Available online at https://asric.africa/social-sciences
ASRIC Journal on Social Sciences and Humanities Vol 4(1) (2023) 20-29

# Implementation of E-Government in Nigerian Pu]blic Sector: Problems and Prospects

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**Abstract**
*The quest for a better administrative idea have been the major concern of countries in the world in a bid to foster efficiency and effectiveness in the public service. E-government has become a vital component of public sector reform mostly to the developing countries because of its instrumentality in transforming public sector by enhancing citizen's participation, monitoring and evaluation, government accountability and transparency, efficiency and effective service delivery. Nigeria is not left out in seizing the opportunity of adopting e-government into it public service. In the light of this, the Nigerian government established the National Information Technology Development Agency (NITDA) in 2003 to serve as the driving agency for implementation. Therefore, this paper examines the Implementation of e-government in Nigerian Public sector. It is a conceptual paper that relies primarily on existing literature. The paper makes a clear distinction between e-government and e-governance as it further identifies those product of e-government. The paper concludes that e-government is more than just a government on the website meant to links ministries, departments, parastatals and local governments but the strategies to enable government effectuates representation and regulation; public service delivery or information dissemination as well engage and partner with each other and other stakeholders. The paper recommends that there is need for value reorientation and attitudinal change and there should be first of all value reorientation and change of attitudes of our public servants towards computer system.*

**Keywords**: *E-government, E-governance, Implementation, Information and Communication Technology, Public Sector*

## 1.0 Introduction

World over, the quest for a better administrative idea have been the major concern of governments. This is in a bid to foster efficiency and effectiveness in public service. At a point, the bureaucratic model was employed as veritable tool to initiate and implement public policies and programmes aimed at meeting the needs of the populace. This was met with abysmal failure due to it slow and non-responsiveness to the dynamic needs of the masses. In addition to corruption and increased cost in delivery of services (Abah & Nwokwu, 2019). Consequently, the idea of using information technology to facilitate government operations were mustered which led to the paradigm shift from traditional governance to e-governance. E-government or e-governance connote the use of Information and Communication Technologies (ICTs) to enhance information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective (Hassan & Siyanbola, 2010).

Over the years, e-government has become a vital component of public sector reform mostly to the developing countries. E-government has been instrumental in transforming countries' public sector by enhancing citizen's participation, monitoring and evaluation, government accountability and transparency,

efficiency and effective service delivery and the transfer of information from one sector to another (Nchuchuwe & Ojo, 2016: Abah & Nwokwu, 2019). In addition to providing the capacity to reform the way public administrations operate, which can result in more customer focused and responsive government (Sani, 2018).

ICT have long been embraced by both Advanced and some developing countries. Countries such as South Africa, Malaysia, South Korea and India (Lawan, Ajadi, Kayode & Yaru, 2020) have applied it in their Public Administration. This is most critical by virtue of the increasing responsibility of the public service delivery and the concomitant possession of the infrastructure, capacities, competencies and skills necessary to drive e-governance. Consequently, the global drive in the adoption of e-governance was more or less an unstoppable movement which found its way into Nigeria. Accordingly, Nigeria did not hesitate in seizing the opportunity of adopting ICT in its governance and administrative processes due to its desire to improve service delivery as well as be more responsive and responsible to the changing needs of the citizen.

Thus, the public sector, undergone massive process of reforms in the last two decades (Bureau of Public Service Reforms, 2007). Starting in early 2000s with the ICT revolution. The Federal Executive Council (FEC) approved a National Information Technology Policy in March, 2001 and began the establishment of National Information and Telecommunication Agency (NITDA) in 2003 to serve as the driving agency for the implementation (Abdulkareem, Ishola & Abdulkareem, 2021). Since then, some government services can now be assessed online such as the application for e-passport, processing of driver's license, registration of National Examinations such as Joint Admission and Matriculations Board examinations, filing of tax returns, registration for National Identity Cards among others (Lawan, Ajadi, Kayode & Yaru, 2020).

Other strategies for the actualization of e-governance are linking the citizens with the numerous services provided by the government whether Federal, State or Local via web. Moreover, features such as tourism, drug administration, company registration, immigration, tax, investment, driver's license, education, health, housing projects, corruption reporting, national identity management are embedded in government portal. (Abdulkareem et al., 2021). Many other reforms meant to reduce corruption through e-governance within the public sector were put in place, such as Treasury Single Account (TSA), Biometric Time and Attendance, Integrated Payroll and Personnel Information System (IPPIS), Prepaid Meter. Other initiatives include e-passport, online registration of Joint Admission Matriculation Board (JAMB) by candidates, introduction of computer based examination as well as implanting if CCTV to monitor and reduce exam malpractice, the use of card reader during election, e-reporting of human rights abuse, monthly publishing of local and state governments allocation by the ministry of finance (Ojo, 2019).

**2.0 Conceptual Clarifications**

E-governance entails the simplification of governmental functions using Information Communication Technology (ICT) like the Internet, World Wide Web, computer and other mobile computing devises. According to Duru and Anigbata (2015), e-governance refers to the use of ICTs as apparatuses for achieving better governance. This implies the use of modern communication technology by government as a political strategy to showcase its activities. In essence, it covers all interactions between the government and the governed by way of e-voting, e-democracy and e-representation. The definition by Coleman (2008) has better captured the essential constituents of e-governance in his assertion that e-governance involves digitized coding, processing, storage and distribution of data relating to three key aspects of governing societies mainly the representation of the citizens and regulation of citizens behaviour; the delivery of public services to the citizens; and the generation as well as circulation of official information between and among the citizens. In essence, Coleman identifies three governmental activities which e-governance facilitate that is, representation and regulation; Public Service delivery; as well as information disseminations. Sheridan and Riley (2006) as cited in Palvia and Sharma (2014) have buttressed further that e-governance is a broad concept that deals with wide spectrum of relationship within government using ICT to foster it. Therefore, e-governance can simply be referred to as the use of ICT within the government to foster good governance.

On the other hand, E-government involve the use of ICT by the government in accessing information that will enable them relate with citizens, businesses, and other organs of government. In other word, e-government portrays the use of internet, mobile computing and wide area networks by the government agencies to transform relationships with businesses, citizens and other government entities. Government can engage others through retailers, e-portals, banks, government, and private sectors. This is in line with Almarabeh and AbuAli (2010) in their reference to E-government as government uses of ICTs to offer for citizens and businesses the opportunity to interact and conduct business with government by using different electronic media such as telephone touch pad, fax, smart cards, self-service kiosks, e-mail / Internet, and Electronic Data Interchange. The definition shows that government interact with external bodies to conduct business or to interact with the citizen as well as other governmental entities. This position is perfectly captured in the definition provided by Abdulkareem, (2015) where he conceived e-government as government interacting electronically with individuals and organizations in four forms as follows; Government to Government (G2G), Government to Business (G2B), Government to Citizens (G2C) and Government to Employee (G2E).

The two concepts must not be confused, Umaru (2014) has skillfully put while e-governance focuses on administration and management within an organization be it public or private, large or small. E-government on the other hand focuses on constituencies and stakeholders outside the organization.

**3.0 Implementation of E-government in Nigerian Public Sector**

Scholars have predicted that Nigeria has a lot to gain from its potential since the implementation of e-government; however, the implementation has not reached optimum capacity to generate that multiplier effect in public sector reform (Nchuchuwe & David, 2016). The goal of implementing e-government was to provide a solution to the problem of excessive public service bureaucracy by providing a channel for the government to increase productivity, efficiency, and transparency in the delivery of public services.

The Nigerian government launched e-government in the early 2000s with the goal of freeing public services from excessive administrative bottlenecks, improving service delivery, creating a culture of accountability and effectiveness, and combating the corruption threat. The Obasanjo administration demonstrated its willingness to pursue e-government implementation by enacting the Nigerian National Information Technology (NNIT) policy (1999 – 2007). The National Information Technology Policy was launched in 2001, and the implementation of this policy began in 2003, with the establishment of the National Information Technology Development Agency (NITDA) as the driving agency for implementation. The agency was supposed to champion IT development in Nigeria and oversee the implementation of the national IT policy (Omeire and Omeire, 2014). Even though e-governance implementation varies by level and agency, an attempt was made to provide a Unified National Framework of Information and Communication Technology Adoption in Governance (David, Onyepuemu, & Qazeem, 2022).

NITDA, the primary agency in charge of overseeing nationwide e-governance implementation in Nigeria, outlined the specific goals that the e-governance national policy aimed to achieve: Creating a technologically-driven, conducive business environment for local and foreign investors; Responding promptly and without delays to citizens' needs in the course of service delivery; Strengthening good governance by involving the public in decision-making; Improving the overall value of life for the citizenry; Ensuring consistency in job creation, wealth generation, and poverty eradication; Increasing MDA productivity and efficiency; (NITDA, 2007, in David, Onyepuemu, & Qazeem, 2022).

Although e-government has grown slowly but steadily in Nigeria, the emergence of the General System for Mobile Communication (GSM) network in 2001 contributed to the country's economic growth. According to the Nigerian Communication Commission (NCC), the country's teledensity is increasing at an alarming rate (Ojebode et al., 2017). In 2017, it was estimated to be greater than 110%. However, the consequences of these performances have not reached the citizens who are in desperate need of a private sector replica of a seamless citizen-centric type of service delivery. In 2015, nearly four out of every five households had a mobile phone, including 90% of urban homes and 71% of rural homes.

In addition, the government established the National E-Government Strategies Limited to assist with the implementation of a national e-governance strategy (NeGST). According to Adeyemo (2011), the NeGST was a three-way private-public partnership (PPP) arrangement in which the government held a 5% stake and the private sector held 15% and 80% in the form of a consortium of banks and a strategic partner. The NeGST PPP arrangement was charged with developing "a practical strategy and a single architecture to guide the evolution of digital government solutions with consistent standards, operating platforms, and applications across agencies and government systems" (Adeyemo, 2011). The idea behind the PPP-driven approach to e-governance in the form of NeGST, according to Abdulkareem and Ishola (2016), was to use the private sector as "the driving force for infrastructural development and investment creation" in enhancing e-governance implementation in Nigeria.

E-governance implementation in Nigeria was boosted further in 2011 when the Jonathan administration established a new Ministry of Communications Technology at the Federal level, tasked with "coordinating ICT development and driving the nation's e-government agenda" (Omeire and Omerie, 2012). The ministerial committee on ICT policy harmonisation presented a National ICT draft policy to the Nigerian National Assembly the following year, in 2012, which included several policy recommendations and reports.

Without a doubt, concerted and deliberate efforts were made to ensure the long-term implementation of e-governance in Nigeria. The opportunities and benefits of e-governance are too obvious for any modern nation to overlook. This notion became more apparent with the outbreak of the COVID-19 pandemic, which caught the entire world off guard and ultimately forced mankind to limit physical gatherings and interactions for nearly the entire year of 2020 in order to slow the virus's spread. Thus, there has never been a better time for the world in general, and Nigeria in particular, to maximize the use of e-governance to combat the spread and control of the COVID-19 pandemic (David, Onyepuemu, & Qazeem, 2022).

Nigeria received a score of 0.3291 on the United Nations Development Economic and Social Affairs (UNDESA) E-government Development Index. It was ranked in the lower middle class, alongside Kenya, Iran, the Maldives, and Indonesia (United Nations, 2016). Despite the deployment of e-government in the early 2000s, the country remains plagued by corruption and inefficiency in service delivery. Transparency International's 2013 Global Corruption Perception Index (CPI) ranked Nigeria as the 36th most corrupt country in the world, with a CPI of 25%. Similarly, she recorded 26% and 28% in 2015 and 2017, respectively. Many people have wondered what went wrong. Could it be our e-governance model or the human factor?

## 4.0 Problems of E-government in developing countries

Alshehri et al., (2012) and Alshehri and Drew, (2010) classified E-government challenges in developing countries such as Nigeria into four categories: Technical impediments that include ICT infrastructure, privacy, and security. Top management support, resistance to change to electronic methods, a lack of partners and collaboration, a lack of qualified personnel and training, and policy and regulatory issues are all examples of organizational barriers. Social impediments such as the digital divide and culture. Economic or financial barriers, such as high costs and a lack of funds

### 4.1 Technical Barriers:

### 4.1.2 ICT infrastructure

A robust and efficient technological infrastructure is necessary for a successful e-government system and service delivery. The supporting information is made up of hardware and networks such as local area networks (LAN), wide area networks (WAN), and some other technical aspects such as databases and operating systems. However, because most developing countries face these challenges, deployment of appropriate ICT infrastructure is lacking, resulting in large disparities in Internet access and, as a result, impeding the effective adoption of e-government (Alkhwaldi, 2018).

### 4.1.3 Privacy

privacy refers to the assurance of a suitable degree of protection which disclosures attributed to an individual (Alshehri et al., 2012), it necessitates both policy and technical responses when addressing the privacy issue in an e-government context. Citizens, particularly those in developing countries, are concerned about information sharing, website tracking, the mishandling of private information, and the government's ability to monitor and intrude on their privacy (Weerakkody et al., 2011). As a result, governments must address privacy concerns in e-networks effectively in order to increase citizens' trust in e-government services (Lean et al., 2009). Furthermore, governments are required to protect citizens' privacy rights, as well as to process and collect personal data for legitimate purposes only (Sharma & Gupta, 2003); as a result, they must prioritize privacy and confidentiality issues when developing and maintaining websites in order to ensure the secure collection of data (Almarabeh & AbuAli, 2010). Because it is difficult to implement privacy safeguards after an e-system has been built, privacy considerations must be incorporated into the planning and design of e-government systems. The comprehensive privacy policy should define citizens' privacy rights and require that personal data be collected and used only for legitimate purposes (Shareef et al., 2011).

### 4.1.4 Security

There is agreement that one of the critical factors for the global implementation of e-government systems is security for both citizens and governments (Almarabeh & AbuAli, 2010). Security is defined as "the protection of information and systems from unintentional or intentional disclosure, unauthorized access, or unauthorized modifications or destruction" (Layton, 2007). As a result, it refers to the protection of assets, information systems, and the control of access to information (Lean et al. 2009), and security can have technical or non-technical issues, with non-technical issues having more influence in developing countries. Security policies and standards that meet citizen expectations are critical in addressing concerns about the trust relationship between citizens and government (Colesca, 2009).

However, information security is an expensive part of e-government, and it includes data protection, as well as personnel training and oversight, the integration of software and hardware, service continuity, which is critical to the availability and delivery of services, and the establishment of citizens' confidence and trust.

Many elements of security are covered, including computer security, document security, network security, and personal data confidentiality (Smith & Jamieson, 2006), as well as e-infrastructure protection and maintenance in the form of firewalls and limits on who has access to the data. Furthermore, security technology usage includes digital encryption, signatures, bank account numbers, credit card numbers, passwords, user IDs, and other electronically transmitted and stored data over the internet; these can aid in the achievement of security goals in e-government applications (Weerakkody et al., 2011). Furthermore, security systems include ongoing protection against the growing threat of viruses and worms.

### 4.1.5 Availability

The term "availability" refers to "the number of e-services that are available to citizens 24 hours a day, seven days a week" (Almarabeh & AbuAli, 2010). It also increases citizens' satisfaction with the e-government system due to its impact on service quality (Rehman & Esichaikul, 2011). As a result, the availability of services is critical to the success of e-government. As a result, governments must focus on improving the available e-government services and increasing the number of these services.

### 4.1.6 Accessibility

The term "accessibility" refers to "how citizens obtain online government services and information via various e-channels." Because the presence of e-channels allows all types of citizens to access e-government services regardless of residence, religion, or disability, service accessibility can be proposed as an important predictor of the establishment of "citizen-centric" e-government services (Alomari et al., 2012). Because availability and accessibility are critical success factors in e-government, government agencies should ensure the availability and accessibility of their web services to all stakeholders from various locations (Alkhwaldi et al., 2018).

### 4.2 Organizational Barriers

Leader and top management support, resistance to change, a lack of partnership and collaboration, a lack of qualified personnel and training, and policy and regulatory issues are all examples of organizational challenges.

#### 4.2.1 Leader and Top Management Support

Top management support is critical in adopting any new innovation, and it is especially important in adopting and implementing e-government (Al-Khafaji et al., 2012), as it refers to "top management's commitment to provide a positive environment that encourages participation in e-government applications" (Hussein et al., 2007). As a result, the successful implementation of e-government requires the highest level of government support.

Similarly, leadership is one of the primary motivators in any new and innovative project or initiative, and it is required for e-government implementation. As a result, leadership involvement and clear lines of accountability for improving management are critical in gathering the necessary resources for improving management, overcoming natural resistance to organizational change, and establishing and maintaining organizational-wide commitment to new methods of conducting e-government systems (Almarabeh & AbuAli, 2010). It has been observed in developing countries that e-government development is driven by political leadership and an integrated vision of IT.

As a result, the government must train potential government managers, administrators, and leaders in the planning and management of ICTs across all public sectors, with a focus on effective delivery, access opportunity, and economic development of public information and services (Olasina, 2014).

#### 4.2.2 Resistance to change to electronic ways

E-government is the conversion of manual work methods to electronic methods, resulting in a new advanced environment that is completely different from what has been used in traditional government departments (Alshehri & Drew, 2010). These changes cause many employees to see the e-government revolution as a threat to their future rather than an opportunity; in other words, "they are afraid of losing their jobs," so these employees tend to resist these changes, posing a barrier to public office modernization and change initiatives. This resistance to change was caused by the transition from a known organizational structure to a new one, as well as unqualified employees for using and utilizing information technologies (Al-Khafaji et al., 2012), as well as factors such as income, education, and age. As a result, one of the organizational challenges of implementing e-government is resistance to change. It is clear that the e-government system faces not only internal employee resistance, but also citizen resistance, which can result in negative outcomes for e-government participation (Alzahrani & Goodwin, 2012). This resistance to change, whether internal or external, poses a risk because it has the potential to bring e-government systems to a halt. As a result, e-government leaders must identify the sources of resistance and devise a strategy to address them, such as retraining employees and developing their skills to deal with the implemented information system (Alshehri & Drew, 2010). As for citizen resistance, governments must improve their social life and establish a knowledge-based society in order to change their citizens' IT-culture (Alkhwaldi, 2018).

#### 4.2.3 Lack of partnership and collaboration

Collaboration and coordination with both public and private organizations are essential for the successful implementation of e-government (Altameem et al., 2006). The government should motivate all sectors to engage in the implementation and development of e-government. As an example, "the ICT private sector is able to support the government with technical skills and infrastructure; meanwhile, universities will provide the required staff, learning, and training courses for government staff and citizens, and other government departments and agencies can contribute in data and information flow and knowledge sharing for problem-solving" (Alshehri, et al., 2012).As a result, one of the primary causes of e-government failures is a lack of collaboration and cooperation between organizations and e-government (Almarabeh & AbuAli, 2010).

Collaboration and cooperation are difficult to achieve because citizens distrust their governments, especially those with a history of political instability, widespread corruption, or dictatorship. As a result, the government must make efforts to increase citizens' trust in their government in order to ensure public and stakeholder participation in e-government. In addition, the government must act as a facilitator and encourage the private sector to participate in the development and implementation of e-government (Alshehri et al., 2012).

#### 4.2.4 Lack of qualified personnel and training

Technical skills for designing, implementing, installing, and maintaining ICT infrastructure, as well as skills for using and managing online functions, processes, and customers, are required for a successful e-government implementation (Alshehri et al., 2012).

Lack of ICT skills is a particular issue in developing countries due to a constant shortage of qualified personnel and inadequate human resource training (Mahmood et al., 2019). As a result, it is regarded as one of the most significant challenges to e-government initiatives. As a result, governments must invest in human capital by implementing knowledge management initiatives such as seminars, staff training, and workshops to create and develop basic e-government skills (Abdulkareem, 2015). To improve e-government projects and reap the full economic benefits of ICT, governments must prioritize training, education, and learning skills (Gyamfi et al., 2019)

#### 4.2.5 Policy and regulation issues

To address electronic activities such as electronic archiving, information transmission, electronic signatures, data protection, copyright issues, intellectual property rights, and computer crime, the implementation of e-government functions and principles necessitates a slew of new laws, policies, rules, and government changes (Almarabeh & AbuAli, 2010). Dealing with e-government necessitates the execution of a digital agreement or contract that must be recognized and protected by a formalized law that is designed to safeguard these activities (Alshehri et al., 2012).

Furthermore, many countries do not yet have e-government and e-business laws (Dawes, 2008), so during e-government implementation, policymakers must consider the impact of law and public policy (Mahmood et al., 2019), as well as establish safeguards and legal reforms to ensure the security, privacy, and legal recognition of electronic signatures and electronic interactions (Alshehri et al., 2012).

### 4.3 Social Barriers

The social implications of new IT as well as the usability by a wide range of people are central to the implementation of e-government. Many challenges exist in the social aspect, such as culture and the digital divide (Alshehri et al., 2012).

#### 4.3.1 Digital Divide

The ability to use computers and the internet is required for successful e-government implementation, so a lack of these skills is a barrier to e-government (Mahmood et al., 2019). The digital divide is defined as "the disparity in opportunity between those who have Internet access and those who do not" (Alshehri et al., 2012). Low literacy, a lack of infrastructure, slow adoption of technology, high corruption, massive poverty, and access to modern technology such as the internet, mobile phones, and computers all contribute to it in developing countries (Ajibade et al., 2017 and Sarker, et al., 2019).

Because of a lack of necessary skills, financial resources, or other factors, not all citizens in developing countries have equal access to the internet. As a result, governments should train their citizens and employees in computer basics and internet skills so that they can participate in e-government development applications (Alshehri, et al., 2012). Furthermore, by making internet services available, the gap between those who have access to the internet and data services and those who do not can be bridged (Ajibade et al., 2017). According to a survey conducted by the United Nations (United Nations, 2018), the growing digital divide necessitates an increase in the cost of technical barriers to e-government.

### 4.3.2 Culture

One of the most significant barriers to e-government implementation is the cultural implications of new technologies (Ajibade et al., 2017). Society, religion, beliefs, language, values, education, characteristics, and behaviors are all examples of cultural principles (Alshehri et al., 2012). As a result, culture influences how policymakers and citizens use new technologies and online systems (Choudrie et al., 2010). Individual culture influences resistance to change and slow adoption of new technologies (Mahmood et al., 2019), which has hampered acceptance and adoption of e-government systems. As a result, changing society's major culture is required for successful e-government.

### 4. 4 Financial Barriers

Because of the high cost of computer system implementation and maintenance, e-government implementation is very expensive, putting many countries in a funding e-government program quandary. The high cost of system software, hardware and maintenance, training, and education are all part of the e-government implementation cost, so money is the most significant barrier to e-government implementation (Alshehri et al., 2012). According to (Brown & Thompson, 2011), the main barrier to e-government in developing countries is a lack of financial support for capital investment in new ICT systems. To overcome financial barriers, public administrations must commit to long-term financial support for e-government.

### 4.5 Human challenges

In their efforts to develop e-government programs, most developing countries face the challenge of insufficient ICT human resources (Olasina, 2014). Furthermore, many e-government projects have failed in most African countries due to incompatibility between adopted technologies and human skills and capacities to manage them (Asogwa, 2013; Eze et al., 2013). According to Alkhwaldi et al. (2018), "Once people have the infrastructure to go online, they need the awareness, skills, and online content to motivate their access," indicating that a lack of awareness and ICT skills are obstacles to e-government initiatives.

### 4.5.1 Lack of awareness

In general, citizens in developing countries are unaware of the benefits of e-government services (Weerakkody et al., 2011). One of the barriers to successful e-government adoption is a lack of awareness (Rana et al., 2013). The term "awareness" refers to "the person's understanding of the activities of others, which yields a context for his own activities" (Alateyah et al., 2013).

The low rates of citizen participation in e-government projects, as well as their failure, are caused by a lack of awareness (Rehman & Esichaikul, 2011). As a result, governments should work to raise citizen awareness by launching appealing awareness campaigns to promote new e-government services and ensure the success of e-government implementation.

### 4.5.2 ICT Skills

The required ICT skills to use e-government systems by citizens are Information security literacy and ICT literacy. The lack of these skills, particularly in developing countries is a crucial challenge to e-government initiatives (Odat, 2012). ICT Literacy is defined as “the ability to use information technology tools, communications tools, ICT applications to access, use, integrate, assesses, and create information in order to participate in an Information technology society” (Katz et al., 2009), so it indicates people who are unable to use ICT due to the lack of computer knowledge and education (Almarabeh & AbuAli, 2010). While information security literacy means “the scarcity of basic knowledge about secure online practices”( Furnell & Moore, 2014). So, governments needed to provide security, essential computer, and internet skills to their citizens to improve their participation in e-government.

## 5.0 Prospects of E -government in the Nigerian Public Sector

Most governments have recently embarked on major projects utilizing modern technologies to improve and develop government activities. Adiele (2017) identified the following advantages of e-government (World Bank, 2016, Transparency International, 2016):

1. Aids in the dissemination and implementation of government programs

2. improves the flow of information from the government to citizens

3. Increases transparency and accountability, resulting in a significant reduction in corruption.

4. Increases efficiency by eliminating bureaucratic bottlenecks in government operations.

5. Contributes significantly to the security of citizens' lives and property.

6. Improves service delivery, particularly through interdepartmental information exchange and the consolidation of related agencies and ministries.

7. Lowers the transaction, manpower, time, and space costs associated with good governance.

8. Improves the government's ability to deliver services and increases citizen participation in governance.

9. Contributes to development, particularly in government operations, by introducing new e-governance concepts.

10. Reduces corruption by promoting transparency, making government data available to the public, automating government processes, limiting officials' discretion, and limiting citizens' interaction with gatekeepers to access key services.

**6.0 Theoretical Framework**

**Communication Theory**

This paper reviewed and adopted Communication theory as a theoretical guide. Karl Deutsch developed communication theory in 1963, and it was later expanded by other scholars such as Morton R. Davies, James Charles Worth, Vaughan A. Lewis, David H. Everson, and Joan Papard Paine. The science of communication as the primary source of system control is the foundation of communications theory. Cybernetics is analogous to information machines or tools such as computers and other ICT gadgets that regulate the flow of information in a system. Communication theory is relevant to this paper because it emerged in the quest to build the administrative structures for employee efficiency and effectiveness in the public sector, and the use of Information and Communication Technology is one of the structures that enhances service delivery in public service towards improving performance.

**7.0 Conclusion**

From the fore-going, it can be understood that E-governance is more than just a government on the website meant to links ministries, departments, parastatals, and regional/local governments but the strategies to enable government effectuates representation and regulation; public Service delivery; or information disseminations as well engage and partner with each other and other stakeholders. The paper situated the Nigeria e-government status at the Internet Stage because of the enormous efforts of government in this area.

**8.0 Recommendations**

From the foregoing, the following recommendations are essential

a. There is need for Value Reorientation and Attitudinal Change. There should be first of all value reorientation and change of attitudes of our public servants towards computer system. This is the first and fundamental step to take.

b. There is an urgent need to develop the rural areas and provide infrastructure like steady power supply for e-government to be functional. This will help to make people have more access to internet.

c. There is need to ensure that the ministries departments and agencies of Nigeria in both federal or central, state and local government levels maintain functional websites that will accommodate or give the citizens easy access to make their inputs and give feedback concerning the services rendered to them.

d. Government must be careful in applying uniform e-governance products to all MDAs to avoid industrial disharmony. Government should acknowledge and appreciate the autonomous status of government establishment such as Universities and ensure that their peculiar need is put to consideration.

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