application of Information and Communication Technology to the processes of government functioning in order to bring about accountability and transparency in service delivery to members of the public. Ata-Agboni and Olufemi (2021) defined e-governance as the application information communication technologies like the internet, and other mobile computing devices like handset in transferring information between and among citizens, businesses, and other organs of government. E-governance is the process of improving access to government information, operation and services through the use of innovative devices. Anak (2020) defined e-governance as the process of distributing information and services to people or enterprises or other government departments by national or local government over the Internet or any other digital means. The authors added that e-government is a process of using information and communications technologies to improve the efficiency, effectiveness, transparency, and accountability of government. Akpan, Dung and Ibegbulam (2020) defined e-governance as the use of ICT to provide information and improve the delivery of government services to the citizens using electronic means. Furthermore, Akpan et al (2020) asserted that e-governance is not merely computerization of government services and the use of internet, it includes different non-internet based information technologies like telephone, mobile telephones and related features such as short text messages, fax, T.V and radio-based delivery of government services, as well as closed circuit television.

E-governance provides platform for citizens to interact and access information of various governmental agencies. According to Lawan and Muhammad (2018), e-Governance is a broader concept that encompasses all interactions and exchanges between the government and the governed and includes e-voting, e-democracy and e-representation. It relates to the use of electronic devices to transform and support services provided to the members of the public. Sami, Mustafa and Sevkie (2021) noted that e-governance is characterized as a reengineering of information provision to citizens by the public administration to achieve added value through ICT facilities. From the foregoing definitions of several authors, one can deduce that e-governance is harnessing the information and communication technology (ICT) facilities and modern devices in the course of government dealings and provision of services to the populace. In the opinion of the researcher, e-governance is the integration of information and communication technologies by governmental organization for delivering public services to members of the public.

Service delivery

There is no doubt that service delivery has been variously defined by several scholars reflecting their perception and ideology. Chukwuemeka, Okeke and Onwuchekwa (2018) conceptualized public service as the direct and indirect services provided by government to its nationals or residents within a country. Chukwuemeka, Okeke and Onwuchekwa also added that Government provides public service directly by engaging in production, distribution or service and indirectly by financing services rendered to the citizenry by third parties. It involves the provision of good roads, security, portable water, good health care system and quality education. Similar to this, Badmus (2017) service delivery described as basic services provided by the government such as social amenities like hospital, road, electricity, water supply, market place, customs services, licensing, sanitary services, physical infrastructure, town planning, housing among others. In the same vein, Idea Group Incorporation Global cited in Omodero and Dandago (2019) defined service delivery as the mechanism through which public services are delivered to the public by local, state, or federal governments and these services include provision of public education, health services, street cleaning, sewage and trash disposal. Nazifi and Muhammad (2014) asserted that the financing of projects for the provision of these public services such as education, health, agriculture, water and sanitation, power, housing and urban development, justice, defence and Security among others is usually carried out through annual government budgetary provisions.

The rationale for delivery of public services is to enable citizens experience good life. In the views of Olalekan and Oludare (2017), service delivery can be regarded as providing citizens with services of public interest. Service delivery is one of the key links between the government and the governed. Service delivery is the provision of social amenities and other services to the populace. According to Onwunyi and Okoli (2017), service delivery involves the execution of duties and responsibilities assigned by constituted authorities which one have promised to do, so as to achieve set goals of an organization. Public service is associated with the totality of facilities or amenities provided by government to the masses. Agba, Ochimana and Abubakar (2013, p. 113) defined public service as “the activities of government employees and institutions aimed at formulating and implementing governmental policies and programmes for the interests of the masses (public). The quest for quality service delivery becomes imperative due to low standard of living in the country. According to Oronsaye (2010), service delivery is the process of meeting the needs of citizens through prompt and efficient procedures.

Service delivery is the provision of goods, amenities and rendering of services to the masses. Ewuim, Igbokwe-Ibeto and Nkomah (2016) noted that service delivery is vital for the survival of a modern democracy or government and access to government information by citizens and organizations is therefore a fundamental ingredient in effective service delivery. According to Akpan, Dung and Ibegbulam (2020:27), service delivery is the direct and indirect services provided by government to its nationals or residents within a country. The authors added that government provides public service directly by engaging in production, distribution or service and indirectly by financing services rendered to the citizenry by third parties. Ndema (2022) defined service delivery as the process of meeting the needs of citizens through prompt and efficient procedures.

The primary responsibility of any government is to deliver public services at affordable or lower cost. To buttress this, Nwekeaku and Obiorah (2019) posited that the primary responsibility of government is to deliver services through its public service effectively and promptly to citizens at affordable prices, particularly now that the country is under civil rule following the wind of democracy which has blown over countries of the world. Nwachukwu and Pepple (2015), service delivery has to do with the design and provision or delivery of quality goods and services in an effective, efficient and responsive manner to the public as clients, citizens and most importantly as customers. Furthermore, Nwachukwu and Pepple stressed that service delivery covers the services of the government in its broadest sense such as public utilities, financial institutions, medical, teaching, local government, legislature, judiciary, military and the security forces. Some of these services cannot effectively be delivered by individuals or private sector of the economy. Adegoroye, Oladejo and Yinus (2015) defined service delivery as the effective management of customer service and satisfaction. Furthermore, it includes methods of improving responsiveness dealing with customer complaint, customer right, worker productivity, success stories, project management, and product poisoning corporate relation, public sectors, accountability and better management of citizen’s services.

The government utilizes taxes generated from members of the public to deliver services to the citizens. Nwekeaku and Obiorah (2019) noted the ability of a government to legitimately tax and govern people is premised on its capacity to deliver a range of services required by its population which no other player will provide. Ogunbodede and Tolu (2018) noted that public services that can be financed by user charges are referred to as utilities, those that can only be financed by taxes are referred to as services. Omodero and Dandago (2019) asserted that adequate service delivery enhances public trust and confidence in any administration and so its provision by governments depicts care for human welfare and promotes economic growth. The public service delivered by government instills confidence in the government. It encourages citizens to pay their taxes. Service delivery is the satisfaction of the populace needs through making some amenities available to them.

Benefits of E-Governance in Service delivery

There are numerous benefits of e-governance in public service delivery. E-governance serves as vehicle of delivering services to members of the public. Abdulkareem and Ajadi (2016) asserted that the adoption of e-government stems from the idea of globalization and a fast changing political atmosphere where government needs to change its mode of interaction with its stakeholders and provision of essential services to the public. Abdulkareem and Ajadi also added that e-governance is essential in the provision of services to citizens on one hand and the government receiving the feedbacks on the other hand. Ibikunle and Sarumi (2012) averred that the appropriate application of e-governance may possibly 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, reducing the required time for transactions. Continuing this, Ibikunle and Sarumi (2012) stress that efficiency is also attained by streamlining internal processes, by enabling faster and more informed decision making, and by speeding up transaction processes.

E-governance creates a platform for exchange of information between government and the populace. Olalekan and Oludare (2017), e-governance builds better relationships between government and the public by facilitating interaction with citizens in a smoother, easier, and more efficient manner. The smooth interaction between the government and citizens promote transparency and accountability in government. Abdulkareem and Ajadi (2016) averred that e-governance proves to be a mode of achieving a transparent, effective, efficient and open government which is cost effective to all the stakeholders. Adelana (2020) asserted that e-governance builds and renders public services based on citizen's choice; make government more accessible; facilitate social inclusion; provide information responsibly; use government resources effectively; reduce government spending; deliver online services; and involve citizens in the process of governance.

E-government reduces cost of running governmental affairs and promotes more efficient service delivery. Similar to this, Adegoroye, Oladejo and Yinus (2015) stress that e-governance offers an increased portfolio of public services to citizens in an efficient and cost effective manner. The authors added that e-government allows for government transparency which enables the public to be informed about what the government is working on as well as the policies they are trying to implement. Neelesh, Bhagwati and Ashish (2013) asserted that e-governance leads to transparency in the governing process; saving of time due to provision of services through single window; simplification of procedures; better office and record management; reduction in corruption; and improved attitude, behavior and job handling capacity of the dealing personnel.

E-governance promotes the digitization of government's operations to the participation of citizens in public affairs. Ojo (2014) noted that the application of e-governance has been a potent instrument in disseminating information, consultation, enhancing citizens participation, sending feedbacks to the citizens, monitoring and evaluating government projects and making government accountable and transparent in total political engagement. Ahmed (2018) asserted that the initiative of e-governance make the service delivery to be efficient, speedy and effective in meeting the demand of populace. Sanmukhiya (2019) noted that e-government facilitates access to information; improves interactions with citizens, businesses and government agencies. The author added that e-governance encourages freedom of expression, greater equity, reduces monopoly, makes the government more accountable, more effective, increases transparency, reduces procedural delays, deters corruption, builds trust in the political process, strengthens democracy, brings greater e-participation, and social inclusion.

E-governance provides platform for citizens to be aware of various activities of governmental agencies. Dibia and Quadri (2018) noted that through citizens and stakeholders' awareness of all government activities, they could become more knowledgeable to demand accountability and transparency or full access to public information. Abdulkareem and Ajadi (2016) noted that e-governance makes huge and impossible tasks to be more simple and less tedious to perform within the space of short time such as downloading of voluminous information, dissemination of national security information within the government circle.

Ibikunle and Sarumi (2012) pointed out those e-Government offers opportunities for citizens to directly participate in decision making by allowing them to provide their own ideas and suggestions in forums and online communities. In summary, Neelesh, Bhagwati and Ashish (2013 p.123) highlighted the benefits of e-governance as follow:

1. It greatly simplifies the process of information accumulation for citizens and businesses.
2. It empowers people to gather information regarding any department of government and get involved in the process of decision making.
3. E-Governance strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance.
4. E-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all citizens, eliminating corruption.
5. This revolutionizes the way governments function, ensuring much more transparency in the functioning, thereby eliminating corruption.
6. Since the information regarding every activity of government is easily available, it would make every government department responsible as they know that every action of theirs is closely monitored.
7. Proper implementation of e-Governance practices make it possible for people to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.
8. Successful implementation of e-Governance practices offer better delivery of services to citizens, improved interactions with business and industry, citizen empowerment through access to information, better management, greater convenience, revenue growth, cost reductions etc.
9. Furthermore, introduction of e-Governance brings governments closer to citizens. So much so that today it becomes extremely convenient to get in touch with a government agency. Indeed, citizen service centers are located closer to the citizens now. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.
10. E-Governance practices help business access information that might be important for them at a click.

Empirical Literature

Chukwuemeka, Okeke and Onwuchekwa (2018) conducted a study on correlation between e-governance and service quality using descriptive survey research and questionnaire, interview and group discussion for data collection. The data collected were analyzed using mean, standard deviation and Pearson Product moment correlation. The results of the study revealed among others that there is significant relationship between E-governance and service quality. Based on the findings, it was recommended among others that public sector organizations in Nigeria should avail themselves of the windows of opportunities that E-governance provides. A study on e-Governance and bureaucratic corruption in Nigeria was carried out by Adelana, (2020). The instrument for data collection was questionnaire and frequency tables, simple percentages, t test and Chi-square were utilized for data collection. The results of the study revealed among others that bureaucratic corruption is visible and rampant in Nigeria and a great number of people are of the view that e-governance can help in curbing bureaucratic corruption in the country. It was concluded that the problem of the public bureaucracy in Nigeria is further compounded by corruption, and posits that e-governance has the potential role to mitigate bureaucratic corruption in the country.

Dibie and Quadri (2018) carried out a study on the analysis of the effectiveness of e-governance in the Federal Government of Nigeria. The study used data collected from questionnaire survey administered to 3,000 Nigerian citizens including federal government staff in Abuja, Lagos and some state capitals in Nigeria. Interviews of 300 federal officials and stakeholders were conducted. The secondary data consisted of the review of related government reports, government websites, academic and professional journals. The study found out that there is a negative correlation between the e-governance initiatives and federal government efficient service delivery in Nigeria. Chukwuemeka, Ubochi and Okechukwu (2017) carried out a study on the effect of e-government on service delivery in Federal University Ndufu-alike Ikwo, Ebonyi State and two hypotheses were tested. This study used descriptive survey research and questionnaire for data collection. Frequency and percentage were used for data analysis. The finding of the study revealed that e-government has significant relationship with workers' performance. It was also found out that e-government affects workers' performance positively.

Salam (2017) conducted a study on the e-governance for good governance: experiences from public service delivery. The quantitative research approach was conducted. Data was collected using self-administered questionnaire from random samples drawn from the population of service providers and service receivers from four different DESCs of Bangladesh. The study results revealed that the DESC provides public services efficiently and e-governance is positively correlated to good governance. Oni, Okunoye and Mbarika (2016) carried out a study on the evaluation of e-government implementation: The case of State Government Websites in Nigeria. The study is based on content analysis of the official websites of the thirty six states and the federal capital territory of the country. It focuses on the content, functional and construction features of the websites. It was found that, out of the thirty six states, only twenty-three (64 percent) had websites and mostly provide textual information; few provide downloadable digital documents and functional online interactions. Al-Hawary and Al-Menhaly (2016) conducted a study on the quality of e-governance services and its role on achieving beneficiaries satisfaction. To achieve the objectives of the study, data were collected through a questionnaire that was developed and distributed to an appropriate sample of beneficiaries of the services provided by the Ministry of Interior of the United Arab Emirates. Based on the results of the statistical analysis, the study has reached a number of conclusions of which the most important was: the impact of statistically significant dimensions of the quality of electronic services community provided by the Ministry of Interior of the United Arab Emirates in achieving the satisfaction of beneficiaries

Ramya (2016) conducted a study on a study on awareness of e-governance and attitude towards sustainable development. Descriptive survey research design was adopted for the study. The sample of the study was 60 secondary school teachers drawn randomly. The rating scale on Attitude towards Sustainable Development and Awareness of E-governance prepared by the investigator was administered to collect data. The results of the study revealed among others that there is significant relationship between Attitude towards Sustainable Development and Awareness of E-governance among secondary school teachers. Laila, Sadiq, Mehmood and Fiaz (2020) conducted a study on e-governance as a roadmap to good governance: A Digital Punjab perspective. Three research questions guided the study. It was revealed that here is a huge digital divide between the rural and urban areas of Pakistan, which consequently slow implementation of e-governance. Umar and Ikechukwu (2022) conducted a study on the impact of e-governance on service delivery in Joint Admissions and Matriculation Board (JAMB). The mixed approach method was used in this study. This approach encapsulates both qualitative (questionnaires) and quantitative (Interview & observation). A total of 46 questionnaires were administered to staff of JAMB which were all recovered valid and analysed using simple percentage. Face to face interview was also conducted with selected Computer Based Test (CBT) operators, students and lecturers in two tertiary institutions in Kaduna. Content analysis of related literature on impact of e-governance on JAMB was also done. The study revealed that E-Governance has improved service delivery in JAMB. Findings also indicated that inadequate infrastructure like electricity is a major impediment to e-governance application in JAMB.

Ahmed (2018) carried out a study on the linkage between e-governance and good governance: An analysis on Bangladesh public administration. The exploratory research design was adopted for the study. Data was collected from secondary sources which include different books, journals, newsletters and annual reports of different organizations. It was found out that the government of Bangladesh has taken many ambitious, but achievable endeavors for introducing e-governance in the public sector of Bangladesh. Ata-Agboni and Olufemi (2021) investigated e-governance and e-government: rethinking public governance in Nigeria, within the Context of COVID-19. Data was collected from secondary sources. It was reported that the role of e-governance in the contemporary era of Covid-19 is the promotion of efficient and effective service delivery. Gisemba and Iravo (2019) carried out a study influence of e-governance on service delivery in Nairobi District Land Registry, Kenya. The study adopted a descriptive survey research design. The target population comprised of the Nairobi district land registry top management and staff. Stratified random sampling and simple random sampling techniques were used to draw 90 management and staff. Questionnaires were used as the instruments for data collection. The collected data was analyzed using frequencies, percentages, means, standard deviations and regression analysis. Results from regression model confirmed that technology and staff training positively affect service delivery. It was established that indicators of staff training which included skills and expertise, motivation, seminars and

workshops to a great extent influence service delivery as shown by high positive beta coefficient from the regression model. The study established that enforcement and compliance of ICT policies can be improved through the top management commitment.

Sanmukhiya (2019) carried out a study on e-governance dimensions in the Republic of Mauritius. Survey research design was adopted for the study. Simple random sampling technique was used to draw 157 staff for the study. Questionnaire was used as the instrument for data collection. Pearson's correlation coefficients, independent samples T-tests, one way/Welch ANOVA and Games-Howell post hoc tests were used. It was revealed that positive attitudes towards PEOU and PU but unveiled negative attitudes towards the remaining four dimensions of e-governance. Ibrahim, Ibrahim, Abdelrahman and Shalaby (2021) conducted a study on e-governance and its relationship to University of Ha'il excellence from the viewpoint of the students in light of the Kingdom's vision 2030. The study has relied on a random sample of 400 male and female students from various university colleges. The questionnaire was used as a means of collecting data after confirming its validity for measurement. Mean, standard deviations, simple correlation coefficients, and multiple regression coefficients were utilized for data analysis. It was also reported that positive correlational relationship exists between all e-governance dimensions and institutional excellence criteria.

Hartanto, Dalle, Akrim and Anisah (2021) investigated the perceived effectiveness of e-governance as an underlying mechanism between good governance and public trust: A case of Indonesia. Four research questions guided the study. The adopted a survey research design and 28 items questionnaire was administered to citizens of two renowned cities of Indonesia, i.e. Medan city situated in North Sumatera Province and Banjarmasin city situated in South Kalimantan Province. The results revealed a positive and significant association of transparency, accountability and responsiveness with the perceived effectiveness of e-governance. Sami, Mustafa and Sevkie (2021) examined the e-Governance effect on participatory democracy in the Maghreb: Indirect effect and government-led participation. A quantitative approach was adopted, and a questionnaire was distributed using a nonprobability, judgement sampling method, which focuses on a population with specific knowledge and expertise. A total of 702 answers were collected. The results of the study showed that e-governance positively affects participatory democracy directly and also indirectly through increasing corruption control, transparency, and accountability.

Manenji and Marufu (2016) examined the impact of adopting e-government as a mechanism to enhance accountability as well as transparent conduct within public institutions in Zimbabwe. The results of the study revealed among others that there is existence of disparities in e-government adoption within the country in that some ministries are more advanced, while others only exhibit the first initial stages of e-government. It was also found out that the adoption of e-government in Zimbabwe has been hampered by a plethora of challenges ranging from politics, economics, social and technological. Other challenges include inadequate or weak legislative frameworks guiding and directing e-government implementation, budget constraints, digital divide as well as technological incompetence. Denisa (2022) carried out a study on e-governance in public services. The main objective of e-government is to reduce bureaucracy, provide a framework for debate and decision on the main initiatives, measures and projects on debureaucratization and ensure coherence in the implementation of the e-governance policy proposal. The findings of the study revealed among others that e-governance project can rely on any form of telematics, such as near field communication (NFC), Bluetooth and/or radio-frequency identification (RFID) technology, as well as electronic voting procedures, or even video surveillance, which can converge with data processing, database building and biometric facial recognition methods.

Dinoroy (2017) examined the impact of e-government system on public service quality in Indonesia. The study used empirical and qualitative method analysis with focus on policy implementation and current problems found in the local and central government. From the analysis, it was also found that there is a misleading perception or notion which assumes that the e-government system alone is the only necessary key to achieving better public service. The public officials have not realized that the improvement also depend on other important factors such as financial support, maintenance of the technology, work culture of the e-government management, as well as other technical issues. Mohammad (2017) conducted a study on e-governance for good governance: experiences from public service delivery. Questionnaire, research articles, textbooks and dailies were instruments for data collection. Data collected were analyzed using percentage and Correlation matrix. The finding of the study revealed among others that e-governance is positively correlated to good governance.

Azeta, Okoli-Manson, Chidozie and Eigbe (2021) carried out a study on the implementing an e-governance system: A panacea for improving the productivity of civil service in Nigeria. Data collection was done through secondary sources and examined through content analysis. The study revealed that the full adoption or implementation of e-governance is paramount to improving employee productivity in the Nigerian civil service. Deepa (2019) investigated the socio-economical costs and benefits of e-governance in India through CSCs. The study was guided by four research questions. Survey research design was adopted for the study. A sample size of 100 e-service providers and Businesses (Common Service Centres i.e. CSCs) respondents were selected (from Delhi and West UP of India) using judgmental sampling technique. Questionnaire and interview were utilized for data collection. The findings of the study revealed among others that a perfectly high degree of correlation exists in between satisfied with the government support and adequate infrastructure.

Lawan, Ajadi, Kayode and Yaru (2020) conducted a study on e-governance and service delivery in Nigeria. Primary data sourced through qualitative methodology was adopted for this study. A well-structured interview questions were administered on the ICT Directors of eight federal government agencies championing the e-government project in Nigeria. Their responses were analysed using thematic analysis to reveal the challenges of e-service delivery in Nigeria with a broad view of highlighting the major problems of e-government in Nigeria. The results of the study revealed among others that unstable electricity supply, ITC illiteracy, and poor network infrastructure are the challenges of e-service delivery in Nigeria. Zenad, Hasaballah and Shlaka (2019) conducted on the impact of implementing electronic governance on the quality of accounting information in businesses: An applied study. Three hypotheses were tested at 0.05 level of significance. The study focused on the data and information extracted by the Finance Department in Al-Rafidain University College and determined the reflection of the application of e-governance on the extracted accounting information. The results of the

study revealed among others that e-governance contributes in improving the quality of accounting information that will promote the quality of accounting information.

Pedawi and Alzubi (2022) conducted a study on effects of e-governance policy on the management of Healthcare Systems. Data collected from 435 employees in the tourism industry of Iraq. The results indicate that E-government policy has a significant effect on healthcare crises; job insecurity negatively predicted healthcare crises. The results revealed among others that social support moderated the relationship between E-government policy and job insecurity. Obike (2022) conducted a study on E-governance and fight against corruption in Nigeria: the issues and challenges. Survey research design was adopted for the study. Data for the study was gathered through secondary sources like materials from the internet, relevant textbooks, magazines, newspapers, conference papers, seminar papers, statements of commentators as concerns the issue at hand government documents, white papers and reports of panels of enquiry. It was found out that e-governance has proved to be a dependable instrument to combat corruption in the developed countries.

Dahiru, Yusuf and Yerima (2022) investigated the nexus between e-governance and service delivery in Nigeria: Assessing the role of stakeholders. Correlation research design was employed for the study. The study's target population was some selected federal government institutions who are e-governance compliant and 100 members of the general public who using any medium of e-governance for public service in Nigeria. Stratified random sampling was used to select 56 respondents for the study. Both primary data collected using questionnaires and secondary data collected from statistical abstracts was used for the study. Mean, standard deviation, Pearson correlation and multiple regression were used to analyze data. The research findings indicate that e-governance is effective in providing better services with the help of stakeholders. The study also revealed that the success of e-governance implementation in Nigeria is centred on effective communication and organisational skills in order to maintain the vision, values and aspirations of all of the parties involved couple with a robust ICT infrastructures in placed. Akpan, Dung and Ibegbulam (2020) conducted a study on the effect of e-governance strategic implementation on service delivery in Nigeria. The population of this study comprises of the 10,000 Corp members. The sample size was 324. Research questions were answered using mean score and standard deviation and the hypotheses stated were tested using single regression analysis. The findings of the study revealed among others that e-Administration has significant effect on service delivery in Nigeria since e-Administration improves job performance in NYSC office and fosters the achievement of organizational goals and e-administration connects government with other world and enhance citizens participation in Government.

ElAmrani and Louhmadi (2019) conducted a study on the influence of e-governance on business and economy. Secondary data was collected from published articles. The results of the study revealed that the implementation of the concept of e-government has undeniable advantages for further development and successful functioning of the state and the economic sector. Ezeobele, Anselem and Nwoha (2021) investigated the economic impact of Covid 19 and the role of e-governance in combating Covid 19 in Nigeria. The study used analytic method to examine how e-governance can help in combating Covid 19 in Nigeria and the extent at which Covid 19 pandemic has affected the economy of the nation. The study revealed that a lot of harm has been done to Nigerian economy as a result of Covid 19 pandemic. Anak (2020) investigated the implementation of e-governance in Indonesia. The source of qualitative data collection for the study was from published articles and conference proceedings. The results of the study revealed that with e-government, the Government has indirectly changed the system's functioning and enhanced internal management efficiency to improve the quality of public services.

Kurama (2021) investigated the effect of e-governance on the performance of civil servants in Jigawa State, Nigeria. The population of the study is 4273 respondents while the sample size is 366 respondents which were obtained using Yamane's formula, however, only 352 were retrieved as valid and used for analysis. Data were collected through the use of structured questionnaire which were administered to the civil servants in the selected ministries. The study used inferential tools for data analysis. The hypotheses were tested using ANOVA analysis. The finding of the study revealed that e-governance has enhanced the skills of the civil servants in the performance of their statutory responsibilities. It has also positively enhanced official communication among civil servants in Jigawa state as well as positively impacted the administration salary in the state. Ukwuoma, Elisha and Oye (2022) carried out a study on the role of e-governance in overcoming the consequences of the COVID-19 pandemic in Nigeria. The study adopted review approach in analyzing the subject. Results: Some of the challenges identified by the study include but are not limited to inadequate technical know-how and ICT skills to drive and sustain e-government. Recommendations from the study include, the Ministry of Communications Technology and Digital Economy to build a backbone that will connect all States of the country and the up skilling of the workforce through the Ministry of Labour and Employment amongst others.

METHODOLOGY

Research Design

Survey research design was employed for the study. This is because survey design is a fact finding technique. It focuses on people and their attitudes, beliefs and opinions. Survey design is used in this study to ascertain e-governance and service delivery in Anambra State civil service commission. According to Nworgu (2015), survey research design is the design in which a group of people or items is studied by collecting and analyzing data from only a few people or items considered to be representative of the entire group. Therefore, this form of research is appropriate in the study.

Area of Study

The study was carried out in Anambra State using the State Civil Service. The state was created on 27th august, 1991 from the old Anambra State. Anambra State is one of the five states in the south-east geo-political zones in Nigeria. Anambra state is bounded by Delta state in the west, Imo state to the south, Enugu state to the east and Kogi state to the North. The state occupies a landmass of 4,416 square kilometres and is located on the eastern plains of the River Niger. The people of Anambra state are predominantly Igbos with a small group of Igala speaking people in the Anambra west local government area.

Population of the Study

The population of this study constituted all the 6,955 civil servants in Anambra State (Anambra State Public Service Commission at Awka, Records Department). These comprises of the Management, Senior and junior staff.

Sample Size and Sampling Techniques

A sample is the subset of the population. This involves the selection of some respondents that represented the total population. Krejcie and Morgan's sample size determination table was adopted in determining the sample size. This is derived mathematically as shown below.

$$\text{Which is, } s = \frac{X^2NP(1-P)}{d^2(N-1) + X^2P(1-P)}$$

Where s = required sample size

X^2 = the table value of chi-square for 1 degree of freedom at the desired confidence level (3.841)

N = the population size

P= the population proportion (assumed to be .50 since this would provide the maximum sample size)

d = the degree of accuracy expressed as a proportion (.05)

The sample size of 6,955 respondents in Krejcie and Morgan's sample size determination table is 361. The probability sampling method was adopted in this study for the staff category of respondents. Specifically, the simple random sampling technique without replacement was used to select five Ministries namely Ministry of Works and Infrastructure, Ministry of Health, Ministry of Education, Ministry of Power and Water Resources and Ministry of Agriculture for the study. The simple random sampling is a basic sampling design, which allows equal representation and selection of samples. The selection of the sample was done in such a way to include all categories of workers (senior staff and junior staff) and it cuts across gender.

Sources of Data

The instrument used for data collection was questionnaire. The instrument was developed from review of related literature and information gathered from consultation of experts. The instrument has two sections A and B. Section A of the instrument was designed to collect information on the personal data of respondents.

Section B has Clusters I and II. Cluster I contained 10 items on extent to which Anambra State Civil Service apply e-governance in service delivery and Cluster II on extent that the application of e-governance affected service delivery in Anambra State Civil Service. . Section B of the instrument therefore contains a total of 20 items, all structured on a four-point rating scale of Strongly Agree (SA), Agree (A), Undecided (U), Disagree (D) and Strongly Disagree weighted at 5, 4, 3, 2 and 1 respectively.

Validity of Test Instrument

The researcher developed questionnaire that was clear and devoid of embarrassing questions. (Prof. D.C.J. Chukwurah) made amendment and correction in the instrument. The face and content validity of the questionnaire instrument was done by lecturers in the Faculty of Social Sciences. The researcher presented the title, purpose of the study and research questions with a copy of the instruments to the lecturers and requested them to examine and scrutinize the items in terms of relevance, suitability, clarity of instruction and content coverage. The experts made some suggestions and recommendations. The suggestions were applied in producing the final instrument.

Reliability of Test Instrument

In testing reliability of the instrument, the researcher employed test-re-test method. According to Ajayi (2013), test-re-test method involves administering instrument twice with a time interval of some days, weeks or months and then the scores obtained on the two occasions are then correlated.

Test-retest approach was used in establishing the reliability of the instrument; twenty copies of the questionnaire were first administered to twenty respondents in Enugu State Civil Service Commission. The researcher then gave each individual element number from one ten to enable her to identify them. After two weeks interval, the twenty copies were reshuffled and were administered to the same group of respondents.

The researcher then compared the first scored questionnaire collected with the first scored questionnaire of each of the sampled respondent's one after the other. This comparison was repeated until the entire ten paired instrument were exhausted. Their responses on the two occasions were collected and subjected to reliability test using Pearson Product Moment Coefficient. The overall coefficient value obtained for the instrument was 0.78. On the

completion, the researcher discovered that the responses for the two set of questionnaire given out were consistent or near consistent. The researcher therefore claimed that the instrument is reliable.

Method of Data Collection

A total number of three hundred and sixty one copies of questionnaires were administered to the respondents. Direct approach was employed in collecting the data, but respondents who could not respond on the spot was revisited by the researcher or assistants on agreed date to retrieve their completed copies. At the end of the exercise, dully completed and retrieved copies of the instrument were used for data analysis.

Method of Data Analysis

Data collected were presented in graphical and table forms. The response in the table was converted to frequencies and percentages. Interpretations were based on the questions in the questionnaire which was used to answer research question and test the hypotheses.

The statistical tool of mean and standard deviation of data analysis were used to analyze responses from the questionnaire based on the research questions while t-test was used to test the hypotheses,

For decision on research questions, mean item rating that fell below 3.00 was taken as disagreement and any mean rating of 3.00 or above was taken to indicate agreement. The cut off mean score of 2.50 was obtained from the four points rating scale and presented below as follows

$$\frac{5+4+3+2+1}{5} = \frac{15}{5} = 3.00$$

$$\frac{5}{5}$$

The t-test statistic was used in testing the null hypotheses. For decision on the hypotheses, if p-value is equal to or less than level of significant value of 0.05, the null hypothesis was rejected, but if p-value is greater than level of significant value of 0.05, the null hypotheses was not rejected. The SPSS package version 23 was used in data analysis.

Results

Section A: Demographic Profile of the Respondents

Table 1: Distribution of Respondents based on Gender

<i>Gender</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Male</i>	221	62
<i>Female</i>	133	38
<i>Total</i>	354	100

Source: Field Survey, 2022

Table 1 shows that the majority 62% of the respondents are male, while 38% of the respondents are female.

Table 2: Distribution of Respondents based on Age

<i>Age</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>20-40</i>	237	67
<i>41 and above</i>	117	33
<i>Total</i>	354	100

Source: Field Survey, 2022

Table 2 indicated that the majority 67% of the respondents was between 20-40 years and 33% of the respondents were between 41 years and above.

Table 3: Distribution of Respondents based on Academic Qualification

<i>Academic Qualification</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>SSCE</i>	34	10
<i>ND/NCE</i>	81	23
<i>HND/B.Sc.</i>	207	58
<i>M.Sc. and others</i>	32	9
<i>Total</i>	354	100

Source: Field Survey, 2022

Table 3 indicated that 10% of the respondents were SSCE holders, 23% of the respondents were ND/NCE holders, 58% which is majority of the respondents are HND/B.Sc holders and 9% of the respondents are M.Sc and others holders.

Table 4: Distribution of Respondents based on Length of Service

<i>Length of Service</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>0-5 years</i>	<i>145</i>	<i>41</i>
<i>5 years and above</i>	<i>209</i>	<i>59</i>
<i>Total</i>	<i>354</i>	<i>100</i>

Source: Field Survey, 2022

The result on Table 4 show 41% of the respondents had between 0-5 years length of service, while 59% which is the majority of the respondents had 5 years and above length of service.

Table 5: Distribution of Respondents based on Cadre

<i>Cadre</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Management Staff</i>	<i>77</i>	<i>22</i>
<i>Senior Staff</i>	<i>113</i>	<i>32</i>
<i>Junior Staff</i>	<i>164</i>	<i>46</i>
<i>Total</i>	<i>354</i>	<i>100</i>

Source: Field Survey, 2022

The result presented on Table 5 reveals that majority 46% of the respondents are junior staff, 32% of the respondents were senior staff, while 22% of the respondents are management staff.

Section B: Descriptive Statistics Results

Research Question One: To what extent has Anambra State Civil Service applied e-governance in public service delivery?

Table 6: Extent to which Anambra State Civil Service applied E-governance in service delivery

S/ N	ITEMS	N	SA	A	N	D	SD	\bar{x}	SD	Decision
1	E-governance is used to exchange information between management and the staff personnel	354	97	118	54	47	38	3.53	1.31	Accepted
2	E-governance is applied to smooth interactions between the management of civil service and members of the public	354	114	87	41	46	66	3.39	1.51	Accepted
3	The management of the public sector automate their business transaction through e-governance	354	109	91	80	40	34	3.62	1.29	Accepted
4	Multiple governmental departments are linked for exchange of information for effective service delivery through e-governance	354	52	47	71	98	86	2.66	1.36	Rejected
5	E-governance is applied to foster interactions with the private sector to procure goods and services	354	78	82	101	46	47	3.28	1.30	Accepted
6	The management of the ministry improve the effectiveness of electronic payment system through the application of e-governance	354	90	77	73	61	53	3.25	1.40	Accepted
7	Management of public organization use e-governance through electronic device to cater for the needs of businesses	354	60	52	48	119	75	3.73	1.39	Accepted
8	Registration of private enterprises is done through e-governance	354	94	80	110	46	24	3.49	1.20	Accepted
9	E-governance is applied to keep accurate records of daily transactions	354	54	39	80	92	89	2.65	1.37	Rejected
10	E-governance is applied for collection of taxes from the members of the public	354	111	83	61	60	39	3.47	1.37	Accepted
Grand Mean								3.31	1.37	Accepted

Source: Field Survey 2022

From Table 6, it was observed that all the variables construct that examine the extent to which Anambra State Civil Service apply e-governance in service delivery met the theoretical mean threshold of 3.00 except items 4 and 9. Thus, the descriptive statistics with grand mean of 3.31 and standard deviation of 1.37 suggests Anambra State Civil Service apply e-governance in service delivery to a high extent.

Research Question Two: To what extent has Anambra State Civil Service apply e-governance in public service delivery?

Table 7: Extent to which Anambra State Civil Service apply E-governance has affected service delivery

Source: Field Survey 2022

S/N	ITEMS								\bar{x}	SD	Decision
		N	SA	A	N	D	SD				
11	E-governance promotes quick delivery of services	354	113	85	78	40	38	3.55	1.33	Accepted	
12	Minimal costs are incurred in the delivery of services through e-governance	354	108	92	80	39	35	3.56	1.29	Accepted	
13	The service delivery through the use of e-governance consume less human efforts	354	94	70	105	51	34	3.39	1.28	Accepted	
14	The application of e-governance foster accuracy in service delivery	354	42	50	64	111	87	2.57	1.32	Rejected	
15	Transparent in service delivery is enhanced through the use of e-governance	354	98	104	81	51	20	3.59	1.19	Accepted	
16	The application of e-governance has reduce the time spent in performance of task to improve service delivery	354	108	113	70	34	29	3.67	1.23	Accepted	
17	The ministry attain greater efficiency in service delivery through the use of e-governance	354	120	110	61	55	8	3.79	1.14	Accepted	
18	The application of e-governance has strengthen the confidence of the populaces in the services of the ministry	354	41	57	46	89	121	2.46	1.40	Rejected	
19	The application of e-governance encourage the exchange of automated data to promote effective service delivery	354	118	101	72	33	30	3.69	1.26	Accepted	
20	The use e-governance has raise the living standards of the populace	354	58	41	45	81	129	2.29	1.48	Rejected	
Grand Mean								3.26	1.29	Accepted	

As shown in Table 7, all the items with exception of items 14, 18 and 20 met the theoretical mean threshold of 3.0 which is the established mean cut-off. The grand mean of 3.26 met the theoretical mean threshold of 3.0 which is the established mean cut-off and standard deviation of 1.29 reveals that the application of e-governance to high extent has positively affected service delivery in Anambra State Civil Service.

Hypothesis 1: The Anambra State Civil Service has not sufficiently applied e-governance in delivery of public service.

Table 8: The t-test of Summary of Insignificant Application of E-governance in Service delivery

Variables	N	\bar{x}	SD	P.value	Df	∞	Remark
Insufficient Application of e-governance in service delivery	107	2.34	1.23	0.02	352	0.05	Significant
Sufficient Application of e-governance in service delivery	247	3.51	1.05				

Source: Field Survey, 2022

Data presented on Table 8 revealed that the p -value of 0.02 is less than the stipulated 0.05 level of significance, the null hypothesis was rejected. Thus, the Anambra State Civil Service has sufficiently applied e-governance in delivery of public service.

Hypothesis 2: The application of e-governance has not significantly affected service delivery in Anambra State Civil Service.

Table 9: The t-test of Summary of no significant effect of Application of E-governance on Service delivery

Variables	N	\bar{x}	SD	P.value	Df	∞	Remark
E-governance has no significantly affected service delivery	150	2.43	1.22	0.04	352	0.05	Significant
E-governance has significantly affected service delivery	204	3.65	1.11				

Source: Field Survey, 2022

As shown in Table 9, the p -value of 0.04 is less than the stipulated 0.05 level of significance, the null hypothesis was rejected. Thus, the application of e-governance in service delivery by the Anambra State Civil Service is significant

Discussion of Findings

The finding of the study indicated on Table 6 shows that Anambra State Civil Service applies e-governance in service delivery to high extent. This affirmed the finding of Obi, Uzor and Chukwurah (2020) who reported that there is tremendous improvement in the level of e-governance application in the Nigeria Civil Service. This also agreed with the finding of Hanumanthappa (2015) who reported that e-governance is applied in public sector service delivery. Anambra State Civil Service apply e-governance to exchange information between management and the staff personnel, promote interactions between the management of the ministry and members of the public, automate their business transaction, links all the governmental ministries and foster interactions with the private sector to procure goods and services among others. The Anambra State Civil Service also applies e-governance by creating web sites to interact with the populace for effective public service delivery. The corresponding hypothesis revealed that the Anambra State Civil Service has sufficiently applied e-governance in delivery of public service. The Anambra State Civil Service provides information and delivers services to members of the public through electronic means.

The result of the study presented on Table 7 indicates that the application of e-governance by Anambra State Civil Service has positively affected public service delivery. This is in agreement with the finding of Adegoye, Oladejo and Yinus (2015) who reported that e-governance has positively improved service delivery in the public sector. The application of e-governance in Anambra State Civil Service paves the way for smooth, speedy, transparent and effective public services to members of the public. It saves significant costs in the process of rendering public services. The members of the public access information on available services and make choices through e-governance platform. The corresponding hypothesis revealed that the application of e-governance has significantly affected service delivery in Anambra State Civil Service. This is also inline with the finding of Adegoye Oladejo and Yinus (2015) which shows that there is significant impact of e-governance service delivery of sampled ministries in Nigeria. Through the application of e-governance by Anambra State Civil Service, public services are rendered with speed and dispatch, and thereby contribute to efficient and success in their services. .

Conclusion

Based on the findings, it is concluded that the application of e-governance by Anambra State Civil Service has improved public service delivery. The application of e-governance has increased the interaction between the Government and the citizens to collectively decide on variety of services to render the population. The citizens as results of e-governance provide information on the needs which the Anambra State Civil Service considers in rendering public services. Thus, e-governance promotes accountability and better delivery of public service.

Recommendations

Based on the findings, it was recommended among others that:

1. Anambra State Civil Service should constitute ICT Committee to regulate and oversee the full implementation of e-governance.
2. Government should create awareness and sensitize the Anambra State Civil Service and members of the public about the benefit derived from e-governance in interaction for service delivery.

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