**E-GOVERNANCE AND PUBLIC SERVICE DELIVERY IN NIGERIA: A STUDY OF NATIONAL YOUTH SERVICE CORPS (NYSC), RIVERS STATE, 2014 – 2020**

**BY**

**CHINNAH, PROMISE. C**

**IAUE/2018/POL/Ph.D/0032**

**MAY,2022**

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**A THESIS SUBMITTED TO THE FACULTY OF SOCIAL SCIENCES, DEPARTMENT OF POLITICAL SCIENCE, IGNATIUS AJURU UNIVERSITY OF EDUCATION, P.M.B. 5047, RUMUOLUMENI,**

**PORT HARCOURT, RIVERS STATE.**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE AWARD OF DOCTOR OF PHILOPHY (Ph.D) DEGREE IN POLITICAL SCIENCE (PUBLIC ADMINISTRATION)**

**SUPERVISOR**

 **PROF. ALAFURO EPELLE**

**MAY, 2022**

**DECLARATION**

I, **Chinnah, Promise C.** with registration number IAUE/2018/POL/Ph.D/0032 declare that this thesis on **“E-GOVERNANCE AND PUBLIC SERVICE DELIVERY IN NIGERIA: A STUDY OF NATIONAL YOUTH SERVICE CORPS (NYSC), RIVERS STATE, 2014 – 2020.”** was carried out by me; that this is my original work and that it has not been submitted wholly or in part for the award of a degree in any institution.

**Name of Student: Chinnah, Promise. C** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature and Date

**CERTIFICATION**

**E-GOVERNANCE AND PUBLIC SERVICE DELIVERY IN NIGERIA:**

**A STUDY OF NATIONAL YOUTH SERVICE CORPS (NYSC),**

**RIVERS STATE, 2014 – 2020**

This is to certify that **Chinnah, Promise C.** conducted this research which was approved, supervised and accepted to meet the requirement for the award of Doctor of Philosophy (Ph.D) in Political Science (Public Administration), Faculty of Social Sciences, Ignatius Ajuru University of Education, Rumuolumeni, Port Harcourt.

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Chairman, Board of Examiners *Signature Date*

**DEDICATION**

This thesis is dedicated to God Almighty.

**ACKNOWLEDGEMENTS**

Foremost, I wish to unreservedly express sincere gratitude to God Almighty in whom I derive my being and essence, whose tender mercies saw to the completion of this programme. He deserves all the praises.

I wholeheartedly appreciate my supervisor, Professor Alafuro Epelle (Ph.D Benin), whose painstaking supervision, perusal, proof-reading, fatherly tutelage, comments and corrections of the work birthed the successful completion of the programme, I am obliged greatly.

Again, I specially extend my candid appreciation to the Dean of the Faculty of Social Sciences, Prof. Kingdom Nwaenyi and the Head of Department of Political Science, Dr. Sakiemi Idoniboye-Obu who provided the convivial atmosphere at the Faculty and Departmental levels for the smooth completion of the programme.

Not forgetting the Departmental Postgraduate Co-ordinator, Dr. Vincent Nyewusira, I say thanks a bunch. Your office has always provided the platform for the presentations of this work.

Prof. L.D. Gilbert, Prof. O.B. Orluwene and Prof. Ken Nweke deserve special appreciation here and also the entire lecturers of the Department of Political Science in no specific order of importance are highly appreciated for grooming me into an entirely different person filled with knowledge from the way I came into the programme.

Posthumously I recognize my late parents Mr and Mrs Edwin Okachi Chinnah for setting the ball rolling before their demise. I am forever grateful to my amiable wife Mrs Charity Chinnah and my twin babies Mr Chinunem Chitusilemugo Chinwe Chinnah and Miss Chigosilem Chikesilemkem Chinwe Chinnah, A.O. Chinnah, Ngozi Kpanikwu Nee Chinnah, E. O. Chinnah, Ovinuchi, Chinnah.

I also appreciate the following persons for their concern and care, Barr. Sunny Worenwu, Dr A .C. Worenwu, Oliver Nsitem, Okeh .I.O .Kpakwu, Sunday, C. Onwuzor, Egbo E. Orji, Bar, Nsitem, C .D, Engr. Sampson .O. Ireoawusi (BABA D), Eudoxia Research Center, India, Eudoxia Research University, New Castle, USA, Prof. Rhituraj Saikia, Dr Pratisha, K. Sakia, Mr,A.C. Worenwu Special thanks goes to my Personal Assistance who is also a colleague, Comr, Sabastine Nwankwo (JNR) and other distinguished colleagues.

**ABSTRACT**

The basic function of every government is to render quality services to her citizens at the right time. Against this background, the study examined e-governance implementation, challenges and prospect for effective and efficient service delivery in National Youth Service Corps (NYSC), Rivers state. Three research questions and two hypotheses were used for the study, while New Public Management theory was adopted as theoretical framework. The study collected data through primary and secondary sources. Four hundred and twenty (420) respondents selected from fourteen local government areas in the state using purposive sampling technique while Pearson Product Moment Correlation coefficient (PPMC) was used to determine the relationship between the two variables. Findings from the study showed that there is significant relationship between e-governance and efficient service delivery in the National Youth Service Corps in Rivers State, and that there is a significant relationship between e-governance and corps members performance. The study identified challenges and impacts of e-governance on effective and efficient service delivery; while some inhibiting factors to e-governance were also identified. Consequently, recommendations were made on how to overcome challenges, which includes sensitization of prospective corps members, use of competent man-power, provision of functional equipment, provision of strong internet services, among others.

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**CHAPTER ONE**

**INTRODUCTION**

* 1. **Background to the Study.**

The quest for effective and efficient service delivery has led to series of reforms in Nigeria public sector right from the colonial era till date. Nigerians have been short-charged and denied of quality service in the public sector for many decades. The recent advancement in information communication technology collapsing the world into a global village, where information can be transmitted and inputs taken freely from citizens within few minutes and service delivered efficiently is a welcome development in both public and private administration.

Nigeria inherited a public sector patterned after that of Britain, her erstwhile colonial master, at the attainment of political independence on 1st October, 1960, which was characterized with inefficiency, delay and denial in rendering essential services to the people. These with time resulted in prevalent corruption, nepotism, embezzlement and other features of underdevelopment in the country. Okon (2008) observed that public sector service delivery in Nigeria has recorded a history of woeful failures and disappointment particularly in the public enterprises subsector such as Power Holding Company of Nigeria, (PHCN),Nigeria Telecommunication Limited (NITEL), Nigeria Postal Services (NIPOST), Nigeria Railway Corporation ( NRC), Nigeria National Petroleum Company ( NNPC) to mention but few.

In a similar manner, Azeta et al (2021) posited that the Nigeria civil service today is a shabby institution, which has virtually lost its attributes of neutrality, enormity, transparency and security of tenure. It is an institution bedeviled with by declining productivity, excess caution undue bureaucratic practices and terminable delays**.** The need for functional productive civil service anchored on effective quality service delivery to people became imperative hence continuous reorganization and restructuring of the public service from time to time as seen in Nigeria and other developed and developing nations of the world.

To this end, there have been several reforms in the public sector aimed at ensuring efficient and effective service delivery. These reforms in Nigeria’s public sector is climaxed with the current wave of globalization that ushered in e-governance and other digital systems in both public and private administration, in developed and developing nations. Globalization and digitalization in science and technology made the whole world a global village. All these made it imperative for a change to meet the demand for quality, efficient and effective service delivery in public administration.

Information Communication Technology (ICT) used in administration was seen as a welcomed development by both private and public sector operators. The word, e-governance as a concept came into existence owing to use of Information Technology Communication in public and private administration. E-governance has so many advantages if properly managed and implemented which includes; provision/ rendering of effective quality service, transparency, increased output and revenue, time saving and the ability to reach larger community within seconds. E-governance has repositioned and restructured public and private administration in advanced nations like United Kingdom, United State of America, Japan, and France among others.

In Nigeria, the use of Information Communication Technology (ICT) was introduced in 2001 under the administration of President Olusegun Obasanjo. Consequently, some Ministries, departments and agencies adopted e-governance and opened websites for easy operations and effective service delivery. National Youths Service Corps was among the first batch of government agencies to adopt e-governance. National Youth Service Corps introduced E-NYSC in 2014 in order to better her operations by rendering quality and effective services to the people. E-NYSC was adopted to make mobilizations, orientations, and the entire process easy for corps members, to enable corps members perform optimally without stress in their respective areas of primary assignment and any other duty that may be assigned to them in course of their one year national service.

Besides, it was also to strengthen staff performance, collaborating agencies and other stakeholders ‘performances in rendering quality and effective services for the attainment of aims and objectives of the scheme in line with current waves of reality and digitalization.

There are existing literatures on similar subject matter, bordering on general assessment of e-governance in Nigeria, but none dealt with E-governance applications, operations and prospect in National Youth Service Corps (NYSC) and service delivery.

Thus, the study will unravel the challenges, impacts and prospects of e-governance and service delivery in the National Youth Service Corps, and proffer solution on better application of E-NYSC to enhance quality service delivery.

**1.2 Statement of the Problem**

The adoption of e-governance in both developing and developed countries of the world led to effective and efficient service delivery in both public and private sectors. The use of internet (World Wide Web) is advantageous to government and her citizens in terms of efficient and effective services rendered. E-governance has simplified administrative procedures and processes, saves time, and led to provision of quality and effective service delivery in public and private administration.

The Federal Government of Nigeria embraced e-governance, committed resources, both human and material in its implementation and directed all ministries, departments, agencies and parastatals to implement the new administrative policy called e-governance since 2000. From the year, 2000 till 2020,it is expected that e-governance should have taken over the entire government procedures and processes in public administration, people become acquainted with the use of computers, which has made administration simple in private sector through the provision of seamless and accurate satisfactory services to customers with the use of information communication technology. This seems to be lacking in government owned establishments including National Youth Service Corps as there are pockets of traditional or analogue system of administration in the National Youth Service Corps despite the adoption of E-NYSC since 2014.

National Youth Service Corps (NYSC) adopted the new federal government policy of e-governance through the establishment of the National Youth Service Corps Integrated System project in partnership with an Information Technology firm called SIDMACH Technology Nigeria Limited. The E-NYSC was adopted to address the cumbersome nature of National Youth Service Corps (NYSC) operations from mobilization to issuance of certificate of national service to deserving corps members. There are several administrative problems, such as delay and denial of services, poor services rendered and delivered by both staff and corps members in the scheme.

The nation and the scheme have recorded several cases of road accidents and death of prospective corps members as a result of travelling to get their call-up-letters from their respective institutions of graduation. Delay in registration of corps members at orientation camp because of long queues during documentation and registration made the entire exercise hectic and cumbersome to both staff and prospective corps members; affecting service delivery on the part of both corps members and staff.

The issue of ghost corps members, mobilization of non-accredited courses, institutions, people serving multiple times, delay in relocation and remobilization processes, posting and reposting of rejected corps members, corruption in the scheme, non- payment of allowances of corps members, delay in handling of all kinds of applications as a result of bureaucracy and red-tapism and delay in settling down of corps members in their places of primary assignment among others has hindered effective service delivery. The horizontal and vertical flow of information from National Directorate Headquarters in Abuja to Area offices in the six (6) geopolitical zones, state secretariats, zonal offices and local government offices and to corps members, stakeholders and collaborating agencies has been a great problem leading to delay in service delivery. The quest to solve the above-mentioned problems led to series of reorganization and restructuring of the National Youth Service Corps scheme, which mid-wived the establishment of two new departments in the scheme namely, Skill Acquisition and Entrepreneurship Development (SAED) and Information and Communication Technology (ICT). The two departments were created to make the scheme more relevant and to meet up the trend of globalization by phasing out the challenges posed by the old analogue system, hence e-NYSC was adopted to improve service delivery.

The mobilization of foreign-trained graduates has been stressful, and cost intensive for prospective Corps member, as all foreign-trained graduates are to report to National Directorate Headquarters of the National Youth Service Corps, Abuja for mobilization and verifications of their institutions and certificates. There was high level of truancy and ghost corps members because of poor monitoring and inspections. There was also the recurring problem of missing of monthly allowances of corps members in all the states of the federation because of manual pay rolling during monthly clearance, poor dissemination of useful and resourceful information between corps members and staff of the National Youth Service Corps (NYSC). These are the problem e- governance are supposed to address in the National Youth Service Corps.

 National Youth Service Corps introduced e-registration in 2014 for Batch C corps members. The innovation was made known to the public through the media. The process of mobilization after being cleared by the institutions of graduation begins with the purchase of card at the cost of four thousand naira (#4000) which will enable prospective graduates log in to NYSC portal for the online registration. After the online registration call-up-letters will be printed online instead of going back to institution of graduation to collect it; it was optional for that year but by 2015 it was compulsory for all prospective corps members to get their call-up- letters online.

Despite the implementation of the e-governance via E-NYSC by National Youth Service Corps management since 2014, It seems same problems are replicated despite the huge investment in e-governance; through the purchase of equipment, training of staff and other logistics, there are cases of failed biometric in monthly clearance. Failed thumb print after online registration, Long queue at orientation camp during registration and documentation of corps members, poor monitoring and evaluation of corps members, truancy and ghost corps members, poor communication between NYSC and other collaborating agencies mostly corps employers to mention but few. With the establishment of Information Communication Technology (ICT) departments across all the states of the federation, federal capital territory, Abuja and at the National Directorate Headquarters, with the needed equipment and work force provided, coupled with the liberty of Public private Partnership one expected a seamless exercise in the scheme, but this is not the case.

 The study interrogated the success or otherwise of e-governance and addressed the above-mentioned problems as it affect NYSC and service delivery using e-governance as a tool for service delivery.

* 1. **Research Questions.**

The following research questions were posed for the purpose of achieving the objectives of this study.

1. What are the challenges on the implementation of e-governance in the National Youths Services Corps?
2. What are the impacts of e-governance on service delivery in National Youth Service Corps?
3. What are the solutions to the factors militating against e-governance and efficient service delivery in the National Youth Service Corps from achieving its aims?

**1.4 Objectives of the Study**

The following are the objectives of the study:

The general objective of the study is to interrogate the relationship between e- governance and service delivery in the National Youth Service Corps, pointing out its challenges and prospect for optimal benefit. Other specific objectives include,

1. To examine the challenges in the implementation of e-governance to service delivery in National Youth Service Corps.
2. To determine the impact of e-governance on service delivery in the National Youth Service Corps.
3. To find out factors militating against the implementation of e-governance and service delivery in the National Youth Service Corps and proffer solutions.
	1. **Research Hypotheses**

The following hypotheses are postulated for the study:

HOI There is no significant relationship between e- governance and efficient service delivery in National Youth Service Corps, Rivers state.

H02 There is no significant relationship between e-governance and staff performance in National Youth Service Corps, Rivers state.

 **1.6 Significance of the Study**

 The significance of this study cannot be overemphasized as it will provide a comprehensive empirical literature on the evolution and historical development, challenges; prospects of e-governance and services delivery in the National Youth Service Corps for now. There is no comprehensive literature on E-governance and its operations in the National Youths Service Corps in Rivers State.

The study will open the eyes of corps members, staff, corps employers, collaborating agencies and other stakeholders on how to benefit optimally from National Youth Service Corps using e-governance as a tool for effective and efficient service delivery.

The work also advocates for training and retraining of staff, reorientation and proper usage of machine, personal and other resources for effective implementation of e-governance.

The study will assist National Youth Service Corps management (NYSC) in Rivers state to understand and improve on E-NYSC operations, areas to be included in the e-governance process to enhance effective service delivery.

To government and policy makers, the study will serve as a guideline in the formulation and implementation of other policies and to better e-governance operations in other ministries, department and agencies.

To the academia, the study points out the need for scholarly interrogation of e-governance and service delivery to better both public and private administration. The study will also add to avalanche literature on the application of e-governance and service delivery. It will act as reference material and opened up new areas for further research.

Finally, this study will proffer solutions on how e-governance can be implemented to improve efficient and effective service delivery in public sector with special focus on the National Youth Service Corps. It will act as reference and opened up new areas for further research

**1.7 Scope and Limitations of the Study**

This study on E-governance and service delivery in Nigerian’s public sector, a case of National Youth Service Corps in Rivers state from 2014-2020 interrogates the relationship between e-governance and service delivery in the National Youth Service Corps, Rivers state secretariat. The scope of the study is within the twenty three (23) local government areas of Rivers state. Poor service delivery is a known general problem that has enveloped public sector in Nigeria, which led to series of reforms that finally ushered in e-governance.

Every research has its own constraint and unique peculiarities. In conducting this survey, the work would have covered all the 36 states of the federation including Federal Capital Territory Secretariat (FCT) Abuja and the National Directorate Headquarters. However, it was difficult to study all corps members in the 36 states of the federation including Federal Capital Territory (FCT) Abuja, secretariat due to cost associated with other logistics. The logistics and constraints involved are enormous, which include, huge amount of money, time, difficulty in administering and collecting data from respondents, and the large population of the study with its unique terrain.

1. Huge amount of money. The cost of living in Nigeria is expensive such as cost of accommodation, buying books (soft copies and hard copies), printing and photocopying of questionnaires, distributing the questionnaire instrument to the various sampled areas among others expenses are major limitations to the survey.
2. Another limitation to this research is the inability of the researcher to get necessary needed useful and resourceful information from his targeted respondents. In Nigeria, people are not research conscious based on this they find it difficult to divulge information to others. There is also the problem of poor storage of information and its retrieval. Records are poorly kept by the organization in question. This forms another limiting factor to the researcher.

However, all these limitations and other constraints not mentioned here, did not in any way affect the reliability of the research for the purpose of reference and its usage by all the stakeholders in NYSC, collaborating agencies, corps members and the general public. This is because concerted effort was made by the researcher to overcome them through sourcing for funds from friends and adjustment of time to focus on the work amongst others.

**CHAPTER TWO**

**LITERATURE REVIEW AND THEORETICAL FRAMEWORK**

**2.1 Conceptual Framework**

**2.1.1 E-Governance**

Government anywhere in the world no matter the type or system it operates, either civilian or military, is saddled with the provision of essential services to the citizens, predicated mainly on welfare and security of the people. The need for effective and efficient performance of duties and responsibilities based on area of specialization and uniqueness led to creation of ministries, departments, agencies and parastatals each with specialized area of operations. Thus decentralization and devolution of powers to other components parts in the nation is in line with the process of delivering quality essential services to the people.

Public administration has undergone several reforms and changes both home and abroad all geared towards meeting the needs and yearnings of the people. The dynamics in operations and new innovations for optimal delivery of quality and effective services to the people are of serious concern to government. In Nigeria, public sector has undergone several reforms right from the colonial era to this current fourth republic. From 1st October 1960 when Nigeria obtained political independence on paper there have been several reforms in the public sector owing to their inability and failure of public to render quality and efficient service to the citizens. Notable among them include; Adebayo Commission (1971) Udoji Public Review of 1974, Dotun Philips Civil Service Reforms of 1988, Allison Ayida Committee on Civil Service of 1995, Bureau for Public services Reform (BPSR ) and the vision 20-20, Ijere (2020). SERVICOM and the establishment of a body to monitor the implementation and evaluation of E-Governance called National Information Technology Development Agency, (NITDA).

E- Governance has been a subject of discussion by many scholars in the field of public administration and management sciences. It is seen as a process and use of information and communication technology for effective and efficient administration and management by both private and public sector to achieve optimally provision of effective and efficient service delivery.

Ashaye and Irani (2014, p.18) submitted that there is no single definition of e-governance, rather many academicians and researchers have different explanations but the goals and objectives remain the same. However, Center for African Training and Research in Administration and Development (CAFRAD) (2020) defined e-governance as the use of Information and Communication Technology (ICT) and especially the internet to adopt a new conceptual and attitude of governing and managing where participation and efficiency are required of all the partners linked in a network.

Kumar et al (2007, p.64) defined e-governance as the delivery of improved services to citizens, business and other members of the society through drastically changing the ways government manages information. From the above definition, E-governance is all about improvement from the old system to a new modern that will lead to better attainment of goal to both the provider and the client, Say government and others.

Organization for Economic Co-operations and Development OECD (2008, p.87) viewed e-governance as the use of information and communication technology and particularly the internet, as a tool to achieve better government. That e-governance offers an adoptable framework that can be used to assess tangible and intangible output of government services. Backus (2001) viewed e-governance as the application of electronics means in following; (1) the interaction between government and citizens and government and business as well as (2) in internal government operations to simplified and improves democratic governance and business aspects of governance. Sunday (2014, p.83) averred that e-governance deals with the use of information and communication technology by various government agencies to enhance accountability; create awareness and ensure transparency in the management of government business. He further stated that electronic governance is abroad concept which analysis and accesses the effect of technologies on administration of government and the inter–relations which exist between the public services and the larger society.

Okot-Uma (2004, p.99) defined e-governance as the processes and structure for harnessing the potentialities of information and communication technologies (ICT), at various levels of government and the public sector and beyond for enhancing good governance. This definition presupposes that e-governance will enhance good governance if properly harnessed. Danda (2006) averred that e-governance is not only the computerization of a government system, but a belief in the ability of technology to achieve high levels of improvement in various areas of government thus transforming the nature of politics and the relations between government and citizens.

 In the same line of argument, Monga (2008; p.54) posited that e-governance is the use of information communication technology (ICT) to promote more efficient and cost-effective government, facilitate more convenient government services and allow greater public access to information and make government more accountable to citizens. E-governance is the use of ICT by government, civil society, and political institution to engage citizens through dialogue and feedback to promote their greater participation in the process of governance of these institutions

Furthermore, Goldkuw and Rostlinger (2010, p.13) averred that e-governance is not only the utilization of information technology to give citizens and organization a convenient access to government information and services, but also that of delivering public services to citizens and business partners working in the public sector. Almarabeh and Abu-Ali (2010) defines e-governance as the utilization of information communication technology by government agencies in the form of internets, the internet and the mobile computing which have the ability to change relation with citizens and business. Janssen (2007, p.12) posit that e-governance is the computerization of public sector services by making them capable of providing services to ensure good governance while utilizing technology as the major mechanism of doing so.

Sisman, et al (2009, p.655) observed e-governance to mean the development of polices practices where citizens and the government are able to exercise their mutual duties, responsibilities and obligation by significantly use of electronic communication and process-media. Olaseni (2015) defined e-governance as the use of computing technology to improve interaction within government administration between a government and its citizens or government and business and between government and government.

In addition, Finger and Pecoud (2003, p.66) classified e-governance definition into three categories namely, Customer’s satisfaction. E-governance as a process of interactions and finally, E-governance as a tool, that is the use of Information Technology (IT) to free movement of information to overcome the physical bounds of traditional and physical based system ….to the use of technology to enhance the access to the delivery of government services to benefit citizens, business, partners and employers.

European Commission (2003, p.7) posited that E-governance is the use of information and communication technology in public administration combined with organizational change and new skills in order to improve public services and democratic processes and strengthen public policies. Deloitte (2003) posited that e-governance is the application of technology to improve service delivery in the most effective and efficient way to the betterment of citizens, business, entity and employees.

UNPA and ASPA (2001) noted that e-governance is the public sector’s use of the most innovative information and communication technologies, like the internet to deliver to all citizens’ improved service, reliable information and greater knowledge in order to facilitate access to the governing process and encourage deeper citizen’s participation. Otubu (2009) defined E-Governance as the process whereby the use of Information Communication Technology (ICT) services is deplored 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 agencies. Duru and Anigbata (2015, p.86) define e-governance as the use of (ICT) Information and Communication Technology as tools for achieving better governance

Nweke (2007a, p.158-159) posited that e-governance as a concept means different thing to different people, depending on the degree of appreciation, understanding and utilization of the information and communication technology. However, he stated that the convergence on the basic concern of e-government on improving efficiency and effectiveness, giving access to greater range of information and bridging the gap between the citizens and the state.

Coleman (2008,p.33) opined that e-governance entails the digitalized coding, processing, storage and distribution of data relating to three keys aspects of governing the society ; the representation and regulations of social actors , the delivery of public services and the generation and circulation of official information. This definition is more encompassing as it explicitly captures what e-governance is all about not only limiting it to the use of Information Communication Technology, he went further to itemized those things that ICT can do in making administration easy and enhancing efficient and quality service delivery. That e-governance is the combination of electronic information –based services (e-administration) with reinforcement of participatory elements (e-democracy) to achieve the objectives of balance government. Obi (2008) it is the development, deployment and enforcement of the policies, laws and regulations necessary to support the functioning of a knowledge society as well as of e-government.

Fang (2002) define e-governance as a way for government to use the most innovative information and communication technologies, particularly web-based internet application to provide citizens and business with more convenient access to government information and services to improve the quality of services and to provide greater opportunities to participate in democratic institutions and process. This definition highlights more on the advantages of e-governance which is geared towards provision of effective and efficient services to citizens and to ensure their active participation in governance through active participation in decision making process.

Ojo (2014, p.83) viewed e-governance as the application of information communication technology by the government to enhance accountability, create awareness and ensure transparency in the management of government business. It is a political strategy through which the activities of government are made known through the adoption of modern communication technology. Fatile (2012, p.133) posited that e-governance is the use of information technology (such as internet, the World Wild Web and mobile computing) by government agencies that can transform their relationship with citizens, business, different areas of government and other government.

Khannah (2014) e-governance is an initiative aimed to bring government information, events and program to the citizens with a shift from conventional paper base to digital platform aimed at increasing service delivery and citizen-center participation. Azenabor (2013) stated that e-governance initiatives offer transformation of public service and better interaction between government and her citizens.

Shark (2016, p.335; Bhantnagar 2010, p.113; & Shafitritz et al 2017, p.106) stated that e-governance has two major components, namely the internal requirement to use internet and electronic procurement to deliver services online and the web-based management of information system. Secondly the external online services such as bill payment, portal community, calendars, and application form for employment that is offered to citizens and the business.

Olufemi (2012, p.44), Ajibadeetal (2017, p.8) posited that perspective of e-governance entails a framework of electronic administration, electronic citizens, electronic commerce, electronic services and electronic community. This implies that all the sectors and the environment must be electronically compliance for e-governance to achieve optimally. Electronic is the engine that powers e-governance.

Onuigbo and Eme (2015,p.21) submitted that e-governance has become an accepted methodology involving the use of information technology in improving transparency, providing information speedily to all citizens, improving administration efficiency, improving public services such as transportation, power, health, water, security, and municipal services. For government to meet up in her daily responsibilities visa –vice provision of quality services e-governance is needed.

World Bank (2001,p 44) defined e-governance as government owned or operated system of information and communication technologies that transform relations with citizens. The private sector or other government agencies so as to promote citizens empowerment, improve service delivery, strengthen accountability, increase transparency or improved government efficiency. It is government use of information technologies (such as Wide Area Network, the internet and mobile computing) that have the ability to transform relations with citizens businesses and the other arms of the government. World Bank (2014) posited the following as goals for e-governance.

1. Promoting civic engagement by enabling the public to interact with government officials and vice-versa.
2. Promoting accountability and transparency government in which the opportunities for corruption are reduced
3. Promoting a greater access to government information on activities.
4. Promoting development opportunities, especially the sorts that benefit rural and traditional underserved communities World Bank (2004).

According to UNESCO and Communication and Information Sector Resource (2000) e-governance is the project aimed at promoting the use of ICTs tools in municipalities and public sectors to enhance good governance through the development of training modules for local decision –makers in Africa and Latin America. Ndubuisi (2000) viewed it as the use of Information Communication Technologies (ICTs) by different actors of the society with the aim to improve their access to information and to build their capacities.

On the other hand, Nkwe (2012) listed the following as the objectives of e-governance in his study,

1. Cost reduction and efficiency gains.
2. Quality of service delivery to business and customers
3. Transparency, anticorruption, accountability,
4. Increase in the capacity of government.
5. Network and community creation
6. Improve the quality of decision –making
7. Promote use of ICT in other sectors of the society.

In the same vain OECD (2013) itemized the following objectives of e-governance.

* Online data collection to reduce data entry cost and automatic error checking.
* Reduce communication cost with citizens.
* Greater sharing of data within government and between the government and other such as stakeholders as Non Government Organization, International Agencies and Private Sector firms.
* Greater re-use of data.
* Reduce government publication and distribution cost through online publications.

UNESCO (2005) reported that e-governance deals with the adoption of new leadership style, new methods of making decisions on policies and investment , new ways of attending to citizens as well as new ways of organizing and delivery information and services. This definition is all about new ways of doing things to improve the delivery of services in public administration. UNESSCO cited in Hassan & Siyanbola (2010) defined e-governance as the public sector use of information and communication technologies with the aim of improving information and service delivery, encouraging citizens participation in the decision –making processes and making government more accountable , transparent and effective.

Danfulani (2013) averred that e-governance revolves around the following, e- registration, e- participation, e- service delivery, e-feedback, e-policing, e –debate and analysis of public financial statement , he further stated that e-governance is a network of organizations such as the government, non- profit organizations and private institutions who work together to achieve a common goal. This definition means that even if the name is e-governance both private and public institution must be link together and work together for effective functioning of the system.

Nwachuku and Pepple (2015, p.134) posited that e-governance is the use of information communication technology (ICT) ( which include, telegraph, television, radio, telecommunication, computers, internet services and wireless technologies and other aspect of managing and processing large scale information in public administration. They maintained that it is not only about the automation of the current way of delivery services / business. It is about carrying out government responsibility by using collaborative transaction and process required by the government departments to function effectively and economically, promoting innovation and competition in a bid to improve the quality of services to the citizens. It is clear that e-governance has a set rules and regulations that must be followed and applied strictly for optimal benefit of its usage in public administration.

 UNESCO (2020) defined Information and Communication Technology as the use of technological tools in public administration. Those technological tools and resources include, computer, the internet, (website, blogs, and emails) live broadcasting technologies (radio, television, and webcasting) recorded broadcasting technology (podcasting, audio and video players and storage devices) and telephony (fix or mobile, satellite, vision, video conferences etc.

From the foregoing definitions, e-governance is the use of information communication technology by government in partnership and collaborations with all other relevant agencies in providing quality, and effective service delivery to the people using the internet, web and other devices of Information communication technology.

**Features of E-Governance:** There is no universal accepted definition of e-governance however it has the following features in both developed and developing countries. Nchuchuwe and Ojo (2018) listed the following as the characteristics of e-governance.

1. It is a combination of processes and structure.
2. It involves the use of various types of Information Communication technology ranging from the internet, to the World Wide Web to mobile internet.
3. It is aimed at making government to function and operate more efficiently, effectively, transparently and accountability.
4. It is utilized in the relationship between government organization and the citizens or business firms, or other government agencies and tiers of government.
5. It ensures that the citizens and clients of government obtain maximum satisfaction in their dealing with government.
6. It is a revolutionary tool in governance that guarantees timeless and accountability.
7. It applies hardware, soft ware, internet, and other Information communication technology‘s to governance.
8. It is a political strategy employed through the use of latest ICT’s to showcase the activities of government.
9. It is a public sector reforms aimed at digitizing public service delivery and government processes at all level.
10. It is a tool aimed at improving the way government carries out its business that is good governance
11. It encourages citizens to participate in the making of decision in government, thereby ensuring accountability, transparency and effectiveness.
12. It involves an interaction between government and citizens or government, or government and business.

The features above are apparent in public administration anywhere e-governance is practiced in both developed and developing countries.

**Domain of E-Governance**

According to Danda (2006,p.1) e-governance is not only the computerization of a government system but a belief in the ability of technology to achieve high levels of improvement in various areas of government, thus transforming the nature of politics and the relations between governments and citizens.

E- Governance has four domains, which is also known as the model of e-governance or the delivery tracks, which simply refers to the interactions that exist between and among government, citizens, business, employees and Non Governmental Organization (NGOs) (Ayo, 2009) they include,

1. **Government to Citizens (G2G):** This domain deals with government to individual and individual to government interaction as regards users friendly and client s or customers satisfaction. This domain enable individual to have access to quality information and services from government and to enable them make their inputs when and where necessary.
2. **Government to Business (G2B**): Government does not exist in isolation in the day-to-day running of governance system. There are other private organizations, business and Non Governmental Organizations that government runs business with for effective services delivery in the public sector. Government must ensure that these private organizations and businesses are provided with the necessary information and services for e-governance to work effectively. Allowing the private businesses access to information by government is what this domain is all about.
3. **Government to Government (G2G**): For government to function effectively and discharge her duties efficiently there was need for decentralization and delegations of responsibilities and authorities leading to the creation of ministries, departments and agencies. There are many ministries and agencies including commissions and parastatals saddled with one responsibility or the other. There are times when these responsibility overlaps, and the interrelatedness that exist among owned organizations. Government must make information flow seamless and service free for other government ministries to have access to it with easy. For instance from Ministry of Works to Ministry of Agriculture there should be free flow of services and information within government to government agencies, ministries or parastatals. Zhang (2012) stated that e-governance is not all about putting in computers or building a website access, it is about transforming the fundamentals connection between government to citizens and other beneficiaries
4. **Government to Employee (G2E):** Government owned organizations are mind by people and those persons needed to work with useful and resourceful information for provision of services. Government must provide her staff with information that will enable them deliver efficiently; workers must have access to government information and be allowed to make useful input when necessary.

According to UNESCO (2016, p, 82) asserted that,

E-Government is the use information and communication technologies in the public. E-Governance is the public sector’s use of Information and communication technologies with the aim of improving information and service delivery increasing citizens’ participation in the decision making process and making government more accountable, transparent and effective. 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 generally considered as a wider concept than e-government, since it can bring about a change in the way citizens relate to government and to each other. E-governance can bring forth new concepts of citizenship both in terms of citizen need and responsibilities. It’s objectives is to engage enable and empower the citizens.

There are slight differences between e-governance and e –government, some authors use the word interchangeably and synonymously for purpose of clarity will state the difference between the two concepts as stated by ,( Naresh, 2017) in tabular form

**Table 2.1**

**Difference between e-governance and e-government as compiled by Naresh (2017)**

|  |  |
| --- | --- |
| E-Governance | E-Government. |
| It is a broader topic that deals with the whole spectrum of the relationship and networks within government regarding the use of application.  | It is a narrow discipline dealing with the development of online services to the citizen more on any particularly government services as e-tax, e-transport, e-health.  |
|  It is a wider concept that defines and assesses the impact technologies are having on the practice and administration of government and relationship between public servants and the wider society, such as dealings with elected, groups as Non Government Organization (NGO) or private sector organization. | It is the use information communication and technologies (ICTs) to improve the activities of public sector organization; brings with it the promise of greater efficiency and effectiveness of public sector operation |
|  E- Government / digital governance refers to governance processes in which information communication technologies (ICTs) plays an active and significant role.  | E-Government refers to the use by government agencies of (ICTs) that have the ability to transform relations with citizens business and other arms of government. |
| E-governance deliver SMARTS-SimpleA-AccountableR-ResponsiveT-Transparent | These technologies can serve a variety of different ends; better delivery of government services to citizens, improve interactions with business and industry, citizens’ empowerment through access to information or more efficient government management.  |
|  E-governance has the following characteristic, Electronic EngagementElectronic ConsultationElectronic ControllershipNetworked Social Guidance | Electronic service delivery, Electronic Work flowElectronic VotingElectronic Productivity |

From the above one can clearly differentiate in clear terms the two concepts as stated above.

**Benefits of E-governance**

The benefit of e-governance cannot be overemphasized anywhere it is practiced and adopted. Weerakkody et al (2012) averred that the purpose of e-governance is similar for every country, the strategies, models and resources for implementation may not be the same based on peculiar circumstance. The move from analogue to digital is a welcome development that has not only revolutionized public sector but has added greater value to efficiency and effectiveness in service delivery in public administration in both developed and developing countries. The benefits are as follows,

E-governance leads to delivery of efficient and cost effective services, Adegoroye, et al (2015) stated that Government and public sector managers worldwide have within the last decade come to realization that information and communication technology (ICT) is a viable tool that can help to deliver efficient and cost effective services to its citizenry, clients and partners.

Ojo (2014) posited that e-governance would lead to accountability, awareness, and transparency in the management of governmental business. In the same argument Abasilim and Edet (2015) opined that e-governance will achieve an efficient, speedy and transparent process of disseminating information to the public and other agencies, enhance the performance of administrative activities both internal and external also enhance good government. Budhiraja (2003) posited that e-governance would bring about simple moral, accountability, responsive, and transparent (SMART), this means that there will be increase in service delivery in public administrations coupled with responsive and transparent customers and client relationship in public service.

Furthermore, Service Delivery and Performance Commission (2006) revealed that ICT in government has the following advantages,

1. Increase accessibility, inclusivity, and flexibility in government service delivery the ability for more of the community to interact with government, with the flexibility of choice offered by multiple delivery channels and more at convenient times.
2. Improved value for money.
3. It enables stimulation of Information Communication Technology (ICT) industry through identification of opportunities for innovation and collaborating with the private sector to improve government service delivery.

E-governance is useful in the educational sector and system. It has improved teaching and learning; facilitated researchers in sourcing for data, hosting and attending of conferences, seminars, webinars, workshops and lectures virtual or online. Assignments are given done and submitted online. There are many online libraries where teachers, researchers and students can consult for useful information that will lead to better studies that will improve the educational sector in producing quality graduates and teachers in all disciplines. Ehikhamenor (2002) argued that Information Communication Technology (ICT) are changing the ways in which academic seek information, communicate with each other, conduct research and distribute results. Gunasekaran, et al (2002) posited that e-governance emergence and digital technology has increased the interest in the computerized delivery of highest education, which led to e –learning through electronic mails, internet, World Wide and multimedia. Student can write examination today and result published within the five minutes with the use of computers. It has simplified admission and selection process easy for admission in our educational institutions at all levels. The online processing of admission, payment of fees, school fees and course registrations among others are done online speedily with less stress. E-governance has simplified teaching and learning processes including its administrative system.

In addition, e-governance is an agent for transformation for a better service delivery and operations in the public service. Moosa and Alsaffar (2008) opined that e-governance promotes transformation from the traditional bureaucratic paradigms that are agency –centric and lays emphasis on standardization, departmentalization, fragmentation and operational cost efficiency. Solinthone and Rumyantseva (2016, p.1) posited that e-governance helped to strengthen government’s drive towards effective governance and increase transparency to better managing country social, economic, resources for development. This directly and indirectly shows that e-governance is a tool for economic transformation and national development.

Danda (2004) stated that e-governance leads to improvement on the general system of administration and good governance. Scweanyana and Busier (2007) opined that e-governance provides increased savings, increase efficiency, improved service delivery, low transaction cost and improved performance.

Furthermore, Amobi and Onu (2012) argued that e-governance portends unparallel reforms in the processes and structure of public conduct, politics and administration. In Nigeria, issues of massive poverty, weak democratic and bureaucratic institutions in the hands of corrupt leadership, could be arrested with skillful application of e-governance model. This means that e-governance will reduce corruption, fight hunger and reduce administrative bottleneck.

E-Governance makes the flow and receipt of information simple, accurate and timely. Mormah (2010) stated that e-governance makes the giving and receiving of instructions to superior and sub-ordinate easy, faster even less stressful. Congressional Research Service report (2003) stated that in the process of adopting e-governance initiatives public administrators have sought to make government more accessible to citizens while simultaneously increasing efficiency and productivity.

Nweke (2007) observed that the practice and application of electronic technology in public sector management in both developed and developing countries show that it is powerful indeed to deliver better quality public service, reduce waiting time, red tape, raise productivity and improve transparency and accountability. He further maintained that public sector plays a very important role in social and economic model by supporting high levels of welfare for citizens, ensuring administrative efficiency and promoting the functioning of competitive market environment.

E-governance has help so much in meeting citizen’s needs timely, help government to deliver quality services to her citizens. Adeyemo (2011); Babalola (2013); Shafitz (2017) averred that based on the impediment in measuring the productivity of some organizations in many countries in Africa due to lack of clear definition of output and qualifying mechanism, government have increasingly turned to technology including social network to help them meet the demand of citizens.

Anderson (2006) posited that e-governance holds the potentials to facilitate the complementary use of information system in government comprising operational and strategic use; he stated that implementing e-governance is motivated by policy goals of increase effectiveness, efficiency, and information quality, improve interaction mechanism and in turn better governance tools. Information Communication Technology (ICT) promotes more efficiency and cost-effective government and facilities more convenient services, it allows greater access to information and makes government more responsive to their citizens.

Ndou (2004), listed the following as the benefit of e-governance,

1. Cost reduction and efficiency gains.
2. Quality of service delivery to business and customers.
3. Transparency, anti –corruption and accountability.
4. Increase the capacity of governance.
5. Network and community creation.
6. Improve the quality of decision-making.
7. Promote the use of ICT in other sector of the society.

 Chandler and Emanuel (2002) opined that e-governance improves efficiency of operations and growth in public service delivery. It leads to improvement in organizational operations, reduces cost of time in queuing, reduces pressure on people and work. Sharma (2010) noted that the implementation of e-governance (ICT) in developing countries such as Nigeria has exerted great impact on the society and enhance socio-economic and political interactions that pave way for new forms of interactivity.

In addition, Palvia and Sharma (2007) opined that the application of e-governance has become an important mechanism in enhancing citizens’ participation, monitoring and evaluating government projects, ensuring government accountability and transparency as well as transferring information from one sector to another. Sunday (2014) averred that e-governance has become a necessary political mechanism in evaluating government performances in many developed parts of the world.

Ibikunle and Sarumi (2012) averred that e-governance is believed to play a fundamental role in economic development and growth, It does not only facilitate market led initiatives but it also plays a major role in initiating the process of capacity building and in coordinating the actions of large number of interested stakeholders. It offers the potential of reshaping the public sector activities and processes, building relationships between citizens and the government, enhancing transparency, increasing government capacity and providing a voice for those outside government. Park and Kim (2020) averred that e-governance has help to reduced corruption due to digital options available in curbing corruption worldwide.

Elebeke (2018) posited that digital services in governance are no doubt very critical in delivery efficient and robust services to citizens, the implementation of service system will save time, government will save cost, ministries, department and agencies of government will be more transparent, accountable Vanguard news online (2018). Huo et al (2021) averred that e-governance promotes good governance boost reform –oriented efforts, improve connection among government personnel as well as monitor and manage government employees and project behavior.

UN (2020) asserted that through innovation and e-governance government around the world can be more efficient, provide better services, respond to the demands of the citizens for transparency and accountability, be more inclusive and thus restore the trust of citizens in their government. The United Nation submission captures all the benefits of e-governance, covering both citizens and government benefits. UNDP (2008) stated that e-governance is very important in public institutions to deliver public services more efficient, because Information Communication Technology (ICT) has the potential to enhance consultation, openness, information transparency, participation, accessibility, availability, timeliness, and convenience all which have been identified as key component of public service delivery.

 Uyar et al (2021) stated that e-governance via Information Communication Technology (ICT) can be used as a measure of government digitalization, more digital operations, procedures services, transactions and applications leads to a higher level of government.

Nawaz et al (2019); Huo et al (2020b) posited that successful implementation of e-governance can lead to increase in internal efficiency, stakeholders’ satisfaction and service improvement because of standardized operational processes, the transformation of paper based information into electronic form and divergent databases.

Huo et al (2021); Xialong (2021) inferred that the use of Information Communication Technology development help to restructure government and create mechanism for improved governance. Esselimani et al (2021) averred that the use of information communication technology in public administration can lead to different positive outputs such as enhancing the delivery of government services, better interaction with different organizations ( example businesses and association) citizens empowerment and engagement by facilitating access to information.

 Dhaoui (2021) stated that information communication technology in public administration support governance strategies remains an important driving force for realizing this transition particularly in the context of international market pressure and global competition, as it present incredible opportunities to innovation, strengthen and improve the ways of working and creating plenty of advantages.

E-governance has all the above-mentioned benefits to the people as it has led to improved service delivery in public services based on customer’s satisfaction.

**Barriers to E-Governance**

The implementation of e-governance in public administration in both developed and developing countries had the following barriers.

Ashaye (2014) stated that e-governance has the following challenges, which include,

1. Lack of technology web staff.
2. Lack of financial resources.
3. Lack of Information Communication Technology (ICT) infrastructure, E-readiness, computer literacy, telecommunication equipment.
4. Issues regarding security.
5. The need to upgrade existing ICT.
6. Policy issues, legislations,
7. Human capital development and lifelong learning skills, capabilities, education and learning.
8. Change management culture, resistance to change.
9. Partnership and collaboration public and private partnership, community and network creation
10. Strategy; vision and mission.
11. Leadership role: motive, Involve, influence and support.

Abdel-Futtah and Galal (2008) stated that e-governance implementation in Nigeria public service was faced with lack of trained and qualified personnel to handle and operate its infrastructure. Olaopa (2014) listed the following as barriers to the implementation of e-governance in Nigeria, inadequate funds allocated to the e-governance projects, difficulty associated with streamlining various silos of e-governance projects already existing, or been implemented prior to creation of Ministry of Communication and Information disparity between urban and rural dwellers and those with low literacy levels in accessing the internet. Potential to erode the privacy of the citizenry, perceived lack of value for money when the huge cost of deploying governance projects is compared to the actual value of the people, false sense of transparency are challenges of e-governance, lack of ICT infrastructure and opinionated idea about innovation.

Bansode and Patil (2011:p, 58) mentioned digital divide as a challenge. Aneke et al (2019) averred that the implementation f e-governance in developing countries like Nigeria requires a comprehensive strategy that is benchmarked on international best practices and sensitive to the peculiar challenges of that country for it to be successful,

Coleman (2005) submitted that e-governance has three major challenges in African, and in Nigeria, which include;(a) Adopting technologies without developing human skills and capacity to manage, integrate and sustain the technology,(b) Centralizing the use of technologies by national government department, without developing the benefits of technology to intermediaries, institutions such as local government, parliament, parties, civil society, organization and independent media.(c) Failing to link better governance to broaden and more inclusive democracy, which gives voice to those who cannot afford technology but have need and idea to express?

Ayo and Ekong (2008) argued that the absence of skilled workers to handle various ICT service and their applications in bringing about the successful implementation of e-governance in the public sector, lack of government regulatory policy as another constraints that need to be addressed. Omeire and Omeire (2014) listed the following as challenges of e-governance in Nigeria, low (ICT) literacy rate, lack of necessary regulatory / legal framework, poor ICT infrastructure, corruption, lack of committed leadership, epileptic power supply and bureaucratic bottlenecks.

**Evolution of E-Governance in Nigeria**

The waves all over the world to improve public administration and delivery in public service have been on high gear in both developed and developing countries for a very long time. The use of Information Communication Technology started in Nigeria as far back as in 1945, Zhon (2004) when computers and type writers were used in Nigeria by few government agencies and ministries basically on print media, storage, mathematical and statistical analysis not connected to the internet or wild world web.

UN (2020) Digital solution has become vital to address isolation and keep people informed and engaged. WDR (2016) Digitalization has underpinned every aspect of our daily life. Digital technologies- the internet, mobile phones, and all other tools to collect, store, analyze and share information digitally have spread quickly and we find ourselves in the midst of the greatest information and communication revolution in human history.

 Besides, the use of Information and Communication Technology (ICT) then was more in the private sector than the public sector that deals with over 80 percent of the nation population. The real e-governance as the name implies can be traced to the establishment of National Broadcasting Commission (NBC) and the Nigeria Communication Commission (NCC)in the year 1992. The Nigeria Communication Commission (NCC) gave operational license to few private companies in Lagos that provide wireless telephone services in 1997(Madubum 2008).

The fourth republic that came on board in 1999 brought E-governance to limelight in Nigeria. In 2001 E-Governance had a boost from the government leading to new phase in E-Governance. The formation of Information Communication and Technology (ICT) policy in 2001 backed up with policy document on National Policy on Information Technology (IT). The document in clear terms expressly spelt out guidelines and strategy for e-governance.

In the quest to combat myriads of problems bedeviling civil service and poor service delivery in Nigeria. Onwuyi and Okoli (2017*)* Stated that the provision of effective and efficient service to the masses has become the core job of description of public officials (career and elected) in Nigeria public service and that is why it has become imperative to engage in a continuous search for the best way through which the effort of the public officials can be turned to complete reality.

In 2007, the National Assembly pass a bill into law that formed the National Information Technology Development Agency (NITDA) The body was saddled with the mandate to drive and fashion out plan, development and promotion of the use of ICT in Nigeria, (Olatokum & Adebayo, 2012).

Federal Government created the Ministry of Communication Technology in 2011, with the power to streamlining ICT development, plan and progress of e-governance in the country. National Information Communication Technology (ICT) policy of 2012 has the following objectives,

1. To facilitate the implementation of e-governance initiatives in the country.
2. To develop framework and guidelines including interoperation ability and e-governance framework for enhanced development of and use of ICT.
3. To develop and implement ICT training program for public sector employees in connection with introduction of e-governance and other digital functions within government offices.
4. To coordinate the integration of national e-governance network infrastructure and services.
5. To promote e-governance and other service that would foster broad based usages, ( National Information Communication Technology Policy, 2012).

The policy document provided opportunities for public –private partnership in administration and management of ICT in the country. National e-Government Strategies Limited (NeGST) was set up with a tripartite ownership among government, private and financial investors, with aim of developing a unifying framework and platform for successful implementation of e-governance nationwide that will satisfy customers and clients needs,( Omerie & Omeire 2014).

United Nation has conducted several surveys on E-governance Development Index (EGDI) ranking of all the one hundred and ninety three (193) nations as member. In 2019, Nigeria was ranked 143 out of 193. In 2020 Nigeria moved to 141 with total of 0.4439 out of 193 nations while Demark came first with 0.9758, Korea second with 0.0875. In Africa continent E-Government Development Index (EGDI), Mauritius ranked first with score of 0.72 followed by Seychelles and South African with scores of 0.69 while Nigeria scored 0.44. Nigeria has a great potential of moving to a better level at African and international scenario, ( UN, 2020).

**2.1.2 Public Service Delivery**

For proper understanding of the concept of public service delivery, I will first of all define the term public service and then link it to service delivery. Inyange (2008:p.52) opined that the Nigeria public service is a product of colonialism established as an instrument of British colonialist from the late 19th century.

Olugbemi (1987) stated that public service is an institution at the heart of the formulation and implementation of government policies. Adegoroye (2005) averred that public service is a fundamental instrument to the survival of any government. Kemoni and Ngulube (2008) submitted that, the efficiency and effectiveness of the public service in public service delivery is pivotal to the attainment of the Millennium Development Goal in the office. This directly means that effective service delivery is a requisite for growth and development of any nation wherever it is adopted and positively implemented.

Onwuniyi and Chukunoso (2017)…..that the public service of any nation including Nigeria performs certain distinct and crucial function. It provides a number of social services to the people of the country; such services include transportation, communication, supply of water, road, education, health, housing, power public enterprises, and other public utilities in the interest of socio-economic justice. It also formulates and implements laws and policies.

There are many definitions of public service for the fact that this study is carried out in Nigeria, the researcher adopted the meaning of public services as stated in the constitution of the nation.

The 1999 constitution of the Federal Republic of Nigeria Section (318) defined the public service to; as the services of the federation in any capacity in respect of the Government of the Federation and includes services as,

* 1. Clerk or other staff of the National Assembly or each House of the National Assembly.
	2. members of the staff of the Supreme Court, the Court of Appeal, the Federal High Court, the High Court of Federal capital territory Abuja, the Sharia Court of Appeal of the federal capital territory, Abuja, the Customary Court of Appeal of the federal capital territory Abuja, or others courts established for the Federation by this constitution and by an Act of the National Assembly.
	3. Member of staff of any commission or authority established for the Federation by this constitution or by Act of the National Assembly.
	4. Staff of any area council
	5. Staff of any statutory corporation established by an Act of the National Assembly.
	6. Staff of any educational institution established of financed principally by the Government of the federation.
	7. Staff of any company or enterprise in which the Government of the Federation or its agency owns controlling shares or interest.
	8. Members or officers of the armed forces of the Federation or the Nigerian Police Force or other government security agencies established by law.

Sometimes public service and civil service are used interchangeably; Nwosu (1977) made it clear by stating that civil service is a concept used to cover “Those public servants who are direct employees of the federal and state governments, other than the police, the armed forces personnel, the judiciary personnel and teachers. It also excludes employees of statutory corporation and board”. The excluded group forms the public service.

Afeeze (2020) posited that Public service means the activities and services done in any government capacity in the interest of the public domain and for the benefit of the public; such services include policing, defense, healthcare, education etc. Onuoha (1993, p.278-279) stated that public service referred to as the employees of government who are responsible for the functioning of government through the implementation of government policies and are permanent employees of government. Gboyega (2004.3) stated that public service in any government capacity such as elected or appointed members of the legislature, executive, judiciary, ministries, boards and statutory corporations and parastatals.

The three main features of public sector reforms are namely, recalibration of the role of state, modernization of public management to improve performance and improving service delivery, (Ademolekun & Kiriga 2005***)***

Tokunboh (1990) stated that practitioners and researchers of public enterprise as the bane of the Nigerian public sector have advanced management ineffectiveness and inefficiency. In the same, vain Agagu (2008,p.243) observed that public service which was seen as the custodian of rules and regulations and the engine of the development had lost its prestige and confidence. This is because of poor service delivery in public service.

Eneanya (2018) averred public service as an activity of state, which involves interaction with citizens as customers. Kethner and Martins (1995) identified the four basic ways of public service delivery arrangement, namely,

1. Direct delivery of services.
2. Privatization of services delivery.
3. Alternate service delivery
4. Decentralization of service

Nigeria public sector characterized with inefficiency and poor service delivery has led to series of reforms with the intention to better and improved service delivery in the system. The high levels of decay in services rendered by public bureaucracy over the years are captured in the speech made by formal president Olusegu Obasanjo (2003) while launching initiatives to reform public bureaucracy service delivery he said***.”*** Nigerians have for too long been short-changed by the quality of public service……..We shall ensure they get what is better.(New Age, June 17, 2005:7)

Ibikunle and Sarumi (2012) E-governance is a worldwide phenomenon to improve service delivery and internal efficiency of governmental organization. It is a way for government 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 and to provide opportunities to participate in democratic situation and process.

The recent innovations in Information Communication Technology (ICT) in linking the entire world to a Word Wide Web within few seconds where the world is seen a global village has improved service delivery in public and private sector administration globally. Information Communication Technology is seen as a veritable tool in effective service delivery. Attempt to improve the public service and improve service delivery led to the introduction of e-governance in Nigeria.

**2.1.3 Service Delivery.**

 Service delivery has been a serious concern in both public and private sectors as the quality of service delivered either on the positive or negative is very important to any organization, its impact cannot be overemphasized. It is in line with this that Okon (2008**)**

Service delivery in Nigeria has variously been described as chaotic, epileptic, unsatisfactory, shoddy, deplorable, sensitive, inflexible, non-cost effective and so on…and has been characterized by such negative attitudes and trait as insensitivity towards customers and their complaints, lateness, absenteeism needless delay and red-tapism, palpable negligence, inexcusable in competence, unbridled corruption, favoritism, lackluster performance and general lackadaisical attitude to work.

The above statement was a true reflection and nature of service delivery in Nigeria public sector hence the search for better way and means to improve service delivery.

Ohemenga (2010, p.11) defined public service delivery in terms of its features, which includes doing more with less, empowering citizens, enhancing transparency and holding public servants accountable. Okafor, et al (2014), averred that public service delivery is the result of interactions, decisions of government and government institutions and the action undertaken and decision made by the people employed in government institutions, it deals with provision of public goods or social (educational, health) economic (grants) or infrastructure (water, electricity), services to those who need them or demand them.

 Service delivery refers to the extent to which the services provided by public sectors meet or exceed the expectation of the beneficiaries, which is the general public. Shittu (2010) viewed public service as those services funded by the money accrued through taxation from the public and for the benefits of the public. Faseluka (2010) described public service as the totality of the resources directed to the management of human, material and financial resources of the state for the provision of welfare services to the public. Gboyega (2004,p.3) averred that public service as services in any government capacity such as elected or appointed members of the legislature, executives, judiciary, ministries, boards of statutory corporation and members of the armed forces at all level of government. All ministries, department and agencies controlled by government are regarded as public sectors, staff and employees working for the provision of services to the citizens are called public servants.

Public service delivery can be seen as the process of meeting the needs of citizens through prompt and efficient procedures Oronsaye (2010, p.13), OECD (2009) viewed service delivery as any contact with the public administration during which customers – citizens, residents or enterprise – seek or provided data, handle their affairs or fulfill their duties. These services should be delivered in an effective, predictable, reliable and customers –friendly manner. Public service means service provides by government to its citizens either directly or indirectly or by financial private provision of sun services.

Shittu, (2020) defined Public service as actions and services done in any government capacity in the interest of the public domain and for the benefit of the general public, such services include, policing, defense, healthcare, education to mention but few. There are benchmarks in assessing public service delivery in public sector as identified by Al-Ghazali (2005, p.5), which include,

1. Public service should be able to demonstrate effective delivery of goods and services at a low cost and timely manner.
2. Public service should be able to demonstrate equitable distribution of the services to the people in a fair and transparent manner.
3. Citizens should have a connection that state institutions and public service respect the fundamental rights of the citizens and themselves demonstrate respect for the laws of the land.
4. Public service should be wary of physical force and coercion and the effective use of legitimate power to command submission.
5. The environment should secure citizens to carry out their daily routines without fear of hindrance
6. Equal treatment and dispensation of justice for all citizens without bias.

The performance of public sector in service delivery has been on the negative sides for donkey years hence series of reforms to better it in terms of its operations and effective and effective service delivery.

Vembe (2012) opined that service delivery forms the basis of all government activities, it relates to both the provision of tangible public goods and intangible services. It involves the performance of work or duty by an official or an act of helping others or power to control or to use resources of an organization or system in providing the public with something useful to meet their demands. Snellen (2002) stated that public service delivery is concerned with the provision of product or services by the government or government body to a community that it was promised to which is expected by the community, it includes provision of public activities, benefits or satisfactions. The issue of service delivery in Nigeria has been a matter of serious concern to both clients and customers in Nigeria public sector.

Furthermore, Adamolekun (1986) asserted that the Nigeria civil service and public service has often come under heavy criticism for poor organization, lack of planning, overstaffing, indiscipline, red-tapism, and secrecy , insensitivity , rigidity, and over centralization , incompetence , corruption and favoritism , rudeness, and high handedness,, laziness, truancy and malingering. It is apparent that all these has continuously led to the quest for better service delivery through series of reforms ,which on the general scenario will lead to good governance.

 Political Bureau (1986) argued that goals and aspirations of the public service were not properly directed towards improving the general welfare of Nigerians and it had rather mainly served the interest of the bureaucrats and those of capital accumulation of private, local and foreign companies.

Badmus (2017) posited that service delivery covers but not exclusively delivering of democratic dividends, health care provision, education, infrastructural development, provision of social amenities, and security among others. He averred that the public sector in Nigeria has a long history of woeful service delivery performance, particularly in notable areas of popular demands for public services like electricity supply, water supply, telecommunication, postal services, medical services, education environment, transportation and petrochemicals among others.

Obasanjo (2007) opined that pursuance of government contract have become the priority of public officers. Unfortunately, Nigerians have always been at receiving end of poor quality of public service delivery. In most cases, without payment of bribe processing files do not move and when it moves it easily gets lost in transit. Public officers have demonstrated high level of inefficiency and corruption to the detriment of prompt and efficient implementation of government policies in Nigeria.

Poor service delivery in public sector led to reforms right from the colonial era. It started from the Hunt Commission of 1934, Harragin 1945, the1954 Gorsuch commission, the Nbanefo commission of 1959, Morgan commission of 1964, the Edwood commission of 1966, Adebo Commission of 1971, the Udoji Commission of 1972, Dotun Phillip 1985, the 1988 Reforms,( Decree No. 43 of 1988) the Ayida Review Panel of 1994, the 1999 Reforms which include the birth of SERVICOM.

Obie, et al (2020) submitted that the high rate of efficiency and accountability which the use of information technology brought into private sector became a ray of hope for the public sector to redeem their tainted image of inefficiency, lack of transparency and accountability. Example of the reforms that have swept through the public sector in Nigeria include; liberalization, deregulation, downsizing, right sizing, commercialization, monetization, privatization to mention but few. All these reforms and many more are geared towards blurring the line of difference between public and private sectors, thereby making public service look more businesslike, (Obi, et al 2020).

Adegoroye, et al (2015) posited that service delivery deals with effective management of customers services and customers satisfaction, it includes method of improving responsiveness dealing with customers complaints, customers right, work productivity, success stories, project management and product positioning, corporate relation, public sector accountability and better management of citizens services.

Byars and Rue (2006) defined service delivery as the degree to which an employee accomplished the tasks that made his/her job. Obi et al (2020) posited that service delivery means the extent to which an individual unit or department of an organization discharge there assigned or statutory responsibilities. That it is a means by which an organization evaluates an individual or employees, unit input to output level especially in an area of attaining set goals or task assigned.

El-Rufia (2006) viewed service delivery as the degree of an organization or employee’s performance, output and productivity in the discharge of their responsibilities within the time, money and other resources towards the achievement of overall goals of the organization.

 In addition, Ezekwesilli (2010) opined that the degree to which an organization or employee performs its duties and functions towards achieving set goals determine the spate of services delivery – whether it is effective or ineffective, efficient or inefficient, economical or not economical, productive or not productive.

Poor service delivery was seen as a reoccurring decimal in Nigerian public sector hence the new approach to e-governance, which is the use of information communication technology in public administration.

**2.1.4 Public Sector**

Organizations owned and funded by government are referred to as public sectors. Functions of government are not performed by angels, in whatever nomenclature they are called; the worst despotic government has chains of functions to perform either to satisfy the ruling class or the generality of her citizens. Establishments are created and individuals employed by government to perform certain functions in ministries, departments, agencies or parastatals.

Ezeh & Amah (2016) posited that Public sector comprises the federal government ministries and departments, state government/ local government councils and government owned corporations or parastatals. Public sector have the following characteristics, they are funded and supervised by government , they are not profit oriented basically to provide essential services for the citizenry, established through act of parliament or decree in a military era, they rely on budgetary allocation from the government. Naidu (2003) stated that public service provides continuity when government changes in a country; it survives even revolution and coup de’et al.

Shittu (2020) opined that public sector is sectors owned or at least controlled by the government to provide services to the public. He further stated that there is an interlocking relationship between public service and service delivery. Public sector is the instrumentalities used by government to deliver services to her government. That services provided by public sector must satisfactorily meet the needs of the beneficiaries of those services. To him public sectors are not just established to provide services but also to provide quality and satisfactorily services to public.

Fasus (2001) stated that public sector in Nigeria includes ministries, parastatals, agencies, commission, government higher institution of learning and other establishment of government including the army forces and the police. These bodies are created by government to enable her perform certain functions and services to the people as government is saddled with many responsibilities. Ejiga (1999) observed that from the retention of the structure installed by the colonial regimes, which are often top, heavy and rigid, it is this over centralization and one way decision making policy, coupled with rigidity that has hampered timely, efficient and effective dispensation of policy issues.

Obasi (2018) averred that public sector in generic terms comprise the civil service, public enterprise and other extra-government agencies (such as adhoc organization. The brilliant performance of private sector over public sector is an enviable part for concern. It is that part of the economy concerned with providing various government services; its composition depends on nation. Private sectors are better in terms of quality, efficient and effectively, timely service delivery. Adeyemo and Salami (2008) observed that performance of public sector in Nigeria has been replicated with varying contradictions, and has become epitome of all that is corrupt, mediocre and fraudulent.

Besides, Imhonopi and Urim (2013), Kagara (2009) observed respectively that the state of public sector in Nigeria is in abysmal and in total collapse due to excessive bureaucratization undue intrusion by politicians and unprecedented challenges of globalization and democratization consequently, moral is week remuneration is very poor, efficiency is no more, competence has been ditched and merit abandoned. These abnormalities and many more led to several reforms that had no meaningful result as the more, the reforms the poorer are services delivered.

 Institute of Internal Auditors (2011) stated that public sector consist of government publicly controlled or public funded agencies, enterprises and other entities that delivers public program ,goods or services. Spicker (2009) added that they public sector have the following four characteristics namely, they provide services to the public, they are redistributive, they exist for the reasons of policy and they act as trust.

Public sector has outstanding ostensible records of failure in Nigeria as output and service delivery is nothing to write home about. Ejere (2004) posited with Nigerian public sector does not substantially reflect characteristics as change orientation, result orientation, commitment , client orientation, concern for time factor , which are the essential of development orientated public administration. Nigeria public sector is known for poor service delivery hence from one reform to another since independence till date. El-Rufia (2006) observed with dismay the disheartening nature of Nigeria public sector in its sordid state of service delivery. He asserted that an urgent surgical operation is required to re-engineer the Nigeria public sector a veritable tool for national development.

Obasajo administration of 1999 inherited a public service that had many anti-development characteristics, including been lethargically slow in official decision and action, insensitive to the value of time, irregular attendance at work, nepotism, wastage of resources, corruption, slow change, irresponsive and discourteous to the public, ( Daily Independent, 2009).

**2.1.5 National Youth Service Corps (NYSC)**

The joy of political independence attained on 1st October 1960 was short-lived with problems from the ruling political elites and their cronies which created palpable fear and high insecurity in Nigeria under the leadership of Dr. Nnamdi Azikiwe as President and Alhaji Tafawa Belewa as Prime Minister.

The polity was marked with ethnicity, corruption, embezzlement, killings which were climaxed by a military coup led by Major Kaduna Chukwuma Nzeogu and other Igbo officers of the Nigeria Army on January 15, 1966. They claimed the civilian administration was marred with favoritism, nepotism, ethnic politics and sentiment. The coup plotters assassinated the Prime Minister and the Primers of the Northern and Western region.

When things have fallen apart the center cannot hold Achebe (1974). The coup was ethnic originated, favoring a particular ethnic extraction, the Igbos. The then head of state, Major General Aguyi Ironsi was not able to manage the high tension and instability created by the coup, which was further aggravated by the adoption of unitary system of government, through Decree No.15, against the federal system escalated and worsens situation in the polity.

High ranking Northern army officers organized themselves and ousted Aguyi Ironsi out from office, and Major Yakubu Gowon emerged as the new Military Head of State on 1st August, 1966. The coup led to the death of many Igbo people, some of them returned home from the northern part of the country because of fear of been killed and massacred.

The Eastern region was under the headship of Lieutenant Colonel Chukuemeka Odumegwu Ojukwu as the then military Governor of the Eastern region. He viewed the counter coup as a total and calculated plan to annihilate the entire Igbo military officers in Nigerian army. There was incessant killing of the Igbos, the murderous attack launch on the Igbos was unabated, hence on May 30th 1967, Ojukwu declared the Eastern Region an independent state with Republic of Biafra as a name (Chinnah, 2019).

The declaration of Biafra Republic could not be tolerated by the then head of state and commander in-charge of the army force of the Federal Republic of Nigeria, Major General Gowon , who saw Ojukwu’s action as an affront and threat to the sovereignty and unity of the nation. Attempts to call Ojukwu to order and control him led to crises, which gradually snowballed to a full-blown civil war that started from July 6, 1967 to January 13, 1970.

The three years war left so many ugly scenarios in the nation, at the end of the war the military head of state Gowon declared the war as no winner no vanquished. The nation was faced with a battered economy, disorganized polity, ethnic sentiment, bigotry, chauvinism. Gowon then adopted acronyms known as 3R’s Reconstruction, Rehabilitation and Reconciliation. It was under this 3R’s that Gowon came up with Decree no. 24 of 1973 establishing the National Youth Service Corps on 22nd May, 1973 and the scheme started operation on 2nd July 1973. The scheme is aimed at encouraging and developing common tiers among the youths and to promote national unity and integration (Chinnah, 2019).

**Objectives of National Youth Service Corps**

The National Youth Service Corps was established by a decree promulgated on 22nd May, 1973 with a view to encouraging the development of common ties among the youths of Nigeria and the promotion of national unity. Objectives of the NYSC scheme as clearly spelt out in decree 52 of 16th June 1993 include:

1. To inculcate discipline in Nigerian youths by instilling in them a tradition of industry at work, and of patriotic and loyal service to Nigeria in any situation they may find themselves.
2. To raise the moral tone of the Nigerian youths by giving them the opportunity to learn about higher ideals of national achievement, social and cultural improvement.
3. To develop in the Nigerian youths the attitudes of mind acquired through shared experience and suitable training, which will make them more available to mobilization in the national interest.
4. To enable Nigerian youths acquire the spirit of self-reliance by encouraging them to develop skills for self-employment.
5. To contribute to the accelerated growth of the national economy.
6. To develop common ties among the Nigerian youths and promote national unity and integration.
7. To remove prejudice, eliminate ignorance and confirm at first hand the many similarities among Nigerians of all ethnic groups.
8. To develop a sense of corporate existence and common destiny of the people of Nigeria.
9. To equitable distribute members of the service corps and effectively utilization of their skills in area of national interest.
10. That as far as possible, youths are assigned to jobs in state other than their states of origin.
11. That such group of youths assigned to work together is a representative of Nigeria as far as possible.
12. That the Nigeria youths are exposed to the mode of living of the people in different parts of Nigeria.
13. That the Nigerian youths are encouraged to eschew religious intolerance by accommodating religious differences.
14. That members of the service corps are encouraged to seek at the end of their one year national service, career employment all over Nigeria; thus promoting the free movement of labour.
15. That employers are induced partly through their experience with members of the service corps to employ more readily and on a permanent basis, qualified Nigerians, irrespective of their state of origin.

 **Administrative Structure and Operations of National Youth Service Corps (NYSC)**

National Youth Service Corps like any other federal agency is saddled with certain responsibilities, aims and objectives. The scheme is operated under the civil service structure and procedures in compliance with government policies. It could prescribe and seek for approval for organizational restructuring, general overhauling, operational modification and change in administrative paradigm, suitable in meeting its aims and objectives. The bureaucratic system of National Youth Service Corps is simple as it cut across all the local government areas, states and National Directorate Headquarters in Abuja.

National Youth Service Corps, since its formation has been operating within the framework of its enabling status in order to achieve its aims and objectives. The enabling act placed the scheme under the presidency which was later shifted to be supervised by the Federal Ministry of Youth Development. The National Governing Board of the National Youth Service Corps approves policies, including structure and design of programmes for the scheme (NYSC Composite Policy Document, September 2013).

At the federal level, there is a National Governing Board, at the state level, there is state Governing Board and at the local government level, we have Local Governing Committee in all the local government areas in the country.

National Youth Service Corps is headed by a Director-General appointed by the President of Nigeria. The Director -General is Chief Executive Officer in-charge of day to day running of the scheme. In the Director General office, we have the following autonomous units, they are:

1. Press and Public Relations
2. Internal Audit
3. Legal
4. Reforms

Each of these units is headed by a level 17 officer.

At the National Directorate Headquarters in Abuja headed by the Director General, there are other departments, Divisions and branches. There are 13 departments with divisions and branches at the national headquarters. I will state it here in a tabula form:

**Table 2.2**

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Department** | **Division** | **Branches** |
| 1 | Human Resource ManagementFinance and Accounts | (a) Human Resources Planning and Recruitment | (i) Manpower planning(ii) Recruitment and deployment(iii) Transfer and posting(iv) Personnel Records |
| (b) Career Management | (i) Promotion(ii) Performance Management(iii) Discipline |
| (c) Training and Executive Development | (i) Training(ii) Supervision and workshop |
| (d) Staff Welfare and Industrial Relationship | (i) Staff Welfare(ii) Industrial Relationship(iii) Pension and post service |
| (e) General Services | (i) Sports(ii) Stores management(iii) General Services  |
| 2 | Finance & Account | (a) Budget | (i) Capital Budget(ii) Recruitment Budget |
|  |  | (b) Headquarters Account | (i) Other charges(ii) Salaries(iii) Final account(iv) Checking |
|  |  | (c) State Offices | (i) State account(ii) Treasury(iii) Funds |
|  |  | (d) Ventures and special projects Account | (i) Venture Account(ii) Special Project Accounts |
| 3 | Planning Research & Statistics | (a) Policy & Planning | (i) Planning(ii) Policy Analysis |
|  |  | (b) Research, Statistics and Library | (i) Research(ii) Statistics & Records(iii) Library |
|  |  | (c) Project Monitoring & Evaluation | (i) Project Monitoring & Evaluation |
|  |  | (d) Technical Assistance | (1) Technical Assistance |
| 4 | Corps Mobilization | (a) Evaluation | (i) University(ii) Polytechnic |
|  |  | (b) Mobilization | (i) Mobilization |
|  |  | (c) Deployment | (i) Deployment |
| 5 | Corps Welfare & Inspection | (a) Corps welfare | (i) Corps welfare(ii) Corps benefit |
|  |  | (b) Corps Insurance | (i) Corps Insurance |
|  |  | (c) Corps Health | (i) Health Services |
|  |  | (d) corps Inspection | (i) Inspection(ii) Investigation |
|  |  | (e) Corps Discipline | (i) Corps Discipline(ii) Corps Merit |
| 6 | Corps Certification | (a) Exemption | (i) University(ii) Polytechnic |
|  |  | (b) Verification | (i) Verification |
|  |  | (c) Certification | (i) Certification  |
| 7 | Skill Acquisition and Entrepreneurship Development | (a) Entrepreneurship and Empowerment | (i) Entrepreneurship Development(ii) Empowerment |
|  |  | (b) Skill Acquisition Centers | (i) Skill Acquisition(ii) Job Advisory |
| 8 | Information and Communication Technology | (a) Hardware and SoftwareDevelopment | (i) Hardware Development(ii) Support Software Development  |
|  |  | (b) Data Mgt Services | (i) application Support(ii) Data Control |
| 9 | Venture Management  | (a) Venture Management | (i) Arable Fanus(ii) Husbandry (iii) Factories(iv) Mills |
| 10 | Community Development Service and Special Project | (a) Community Development Services | (i) TCDS(ii) Corps Projects |
|  |  | (b) Scheme Collaboration | (i) MDGs(ii) Voluntary Services(iii) Festivals(iv) HIV/AIDS |
|  |  | (c) Special Projects | (i) Special Projects(ii) Special Projects National |
| 11 | Procurement | (a) Capital procurement | (i) Capital Procurement |
|  |  | (b) Recurrent Procurement | (i) Recurrent Procurement |
| 12 | General Services |  |  |
| 13 | Special Duties |  |  |

**National Youth Service Composite Document September, 2013.**

**Area Offices**

For effective monitoring and implementation of the National Service Corps (NYSC) program area offices were created in the six geographical zones in the country. The area office is headed by level 17 officers with other staff for the implementation of the scheme aims and objectives within the numbers of states in the area office.

There are two Divisions, each in the area offices headed by a Deputy Director on grade level 16, there are two branches in each division headed by an Assistant Director on grade level 15. The following division and branches exist in the area office.

1. Human Resource and Training Division, General Administration Branch Staff Welfare and Development Branches.
2. Operations Division, Inspectorate Branch Corps Development Branch. The functions of all the division is in accordance with scheme aims and objectives.

The following units exist in office of the Director in the area office

1. Finance / Account
2. Information and Communication Technology (ICT)
3. Public Relation Unit (PRU)
4. SERVICOM
5. Legal

There are six area offices in the six geopolitical zones in the country.

* South –South Area office headquarter: Delta state, Asaba.
* South East Area office headquarter: Enugu state, Enugu
* South –West Area office headquarter: Osun state
* North –Central Area office headquarter: Niger
* North West Area office headquarter: Kaduna
* North- East Area office headquarter: Bauchi

**Function of Director Area Office**

The Director in the area offices overseers and supervises the activities of state coordinators and the respective state secretariats of NYSC in the geopolitical zone.

**State Offices**

At the state level, the office is headed by Deputy Director called State Coordinator for the implementation of the Scheme programme at the state level and local government offices, including FCT Abuja

At the state level, there are nine branches and four units. The branches are

1. Corps Welfare and Health Services
2. Corps Inspection and Monitoring
3. Skill acquisition and Entrepreneurship Development
4. Development and Relocation
5. Corps Discipline and Reward
6. Human Resources Management
7. Planning, Research and Statistics
8. Finance and Accounts
9. Community Development Services (CDS)

The four units are as follows:

1. Public Relations
2. Information and Communication Technology
3. Audit
4. Legal

The nine branches and four units at the state level performs the following functions

1. Takes charge of the administration at the scheme in a state
2. Serves as the secretariat of NYSC, State Governing Board
3. Ensures the security and general welfare of the corps members in the state.
4. Maintain effective communication with the state government, federal establishment, local government and the general public.
5. Maintain good image for the scheme in the state
6. Organizes period inspection of corps locations.
7. Takes charge of accounts at the state
8. Mobilizes corps members for community development services
9. Past corps members deployed to the state to the area of
10. Implement the scheme’s policies and performances in the state
11. Renders monthly and quarterly returns on the scheme activities in the state to the National Directorate Headquarters (HDHQ) Abuja.
12. Performs any other duty as may be assigned by the Director-General (National Youth Service Corps (Inspectorate Manual 2012.

 **Zonal Administration**

A zone by NYSC definition is a collection of Local Government Area that are geographical proximate to each other. For instance, in Rivers State we have four zones in namely;

1. Port Harcourt zone comprises of the following local government areas, Bonny, Okrika, Port Harcourt, Ogu/Bolo, with headquarter of the zone located inside Port Harcourt city local government secretariat.
2. Tai Zone: Tai zone is made up of the following local government areas, Tai, Gokana, Khana, Andoni, Opobo/Nkoro, Eleme, Headquarter in Tai Local. Government. Area secretariat.
3. Ahoada Zone includes the following local government areas; Ahoada West, Ahoada East, Abua/Odual, Onelga, Asari Toru, Akuku Toru, Degema. Headquarter in Ahoada East local government secretariat.
4. Obio/Akpor Zone: Etche, Ikwerre, Omumma, Emohua, Oyigbo, Abio/Akpor. Headquarter of the zone is located inside Obio/Akpor local government secretariat.

Each of the local government area offices is headed by a staff of the National Youth Service Corps called Local Government Inspector (LGI) while the zonal office is under the leadership of staff called zonal Inspector (ZI). They work with other staff in carrying out the function of the scheme.

The functions of zonal office as contain in National Youth Service Corps, Inspectors Manual 2012 includes:

1. Supervises the scheme’s activities in all the LGAs in the zone.
2. Ensures the welfare and the security of all corps members in the zone.
3. Liaises between the secretariat and the NYSC local Government offices.
4. Carries out inter-local government posting and reposting of corps members within the zone.
5. Co-ordinate the activities of L.G. committees in the zone.
6. Collates performance verification payment formats of corps members in the zone and forward them to the secretariat.
7. Maintains good image for the scheme with corps employers, the communities and the public at large.
8. Renders quarterly corps inspection report to the corps inspection and monitoring branch in the secretariat.
9. Monitors and supervises the CDS activities of the corps members in the zone.
10. Keeps accurate data on corps members in the zone.
11. Supervises skill acquisition and entrepreneurship programme in the zone.
12. Performs any other duty as may be assigned.

At the local government area office, the Local Government Inspector coordinates the activities of the National Youth Service Corps with other staff at the local government area,

The Local Government Inspector performs the following functions as contained in NYSC Inspectors Manual (2012, p. 34)

1. Takes charge of the NYSC activities in the local government area
2. Services as the secretariat of the NYSC Local Government Committee
3. Conducts regular inspection to corps locations in the local government area.
4. Ensures the welfare and security of corps members in the LGA.
5. Carries out the reposting of corps members within the local government area.
6. Counsels corps members and monitors their CDS projects.
7. Recommends outstanding corps members for local government and state honors award.
8. Maintains accurate data on corps members in the local government area.
9. Maintain warm and cordial relationship between the corps employers and NYSC.
10. Collates stories on events and activities of the corps members that are newsworthy for publication.
11. Conducts the monthly signing of the performance verification formats by the corps members in the local government area.
12. Renders quarterly corps inspection report to the zonal office.
13. Ensure the implementation of policy on skill acquisition and entrepreneurship programme.
14. Liaise with the host communities to integrate the corps members through the learning of their culture and language.
15. Supervises the activities of corps liaison officer (C.L.O.)
16. Performs any other duty as may be assigned.

**Problem of the Scheme in Rivers State**

The NYSC scheme is not a faultless scheme as it handled by human being so there must be problems. One of the Problems are rejection of corps members by employers. The issue of state of origin in job placement is not going down well with the objectives of the scheme.

There are communities without accommodation for corps members. Communities, Local Government Areas should build corps lodges for corps members.

Insecurity, National Youth Service Corps has recorded cases of kidnapped corps members in their Places of Primary Assignment. Security should be provided for corps members by their host community as in partnership with security agents.

Corps members are faced with the problem of adequate fund to feed for a living. The cost of living in Rivers state is expensive mostly in the urban areas. Rivers State Government should be encouraged to pay corps members. Motivation is tied to satisfaction. Corps members are bound to be motivated when they are satisfied. Many corps employers do not provide accommodation and stipend they are expected to pay Corps members.

The state government is not funding the scheme. The Local Government Area not doing what they are supposed to do statutory by the law that established the scheme, all these hinders the positive operations of the scheme in the state. All level of government should rise up to shoulder their statutory financial commitment for effective running of the scheme.

**E-Governance (E-NYSC) and National Youth Service Corps**

National Youths Service Corps had series of challenges in delivery quality and efficient services. The quest for improvement led to severally restructuring and reorganization from 1973 when it was established till 2014 when it finally adopted the E-NYSC. The E-NYSC is simply the use of information Communication Technology in the day to day administration of the scheme. The shift from analogue to digital operations as initiated by federal government was welcomed by the National Youth Service Corps. In fact National Youth Service Corps in 2014 Batch C orientation exercise introduced the E-NYSC registration.

The National Youth Service Corps came up with the integrated system in partnership with other private organizations like the SIDMACH Technologies Nigeria Limited; this private company provided the NYSC integrated online solution under the public private partnership.

Joint Komputers Kompany (JKK) Limited was responsible for the maintenance of hardware

Gulf Technology Network Limited provided internet services.

Trinitop Technologies Limited hosting of the NYSC website.

The E-NYSC was purely conceived to tackle previous challenges faced by scheme and prospective corps members and serving corps members which includes,

1. Difficulties and stress in going back to institution of graduation to get call-up numbers.
2. Falsification of date of birth by prospective corps members.
3. Cumbersome nature of the registration and documentation processes in camp and in place of primary assignment.
4. People serving multiple times
5. Mobilization of non-accredited courses and institution.
6. Failure in manual clearance exercise leading to nonpayment of corps members.
7. Poor communication channel, lack of feedback.
8. Poor coverage and delay in mobilization process.
9. Delay in relocation, posting, reposting of corps members.

The E-NYSC include the creation of portal, the integrated NYSC system that deal with mobilization of corps members for the collection of their discharged, exemption and exclusion certificates, it also includes the sourcing of data about out gone corps members and all about the operations of the scheme are made available online to the general public to improve service delivery.

The truth is that the whole idea of E-NYSC is not only noble but is indeed designed in the best interest of the corps members to save them from stress, scammers and most importantly save lives from issues like accidents. Given security challenges in some states of the federation and the observed cumbersome process of collection of call-up letters in most corps producing institutions here in Nigeria, E-NYSC was designed to make the process seamless. The idea was conceived to remove all impediments that make the mobilization process a nightmare for graduate.

The E-NYSC was created to provide quality and efficient services, more reliable and dependable seamless process in the scheme. It will do the following:

1. Store and retrieve data for participating graduates.
2. The total removal of all the excruciating registration experience in camp and after camp.
3. The provision of backup services for the National Youth Service Corps integrated system
4. The provision of web –based NYSC integrated system software, which will cover all prospective corps members’ registration, mobilization, deployment and the provision of web based finger –print software interface for verification.
5. Provision of computer system and network infrastructure for camp registration and after camping.

The NYSC Integrated System is programmed to provide the following services:

* Upload of senate / Academic Board Approved List by the Student Affairs Officers (SAOs) of Corps Producing Institution.(CPIs)
* Online Registration by both local and foreign trained Prospective Corps members.(PCMs)
* Online registration by Part-Time graduate.
* Online printing of Call –Up- Letters
* Biometric Verification during Registration in Orientation camps.
* Processing of Relocation request.
* Posting of Corps members for primary assignment.
* Printing of Digital Plastic ID cards of corps members.
* Application / Processing of Remobilization.
* Application / Processing of Revalidation cases.
* Printing of Certificate of National Service with photograph of corps members embossed. The photographs and data of corps members are downloaded from NYSC portal.
* Printing of Exemption Certificate and Letters of Exclusion with photographs embossed.
* Downloading of real- time data of corps members for payment of allowances
* Updating of deceased corps members records.
* Application / Approval of corps members convocation, maternity, and other types of leaves,
* Generation of various reports. NYSC Handbook (2015)[www.nysc.gov.ng](http://www.nysc.gov.ng).

The NYSC Integrated system was fashioned to make the scheme seamless, benefit prospective corps members, serving corps members, corps employers, collaborating agencies and the general public through the provision of efficient and effective service delivery to the people. It was geared towards correcting all the challenges and abnormalities that has enveloped the scheme. The NYSC Integration was designed for optimal benefit, trend in globalization dynamics in public administration operations of the National Youth Service Corps.

“The introduction of biometric clearance system for corps members has virtually eliminated all the chances of compromise by officials as well as absenteeism and abscondment by corps members. The biometric now ensure that only deserving corps members are paid the monthly and other statutory allowances. Registration of prospective corps members by proxy at orientation camp is now gone as a result of Information Communication Technology (ICT)” (Tell online, 2019).

**2.4 Empirical Review of Literature**

Etymologically empirical review refers to works research done that are relevant to this study. It centers on the e-governance and service delivery in Nigerian’s public sector a case of National Youth Service Corps.

 The studies of Adah (2015) explained that the emerging growth of Information and Communication Technologies (ICT) in Nigeria has effectively influenced the development of its governance status, that there are disparities and other challenges in the implementations of e-governance in Nigeria. Adoronke, et al (2017) carried out a study on The Evaluation of E-Governance Implementation: The Case of State Government Websites in Nigeria. The study showed that government of Nigerian need to have an established for the implementation of E-governance. NITDA need to be more proactive in its duties of monitoring Information Technologies policies, implementations. The study identified information technology as a major driving force to re-engineer and rapidly transform governance to interface with the need of the citizens by establishing transparency at national, state and local governments’ websites.

Onuigbo and Eme (2015) posited that e-governance is more than just government on website. That strategy of e-governance can enable government and citizens to engage and partner with each other and other stakeholders. Dibie and Quadri (2018) carried out on Analysis of the Effectiveness of E-Governance in Federal Government of Nigeria. They argued that the utilization of technologies such as internet, websites, emails, and social media have not effectively opened the door for integrated technological efforts to connect citizens and the government. The study revealed that Federal Government has introduced many e-governance initiatives for stakeholders to have access to public services but the desired result outcomes are not yet fully achieved. The study concluded that Federal Government of Nigeria is still plague with problem of deficiencies of bureaucracy, that despite billions spent on training of people, purchase of equipment, there are officers that cannot use computers.

Obodo and Anigbata (2018), Oleh and Ridzuan (2018) identified challenges and constraints to the implementation of e-governance in Nigeria public sector to include, lack of qualified man power, personnel, security of information, poor information and communication technologies infrastructure, lack of political will on the part of government, digital divide. In the same vain proffered solution on how those challenges can be overcome thorough reorientation, training and sensitization, maintenance of property rights among others.

Ainabor, (2015) carried out a survey on Assessment of Effectiveness of Use of ICT Components for Service Delivery in Esakor –West Local Government Area of Edo, state. The study raveled that there is no significant association between ICT and service delivery in the Local government administration of Esakor West. There is low level of ICT usage in the local government area studied and suggested for training and re training of local government staff on ICT.

Besides, Pathak et al (2009) Pathak et al (2008) researched discovered that service delivery –oriented information technology can contribute to effective multi pronged strategy to cut corruption in Fiji. In a similar study carried out in Ethiopia and Fiji it was discovered that e-governance has help to improved service delivery, government –citizen relationship and reduced corruption in both countries.

Furthermore, Olamide (2020) work revealed that bureaucratic corruption is on high level in Nigeria, that e-governance if fully implemented will reduced bureaucratic corruption which will in turn have positive effect on the society and her economy. Chukuemeka, et al (2018) in their study found out that e-governance has strong positive influence on service delivery by helping to achieve organizational goals and enhance staff performance via the use of ICT. It has reduced waste of time, bureaucratic delay, and error free to a great extent increase staff performance and service delivery he concluded.

Onwunyi and Okoli (2017) stated that e-governance has greatly impacted positively on the efficiency and effectiveness service delivery. That e-governance has led to improvement in service delivery in Nigeria public service. He also identified challenges facing the implementation the e-governance which include poor internet services, lack of electricity, lack of man power, poor attitude of staff to the new initiative of ICT, poor facilities among others. Recommendations were also made on how to combat these problems, which include making the use of ICT training compulsory for all staff, provision of enabling environment, updating of equipment, training and retraining of staff.

Okot-Uma (2010) in his assessment of e-governance Nigeria posited that e-governance led to better quality service delivery. That e-governance revolution has the potential to transform service delivery and public trust in government with the capability of enhancing employee’s responsiveness and boosting organizational performance. Idama (2019) in his research submitted that e-governance introduction and implementation in Delta state public service has revolutionized the public sector through improvement in provision of efficient and effective service delivery. That service delivery was abysmally poor and in a very low ebb but has improved greatly with the use of ICT.

 From the review of available literature related to the thesis topic, E-governance and public service delivery in Nigeria: A study of the National Youth Service Corps, (NYSC) Rivers State, 2014- 2020. It is evident that scholars have done work on related topics, identified challenges, impacts and prospect of e-governance to service delivery in both private and public sector but sad to note that there are still problems and challenges against the successful implementation of e-governance in the public sector.

Scholars in their respective research have demonstrated that some of the challenges are universal while some are specific and particular to the ministries, agencies and departments where e-governances were implemented. The imperative need to study all public organizations where e-governance is practiced and implemented becomes imperatives as a requisite in identifying challenges, prospects, challenges and proffering solution on how to curbing its universal and peculiar issues.

 The nexus between e-governance and service delivery were clearly established from research by scholars. It enhances quality service delivery, save time, reduces corruption, improve performance and enhance productivity, greater participation in governance to mention but few were stated.

**2.2. Gap in Literature**

There are thousands of researches carried out on e-governance and service delivery globally; Nigeria inclusive. There are researches conducted in various ministries, agencies, departments and parastals at all level of government in Nigeria, mostly in e-payment, e-banking, and e-commerce. Sad to note that none was done on E-governance and service delivery in the National Youth Service Corps which was among the first federal government agencies to adopt the e-governance system as directed by the federal government, with an acronym called E-NYSC in 2013.

Bansode and Patil (2011), Dode (2007) Gberevivbie, et al (2015) observed in their respective studies that the implementation of E-governance in Nigeria vise-viz service provision had a lot of challenges ranging from lack of funds, personnel, poor electricity and epileptic power supply, poor information technology equipment, public servants attitude about change to e-governance among others. Their work had no history on what is obtainable and operational in National Youth Service Corps and the newly adopted policy of E-NYSC or e-governance system in National Youth Service Corps.

 Aba and Nwokwu (2019) posited that e-governance is central to actualization of simple moral, accountable, responsible and transparent government in the country without starting in details how it can be achieved. He did not go in details in all government ministries to find out how it can be achieved.

Olaseni (2015) carried out a survey on Users experience of e-governance services. A case study based on the Nigerian Immigration Service, he concluded that user’s security should be granted for e-governance to work effectively. Ashaye (2014) study focused on evaluating the implementation of e-governance in Developing countries. The case of Nigeria, he observed that there are similarities in factors that hinders the implementation of e-governance policy, and challenges as seen in developed countries, he identified some factors unique to Nigeria environment. The two works did not focus on National Youth Service Corps in their respective research; their work was more on the general outlook without consideration of specific ministries where E-Governance is in operation.

 Furthermore, Chukwure and Enwereji (2018) only mentioned National Youth Service Corps (NYSC) member’s posting as one of the ministries with success story about e-governance, focusing on online registration and time, without relating the study to what happens after online registration which is just the peripheral aspect of National Youth Service Corps mobilization process. A study on deployment of corps members without stating and studying what happens after mobilization is a hasty work that cannot give the needed result as it affects service delivery.

Sanjo and Koyode (2009) gave a very scanty analysis of E-Passport and E-NYSC registration as a success story of e-governance in Nigeria with limited unanalyzed data on E- Registration. There research only mentioned the E-NYSC registration processes which is not up to one of the departments schedule of duty which is too small to draw an inference on its successful story or otherwise as the National Youth Service Corps (NYSC) scheme has four cardinal points which was mentioned early in this research. The quest to fill the gap in literature on E-governance and service delivery in the NYSC from online registration to collection of certificate of national service necessitated the study which gave a detailed interrogation of all the cardinal points and operations of the Scheme visa vice e-governance and service delivery.

Chukuemeka and Okeke (2018) focused on E-governance and service delivery a case study of JAMB successful stories. Obi et al (2020) mentioned NYSC in their research without stating how and factors behind the operations of E-NYSC.

From available literature, it is apparent that there is a lacuna that needs to be filled, which this study will investigate. This survey will interrogate the e-governance in NYSC from registration to the passing out ceremony climaxed by collection of discharge certificates by qualified corps members at the end of the service year. The study will examine the challenges faced by the implementation of e-governance, and how it has helped to improve service delivery of corps members, staff, collaborating agencies, corps employers and other stakeholders. Recommendation on the way forward with areas that needs to be covered by e-governance for effective service delivery in the National Youth Service Corps (NYSC) is the gap this study will address.

**2.3 Theoretical Framework**

Grant and Osanlon (2014), Ndiyo (2015) viewed theory to be a body of connected concepts, definitions, and proposition that showed a fixed plan of an issue by specifying relationships among variables with the prime motive of explaining and predicting an outcome of an issue. Ndiyo (2015) argued that theory offers greater evidence pertaining to the result of a proposed phenomenon. The statement above is a pointer that no researcher on his/her own has invented or propounded something that has no link or root from already existing literature. This supports the fact that none is island, as we build and theorize on already existing theories we develop new ones.

Theoretical framework is a compass that directs the activities of a researcher. Osanlon (2014) opined that theoretical frameworks runs through the entire research process starting from the topic selection, objectives , development, research questions, literature review, design procedure and methods of data analysis. New Public Management triggered reinvigorated functionalism, performance documentation based on market oriented approach, institutional reforms and accountability.

The study is anchored on New Pubic Management theory as its theoretical framework. As the name implies it is a new approach in public administration first coined by Christopher Hood in 1991, other scholars are Gerald Caiden, Hoggett, P, Pollitt, C, Rhoades, R.,Kelly, R.M., Aucoin, P, Terry, L., Osborne, D., and Gaebler, T., among others. The New Public Management theory is an offshoot of the Choice Theory; which focused on market, productivity and managerialism while the New Public Management represent a set of ideas, values and practice aimed at emulating private sector practices in the public sector. According to Sapuru (2013,p.561) stated that :

New Public Management (NPM) is a significant intellectual development in the history of public administration. The word “New Public Management’ has acquired growing recognition in recent times in the literature of public administration. NPM, Entrepreneurial Government, Managerialism, Market-based Public Administration, or Reinventing Government are a few incantation of the new model of public sector management which emerged during the 1980s in response to the challenges of globalization, international competitiveness, and technological change. It represents a paradigm shift from a traditional model of public administration, dominant for most the 20th century to managerialism or what is known as the New Public Management. The new approach manifests a change in the role of government and bureaucracy in society and the relationship between government and citizenry. The fundamental objective of this movement is to create a more innovative, flexible and entrepreneurial culture within public agencies.

The Traditional Model of Public Administration (TMPA) as theorized by early scholars in the discipline like, Max Weber, Woodrow Willson and Northcole –Trevelan made their impact in the field of public administration. As event progresses there was an imperative need for change in administrative paradigms because of globalization and increase in the use of Information Communication Technology (ICT) in public administration.

The Traditional Public Administration had the following criticisms, as enumerated by Dahida and Ahmed (2013)

1. That there is no clear separation between policy and administration either in terms of decision making processes or the respective role of administrators and politicians , which are often fused together.
2. Decision-making processes do not in any case conform to the role of technical and economic rationality, but are affected and shaped by processes of conflict, negotiation and exchange between interest, but internal and external, to the state bureaucracy.
3. Hierarchy and centralization combine with a formal, some time slavish adherent rules and procedure to produced effects for bureaucratic pathological, such as delay, inflexibility, unresponsiveness and an arrogant disregard for the interest and concern of the citizens.
4. Bureaucracies are characterized by a process of top-do-win implementation which frequently produces inappropriate policies and inadequate results.
5. The range of transaction within the modern system of the state administration both internal and with external organization and interest is so extensive that this produces a degree of complexity much greater than the model suggest (Minogue,1999)

 Hood (2005) stated that New Public Management is difficult to define, it is more than a concept; it is divinity or set of doctoral beliefs. There is no generally accepted universal definition of New Public Management theory but there are basic features the definitions share in common. Hood (1991), Hood cited in Abba (2008) stated that New Public Management has the following features

1. (a)Hands on professional management,
2. (b)Explicit standard and measures of performance
3. (c) Emphasis on output control and entrepreneurial management
4. Disaggregation of units
5. Competition in the public sector
6. Emphasis on private sector styles of management practice
7. Create or stress on discipline and parsimony.

Hood and Lodge (2004) stated that NPM has been described as one of the most sticking international trend in public management. Aucoin (1999.115) Dunrise 1998 (21-29), Schedle (1995) Gruening (2001) Lueder (1996.93) averred that that New Public Management Theory originated from the Public Choice theory and managerialism.

The New Public Management started in 1970 and 1980s in United Kingdom and United State of America, Australia and New Zealand. These named countries help to put New Public Management theory as an agenda in the Organization for Economic Corporation and Development (OECD). As a result of series of reforms and growth in Information communication technology (ICT) scholars generally theorized and discussed all the recent reforms using information communication technology as a tool based on customers satisfaction, market orientation, competition and less bureaucracy came to be known as the New Public Management theory(NPM). It is the introduction of private business management practices into government management to achieve effective and efficient service delivery based on customer’s or client’s satisfaction with market orientations. The application of private sector attributes principles and approaches into public administration with the use of information communication technology as a conduit to achieve better results and quality service delivery. The use of restructuring, strategies and concepts like decentralization, deregulations, promotion of customer’s agencies, output oriented and introduction of competition between agencies and enterprises

Hughes (2003.p,02) blame the dead hand of bureaucracy especially the poor performance of public bureaucracies, on the daily annoyance of irksome restrictions, cumbrous red-tape –unpleasant officials poor service and corrupt practices .The old approach to public administration has been under severe criticism for its inability to deliver goods and services to the people. He argued that New Public Management theory emerged to replace the traditional model of public administration during the 1980s and 1990s in response to the inadequacies of the traditional model.

Public and civil service are marked with irregularities and abnormalities leading to poor service delivery. Efficient and effective service delivery leads to growth and development in both developed and developing nations mostly in a nation like Nigeria where majority of the services provided are handled by the government. Sharma (2007) averred those public sectors were characterized by the prevalence of different forms of corruption, nepotism and bureaucracies. International donors recommended the introduction of economic and political reforms in developing countries with the aims of promoting decentralization and eliminating bureaucracy and encouraging private sector growth through Public Private Partnership (PPP) scheme, privatization and markets orientation in order to improve the economic performance and alleviate poverty.

Mongkol (2011:p,36) saw New Public Management (NPM) as a set of particular management approach and techniques, which are manly, borrowed from the private sector and applied in the public sector. As a perceived ideology based on belief in the efficiency of markets, competition, and businesslike management ideas; that this techniques and approach can be applied collectively or particularly according to the need of the nation. New Public Management focuses on the improving service delivery, efficiency, accountability, transparency, which were absent in the traditional public administration. NPM lays emphases on outcome rather than process of implementation.

New Public Management (NPM) anchored on the involvement of private sector and Non -Governmental Organization in the delivery of public service. Public Private Partnership (PPP) schemes, that is towards the provision of services through outsourcing and the use of information communication technology Sharma (2007). He pointed out the following characteristics of NPM,(1)cutting red tape, shifting from system in which people are accountable for following rules to the system in which are accountable for achieving results. (2) Putting customers first. (3) Empowering employees to get results, (4) Giving back the basics and producing better government for less input.

Asif and Dawood2017) stated that New Public Management is used to regulate government policies meant to enhance performance of public sector that ultimately facilitates general public interest and improve their living standard. The aim of New Public Management is to bring about positive reforms that will lead to efficiency and effective public sector performance. Nigeria government taught it wise to adopt the NPM based on its merits in making public services delivery effective and customer oriented and satisfaction. In the same vain David and Gaebler (1992) stated that New Public Management is routed through the call for redesigning the public sector policies on the basis of market economy

World Bank (2007) viewed NPM as a management culture that emphasis the centrality of citizens or customers, as well as accountability for result, promoting decentralization through others effective ways of service mechanism. It must be market oriented, associating management policy perspectives. New Public Management (NPM) is all about getting things done not weather task should be done or not, and result oriented.

 Minogue (2001) argued that New Public Management replaces the highly centralized hierarchical organization structures with decentralized management because the NPM involves restructuring and reducing the size of the public sector including reorganization and slimming down central civil service. Furthermore, he state that NPM has the benefit of cost efficiency and service effectiveness to public management as well as improving efficiency and obtaining value for money by focusing on performance management and auditing.

Furthermore, Batley and Larbi (2004) divided the NPM into two different strands. The first strand deals with emphasis managerial improvement and restructure which includes, decentralization, disaggregation, downsizing, while the second strand stresses on markets and competition which include contracting out and adopting private sector style of management practice.

Obi and Nwanegbo (2005, p.253) maintained that New Public Management is a label used to describe a management culture that emphasis the centrality of citizens or customers as well as accountability for result. NPM captures all the structural, organizational and management changes taking place in the public service of most Organization for Economic Corporation and Development. New Public Management (NPM) has the following tenets as cited by Obi amd Nwanegbo (2006, pp. 256-257)

* Direct public sector cost should be cut, and labour disciplined raised so as to improve resources use.
* Private sector style management practice applied to increase flexibility in decision making.
* Competition in the public sector ( though term contracts and tendering )
* Public sector disaggregated and decentralized to make units more manageable to increases competition among them.
* Explicit standard and performance measurement established becomes accountability requires clearly stated aims and efficiency required attention to goal.
* Control shift from inputs to outputs to stress result rather than process.
* Managers give power to conduct hand –on professional management becomes accountability require clear assignment of responsibility, not diffusion of powers.

Adamolekun (2002, p,14) argued that New Public Management seeks to apply market principles to government administration, with an emphasis on competition, contracting and customers orientation, it also goes with merit based recruitment and promotion …. Increase autonomy for managers (letting managers manage) with corresponding responsibility, performances related pay continuous skill development and upgrading, with emphasis on performance measurement, with particular attention to delivery of service to the public.

 In a similar version Rhodes in Ezeani (2006:p, 10) averred that New Pubic Management all over the globe have the following central doctrine, focus on management not policy, on performance appraisal and efficiency. The disaggregation of public bureaucracy into agencies which deals with each other on a user –pay basis, the use of quasi –market and contracting out (outsourcing)competition, cost reduction, measure setting benchmarks and targets, short-term contract, financial inducement and granting wider latitudes of discretion for managers OECD (2013). It is bundle of management approach and techniques borrowed from the private for public sector.

Nigeria public sectors had undergone several reforms all to better services delivered to clients and customers. The quest to better both public and civil sector in terms of service delivery led to reforms which New Public Management theory is in line with and is the most recent in public administration all over the world. The waves of globalization and information technology made it simple and easy for the New Public Management (NPM) theory to achieve more in public administration as postulated by scholars. The theory is all about the use of information communication technology in public administration to improve service delivery based on market oriented approach borrowed from private sector, it also includes the use private partnership with government.

The provision of effective and efficient service to the masses has become the core job of description of public officials (career and elected) in Nigeria public service and that is why it has become imperative to engage in a continuous search for the best way through which the effort of the public officials can be turned to complete reality, (Onwuyi & Okoli, 2017).

 E-governance and New public Management theory are among the newly innovations adopted the federal government of Nigeria to improve service delivery in public sector.

New Public Management theory was chosen because of its relevance to the survey, the study examined e-governance and public service delivery in Nigeria Public sector, a case of National Youth Service Corps (NYSC) in Rivers State. The National Youth Service Corps as a federal government agency has adopted series of restructuring and reorganization since inception in 1973, all to be relevant and provide quality and efficient service delivery that meets the need of the nation. The E –NYSC as a policy of the National Youth Service Corps (NYSC) was adopted to address the absurdities and abnormalities that have characterized her traditional system of administration. The E-NYSC has the same objectives with the E-governance.

The New Public Management Theory also advocate for private partnership which the National Youth Service Corps (NYSC) is currently doing inform of collaboration and partnership in her online worldwide web initiatives and Skill Acquisition and Entrepreneurship Development program.

**CHAPTER THREE**

**METHODOLOGY AND RESEARCH SETTING**

* 1. **Research Design**.

Green et al (2008) stated that research design is the specification of determination of methods and procedures for generating and acquiring the necessary information or data needed for a study or research process. Grey (2014) opined that research design sets the procedure on the required data, the methods to be applied to collect data and analyze data, and how all of these are going to answer the research questions. The choice of a research design to great extent determines the success or otherwise of the research, as an appropriate research design will illicit or generate the needed answer to the research questions or problems under investigation.

 The study adopted descriptive survey research design, to examine the relationship between e-governance and service delivery in the National Youth Service Corps, Rivers State. The study made use of both qualitative and quantitative research.

Survey design is a type of research design that investigates, studies, records, reports and describes event, phenomenon, behaviors, and characteristics as they occur in their natural setting at a particular time, Echendu (2016,p.32).

Selltiz, et al (1976.p, 90) defined research design as the arrangement of conditions for the collection and analysis of data in a manner that aims to combine relevance to the research purpose with economic in procedure. Idoniboye-Obu (2006) averred that research design is the blueprint for executing the research project after researchable problem has been formulated.

Correlational studies include all those research projects used to discover or clarify relationship by using correlational coefficient. Ndigo (2015) Correlational studies tell the researcher the magnitude of the relationship between the two variables, X and Y. One of its advantages is that it allows for the measurement of numbers of variable and their inter relationship simultaneously.

**3.2 Population for the Study**

The population of the study is the National Youth Service Corps (NYSC) corps members and officials in Rivers state, out of which the researcher draws out a target for the study. The target population for the study simply refers to a fraction of the total population which the researcher has decided to conduct his/her research at the end conclusions are drawn on the general population.

The total population for the study includes all serving corps members and staff in Rivers state in 2020,while the target population comprising all the batches namely, batch A, B and C, which according to NYSC Life Book, (2020) and NYSC riversonlineportal (2020) has over one hundred and twenty thousand (120,000) corps members in Rivers state with staff and collaborating agencies strength of two hundred and forty-one thousand, nine sixty (241,960) deployed to all the twenty three (23) local government areas of the state, the zonal offices and the state secretariat of the National Youth Service Corps (NYSC) located at No. 40 Ikwerre Road, Mile 1 Diobu, Port Harcourt, Rivers state.

**3.3 Sample Size and Sampling Technique**

Research of this magnitude requires both human and material resources, besides the limited time frame given for the study it would be cumbersome to study the whole population of over three hundred and sixty-one thousand, nine (361,960) corps members, staff and collaborating agencies serving in the state.

Consequently, a sample of the entire population was studied considering the peculiarity of the research and the terrain of Rivers State. The state has upland and riverine, towns, urban and rural areas, and to reflect the uniqueness of the State and to reflect the three senatorial districts in Rivers state. The researcher employed purposive technique in choosing samples from the target population.

Kothari (2004.59) argued that in purposive sampling items for the sample are selected for by the researcher deliberately; his choice of concerning the items remains supreme. In the same line of argument Elendu (2010, p. 43) posited that it is the researcher who uses his or her description to decide who takes part in the study considering the nature of the research. Purposively sample have the following advantages, it saves time, not cumbersome, economical and help for clear understanding, analyses of phenomenon under investigation.

In Rivers State, there are twenty three (23) local government areas. For effective representation of all parts of the state based on its uniqueness the twenty-three (23) local government areas were chosen. Judgmental or purposive technique was adopted because it will enable the researcher to select the people that have the necessary information for the study.

 Corp members: 192, 549

 NYSC Staff: 169,411

This study will derive its sample size by employing Taro Yamene’s Statistical Formula

n = Sample Size

N = Total Population

1 = Constant

e = Margin Error or Error margin (0.52)

 n = $\frac{N}{1+ N×0.05^{2}}$

 n = $\frac{361950}{1+ 361, 950×0.05^{2}}$

 n = $\frac{361950}{1+ 361950 ×0.0025 }$

n =$\frac{361950}{1+904875}$

 n = $\frac{361950}{1+905875}$

 n = 399.55 approximately 400

 Therefore n = 400

Therefore, the sample size of this study is 400

**3.4. Nature and Sources of Data- Primary / Secondary**

 This work made use of both primary and secondary data.

Primary data involved the use of structured questionnaires set to illicit answer from respondents that addressed the research questions and hypotheses of the study.

Items 1-8on the questionnaire cover responses to research question one, which focuses on the challenges of E-NYSC implementation, Covering online registration, documentation in orientation camp and registration in their respective places of primary assignment.

Items 9- 19 on the questionnaire was designed to generate responses for research question two, the impact of e-governance on services delivery in National Youth Service Corps, Rivers State.. It covers information dissemination, correspondences, biometric, equipment and operations of the scheme using Information Communication Technology as a tool for service delivery.

Items 20-29 on the questionnaire deals with identification of factors militating against E-NYSC and solutions to the successful implementation of e-governance in the National Youth Service corps (NYSC) and what is to be done or put in place to ensure that e-governance achieves optimally via improved quality service delivery in the National Youths Service Corps.

Secondary data were sourced from available relevant literature on the subject matter, which include online internet materials, books, journals, gazette, government publications, and newspapers among others. Content analysis used to analyze them.

**3.5 Method of Data Collection / Instrument.**

 The researcher made use of structured and standardized questionnaire instrument to generate data from the desired respondents for the study. Four-point likert scale of “strongly agree’’, “agree”, “disagree” and “strongly disagree was used. It consists of 29 items arranged under three sub-headings covering the three research questions set in chapter one. The four –point likert scale was adopted to give respondent more options to choose from to ensure validity. It is used to get feedback without providing neutral option. The questionnaires were administered to four hundred and twenty respondents for them to give their answers independently and free from external influence or interference. Respondents were not allowed to go home with the instrument to avoid negative stories and high mortality hence it was retrieved almost immediately from them by the researcher.

**3.6 Method of Data Analysis**

Data generated from the structured administered questionnaires from respondent were analyzed using IBM Statistical Packages for Social Sciences (SPSS) version 20 of 2019, using the Pearson Product Moment Correlation (PPMC) to determine the relationship between the two variables. The statistical tool is suitable and appropriate because, it tests the relationship between e-governance and service delivery in the National Youth Service Corps.

**3.7 Operational Measures of Variables**

In this study we have two variables, namely the dependent and independent. The dependent variable or response variable is service delivery while e-governance is the independent variable.

**3.8 Test of Validity and Reliability of the Study**

Validity and reliability are two important factors to be considered in a research whether quantitative or qualitative research. In developing a of research instrument such as questionnaire, content assessment test, the validity and reliability of the instrument must be seriously considered and verified to be appropriate. Okoro (1991) posited that for an instrument to be valid, it must ensure that it measures what it is designed to measure.

Validity in the research arena refers to the degree or extent to which an instrument accurately measures what it intends to measure. There are three common types of validity namely, content validity, construct validity and criterion –related validity.

Reliability means the degree or extent to which an instrument yields consistent result. It is test consistency and stability of scores in a research work. There are two types of reliability, internal and external reliability. As the name implies internal reliability can also be referred to as internal consistency, which is a measure of how accurate the test instrument used to measured what the researcher want to measure. External reliability means that the test used in measurement can be generalized beyond what you have used it for.

 The reliability of the study is established in the fact that, the test accuracy measures the relationship between e-governance and service delivery in the National Youth Service Corps. The role of e-governance (ICT) and service delivery in National Youth Service Corps were also examined and interrogated. The reliability of the study was determined by the test on the field after the administration of questionnaires a retest was done see appendix 3 Reliability Statistics Cronbach’s Alph.

To ensure validity and reliability of instrument for this study, the questions on the questionnaire were formulated in agreement with the research questions and objectives in chapter one which formed the basis for guidance. The research instrument was constructed by the researcher given to three professional researchers for corrections before it was submitted to the thesis supervisor, after thorough scrutiny, vetting and corrections gave his professional approval these was done to ensured validity and reliability of the instrument.

Furthermore, in administering the instrument (questions and items) that appeared difficult and challenging were explained to respondents in the quest to obtaining valid and reliable responses. The questions appeared reliable and valid it helped in collecting information from respondents with little or no stress. Data collected from the instrument were easily reported with frequency and percentages for further calculation and analysis.

**3.9 Research Setting**

The research setting refers to the geographical area where the research was carried out. The survey was carried out in Rivers State, which is one of the thirty- six states in the federation republic of Nigeria, created May 27, 1967 from the then Eastern region, located close to the Atlantic coast in the Niger Delta oil rich zone in Nigeria. The state has twenty-three (23) local government areas, (see Appendix C) it is bounded in the North by Imo and Abia State, West is Delta State and Bayelsa State, in the East is Akwa Ibom, while in the South is the Atlantic Ocean. The climatic condition of the area varies from the hot equatorial forest in the Southern lowlands to the humid tropical in the Northern highland and the cool Montana type in the Rivers State (NDDC,2006).

The state is associated with two major seasons namely the hot or dry season which starts from the month of Novembe

The state is associated with two major season namely the hot or dry season which start November to March (a period of five months dry season) and the wet or rainy season which starts from the month of April to October (the rainy season is for a period of seven months) The state have a very high rainfall of between 3,420 mm and 7,300mm. The land surface is generally 20mm above the sea level. There are three soil categories in Rives state, it includes, the marine and the fluvial sediments, the mangrove swamp alluvial soils, and the fresh water brown loams and sandy loams. In the state we have the fresh water, the mangrove swamp and the Coastal Sand ridges with their unique features.

The upland area was originally occupied by forest which has changed greatly as a result of human activities via urbanization and industrialization all in the name of civilization. In the riverine areas we have seas, lake, rivers and oceans with tick mangrove forest inhabited by wild animals.

Rivers State is heterogeneous and pluralistic in nature made up of different ethnic groups, with unique languages and culture, namely the Ikwerre, Kalabari, Igbani, Wakrike, Etche, Ogba, Egbema, Egenes, Ogonis, Ekpeye, Abua,Andoni, Ndoni, to mention but few. These groups occupy pat of the Niger Delta under autonomous political entities before 1900.

The major occupation of the people of the state is farming and fishing. They are traditionally fishermen, farmers, traders and carvers that have existed for a very long time and have contributed to the economic, political and social development of the nation Nigeria. The people practice subsistence agriculture with arable fertile land. In Rivers state, we have urban, mini urban, rural, mini rural, and village settlement. There are companies, industries and other commercial ventures in River state sad to note that, they are concentrated in the metropolitan cities, namely, Port Harcourt, Omuku, Onne, Bonny and Buguma. The state is endowed with oil and gas paradoxically with the highest number of unemployment in South–South geographical zone NBS (2019), with a population of 5,185400 NPC Census (2006) and land mass of 30,000 square.

All the tribes in the state have their unique rich cultural heritage devoid of external influences to a great extent, features with ceremony, which includes marriage ceremony, new yam festival, age grade celebration and initiation, dance and drama with masquerades. Wrestling is another part of the culture that cut across all the tribes in the state. Carving of masquerades, canoes and ceremonial canoes, weaving of basket, fishing nets, pestle and mortar, tent making and roofing with thatches are part of the revered art of the people.

The means of transportation are land and sea. The people are hospitable and accommodating. The common means of communication in all the local government areas of the state is pigin English. The people are civilized and educated. The state has two state owned universities, two Polytechnic, three federal higher institutions of learning, state owned School of nursing and a State-owned Collage of Health Technology.

Though the State is a Christian state with churches of various denominations found in all the communities, there is the existence of African Traditional Religion and respect for the cultural laws of the land and tradition of the people. There are few mosques in major cities and town where Muslims reside. There is freedom of worship.

The life of the people has been greatly influenced by culture. Rivers people are known to be very hospitable, generous, and warm hearted. This open door policy of the people enables strangers and non –indigene to feel at home. Polygamy is an accepted symbol of power and wealth.

In Rivers state the research was carried out in the National Youth Service Corps a federal parastal under the Ministry of Youth and Sports. The historical evolution of the scheme, its administrative structure, functions and operations from the National Directorate Headquarters in Abuja to all the seven hundred and seventy-four local government areas were extensively discussed in chapter two of this thesis.

In the local government areas we have places of Primary Assignment (that is companies, institutions, organizations and associations) where corps members deplored to the state are posted for the one year national service. Corps members are monitored by their employers and NYSC staff. Corps members are expected to report to their Places of Primary Assignment on daily bases and render services, while a day in every week is set aside for their community Development Service project.

**CHAPTER FOUR**

**DATA PRESENTATION AND ANALYSIS**

* 1. **Presentation and Analysis of Data.**

The study made use of four hundred and twenty (420) structured questionnaires which were distributed to respondents in the fourteen purposively sampled local government areas and NYSC office in Rivers State, out of which four hundred (400) respondents correctly filled and submitted back to the researcher which was used for the study while twenty questionnaire were rejected based on instrument mutilations and errors. The four hundred (400) retrieved questionnaires represent ninety- three percent of the questionnaires while the twenty rejected (20) questionnaires represents seven percent.

The questionnaire consisted of four sections, Section A comprises of the demographic data of respondents, which include age, sex, religion, academic qualification, Place of Primary Assignment. Section “B” are questions on the challenges of e-governance implementation in the National Youth Service Corps (NYSC)

Section ‘C’ are questions relating to the impact of e-governance in National Youth Service Corps since its implementations in 2014.

Section ‘D’ comprises of questions that elicited answers on solutions to myriad of problems plaguing the e-governance and effective service delivery in the National Youth Service Corps.

**Table 4.1.1 Analysis of Questionnaires Administered**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/N** | **Local Government Area** | **No of Questionnaire Administered** | **No of Questionnaire Retrieved** | **Percentage** |
| 1 Andoni L.G.A 23 15 1002 Akuku Toru 21 15 943 Asari Toru 15 15 1004 Ahoada West. L.G.A 21 20 975 Bonny L.G.A 19 19 1006 Degema L.G.A 18 17 997 Etche L.G.A 28 17 898 Gokaha L.G.A 20 19 989 Emohua L.GA 27 20 9510 Khana L.G.A 25 25 10011 Port Harcourt City L.G.A 19 25 9512 Ikwerre L.G.A 10 17 9613 Opobo/ Nkoro L.G.A 8 8 10014 Ogbubolo L.G.A 16 10 9915 Abua 22 20 99 16 Tai 15 15 10017 Obia Akpor 12 12 10018 Omuma 26 16 8519 Ahoada East 20 20 10020 Eleme 15 15 10021 Ogba Egbema 15 15 10022 Okrika 15 15 10023 Oyigbo 15 10 8524 NYSC OFFICE RIVERS STATE 15 10 8525 Zonal Offices in Port Harcourt 5 5 10026 LGA Inspector Offices 5 5 100 |
|   | Total respondents |  450 |  400 |   |

Analysis of questionnaire administered showed that 400 out of the 450 which represents 95.24% of the questionnaires were returned while fifty (50) which represent 4.76 % were not returned.

**Table 4.1.2 : Showing Socio- Demographic Profile of Respondents.**

|  |
| --- |
|  **Sex** |
| **Sex** | **Frequency** | **Percent** | **Valid Percent** | **Cumulative Percent** |
|  | Male | 196 | 49.0 | 49.0 | 49.0 |
| Female | 204 | 51.0 | 51.0 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

The sex distribution table shows that 51% of the respondents are females while 49% are males. Which indicate that we have more females than males in the National Youth Service Corps (NYSC)?

**Table 4.1.3**

|  |
| --- |
| **Age** |
|  **Age** | **Frequency** | **Percent** | **Valid Percent** | **Cumulative Percent** |
|  Valid | Below 20 years | 100 | 25.0 | 25.0 | 25.0 |
| 21 - 25 years | 150 | 37.5 | 37.5 | 62.5 |
| 26 - 30 years | 140 | 35.0 | 35.0 | 97.5 |
| Above 30 years | 10 | 2.5 | 2.5 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

The age distribution table above shows that about 63 percent of the respondents are below 26 years old. About 3% of the respondents are above 30 years old.

**Table 4.1.4**

|  |
| --- |
| **Marital Status** |
| **Marital status**  | **Frequency** | **Percent** | **Valid Percent** | **Cumulative Percent** |
| Valid | Single | 360 | 90.0 | 90.0 | 90.0 |
| Married | 36 | 9.0 | 9.0 | 99.0 |
| Separated | 4 | 1.0 | 1.0 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

The marital status distribution table above shows that 90 percent of the respondents are single and 9 percent are married while 1 percent is separated.

**Table 4.5**

|  |
| --- |
| **Religion** |
| **Religion** | **Frequency** | **Percent** | **Valid Percent** | **Cumulative Percent** |
|  | Christians | 230 | 57.5 | 57.5 | 57.5 |
| Muslims | 160 | 40.0 | 40.0 | 97.5 |
| Others | 10 | 2.5 | 2.5 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

Religion distribution table shows that about 58 percent of the respondents are Christians and 40 percent are Muslims, while 2.5 percent are under the category of others.

|  |
| --- |
| **Table 4.1.6****Educational Qualification** |
| **Educational Qualification**  | **Frequency** | **Percent** | **Valid Percent** | **Cumulative Percent** |
| Valid | First Degree | 360 | 90.0 | 90.0 | 90.0 |
| Post Graduate Degree | 20 | 5.0 | 5.0 | 95.0 |
| Other professional certificate | 20 | 5.0 | 5.0 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

From the table above we can observe that 90 percent of the respondents are first degree holders, 5 percent of them are post graduate degree holders and 5 percent have other professional certificate.

**Table 4.1.7**

|  |
| --- |
| **Place of primary Assignment** |
| **Place of primary Assignment.** | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Educational Institution | 300 | 75.0 | 75.0 | 75.0 |
| Government Agency and ministry | 60 | 15.0 | 15.0 | 90.0 |
| Private Enterprise | 40 | 10.0 | 10.0 | 100.0 |
| Total | 400 | 100.0 | 100.0 |  |

The distribution of place of primary assignment revealed that large number are sent to educational institution, 75 percent are sent to educational institutions, 15 percent are sent to government agency and 10 percent are sent to private enterprise which is in line with Federal Government and Rivers State posting policy to the scheme.

**Table of Frequency, Percentage and cumulative percent of all the items on the questionnaire that elicited responses from the three Research Questions**

**Answer to Research Questions**

The three research questions were analyzed using descriptive statistics as will be showed here below.

**Research Question** 1: What are the challenges on the implementation of e-governance in the National Youths Services Corps?

The three research questions were analyzed using descriptive statistics as will be showed here below.

|  |  |
| --- | --- |
| **Descriptive Statistics for challenges on the implementation of e-governance in the National Youth Service Corps.****Table 4.3.1.** |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ITEMS** |  | **SA** |  **A** |  **D** | **SD****Mean** |  | **Std. Deviation** | **Remark** |
| Prospective Corps members were not sensitized before they went for online registration. |  | 5(1.3) | 97 (24.3) |  10 (2.5) 5) | 288(72.0) | 3.6700 | .58904 | AGREED |
|  Uploading of all your data online are easy during registration |  | 326(81.5) | 32(8.0) |  31(7.8) | 11(2.8) | 1.3200 | .73754 | DISAGREED |
| Printing your call-up –letter online was easy and simple? |  | 3(0.75) | 85(21.25) |  6 (1.5) | 306(76.5) | 3.7350 | .52005 | AGREED |
| There were massive biometric failure during online registration? |  | 28(7.0) | 252(63.0) |  46 (11.5) | 74(18.5) | 2.9300 | .75930 | AGREED |
| Registration and verification of home and foreign trained graduates certificate were easily done online. |  | 9(2.3) | 14(3.5) |  103(25.8) | 274(68.5) | 3.6050 | .66715 | AGREED |
| Epileptic power supply and poor network was a major constraint to online registration. |  | 1(3) | 76(19.0) |  3(8) |  320(80.0) | 3.7875 | .44479 | AGREED |
|  |  |  |  |  |

**Source:** Fieldwork 2021.

 The subsequent table represents the mean values and standard deviation using four likert scale point in determining the mean cut off point. The mean cut off point for acceptance / agreement is 2.5. The higher the mean value approach to four point the stronger the level of concordance. There are nine (9) items on the table 8 of the items met the mean criterion of 2.5 and one (1) was below the mean value.

Data from the table indicated that respondents accepted that there are challenges on the implementation of e-governance in the National Youth Service Corps. The challenges are as follows, lack of sensitization of prospective corps member, poor internet connection, epileptic power supply, use of outdated obsolete equipment, lack of proficiency in computer operations among others. **Source:** Fieldwork (2021).

**Research Question 2:** What are the impacts of e-governance to service delivery in the National Youth Service Corps, (NYSC) Rivers State?

Table 4.3.2, below is the descriptive statistics of research question two representing the mean and standard deviation of items that elicited responses from research question two.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **T Table 4.3.3.****Ite Items** | **SA** | **A** | **D** | **SD** |  **Mean**  |  **Std. Deviation** |

 |  |  |  |  |  |  |
|  The use of internet services saved your time, money, energy and enable you settle down and do other things in camp and at your Place of Primary Assignment (PPA). | 312(78.0) | 76(19.0) |  6(1.5) |  6 (1.5) |  3.7350 | .56175 |
| The use of biometric in monthly clearance made clearance less stressful and reduced cases of non- payment. |  8(2.0) | 89(22.3) | 12(3.0) | 291(72.) | 3.6575 | .63735 |
|  E-NYSC reduced queue during registration and documentation in camp and after camp. | 251(62.7) |  49(12.3) |  76(19.0) |  24(6.0) | 3.3850 | .91863 |
| Monthly biometrics curbed cases of ghost corps members. | 35(59.3) | 31(7.8) | 21(11.3) | 87(21.8) | 2.9150 | .86001 |
|  Online application for all kinds of leaves helped to boast corps members performance in their Places of Primary Assignment. | 31(7.8) | 38(9.5) | 63(15.8) | 268(67.0) | 3.4200 | .94913 |
|  Relocation is simple better and faster online. | 4(1.0) | 15(3.8) | 10025.0 | 281(70.3) | 3.6450 | .60404 |
|  E-NYSC reduced fraud, impersonation and corruption in National Youth Service Corps operations. | 38(9.5) | 40(10.0) | 75(18.8) | 247(61.8) | 3.3275 | .99636 |

**Source:** Fieldwork 2021

From the above table respondents accepted that e-governance has made positive impact in terms of service delivery in the National Youth Service Corps.

 Data from respondents using four scale likert with a mean criterion of 2.5 apparently shows that there was improvement in quality of services delivery in the national Youth Service Corps, Rivers State. Respondents agree that the use of internet services led to delivery of quality services. It saved time, energy, reduced stress and queue, made dissemination of information flow easy and timely in a wider range and reach. It reduced corruption in the scheme, relocation, remobilization, absconded corps members are notices easily for proper disciplinary actions. The use of biometrics in monthly clearance helped to reduce the cases of ghost corps members. Online application for kinds of leaves were handled easily leading to effective and efficient service delivery. Respondents disagree on item 18 as it failed to meet up the mean criterion for acceptance which is 2.5.

**Research Question 3: What are the possible solutions to the factors militating against e-governance and efficient service delivery in the National Youth Service Corps from achieving its aims?**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ItemsITEMS** |  **SA** | **A** | **D** | **SD** |  **Mean** | **Std. Deviation** | **Remark** |

 |  |  |  |  |  |  |  |
| Provision of data for browsing and accessing information for staff will help facilitate e-governance in NYSC | 4(1.0) | 4(1.0) | 51(12.8) | 341(85.3) | 3.8225 | .47598 | AGREED |
| The availability of stable network in places of primary assignment will aid e-governance | 280(70.0) | 68(9.5) |  38(3.5) |  14 (3.5) | 1.4650 | .80647 | DISAGREED |
| E-NYSC services leads to effective service delivery. | 321(80.3) | 15(3.8) | 36(9.0) |  28 (7.0) | 3.6250 | .85510 | AGREED |
| The E-NYSC leads to better utilization and productivity of corps members. |  9 (2.3) |  16 (4.0) |  84 (21.0) | 291(72.8) | 3.6425 | .66769 | AGREED |
| The innovation by E-NYSC is a welcome development and should be sustained |  31(7.8) |  28(7.0) |  46 (11.5) | 295(73.8) | 3.5125 | .92574 | AGREED |
|  The weekly Community Development Service ( CDS) if monitored through biometric capturing will reduced truancy and improve service delivery of corps members. | 22(5.5) | 16(4.0) | 46(11.5) | 316 (79.0) | 3.6400 | .80125 | AGREED |
| There are areas of NYSC operations not covered by E- NYSC internet platform. | 294(73.5) | 31(7.8) | 57(14.2) | 18(4.5) | 3.5675 | .81983 | AGREED |
| Training of NYSC staff on ICT and cyber security will enhance productivity. | 322(80.5) | 70(17.5) | 5(1.3) | 3(8) | 3.7775 | .49356 | AGREED |
| The use of better bandwidth , upgraded, and modern equipment will help in optimal usefulness of E-NYSC. | 340(85.0) | 51(12.8) | 7(1.8) | 2(5) | 3.8225 | .45992 | AGREED |

**Source:** Fieldwork 2021

The table above covering item 20- 29 elicited answers for research question three (3).What are solutions to the factors militating against e-governance and efficient service delivery? The mean criterion is 2.5 using four likert scales. Data on the table indicated that the criterion mean were accepted in all the items except item 22.The item 22 that was rejected will form part of recommendation of the study.

Respondent’s answers showed that free browsing or reduction in the prize of data will be helpful, constant and stable network, constant power supply, weekly monitoring of corps members through Community Development Service biometrics, training of people and mostly NYSC officials on ICT and cyber security, covering of all areas and operations of the NYSC scheme on the internet are possible solutions to factors militating against e-governance and efficient service delivery in the national Youth Service Corps.

**Hypotheses Testing**

**Decision Rule:** If the probability value (p-value) is less than the alpha value (0.05) the null hypothesis will be rejected otherwise we accept.

**Hypothesis One**

Ho1: There is no significant relationship between e- governance and efficient service delivery in National Youth Service Corps, Rivers state.

Summary of the PPMC clearly indicated that there is significance Relationship between e-governance and efficient service delivery in National Youth Service Corps, Rivers State

The result of the analysis

|  |
| --- |
| **Correlations** |
| Table 4.4.1 | E-governance | Service delivery |
| E-governance | Pearson Correlation | 1 | .875\*\* |
| Sig. (2-tailed) |  | .000 |
| N | 400 | 400 |
| Service delivery | Pearson Correlation | .875\*\* | 1 |
| Sig. (2-tailed) | .000 |  |
| N | 400 | 400 |

|  |
| --- |
| \*\*. Correlation is significant at the 0.01 level (2-tailed).**Source :** Fieldwork (2021) |

The result from table 33 showed that there is a very positive strong correlation between e-governance and efficient service delivery in the National Youth Service Corps Rivers State. The correlation is at 0.875 which implies a strong correlation. The relationship between e-governance and service delivery is positively slope that confirms that the introduction of e-governance in the National Youth Service Corps, Rivers State led to efficient quality service delivery in the NYSC scheme operations.

The p-value is 0 which is less than 0.05 so we have every evidence not to accept the null (H0) hypothesis and conclude that there is a strong significant relationship between e-governance and service delivery in the National Youth Service Corps, Rivers State.

**Hypothesis Two:**

HO2: There is no significant relationship between e-governance and staff performance in NYSC.

|  |
| --- |
| **Correlations** |
| Table 4.4.5 | E-governance | Corp member performance |
| E-governance | Pearson Correlation | 1 | .871\*\* |
| Sig. (2-tailed) |  | .000 |
| N | 400 | 400 |
| Corp member performance | Pearson Correlation | .871\*\* | 1 |
| Sig. (2-tailed) | .000 |  |
| N | 400 | 400 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). |

**Source:** Fieldwork (2021)

Result from table 34 showed that there is a very strong positive significance correlation between e-governance and staff performance in NYSC. The correlation value is 0.871 shows a significant correlation, for P-value less than 0.05. We reject the null hypothesis and infer from the output above that implementation of e-governance helped to improve the performances of NYSC officials in the scheme.

Consequently, test of the two hypotheses apparently revealed the following,

H01: There is a significant relationship between e-governance and efficient service delivery in National Youth Service Corps, Rivers State. The null hypothesis was rejected because the p-value was less than 0.05 which is the margin of error.

H02. There is significant relationship between e-governance and corps members performance during the one-year mandatory national service. The null hypothesis was rejected because there was positive strong correlation between e-governance and corps members performance in the one year national service. The p-value was less than the alpha value (0.05)

* 1. **Discussion of Findings**

**Socio- Demographic Respondents Findings**

Result from the socio demographic profile of respondents clearly indicated that there are more females than the males in the National Youth Service Corps, Rivers State. The age distribution is in line with the National Youth Service Corps age limit, which is below thirty years of age as at the time of gradation. Data from the survey indicated that over 98 percent of the respondents are below thirty years as at time of graduation, while the other 2 percent graduated and waited for one reason (s) or the other before they were mobilized for the one year national service. Information gathered showed that over 90 ninety percent of corps members are single both men and women, while the other 10 percent are either engaged or separated. The demographic profile also reflected the monolithic religious nature of Rivers State. We have the Christians, Muslim and others which include either unbelievers or African Traditional Religion worshippers all seen in the National Youth Service corps, **source**: Fieldwork (2021)

The educational qualifications of respondents indicated that over 90 of them have first degree and the other 10 percent have additional post graduate and other professional degrees. Place of Primary Assignment result revealed that Federal government posting policy and that of Rivers State are strictly adhered to. The posting policy of Rivers State stipulates that corps members be posted mainly to the educational sector, health, power, agriculture and power. 75 percent are in the educational sector while the other 30 percent are in health, agric, legal, power and energy and other private enterprises and Non Government Organizations,

 **Source** Fieldwork (2021)

**Research Question (1) One Findings**

**What are the challenges to the implementation of e-governance in the National Youth Service Corps, Rivers State?** Responses from respondents showed that there are challenges to the implementation of e-governance in National Youth Service Corps Rivers State. From available data the challenges includes, lack of sensitization of prospective corps members before the online registration, poor capturing of data as a result of poor network, epileptic supply of power, and poor internet connection, biometric failure, lack of experienced qualified personnel in the state, and among staff of the National Youth Service Corps, poor equipment, poor and erratic power supply and high cost of data.

The above findings are in collaboration with the work of Esselini et al (2021), Abasilimi and Edith (2015), Okweize (2010), Ayo & Ekon (2008), Omeire & Omeire, (2014), Olaopa (2014), Ashaye (2014), Gberevbile et al (2012), Abdel- Fattah and Gabar (2008), in their respective research they identified same challenges as problems to the implementation of e-governance although in different areas countries, ministries and agencies.

 Azeta et al (2021) The lingering challenges of non embrace of E-governance among others have further resulted or contributed to low productivity in civil service. E-governance has become one of the reformed tools geared towards effective public service delivery; which is premised on the believe that appreciable use of information communication technology on day-to -day activities of government will reduced waste, cost, and improve the overall productivity of the civil service.

Findings from the study validate and affirm the theoretical framework adopted for the study. The New Public Management theory (NPM) advocates for the introduction of private business management principles and approach into public administration with use of information and communication technology.

**Research Question 2 Findings**

**Research Question: 2.**What are the impacts of e-governance to service delivery in the National Youth Service Corps, The provision of effective and efficient service to the masses has become the core job description of public officials (career and elected) in Nigeria public service and that is why it has become imperative to engage in a continuous search for the best way through which the effort of the public officials can be turned to complete reality, ( Onwuyi & Okoli ,2017).

Findings from the study based on research question two revealed that e-governance has made tremendous positive impacts in the National Youth Service Corps despite it myriads of challenges. The impacts of e-governance in the National Youth Service Corps as showed from the results are as follows, there is easy flow of information with a strong functional feedback mechanism that has made it easy for timely, widely information flow both vertical and horizontal which has enhance greater participation of corps members if not all are carried along on the latest development, policies and the general operations of the scheme on information flow leading to efficient and effective service delivery in the National Youth Corps. For example the Director General can easily address all the corps members in the country at the same time using zoom technology product of information and communication technology.

Empirically the finding of this study is conformity with the findings of Moon (2002, Danda, 2004, Mormoh, 2010,; Adoronkey, etal, Budhiraja 2013) in their respective survey posited that e-governance has made dissemination of information timely, widely and accurately. E-governance has helped to improve services delivery leading to transparency, accountability and reduced work pressure ( Ojo, 2013, Shafitz,2017)

 E-governance saves time, energy, money, reduced queue, made registration and documentation simple and seamless; it has curbed cases of ghost corps members, and fraud in the National Youth Services Corps operations. The issue of non- payment of corps members as a result of minor manual error such as incorrect filling of banks name, and account details irregular signatures are things of the past. Mobilization, remobilization, revalidation and relocation processes are simplified and less expensive with the use of E-NYSC.

 Online applications of all kinds of leaves, posting and reposting of corps members are simplified; it has reduced bureaucratic challenges and encouraged citizen’s participation in governance leading to quality service delivery. Uyer et al (2021), Huo etal (2021),Ndou (2004) Elebeke (2018) ,Sharma (2010) alluded to the fact that e-governance has made great impact on society and enhance socio-economic and political interaction that pave way for new forms of interactivity.

 Accountability and transparency are maintained and corruption drastically and diametrically check-mated, (Ojo, 2013). For example if a corps member absents himself from his place of primary assignment for three months the system automatically books the person for to disciplinary action. The issue of impersonation, fake certificates, and unaccredited institutions are highly curtailed. This findings allied with the Obodo and Anigbat (2018), Duru and Anigbata (2013), Oleh and Ridzuan 2019; Budhiraja (2003) Abasilim and Edet (2015), Azeta et al (2021).

Furthermore, e-governance has impacted positively in improving the quality of services rendered / provided. There is efficient and effective service delivery in the public administration as revealed by this survey in the National Youth Service Corps. Esselimai et al (2021), Uyar et al (2021), Huo et al (2021), Okot-Uma (2007), Chukuemeka (2021) Aneke et al (2013), Idama (2019) validates this finding as they allied with it.

**Research Question 3 Findings**

**Research Question3: What are solutions to the factors militating against e-governance and efficient service delivery?**

Finally, findings from research question 3 on the possible solutions to the factors militating against e-governance and efficient service in the National Youth Service Corps from achieving it aims, clearly indicated that, high cost of data, poverty, poor network and lack of ICT infrastructure, low level of training on information and communication technology, among others as lingering malignant militating factors to e-governance and efficient service delivery in the National Youth Service Corps. This finding is in agreement with the empirical work of the following scholars, (Obodo & Anigba, 2018,; Oleh & Ridnar 2018).

To combat the problems there is an imperative need for mass sensitization of both prospective and serving corps members on the use of computer. Making basic computer education in secondary schools and offering of computer appreciation as a course in the university will help to create awareness on the use and benefit of computer education. This will lead to production of graduates that will be computer literate irrespective of their area of specialty

Secondly communication companies and network providers should update and upgrade their services to international standard as this will forestall congestion of the server and reduce challenges encountered in the course of uploading data and accessing the NYSC portal for any services. It might interest you to note that there are communities with corps members that don’t have network and many of the networks in the rural communities and villages are epileptic in where we have corps members. How can they get information in NYSC portal even to access their dashboard will be a big problem. Communication companies and network providers should ensure that internet services are provided in all communities that have corps members. The government of the nation can come up with legislation on this matter.

Power and energy companies should ensure that power is made stable and constant to private enterprises, public enterprises and individuals to have access to power that will help them use their computers and other electronic devices in searching and sourcing for information online. The cost of buying data in Nigeria is expensive Rivers State not exempted. Reductions in the prices of data or making it free will to a great extent help in making e-governance function better in the National Youth Service Corps.

Improvement on the already existing services provided on the E-NYSC portal will be advantageous to efficient and effective service delivery; In addition the inclusion of all the operations of the scheme will add more value to the scheme and enhance service delivery. The use of better bandwidth and space strong network, constant monitoring of corps members through biometric capturing of weekly Community Development Service among other solutions advanced under the section on recommendations.

The tested hypothesis obvious showed that there is great significant between e-governance and efficient service delivery in the National Youth Service Corps. Also there is significant relationship between e-governance and staff performance.

**CHAPTER FIVE**

**SUMMARY, CONCLUSION AND RECOMMENDATIONS**

**5.1 Summary**

The study basically interrogates e-governance and public service delivery in Nigeria public sector: A study of National Youth Service Corps (NYSC) Rivers State, from 2014 – 2020.In other words, the study is on how e-governance (the use of information and communication technology) has helped to improve service delivery or otherwise in the National Youth Service Corps as relates to corps members performance during their one-year mandatory national service.

The chapter one of the study provided the introductory mandatory guided needed for the successful completion of the research. It set the roadmap for the study, starting from the background to the study, statement of problems, the three research questions, the research objectives, and hypothesis. Significance of the study, and scope, and limitations of the study were also captured in chapter one.

The chapter two featured review of related literature to the study, conceptualization of major concepts and variables, such as e-governance, public service delivery, service delivery, public sector, National Youth Service Corps, appraisal of reviewed literature, and gape in literature identified. New Public Management Theory, which was adopted as the theoretical framework for the study was discussed and explained.

The third chapter explained the methodology for which data would be collected and analyzed, covering research design, population of the study, sample size and sampling technique, nature and sources of data, method of data collection / instruments, methods of data analysis, and the research setting, covering information about Rivers state and the National Youth Service Corps operations in Rivers State.

Chapter four of the study covered data presentations and analysis. Data for the study were presented in tables, percentages, and mean using inferential and descriptive statistical methods. The demographic biodata of respondents were analyzed, in tables, research question put in table.

Research question one, as stated in **table 4.2.1** Indicated that there are challenges to the implementation of e-governance in the National Youth Service Corps and those challenges were identified. The study identified some challenges facing the implementation of e-governance such lack of sensitization of prospective corps members, poor network, lack of competent man power, epileptic supply of power and lack of good functional equipment, to mention but few.

Research question two, as presented in **table 4.2.2** showed that there are positive impacts of e-governance on service delivery in the National Youth Service Corps, Rivers State, Its impact includes; increase in productivity and improvement on service delivery, save time, reduced cost, made communication easy and the entire process better in terms of quality service delivery. E-governance reduced queue, waste of time was a thing of the past, reduced corruption and fraud in the NYSC scheme operations, made the process seamless, reduce cost and unnecessary dangers, made mobilization, remobilization and relocation easy, reduce the issue of ghost corps members, non-payment of allowances was drastically reduced, timely and widely communication channel that enhance efficient and effective quality service delivery in the National Youth Service which are conformity with the work of, (Sunday, 2013, Ashaye, 2014, Olapo, 2014, Coleman, 2005).

Research Question three, as state in **table 4.2.3,** Data collected showed that there are factors militating against the implementation of e-governance in the National Youths Service Corps from achieving its set objectives, such as poor network, high cost of data, lack of qualified personnel, to mention but few. To curb it recommendation were made on way forward.

Two hypotheses were tested using IBM Statistical Packages for Social Sciences (SPSS) version 25 used in analyzing the data. Test of hypothesis one shows that there is a significant relationship between e-governance and efficient service delivery in National Youth Service Corps, Rivers State. The null hypothesis was rejected. The test of the second hypothesis showed that, there is a significant relationship between e-governance and corps members performance during the one-year mandatory national service. The null hypothesis was rejected because there was positive strong correlation between e-governance and corps members performance in the one year national service.

As a corollary from the above, it can be inferred from the findings that despite the achievement and recorded success of e-governance via efficient and effective service delivery in the National Youth Service Corps (NYSC), there are still several constraints to factors militating against the optimal benefits of e-governance in the operations of the National Youth Service Corps. Some of the limitation includes, poor network service by network providers, paucity of found, low quality and used of outdated equipment, lack of professionalism and technological know-.how, corruption on the part of staff, cyber security, compromised on the part of partnering agencies through private public partnership and collaborations.

Furthermore, it can be extrapolated from the finding that not all the operations of the National Youth Service Corps are covered in the E-NYSC platform. Such as inspection and monitoring, Skill Acquisition and Entrepreneurial Development (SAED) corps employers, collaborating agencies to mention but few.

 **5.2 Conclusion**

Federal Government of Nigeria adopted e-governance in her public service sector because of its numerous advantages, prominently among others for efficient and effective service delivery in the public sector, to reduced corruption, red-tapism, unnecessary bureaucratic bottleneck, service denial and delay, poor feedback mechanism, truancy and the need to involve large number of people in the decision making and cover wide range of people in terms of information dissemination and getting input from citizens. These identified lapses were extensively visible and practiced in National Youth Service Corps leading to poor service denial or delay in the scheme.

The findings identified challenges in the implementation of e-governance in the National Youths Service Corps, highlighted its impacts and proffered viable solutions to factors militating against successful implementation of e-governance in National Youth Service Corps. The introduction of e-governance has helped to improve service delivery, made the entire process seamless for both corps members and staff. E-governance has led to improvement in quality service delivery. The findings from the study clearly revealed the above as showed in the tested hypothesis. There are still some limitations despite the recorded successful stories of e-governance in NYSC which recommendations were made for optimally benefit and gains of e-governance in public sector.

 Tested hypotheses shows that, there is significance relationship between e-governance and efficient service delivery in the National Youth Service Corps (NYSC).There is also a significant relationship between e-governance and staff performance during the one year national service as revealed by the tested hypothesis of the study.

**5.3 Recommendations**

Based on the findings and conclusions drawn from the study, the researcher made the following recommendations as possible panacea to the identified problems of the study.

1. National Youth Service Corps (NYSC) should as a matter of urgency organized a proactive sensitization exercise in all corps producing institutions before mobilization process, teaching prospective corps members all about mobilization processes and what they are expected to do and not to do, and the next steps to take in case of any challenge noticed during online registration.
2. The management of National Youth Service Corps should employ qualified Information Communication Technologist to handle their Information and Communication Technology department, send their staff for ICT training regularly, and be careful with the companies, and other organization they partner with.
3. .High Information Communication Technology apparatus, server, and equipment with high internet connection that meet developed nations standard be used by National Youth Service Corps. This will enhance faster and better linkages and connections globally. This will help to make verification of foreign trained graduate’s certificates and institutions easily. There is imperative need for global partnership in all recognized universities in the world.
4. The monthly biometric exercise should be strictly monitored online and same be replicated during weekly Community Development Service which holds once a week. This will reduced the issue of ghost corps members in the scheme that comes once in a month for monthly biometric clearance.
5. Management of the NYSC scheme should provide more laptops; and employ competent professionals in all the states of the federation. This will lead to creation of more registration points on the orientation camp. This will help to reduce queue and make registration less cumbersome for prospective corps members.
6. National Youth Service Corps management should ensure that the communication and information flow channels and mechanism online are functional with the feedback mechanism evaluated periodically for quality assessment and adjustment.
7. There should be stringent cyber security put in place to protect corps member’s personal data. This will protect them from hackers and scammers who hack into the server to perpetrate fraud. There have been reported cases of postings racketing and hacking of relocation from the portal through the back door. A good example is that of Batch A stream 2 orientation course of 2021, which led to the conciliation of over six hundred relocation. NYSC (2021)
8. All operations of the scheme should be included and integrated into the E-NYSC and be made functional online, alongside those of her collaborating agencies, and corps employers. This will make the entire process less cumbersome and lead to efficient service delivery.
	1. **Contribution to scholarship.**

Sequel to the findings of the study, the following were made as contributions of the study to scholarship.

The study has contributed to filling some gap in existing literature and studies on e- governance and service delivery in Nigeria public sector. The relationship between e-governance and service delivery were interrogated and facts were extrapolated from the study which clearly indicated that there are some constraints in e-governance and effective service delivery despites it laudable achievement in improving service in the public sector. The study has made literature available and handy for those that intend to carry out further research on the subject matter.

The study will serve as reference for other researchers and scholars as it has provided a valid literature on e-governance and service delivery in the National Youth Service Corps (NYSC) The study has built literature not only on e-governance and services delivery but also on the entire operations of the National Youth Service Corps (NYSC) ranging from mobilization to the collection of certificate of National service or discharge certificates and the E-NYSC platform and how it operates.

Government and policy makers will find this study useful as it will serve as guideline in the formulation and implementation of e-governance and similar other policies to better public administration in other ministries

The findings from the study can be used as a guide for prospective corps members, serving corps members, National Youth Service Corps (NYSC) management and staff on how to function optimally with the use of information communication technology in improving service delivery.

Besides, the study has opened up other areas for further research. It added to avalanche of previous studies, solutions and recommend on e-governance and effective service delivery in the public sector.

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**APPENDICES**

**QUESTIONINAIRE**

Faculty of Social Sciences,

Department of Political Science,

Ignatius Ajuru University of Education,

Rumuolumeni, Port Harcourt.

10th May, 2021

Dear Respondent,

**QUESTIONNAIRE**

I am a postgraduate student of the above department conducting a research on the topic “E-Governance and Public Service Delivery in Nigeria. A study of National Youth Service Corps, Rivers State”. I am using your organization as a case study hence I am soliciting your assistance. The information needed here is purely for academic research and will be treated with utmost confidentiality.

Thanks for your anticipated cooperation.

Yours faithfully,

**Chinnah, Promise.C**

 **APPENDIX A**



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S/N** | **QUESTIONNAIRE ITEMS** | **SA** | **A** | **D** | **SD** |
| 1 | Prospective Corps members were not sensitized before their online registration,  |  |  |  |  |
| 2 |  Uploading of all your data online are easy during registration |  |  |  |  |
| 3 | Printing your call-up –letter online was easy and simple |  |  |  |  |
| 4 | There were massive biometric failure during online registration |  |  |  |  |
| 5 | Registration and verification of home and foreign trained graduates certificate were easily done online. |  |  |  |  |
| 6 | Epileptic power supply and poor network was a major constraint to online registration. |  |  |  |  |
| 7 | Equipment used for online registration and E-NYSC are functioning optimally. |  |  |  |  |
| 8 | Proficiency on use of equipment by people and NYSC staff are challenges of E-NYSC.  |  |  |  |  |
| 9 |  The online communication channel and feedback mechanism for information flow from corps member to NYSC management in Rivers state NYSC is effective and efficient and has improved service delivery. |  |  |  |  |
| 10 | The use of internet services saved your time, money, energy and enable corp members and staff settle down and do other things in camp and outside camp |  |  |  |  |
| 11 | The use of biometric in monthly clearance made clearance less stressful and reduced cases of non- payment of corp members allowance. |  |  |  |  |
| 12 |  E-NYSC reduced queue during registration and documentation in camp and after camp.  |  |  |  |  |
| 13 | Monthly biometrics curbed cases of ghost corps members.  |  |  |  |  |
| 14 |  Online application for all kinds of leaves helped to boast corps members performance in their Places of Primary Assignment.  |  |  |  |  |
| 15 |  Relocation is simple better and faster done online. |  |  |  |  |
| 16 |  E-NYSC reduced fraud, impersonation and corruption in National Youth Service Corps mobilization processes and the one year service.  |  |  |  |  |
| 17 | Remobilization and Revalidation processes are less stressful and expensive.  |  |  |  |  |
| 18 |  Absconded corps members are noticed online for proper disciplinary action. Equipments used by NYSC staff are functioning optimally without hitches  |  |  |  |  |
| 19 | Information on NYSC portal is safe and secured from hackers and scammers. |  |  |  |  |
| 20 | E-NYSC services improved corps member’s performances leading to effective and efficient service delivery. |  |  |  |  |
| 21 | Free data for browsing the internet and accessing information online will help to facilitate E-NYSC.  |  |  |  |  |
| 22 | There is constant and stable network in your Place of Primary Assignment. |  |  |  |  |
| 23 | E-NYSC services leads to effective service delivery. |  |  |  |  |
| 24 | The E-NYSC leads to better utilization and productivity of corps members. |  |  |  |  |
| 25 | Do you wish the E-NYSC to be improved and continued  |  |  |  |  |
| 26 |  The weekly Community Development Service ( CDS) are monitored through biometric capturing |  |  |  |  |
| 27 | There are areas of NYSC operations not covered by E- NYSC internet platform. |  |  |  |  |
| 28 | Training of NYSC staff on ICT and cyber security will enhance productivity. |  |  |  |  |
| 29 | The use of better bandwidth, upgraded, and modern equipment will help in optimal usefulness of E-NYSC.  |  |  |  |  |

**APPENDIX B**

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| **Reliability Statistics** |
| Cronbach's Alpha | N of Items |
| .914 | 29 |

The cronbach alpha is 0.914 which implies that the data is reliable.

|  |
| --- |
| **Item-Total Statistics** |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Prospective Corps members data are correct as uploaded on the NYSC portal during registration | 87.0800 | 122.986 | .851 | .906 |
|  Uploading of all your data online are easy during registration | 89.4300 | 151.689 | -.979 | .933 |
| Printing your call-up –letter online was easy and simple? | 87.0150 | 123.950 | .884 | .907 |
| There were massive biometric failure during online registration? | 87.8200 | 120.454 | .805 | .906 |
| Registration and verification of home and foreign trained graduates certificates and institution were easily done online. | 87.1450 | 121.563 | .846 | .906 |
| Epileptic power supply and poor network was a major constraint to online registration. | 86.9625 | 125.134 | .917 | .907 |
| Equipment used for online registration and E-NYSC are functioning optimally. | 87.8000 | 121.679 | .733 | .907 |
| Proficiency on use of equipment by people and NYSC staff are challenges of E-NYSC. | 87.1825 | 116.957 | .941 | .903 |
|  The online communication channel and feedback mechanism for information flow from corps member to NYSC management in Rivers state NYSC is effective and efficient. | 87.7750 | 125.222 | .603 | .909 |
|  The use of internet services saved your time, money, energy and enable you settle down and do other things in camp and at your Place of Primary Assignment (PPA). | 87.0150 | 122.792 | .911 | .906 |
| The use of biometric in monthly clearance made clearance less stressful and reduced cases of non- payment. | 87.0925 | 121.548 | .889 | .905 |
|  E-NYSC reduced queue during registration and documentation in camp and after camp. | 87.3650 | 116.177 | .880 | .903 |
| Monthly biometrics curbed cases of ghost corps members. | 87.8350 | 118.359 | .821 | .905 |
|  Online application for all kinds of leaves helped to boast corps members performance in their Places of Primary Assignment. | 87.3300 | 115.064 | .908 | .902 |
|  Relocation is simple better and faster done online. | 89.4000 | 149.484 | -.940 | .930 |
|  E-NYSC reduced fraud, impersonation and corruption in National Youth Service Corps mobilization processes and the one year service. | 87.4225 | 114.761 | .876 | .903 |
| Remobilization and Revalidation processes are less stressful and expensive. | 87.8325 | 119.934 | .804 | .906 |
|  Absconded corps members are noticed online for proper disciplinary action. Equipments used by NYSC staff are functioning optimally without hitches | 89.4150 | 150.153 | -.954 | .931 |
| Information on NYSC portal is safe and secured from hackers and scammers. | 89.1800 | 156.364 | -.937 | .938 |
| E-NYSC services improved corps member’s performances leading to effective and efficient service delivery. | 87.0275 | 120.864 | .966 | .905 |
| Free data for browsing the internet and accessing information online will help to facilitate E-NYSC. | 86.9275 | 124.589 | .907 | .907 |
| There is constant and stable network in your Place of Primary Assignment. | 89.2850 | 152.330 | -.931 | .934 |
| E-NYSC services leads to effective service delivery. | 87.1250 | 115.869 | .970 | .902 |
| The E-NYSC leads to better utilization and productivity of corps members. | 87.1075 | 120.718 | .906 | .905 |
| Do you wish the E-NYSC to be improved and continued | 87.2375 | 114.708 | .953 | .902 |
|  The weekly Community Development Service ( CDS) are monitored through biometric capturing | 87.1100 | 117.010 | .969 | .902 |
| There are areas of NYSC operations not covered by E- NYSC internet platform. | 87.1825 | 117.002 | .946 | .903 |
| Training of NYSC staff on ICT and cyber security will enhance productivity. |  86.9725 | 123.952 |  .933 |  .907 |
| The use of better bandwidth , upgraded, and modern equipment will help in optimal usefulness of E-NYSC. | 86.9275 | 124.769 | .922 | .907 |

