



E-GOVERNANCE AND EFFECTIVE SERVICE DELIVERY IN NIGERIA

¹Suleiman Sa'ad ²Abubakar Mohammed & ³Mohammed B. Ribadu
^{1,2,3}School of Management and Information Technology
Department of Information Technology Modibbo Adama
University of Technology Yola Adamawa State Nigeria

Abstract

Information and Communication Technologies have transformed the process of governance in the world. In order to manage government dealings for the benefits of populace, governments all over the world have adopted e-governance technologies in service deliverance. Amongst the aims of this paper are to present an all-inclusive analysis of e-governance so as to give it a sound framework, assessment of the levels of e-governance achievement, and assess critical success factors of e-governance performance. The analysis of the impact of e-governance in service provision in Nigeria is as well presented. It remarks that the country is facing some challenges in the introduction of e-Governance. Looking at the importance of successful implementation of e-governance services and from a practical perspective, the paper recommends that government should endeavor to take an affirmative position towards the factors which will bring about efficient and proficient e-governance in Nigeria. They should also declare access to ICT services as basic human right of every citizen and to set up a schedule and guarantee enabling setting in order to attract the precise level of investments. Finally, we conclude that there will be light at the end of the tunnel regarding the potential of e-governance to transform the internal efficiency of government and the relationship of government with its citizens.

Keywords: ICT, e-Governance, Governance, Framework and Citizens

Background to the Study

According to (UN e-government survey, 2008), electronic government (e-government) refers to the use of Internet technology as a platform meant for the exchange of information, services provision and as well transacting amongst general public, businesses, and other forms of government. E-government may be adopted by the executive, legislature or judiciary to improve internal effectiveness, the delivery of services to citizens, or procedures of democratic governance. Nonetheless, the key delivery models are Government-to-Customer or Government-to-Citizen (G2C), Government to- Government (G2G), Government-to-Business (G2B) and Government-to-Employees (G2E).

Also (Narayan, 2006) affirmed that e-Governance differs in scope from e-Government, which looks at mainly technology related projects in the government domain. Whereas e-Governance covers a broader vision of use of Information and Communication Technology (ICT) in order to support excellent governance and encourage people to be proactive to opportunity so as to

present information free of burden. It can also be stated that e-government is a way of doing business that moves society into an era where citizens increasingly interact with government, demanding a greater variety of services and information, whereby the demand for service and the consequent pace of change grows ever greater, and where the need for innovation and entrepreneurialism in government is at a best.

Kamar and Ongo'ndo, 2007 stated that the most key likely benefits of e-government in a developing country such Nigeria; consist of improved efficiency, increase in transparency and accountability of government functions, convenient and faster access to government services, improved democracy, lower costs of administrative services. And these benefits can be grasped through using electronic means of communication to connect citizens to the government more easily. This results in better efficiency in public service delivery through faster dissemination of government information to a larger audience. As well a reduction in corruption cases since accountability and transparency is increased. This derives from the limited physical contact amid populace and government service providers; as such their actions can be easily checked. Furthermore, equal opportunity is given to all so that to have access information irrespective of the citizen's physical location or disability and the removal of the bureaucracy practiced in government agencies or establishments. Finally, the interdepartmental sharing of information and as well merger of related services is enhanced among government outfits with an additional decline of transaction costs, time, space and manpower.

Statement of the Problem

There are actually so many issues that affect our present traditional form or type of governance which lead to the following outlined or itemized issues:

- 1 Lack of or inadequate transparency on the part of government
- 2 High cost of governance
- 3 Lack of or insufficient services that are not fast, cheap and not easy for government, business and the entire citizenry
- 4 Insufficient productivity by employers
- 5 Lack of wealth and job creation for investors
- 6 Uninformed citizens

These issues inform the interest of the research to examine the effect of E-governance on service delivery in Nigeria.

Objectives of the Study

This paper mainly aimed at analyzing some models of e-governance and effective service delivery in Nigerian context. And the objectives of the study are as follows:

- 1 To able to analyze the existing traditional system of governance in order to proffer a substantive way out of the problem
- 2 To able to come up with a model or framework for adoption of the e-governance system
- 3 To also come up with certain deliverables of the e-government system

Methodology

The methodology adopted in this work is predominantly the observation technique, and as well personal interviews. Where the existing traditional system of governance is been observed thoroughly and some personal interviews were conducted in order to clarify some issues that cannot be ordinarily taken by observation only.

Literature Review

In this section of the paper we basically dwell into looking at the role played by government agencies towards the adaptation of the e-governance framework. Where we specifically selected National Information Technology Development Agency as our area of concentration, reason has been that they are saddled with one of the major responsibilities of ensuring ICT development in the nation. Furthermore, we were able to review some literatures concerning the applications of e-governance, with specific reference to Nigerian context. Here we have mainly dwell on some of the e-government initials done by some government agencies in Nigeria, as been compiling by NITDA. Where we were able to ascertain the level of acceptance of the system at different or various government outfits.

NITDA

E-Government is a Public-Private-Partnership (PPP) scheme of the National Information Technology Development Agency (NITDA) in Nigeria. A few components of e-government such as the computerization of Resident Permit by the Nigerian Immigration Service, computerization of land and Certificate of Occupancy in the Federal Capital Territory Administration (FCTA) and the Nigerian Customs Assycuda Programmer have already commenced in Nigeria. The payrolls of some organizations are also being computerized through the use of e-Payment. Checking of West Africa Examination Council (WAEC), National Examination Council (NECO) and Unified Tertiary Matriculation Examination (UTME) results online; as well as National Youth Service Corps (NYSC) postings are part of real time and cost effective services which are part of e-government. However, there is the need to consolidate and spread it to other services that have not been incorporated as well as to the rural areas in Nigeria. The Agency explained that e-Government helps in the transformation of the process and work flow management in order to establish long term organizational strategy of continuous improved internal operation for timely achievement of citizens need and services. Particularly, e-government facilitates cross collaboration and co-ordination amongst government organs at different levels and ensures easier, faster and appropriate decision making process. They also maintained that e-government reduces waste, saves time and encourages simple, moral, accountable, responsive and transparent conduct in the delivery of government services. It will adequately position Nigeria in the global economy where it now pays a key role.

The following specific goals of e-government have been cited by NITDA:

- 1 Creation of better business environment for local and foreign investors as technology is a catalyst for increasing productivity and economic growth.
- 2 Quick response and effective delivery of public services to citizens without bottlenecks.
- 3 Strengthening good governance with broad based public participation.

- 4 Improved quality of life for the entire citizenry.
- 5 Improved productivity and efficiency of government agencies.
- 6 Job and wealth creation as well as poverty eradication.

Furthermore, they listed the following as the deliverables of e-Government:

- 1 Increased transparency on the part of government
- 2 Reduce cost of governance
- 3 Potentials of project that create values to investors
- 4 Better services that are faster, cheaper and easier for government, business and the entire citizenry
- 5 Better productivity by employers
- 6 Wealth and job creation for investors
- 7 Better informed citizens

The above listed factors aim at promoting the achievement of the goals of E-governance in Nigeria.

Analysis of Existing E-Government Information Sharing Systems

In here we have analyzed some of the existing e-government information sharing systems such as the Non-internet e-Government, the US Federal Enterprise Architecture, the European One-stop Government (EOSG) and finally e-Nigeria, an e-Government Project.

Non-Internet E-Government

Cordella (2007) stated that e-government is often thought of as online government or Internet-based government, many non-internet e-government technologies can be used in this context. Some of the non-internet forms include telephone, fax, PDA, SMS, MMS, wireless networks and services, Bluetooth, CCTV, tracking systems, RFID, biometric identification, road traffic management and regulatory enforcement, identity cards, smart cards and other Near Field Communication (NFC) applications; polling station technology (where non-online e-voting is being considered), TV and radio-based delivery of government services, email, online community facilities, newsgroups and electronic mailing lists, online chat, and instant messaging technologies.

Cordella (2007) listed the primary delivery models as Government-to-Citizen or Government-to-Customer (G2C), Government-to-Business (G2B) and Government-to-Government (G2G) & Government-to-Employees (G2E). Furthermore, he listed some technology-specific sub-categories of e-government to include: m-government (mobile government), u-government (ubiquitous government), and g-government-(GIS/GPS-applications-for-e-government).

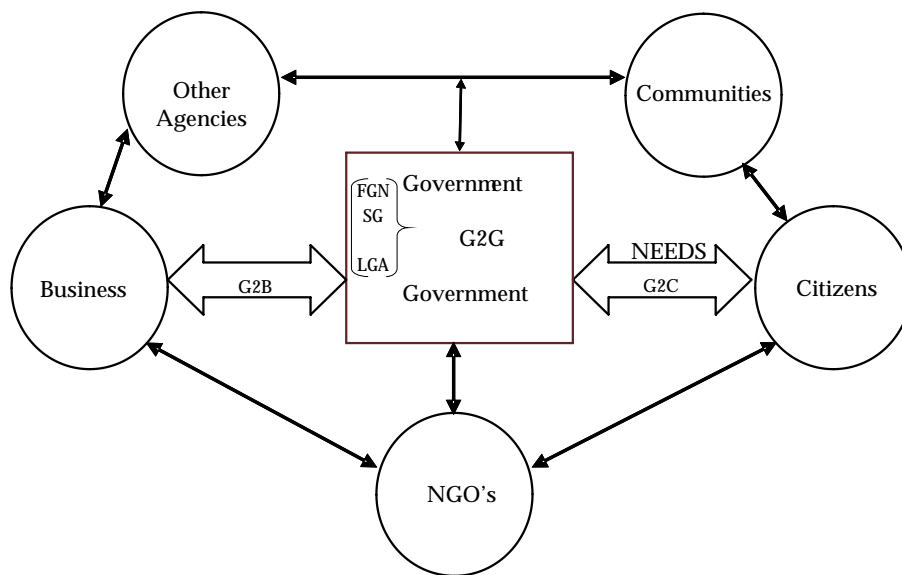


Figure 1: Domains for eGovernment. (Source: Ntiro, 2000)

U.S. Federal Enterprise Architecture

The Federal Architecture Program Management (FAPM) Office of the United State of America (2012) explains guidance for a common approach to the practice of Enterprise Architecture (EA) throughout the Executive Branch of the U.S. Federal Government. Federal law and policy require Agency Heads to develop and maintain an agency-wide enterprise architecture that integrates strategic drivers, business requirements, and technology solutions. The Common Approach to Federal Enterprise Architecture promotes increased levels of mission effectiveness by standardizing the development and use of architectures within and between Federal Agencies. This includes principles for using EA to help agencies eliminate waste and duplication, increase shared services, close performance gaps, and promote engagement among government, industry, and citizens.

The target audience is Federal Government employees who plan, approve, and execute agency programs, and those in industry who support those activities. Within the Federal Government there are over 300 organizational entities of differing size, scope, and complexity which include departments, administrations, bureaus, commissions, agencies, and boards. These entities employ more than 2.6 million people and spend over \$3.4 trillion each year to perform their mission functions, often through services that are directed to customer groups that include citizens, industry, academia, non-profits, and other government agencies in the U.S. and abroad. Over \$80 billion of annual federal spending is devoted to various forms of information technology (IT) that enable thousands of mission and support services across the Executive Branch and with external groups.

During the past several years many Agency budgets have gone from flat to declining, yet the public's expectations of government continue to rise. In response, there has been a widespread call from Congress, the Administration, citizens, and industry for more cost-efficient Agency

operating models and more transparency in tracking the performance of federal programs. Shrinking budgets increase the urgency for accomplishing these changes so that scarce resources can be directed to areas of the Agency that will contribute the most value. The Common Approach to Federal Enterprise Architecture accelerates Agency business transformation and new technology enablement by providing standardization, design principles, scalability, an enterprise roadmap, and a repeatable architecture project method that is more agile and useful and will produce more authoritative information for intra- and inter-Agency planning, decision-making, and management.

The European One-Stop Government (EOSG)

Usually, an “Online One-stop Government” refers to an online integration of public services from a citizen or customer of public service point of view. According to (Tambouris, 2001), the main objective of the European e-government project is to provide an open, extensible and scalable platform for realizing online one-stop government; and this platform is deployed and evaluated in three European countries, precisely Austria, Greece and Switzerland. The e-government platform allows the public sector to provide populace, business and other public authorities with information and public services that will be structured around life events and business situations, thus increasing public authority's effectiveness, efficiency and delivery of quality service.

Success stories of e-Government in some countries as quoted by the National Information Technology Development Agency (NITDA) comprises Singapore's e-citizen portal where the citizens are able to access about 1,600 services provided online by their Government; China's Golden Customs Programmer connecting foreign trade companies, banks, customs and tax authorities. It speeds up customs clearance and collection of taxes and duties; Mississippi USA's pay roll information records online; and Philippine's Bureau of internal Revenue for e-payment of taxes, bills and so on.

E-Nigeria: An E-Government Project

Here in Nigeria, there are some projects geared toward stepping up development using the technological platform in the polity. For instance the e-Nigeria initiative which was geared towards connecting communities, vital agencies, institutions of Government and educational institutions at all levels with ICT is currently being pursued by the Nigerian government. From the National Rural Telephony project to other laudable plans such as the Nigerian Telemedicine initiative, Public Service Network initiative, Internet Exchange Point project, both State and local Government ICT facilities loan scheme initiative and wire Nigeria initiative. Ekeh (2007), states these initiatives are aimed at enabling the rapid development of the nation. In addition, and as well as a matter of requisite, the skill and tool a country needs in order to actualize the project is by means of making computer systems affordable and flexible for its citizens to acquire. Presently, with the advancement in ICT one can access the local/states governments' allocations via the Ministry of Finance website and balance with the anticipated values locally using the in-house package within the local Government and basis on how and where the expenditure has gone into can be deduced almost instantaneously. Thus, holding government officials responsible for gross financial and administration misconduct

that might have occurred, hence reduced corruption and as well as cutting cost of administration in the nation.

Conclusion

This paper reasonably tried to carefully bring into focus what it takes to have an effective and efficient framework for adaptation of e-Governance for development in Nigeria. The realization of workable e-government requires firm leadership and vision. It also entails an all-inclusive approach that is not only measured on global best practice but also sensitive to existing political and economic realities of our nation. Therefore, there is the need for continuity of Government strategies and actions. For e-government to become a reality in Nigeria, governments in consultation with other stakeholders are advised to develop an adoptive strategic framework, which articulates the government's vision, targets and milestones, technical approach and standards for e-government systems. Such a framework must address information privacy, security maintenance and interface standards. The strategic framework should be a dynamic process. There are basically two approaches to e-government: The top down approach which is characterized by a high degree of control by the central government, it usually includes the development of a plan. The second is the bottom up approach in which individual departments and local governments independently move forward with their own projects, common standards are flexible and overall national strategy is not so important. Human factor is significant to achieving successful realization e-Government. No matter how good the technology is, if the human being who would drive the technology is not willing to embrace change, he can frustrate whatever innovation any technology promises to bring to bear on the e-Government. On that note Government should cautiously tackle the issue of human factor which is responsible for underutilization of most of the ICT facilities put in place by government thereby, sabotaging the good effort of the government.

Recommendations

This paper wish to recommend the following key points to both the authorities and stakeholders involved, in order to chart way forward to the successful implementation or adaptation of e-governance for development in Nigeria:

- 1 There is the need for a master plan and strategy for implementation of e-Government.
- 2 There is also the need to establish a commission on ICT to regulate the sector and to see to the full implementation of government projects such as e-Government.
- 3 Government should encourage Nigerians living abroad to actively participate by investing in ICT development back home.
- 4 Government should declare Access to ICT services as fundamental human right of every Nigerian and should establish a timetable and guarantee enabling environment for attracting the right level of ICT investments.
- 5 Government should review the current educational curricula to include ICT education at all levels.
- 6 Government should establish a program to enhance local content, in this regard; government is urged to encourage all productive sectors of the economy to develop their websites and Government employees to obtain an e-Mail addresses.
- 7 Government should enhance the integration of rural areas with the Global Information Network.

- 8 Government should ensure the establishment of ICT departments in all ministries and parastatals at the Federal, State and Local government levels and set aside about 4% of the budget for any Ministry on IT goods and services.

References

Adeyemo, A. B. (2011). "E-government Implementation in Nigeria". An Assessment of Nigeria's global e-gov ranking *Journal of Internet and Information System* Vol. 2(1), pp. 11-19. <http://www.academicjournals.org/JIIS>

Bassey, A., Antai, A.S., Diji, C.J., Babajide, V.F.T., Yoriyo, K.P., Bashir, F.U., Ekei, J.O. (2014), "Standards for Writing Research Proposals Grants & Field Reports". ISBN: 978-016-750-1.

Cordella, A. (2007), "E-government: towards the e-bureaucratic". *Journal of Information Technology* pp. 22, 265–274.

Ekeh, L.S. (2007), "e-Business. THISDAY newspaper, Vol. 12 No. 45241 National Information Technology Development Agency "NITDA (2007). <http://www.negst.com/conference>. Retrieved 13/11/2014

EOP US (2012), "The Common Approach to Federal Enterprise Architecture". http://www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/common_approach_to_federal_ea.pdf retrieved 14/11/2014.

Kamar, N. & Ongo'ndo, M. (2007), "Impact of e-Government on Management & use of Government Information in Kenya". *World Library & Information Congress: 73rd IFLA general Conference & Council, pp. 19-23 August 2007, Durban, South Africa*

Ntiro, S. (2000), *E-government in Eastern Africa*, KPMG, Dar-es-Salaam. <http://www.egov4dev.org/success/definitions.shtml#coverage>. Retrieved 14/11/2014

Narayan J. (2006), "Ensuring Right to Information through the use of ICT's.

Richard H. (2001) "Understanding e-Governance for Development". *Institute for Development Policy & Management*: http://www.man.ac.uk/idpm/idpm_dp.htm#ig. Retrieved 05/11/2014.

Suleiman, M. Mohammad, K. A. & Amina, B. (2010) "E-Government in Nigeria: A Catalyst for National Development". www.abu.edu.ng/publications/2009-06-23-113825_373.doc.

Tambouris, E. (2001), "An integrated platform for realising online one-stop government: the E-gov project". <http://libra.msra.cn/Publication/12800497/an-integrated-platform-for-realising-online-one-stop-government-the-egov-project>. Retrieved 24/11/2014.

Appendix

S/NO.	Abbreviation	Meaning
1.	FGN	Federal Government of Nigeria
2.	SG	State Government
3.	LGA	Local Government Area
4.	NGO's	Non Governmental Organizations

Table 1: List of Abbreviations in figure 1 above