

Effect of Information Communication Technology (ICT) on Workers' Service Delivery in Nigerian Television Authority Awka Nigeria

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<p><i>Abstract</i></p> <p><i>This paper study examines the Effect of ICT on workers' service delivery in public organizations in Nigeria. The following issues were discussed to x-ray the impact of ICT on workers efficiency and effectiveness in the organization – the concept of workers performance, effects of ICT on new work practice in public sector, information communication technology and organizational productivity, challenges of adoption of ICT in organizational productivity, addressing the challenges of ICT in public sector and prospects of ICT in public services delivery. It is the position of the paper that ICTs present enormous opportunities to enhance the delivery of public service in the public sector as argued by the ICTs optimists. Today, ICTs usage in the public sector remains a key factor in enhancing public service delivery in the country. Development of ICTs have dramatically changed the way information is collected, stored, processed, disseminated and used, thus making it the most powerful tool for modernization and development. It was concluded that adoption and application of ICT on public service delivery in public service in Nigeria has tremendously influenced the modernization and modern work practice. The study recommended that public sector organizations should embrace the application of ICT in service delivery to be at par with the current global practice.</i></p>	<p><b>Journal of Policy and Development Studies (JPDS)</b></p> <hr/> <p>Vol. 16 Issue 2 (2024) ISSN(p) 1597-9385 ISSN (e) 2814-1091 Home page <a href="https://www.ajol.info/index.php/jpds">https://www.ajol.info/index.php/jpds</a></p> <p><b>ARTICLE INFO:</b></p> <p><b>Keyword:</b> Information and Communication Technology (ICT), Public Organizations, Workers' performance.</p> <p><b>Article History</b></p> <p><b>Received:</b> 6<sup>th</sup> August 2024</p> <p><b>Accepted:</b> 19<sup>th</sup> September 2024</p> <p><b>DOI:</b> <a href="https://dx.doi.org/10.4314/jpds.v16i2.4">https://dx.doi.org/10.4314/jpds.v16i2.4</a></p>
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## 1. Introduction

Technological innovations have been widely accepted as the driver of sustained economic growth in many countries of the world. This is particularly true in the ability of information and communication technology (ICT) to p efficiency und productivity in public and private sectors that utilize and invest in them. According to Reamer (2014), Paul Krugman was speaking for many Economist when he said “productivity isn’t everything, but in the long ran it’s everything” because the ability to improve a country’s standard of living over time depends almost entirely on its ability to raise its output per worker. Productivity is simply defined as the output per worker is an economy wear a period of time. Anyanwa, (2020)

However, an important impediment to productivity growth and ICT sector’s development in Nigeria is lack of ICT skills and weak ICT infrastructural facilities in the public sector. Inadequate ICT skills and the frequent power outages experienced in Nigeria has limited innovation and the effective use of ICT for maximum productivity and growth in the Public Sector. Adeoti, (2020) argued that the Government has contributed to Nigeria’s current state of innovation, deficits through deficient policies and lack of commitment to building a knowledge-basedand innovation-driven economy. If this is correct, then it suggests that the public Seas has not invested enough in ICTs and its workforce to enable them acquire the required skills for improved productivity growth. Growth in productivity provides a significant basis for adequate public service delivery in Nigeria. The objective of this paper is to examine the impact of ICTs on Public Sector productivity growth in Nigeria. It will explain the effect of past productivity growth on current public sector productivity growth in Nigeria Television Authority (NTA, Awka)

The rapid development of the Internet during the last decade has also boosted the implementation and application of electronic Human Resource Management (e- HRM) Surveys of HR consultants suggest that both the number of organization adopting e-HRM and the depth of applications within the organizations are continually increasing. An organization is a social arrangement which pursues collective goals, controls its own performance, and has a boundary separating t from its environment. It is a system that has been designed to achieve certain goals and objectives. The goals and objectives becomes the purpose for its existence. The objectives of an organization therefore cannot be achieved without manpower, which assist in the operations needed to be carried out in an organization. The operations integrate the policies set in an organization with the goals of the employees Information and communication technology. ICT in organizations has many faces, such as office automation, production automation, telecommunication and electronic networks connecting organizations. The “C” in “ICT” refers to the fact that, besides information processing technologies, a rapid growth can be found in computer-assisted communication technologies and computer-supported cooperative work. Organizations change as a result of socio-economic and technological developments. New organizational forms and work arrangements are emerging, and ICT is adapted and designed to solve problems caused by these changes. The impact of the introduction of ICT becomes apparent in changes in work patterns, qualifications and decision-making procedures. Most businesses depend on employees with strong computer skills. Supervisors identify computer skills required for employees to perform their duties. However, with advances in cloud computing, senor technology, mobile communications technology, a wide variety of services have become available to people. This is regardless of whether or not the user is aware of what is physically behind the technology. There is more than one definitions of information Technology given by information Technology specialists. The one of the definitions is. "All forms of Technology involved in gathering, storing Communication retrieving and

processing of data is called as information Technology (CIMA, Stage 1. Study pack. 2017)" Technology is a set of knowledge, information, equipment, methods and operations which are used in converting raw materials to products (converting input to output). Based on this definition, organizations or even different organizational units have different technology and it demands that various methods us to manage them. Based on the Contingency theory we cannot use one method for managing all organization with different technologies (Zarzimatin, 2019 Information Technology (IT) refers to all forms of processing, storage and transmission of information that are used in an electronic format. Physical equipment that is used for this purpose includes: Computers, communication networks and tools, fax machines, and electronic software. Generally, IT covers a wide range of equipment, computers, tools, data storage, means of communication and networking, applications and services that are used by organizations to create data and knowledge. Before being considered as a hardware system and a set of patterns, IT is seems un intellectual and cultural system that can be termed information production culture.

The concept of Information and communication technologies has received numerous explanations in terms of its meaning. Oliver (2019) posits that ICT in the science that investigates the properties and behavior of information, the force governing the flow of information and the means of processing information for optimum accessibility and usability. The process includes the originations, collection, storage, retrieval, interpretation, dissemination and use of information. Obanya (2012) states that information and communication technologies in a broad term that has to do with the harnessing of process, the methods and the product of electronic communication related technologies and other related resources in today's knowledge driven society, for enhancing the productivity, the spread and efficiency of set programme activities geared towards the achievement of clearly defined goals.

Examples of ICT includes radio, television, video, digital versatile device (DVD), telephone, satellite systems, management information system, computer and network, hardware and software as well as the services associated with them, such as video-conferencing and electronic mail. The World Bank (2007) definition of information and communication technologies states that ICTs involves the use of hardware, software, networks and media for the collection, storage, processing transmission and presentation of information (voice, data, text, images) as well as related services. Osakwe (2012) asserts that information and communication technology can be defined as an electronic device for managing and processing Information with the use of soft and hard wares to convert, store, manipulate, protect, transmit, manage, control and retrieve information for the enhancement and productivity of personal and organizational activities. In the view of the author, information and communication technologies encompass a range of applications, communications and technologies which aid information retrieval and research communication and administration. These include: Internet access, electronic mail, CD-ROMS, telephone, online databases, library services and fax machines. He further stated that ICT has become a global phenomenon of great importance and concern in all aspects of human endeavor, spanning serious education, governance, business, labour, market, shares, productivity, trade, agriculture, commerce and others. Yusuf (2015) is of the opinion that information and communication technology is an electronic application of computing communication, telecommunication and satellite technology. Yusuf posited that The pervasiveness of ICT has brought about rapid change in technology, social, political and global economy transformation. The prevalence and rapid development of ICTs has transformed human society from the information technology age to the age of knowledge. In fact,

ICTs are becoming natural part of man's daily life. This is to ensure that they participate fully in life of the contemporary information age and also to use it to accomplish their everyday task.

They further asserted that the emergence of ICTs has provided the means for faster and better communication and utilization of information between and for users, be they individuals, groups, businesses, organizations or governments. He has created taxonomization of ICTs into five distinct functionalities which are:

- Capturing technologies. These include input devices that collect and convert information into digital form such as keyboards, mice, trackballs, touch screens, coixie recognition systems, bar code readers, image scanners and palm-size camcorders
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- Storage technologies: These devices store and retrieve information in digital forms. Among these are magnetic tapes, floppy disks, hard disks, RAM disks, optical disks Ouch as CD-ROMs ,, erasable disks and smart cords (credit-card sized cards with memory and processing capacity for financial transactions or medical data
- Processing technologies: These include systems and applications software required for the performance of digital ICT,
- Communications technologies: These devices produce methods and networks to transmit information in digital firm. They include digital broadcasting, integrated services digital networks, digital cellular networks, local area networks (LANs), wide area networks (WANs, such as the Internet), electronic bulletin boards, modem, transmission media such as fiber optics, cellular phones and fax machines, and digital transmission technologies for mobile space communications (the new Low Earth Orbit satellite voice and data services)
- Display technologies. These are a smorgasbord of output devices for the display of digitized information. Such devices include display screens for computers, digital television sets with automatic picture adjustment, set-top boxes for video-on-demand, printers, digital video discs (which might replace CD-ROM drives and audio CD players), voice synthesizers and virtual reality helmets.

ICTs have also been taxonomies into old and new formats (Olise, 2012). They the “old” ICT’s of radio, television, newspaper, billboards, telephone, and new” ICTs of computers, satellite and wireless technology, mobile phones, media networks and sites, online newspapers/books and modernized mons with LED displays and Internet connectivity, Salas, (2019), further describes ICT as a strategic tool that allows users in become more efficient and effective. The ne of information communication and technology (OCT) to support the work of government institutions and agencies with the objectives of delivering public services and information in a more convenient, citizen -centric and cost effectiveness manner is called e-governance.in order words, it is the use of ICT for promoting more efficient and cost-effective government, many convenient government services, greater public access Information, and more government accountability to citizens

## **2. The Concept of workers Performance/Performance**

Individuals within the Organizations are performing to best of their ability and developing their potential for improvement is the employees work performance. Human resources performance is intimately linked to technological change and technological innovation. Technological change

could be effectively managed through human resource joint approach. Individuals can innovate and achieve great technological breakthrough but the complexities of modern technology require effective combination of different innovations based on different aspects of technology. Hence human resources need to work as an individual and as a team and combine their innovation for production of new technology, goods and services. Individual innovation is meaningful and workable when combined with that of others. The collective innovation is also impossible without individual innovation, hence the two are separate, but could only work in the production process when they are combined and effectively managed to produce result, Managers need to provide enabling work environment that end only the human element can check the abuse of technology, which poses portent dangers to the survival of organizations, nations and humanity in general.

Workers Productivity refers to a set of principles, standard, policies and constraints to be used to guide the designs, development, deployment, operation and retirement of services delivered by a service provider with a view to offering a consistent service experience to a specific user community in a specific business context (Dzidonu, 2015), has an act of providing service to customers. Service delivery is a component of business that defines the interaction between providers and clients where the provider offers a service, whether that be information or a task, and the client either find value or lose value as a result. It can also be defined as any contact with public administration during which customers- citizens, residents or enterprises seek to provide data, handle their affairs or fulfill their duties. These services should be delivered in an effective, predictable, reliable and customer friendly manner

Due to rapid expansion of the use of information and Communication Technologies, electronic service delivery is an effective means to reduce cost, both in time and money, for the customer as well as the government. Dozie (2019) itemized the benefit of using information technology to manage the operations and delivery of public sector institutions to include: improvement in administrative efficiency, effectiveness and productivity, improvement in service delivery. Reduction in administrative, operational and transactional costs of public and provision of access to info reduced cost, In relation to the study.

### **Effects of (ICT) on New Work Practice in Public Sector**

Information and communication technology (ICT) adoption has had a big impact on Nigeria's New Public Management (NPM) and new work practice. The NPM method of public administration places a strong emphasis on effectiveness, efficiency, and customer focus. Here are a few ways that ICT has impacted NPM with emerging new work method of practice in Nigeria:

- Enhanced Service Delivery

- Greater Transparency and Accountability

- Better Collaboration and Communication

- Improved Processes for Policy formation and Implementation

- Greater Citizen Engagement and Participation:

### **Information Communication Technology and Organizational Performance**

Information technologies are tools, devices, and resources used to communicate, create, manage, and share information. They include hardware computers modems, and mobile phones, software

(computer programs, mobile phone applications) networks (wireless communications, Internet) and basically concerned with the purpose of collecting, processing, storing and transmitting relevant information to support the managerial operations in any organizations (Olaoye 2014). Application of ICT in any organization enhances the production process as monitoring technologies could be used in reduce the number of supervisors required in the process. ICTs are being used for strategic management, communication and collaboration, customers' access, managerial decision making, data management and knowledge management since it helps to provide an effective means of organizational productivity and service delivery (Olugbenga,2016)

Buhalis (2013) notes that the application of ICT in businesses cases fundamental changes that can provide powerful strategic and tactical tools for organizations if property applied and med. This could have great impact in promoting and straightening organizational competitiveness. Meenakumari (2010) assert that ICT has played a major role in reducing operational inefficiency and improving decision-making in many areas of governance. Furthermore, Hengat and Sol (2001) affirm that ICT enables organizations to decrease costs, increase organizational capabilities and also, assist to shape inter-organizational coordination. Therefore, the use of ICT can help to loser coordination cost and increase outsourcing in organizations.

Similarly, Ramsey et al., (2003) in their research maintained that organ generally stand to gain from ICT in area such as reduced transaction costs. In other words, the use of ICT could assist both individuals and companies to access large markets at low cost. In addition, Irvine and Anderson (2008) comment that the use of ICT does not only offer practical benefits for general management, but also enables companies to overcome the disadvantages of place and space. Hecks (2001) found that the use of ICT can make a significant contribution is the achievement of goal governance. Analyzing case studies from countries such as the Philippines, Honduras, Chic and South Korea, the study outlined three key contributors of e-governance improving government process (e-administration), connecting citizens (e-citizens and e-services), and building external interactions de society). He also identified two major challenges that developing countries face when it comes to the successful implementation of e-government is the strategic challenge of e-readiness and ii) the tactical challenge of closing design-reality pap, adopting best practice in e-governance projects in order to avoid failure and to achieve success.

United Nation (2008), in its publication UN E-government Survey 2008: Frame Government to Connected Governance has identified the key variables involved in the delivery of back office integration which are the people, princess and technology required. Whilst the technology is increasingly resilient and it for purposes, evidence indicates that success or failure is less a technological issue and more a people issue, in particular the ability to change public service cultures and motivate public sector woken to new ways of working, address service cultures, address trade union concerns and provide adequately skilled and competent management and leadership. The study further says that Swedish government has faced critics between internally and externally pointing out that traditional culture of decentralized agency autonomy does not lend itself easily to achieving government wide capacities. Indeed, the Swedish government, having studied several other European country experiences, concluded that many models being developed elsewhere would not be workable in their contest. Bolgher (2018) in her article the technology trap and the rote of political and cultural variables. A critical analysis of the e-government policies" had claimed the technology alone does not necessarily provide more access and more participation. As massive technological intervention is no enough for reinventing government online, other variables should be taken into consideration. Factors concerning political culture, cognitive frames

and mentality, administrative traditions, as well as the country-specific peculiarities play a relevant role in determining if and how e-government initiatives can succeed or fail. She, then, argued that any opportunity and push for change and actual influence on administrations, governments, and societies, prompted by the new technologies, should endure important variables of political, social and cultural nature. Pervasive and dependable ICT infrastructure and focused initiatives aimed at influencing organizational as well as individual behavioral responses. The study further claimed that e-governance as a paradigm demands cultural and attitudinal changes on the part of government machinery and public administration apparatus as it seeks to promote transparency, credibility and wider public participation in governance. The study concluded that the success of e-governance depends on attitudes, knowledge and skills especially within the public sector that are required to initiate, implement and sustain e-governance initiatives

### **Challenges of Adoption of ICT in Public Organization**

Indeed, available literature let in literature literature is replete with any challenges that developing countries like Nigeria face vis-à-vis the application of ICTs as a reform model for public service delivery. The following are some of the challenges confronting the Public sector and indeed many developing countries in their efforts to utilize ICTs to deliver efficient and effective service to the citizens.

#### **Leadership Challenges and Political enthusiasm**

##### **Problems of Digital Divide**

Poor ICTs Skill, Literacy and Usage

The problem of Growth dynamics

Lack of Public Confidence in Government

Information and communication technology (ICT) adoption and implementation in the Nigerian public sector confront a number of difficulties. These difficulties may make it difficult to use ICT tools and platforms effectively, which might have an influence to governance and service provision. The following list of typical ICT issues facing Nigeria's sector includes:

**Infrastructure constraints:** A major obstacle is the inadequate ICT infrastructure, which includes the restricted availability of power sources, telecommunications network, and Internet access. In especially in rural locations, the accessibility and dependability of ICT services are impacted by the lack of dependable infrastructure (Oluwatobi, 2018)

**Digital Divide:** The digital divide refers to the unequal access to ICT resources and skills. In Nigeria, there is a significant disparity in ICT access between urban and rural areas, as well as among different socio economic groups. This divide hinders inclusive participation and limits the potential benefits of ICT in the public sector (Ayo, 2019)

**Cyber security Risks;** The increased reliance on ICT in the public sector exposes government systems and data to cyber security threats. The lack of robust cyber security measures and limited awareness of cyber risks make public sector organizations vulnerable to attacks, data breaches, and unauthorized access (Amacshi, 2019)

**Capacity and Skills Gap:** Insufficient ICT skills and capacity among public sector employers pose a challenge to the effective adoption and utilization of ICT. There is a need for training programs and skill development initiatives to enhance the digital literacy and competency of government officials (Oluwatobi, 2018)

**Funding Constraints:** limited financial resources allocated to ICT initiatives in the public sector hinder their implementation and sustainability. Insufficient funding for ICT infrastructure, equipment, software, and maintenance restricts the potential for ICT-driven improvements in service delivery (Olatokun & Ayo, 2019).

**Policy and Regulatory Framework** The absence of comprehensive ICT policies and clear regulatory frameworks can impede the effective integration of ICT in the Nigerian public sector. Inconsistencies, duplication of effort and poor coordination across government agencies may be caused by a lack of unified policies, standards, and regulations (Amaeshi, 2019)

### **Addressing the Challenges of ICT Adoption in Public Sector**

Addressing the challenges of ICT in the Nigerian public sector requires a comprehensive approach that involves various stakeholders. Here are some strategies to overcome the challenges and maximize the benefits of ICT

**Infrastructure Development:** The government should give ICT infrastructure expenditures first priority. This includes boosting telecommunications networks, increasing internet access, and enhancing power supplies. The infrastructure gap can be closed and ICT services may be expanded to underserved areas by working with private sector organizations

**Closing the Digital Divide** By fostering digital literacy and granting rural and underserved people access to ICT resources, efforts should be undertaken to close the digital divide. The creation of community ICT centers, the funding of ICT equipment, training programs, and other initiatives can assist guarantee fair access to technology (Idike, Amaeshi 2019)

**Cyber security Measures:** To secure government systems, data, and sensitive information, it is essential to implement strong cyber security measures. Establishing robust firewalls, encryption techniques, frequent security audits, and an awareness campaign are all part of this. Collaboration with foreign partners, industry professionals, and cyber security organizations can improve the ability to combat cyber threats. Oluwatobi (2018)

**Capacity Building:** It's crucial to improve the ICT expertise and skills of public sector personnel. To increase digital literacy, ICT competency, and awareness of emerging technologies, training programs, workshops, and certification courses should be made available. Initiatives for increasing capacity can be facilitated through cooperation with academic institutions, training facilities, and industry professionals (Olatokun, & Ayu 2019)

**Ample Funding:** ICT initiatives must have adequate financial support in order to be implemented successfully. The growth of ICT infrastructure, the purchase of equipment, the licensing of software, personnel training, and maintenance should all receive financing priority from the government. Government financing can be supplemented by investigating public-private partnerships and looking for other financial sources. Oluwatobi (2018)

**Reforms to Policies and Regulations:** For effective ICT integration and governance in the public sector, comprehensive ICT policies and regulatory frameworks are essential. Clear roles,



benchmarks, and protocols should be established by the government for ICT adoption, data management, privacy protection, and interoperability. To stay up with technological changes, rules must be regularly reviewed and updated. Oluwatobi (2018), Collaboration amongst stakeholders is essential, including those in the public and corporate sectors, civil society, and individual. Knowledge exchange, creativity, and group problem-solving may be facilitated by creating venues for conversation, consultation, and collaborations. Stakeholder participation in CT project design and execution provides relevance and sustainability, Olatokun. & Avo, 2019)

### **Prospects of ICT in Public Service Delivery**

In line with the study carried out by Oshoma, (2017) ICTs ensure that the public sector is at the service for all, the study reveals that ICTs impact positively on human resource performance, unproved documentation processing and efficient filing system. Indeed, extant literature is replete with the great opportunities of ICTs as an efficient and effective means of public service delivery. ICT innovation and revolution has no doubt brought considerable potential to initiative aimed at fighting corruption and increasing the participation of citizens in the institutions of government. To be specific, ICTs have opened a new e-governance space or route that has huge potential for improving opportunities for the participation of citizens in governmental affairs. Below are the benefits of ICTs application, it was decided to summarize them under five headings.

- Reduced Cost of Administration
- Improved, fast and Accurate Service deliver
- Creates Access to Transparent, Accountability and Participatory Governance
- Enhances Networking and Inter-governmental Relations
- Improves competitiveness which ensures which ensures Responsive Service delivery.

### **3.Summary**

It is all obvious that ICT's present enormous opportunities to enhance the delivery of public service in the Public sector as argued by the ICTs optimists. Today, ICTs usage in the public sector remains a key factor in enhancing public service delivery in the country. Developments in ICTs have dramatically changed the way information is collected, stored, processed, disseminated and used, thus making it the most powerful tool for modernization and development. ICTs application in the public sector has emerged as one of the key initiatives that enhance equity, transparency, accountability, responsiveness, responsibility, effectiveness and efficiency in the manifold transactions that link service suppliers and service recipient. Indeed, ICT's application in the public sector is no longer seen as an option today but as a necessity for all countries aiming at improving public service delivery. The investment climate in any country today is even partly dependent on the e-government readiness index of the country. No doubt, the ICTs revolution has opened up vast opportunities to meet the intractable challenges and difficulties that have confronted the Nigerian MDAA since the 1960s. One of the thorniest challenges of the Nigerian public service has been on how to deliver efficient and effective public service to her service recipients. Finding ways to deal with this intractable challenge has been the priority concern of successive Nigerian governments who have over the years instituted use administrative reform or the other sadly, however, most of these administrative reforms have been abysmal failures vis public service delivery. This paper, therefore, argued and concludes that ICTs present enormous opportunities to enhance the delivery of public service in the Public sector. The usefulness of ICTs lies in its

complementary relationship with other options that are available for improving public service delivery in public sector organizations like NTA. Anambra

#### 4. Conclusion

This study concluded that adoption and application of ICT on public service delivery in public service in Nigeria has tremendously influenced the modernization and modern work practice. It breaks geographical barrier to effective service delivery, encourage work and learn for economically disadvantaged students through various course delivery apps such as Zoom Google class, among others. The use of ICT in public service delivery has the potential to revolutionize all aspect of the economy by expanding access to information, enhancing learning experiences, fostering collaboration, and developing critical skills. The various challenges posing as threat to effective ICT application are basically what can be addressed to harness the best potential of the emerging technology in curriculum delivery All these challenges have indeed combined to hamper the opportunities of ICTs as a means of efficient effective and responsive public service delivery in the Public sector. There is therefore, the urgent need for the government and those concerned to concisely tackle these challenges to enhance the potentials of ICTs to deliver efficiently and quality services to the service recipients of the Nigerian Public sector. Another challenge of ICTs implementation in the Public sector is whether the intended objective of reaching the citizens is achieved. ICTs application in the Public sector should reach all the people who need their services regardless of their location This can be achieved by the provision of adequate ICTs infrastructure, improving online services and citizens access to these services and the civil service dedicating itself to improving the skills and literacy level of its staff Overall, Nigerians, in general, will benefit more if the public service critically examine its present ICT state and then identifies those areas that it needs to prove den. ICTS Infrastructure cant work without a regular source of power supply. More efforts should, therefore, be devoted to improving the country's epileptic power supply The nation still needs to commit more resources into the development of its human capital, address the internal digital divide between its literate and illiterate citizens. While the websites set up by government ministries, departments and agencies should be integrated and reviewed to make them e-service complaint within the context of a national portal

#### 5. Recommendations

Based on the findings of the study, the following recommendations were put forward

Public sector organization like the NTA, Awka, Anambra state, Nigeria should embrace the application of ICT in service delivery to be at par with the current global practice

Adequate fund should be allocated to ICT infrastructural development in public institutions to enhance effective workers productivity and performance

Capacity building on ICT for public officials and citizens should be embarked upon, this will enable the due to be up to date in usage of ICT in public service delivery.

The public sector should be provided with more ICT investment and facilities (especially electricity power supply and broadband internet) by the government to optimize potentials in the country,

- The government should upgrade the IUT skills deficiency among employees in the public sector to improve performance, again partnership with foreign investors or development partners for capacity building and training for public sector employees on best practices and latest technology in governance.

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