

Electronic Governance and Service Delivery in Abia State University Uturu Nigeria – The nexus: Interrogating the Praxis and prospects

1. Prof. Emma E.O. Chukwuemeka

Orcid Id. <https://orcid.org/0000-0002-7871-9475>

Email: ee.chukwuemeka@unizik.edu.ng

2. Dr. Egwuagu Uloma Bridget

Department of Public Administration

Enugu State University of Science and Technology, Enugu Nigeria

Orcid Id: <https://orcid.org/0009.0009-5067-4277>

Email: uloma.egwuagu@esut.edu.ng

3. Dr. Ugoo E. Abba

Email: ue.abba@unizik.edu.ng

^{1,3.} Department of Public Administration, Nnamdi Azikiwe University, Awka Nigeria

Abstract

The study interrogates the nexus between electronic governance and improved performance in Abia State University Uturu.. The study adopted sample survey research design, while tables, mean and regression analysis were used as analytical technique for the study. The study revealed among others that electronic administration has significant effect on the performance of Abia State University, electronic registration significantly effects academic excellence of Abia State University and electronic administration has significant effect on the performance of Abia State University. The study recommends that Abia State University should improve on the current ICT infrastructure and strategy, and continue to improve on its internet access and digital divide among staff in order to continue achieving their organizational goals which will engender sustainability. Given the strategic role of ICT in the 21st century administration, Abia State University should continue to expand windows of opportunities that ICT provides in its drive to further enhance employees' performance (by acquiring new skills, knowledge and abilities) that will invariably improve workers' performance and organizational success.

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1. Introduction

. Electronic governance is an innovation driven by information communication technology. It is the adoption of web-based technologies to deliver and conduct government services. It has become a global trend in public administration (Chukwumeka and Elom (2017). The primary objective is to improve public administration in contemporary time. Efficiency is one of the primary values in public administration. The potential for electronic governance to transform public administration has been heralded at various points throughout the past half-century. Even by the 1960s and the 1970s, as computers started to surface in government organizations, some public officials and commentators predicted that information technology would bring a revolution to public administration (Ugwuanyi, Okeke and Chukwumeka, 2017).

As increasingly sophisticated information and communication technologies (ICTs) spread across all organizations in Nigeria today. The role of ICT, like e-governance, in teaching and learning is rapidly becoming one of the most important and widely discussed issues in contemporary world. This is why universities like all other institutions of learning have to incorporate in themselves the new dimensions. Most academic experts agreed that when properly used, ICT hold great promise to improve teaching and learning in addition to shaping workforce opportunities. Lawan and Muhammad (2018) have indicated that computer non-compliant is now regarded as the new illiteracy. This has actually gingered a new and strong desire to equip universities with computer facilities and qualified personnel necessary to produce technologically proficient and efficient students in all countries of the world. There is no doubt that computer and internet related facilities can aid the instructional process and facilitate students' learning and administrative works of universities.

Ayoade (2019) defined e-government as the use of Information and Communication Technologies in public administrations combined with organizational change and new skills in order to improve public services and democratic processes. E-governance is a process of reform in the way management's work, share information, engage people and deliver services to external and internal clients for the benefit of both the managers and the clients that they serve.

The strategic objective of e-governance is to support and simplify governance or administration for government, managers/administrators, people and businesses (Oye, 2017). The use of ICT can connect all parties and support processes and activities. Other objectives are to make administration more transparent, speedy and accountable, while addressing the society's needs and expectations through efficient public services and effective interaction between the people, businesses and government. Ogbonna (2018) added that e-governance objectives are to cut down on wasted paper and space by converting important documents and files to electronic files, increase efficiency of administrative processes, lessen the administrative burden faced by personnel, reduce labour, time and cost of repetitive task and improve productivity and performance.

1.1 Statement of the Problem

Tertiary institutions and other public organisations in Nigeria are making attempt to transit from closed, top-down, bureaucratic, and paper-based transactional models to online, digital offerings that encourage a new kind of interaction between institution's management and staffs/students/parents. Public organisations especially the university system hitherto experience undue delay in delivering services to internal and external public. Service delivery in most cases

is impaired because of slow speed in analogue system. The situation undoubtedly impairs service delivery, service quality and academic excellence. Before e-governance was deployed in Abia State University, students' registration takes weeks due to long queues in the bank and bursary unit.

However, few researches or studies have been conducted on the application of e-governance to educational processes, systems and structures like; the way services are being delivered (online seeking for job/admission, online registration and submission of forms for services, online financial transactions with all security issues granted, and inclusion of e-consultation and e-decision making) which play an underpinning role for service qualities and promote good governance.

1.2 Objectives of the Study

1. Examine the effect of digital administration on the performance of Abis State university.
2. Determine the extent the deployment of electronic registration has promoted academic excellence in Abia State University.
3. Investigate the extent electronic administration has fostered service quality in Abia State university.
- 4.

1.3 Hypotheses

1. Electronic governance has improved performance of Abia State University
2. Electronic administration has improved electronic registration and promoted academic excellence in Abia State University
3. Electronic administration has improved service quality in Abia State University.

2. Review of Related Literature

2.1 Conceptual clarifications

E-governance

There are different meanings and scope of the concept. While some viewed it as being a semblance of e-commerce focused on government customers excluding the e-democracy aspect (Onyezere and Chukwuemeka, 2024), others construed it as a virtual reality with interface that provides medium for governance in a multidimensional form. Many others have different or related meaning for the concept

Chukwuemeka, Okeke and Onwuchekwa (2018) defined e-Governance as the “rapidly emerging global phenomenon of the use of information and communication technology (ICT) as the new way forward in public administration”. Naz (2009) defined it as “the application of Information and Communication Technology (ICT) to the government processes to bring Simple, Moral, and Accountable, Responsive, and Transparent (SMART) governance”.

On his part, Basu in Onyezere and Chukwuemeka (2024) viewed e-governance (e-Government) as; “the use of information technology to free movement of information to overcome the physical bounds of traditional paper and physical based systems’ to ‘the use of technology to enhance the access to and delivery of government services to benefit citizens, business partners and employees”

E-governance, which also means electronic governance, refers to the use of information and communication technology (ICT) in order to provide different government services. It enables the exchange of different kinds of communication besides ensuring effective communication of

different kinds of transactions. At the same time, it enables the integration of different stand-alone systems and services between the government and the customers and government and businesses

Going further, E-governance refers to the usage of information communication technologies for carrying out different public services (Okafor, Fatile & Ejalonibu, 2014). This mainly refers to the application of the internet so as to make sure that different kinds of services are offered in a manner that is convenient, cost effective and customer oriented. E-governance also refers to the adoption of IT for enhancing working of the government. It is mainly aimed at the achievement of moral, simple, responsive, accountable and transparent governance (Abasilim & Edet, 2015; Okafor, Fatile & Ejalonibu, 2014).

Karim (2015) argued that E-governance is a major tool, which is being adopted in order to ensure that there is a highly effective and efficient public service delivery. Terms that are often confused for e-Governance include e-Administration and e-Government. Although many authors have adopted only one of the 'terms' in describing the concept of the use of ICT in governance, distinctions between what the terms represents are often not clear.

From the above definitions, we conclude that e-governance is the process of carrying out administrative activities electronically for the purpose of seamless and unhindered efficient and effective activities in an organized manner.

Employee Service Delivery

Employee service delivery also known as staff performance is how a member of staff fulfils the duties of their role, completes required tasks and behaves in the workplace. Measurements of staff performance in an organization are evaluated in terms of quality, quantity and efficiency of work in the organization.

The performance of staff in every organization must be in line with the organizational stipulated standard in order to achieve its goal. Just as Ugbo and Chukwuemeka (2020) examined the characteristics of public enterprise to include; Ownership, Specific objectives, Autonomy, Capital structure etc, so does public servants in the institutions must be characterized by the following features; Political neutrality, Independence, Permanence, Expertise and Anonymity in order to attain both their individual goals and organizational goals.

Employee service delivery evaluates whether an individual performs a job as expected. John (2008) said that it studied academically as part of industrial and organizational psychology, also forms a part of human resources management. He states that performance is a crucial criterion for organizational output and success. Some scholars see job performance as an individual-level variable, or something a staff does in the workplace. This to a large extent makes it different from more encompassing phenomenon such as work productivity or job performance, which are higher-level variables (https://en.wikipedia.org/wiki/Job_performance)

Origin of E- Governance

E-governance concept originated at the beginning of 21st century, mostly as a copy of ecommerce into public sector. All intentions were directed towards the presence of the public services on the

Internet. In the early years of its development, e-governance follows the evolutionary e-business evolving model, which in particular means that in the early days of e-governance evolution, primary focus of the e-services was simple appearance of graphic user interfaces with no interactions. The term is used in a loose manner to describe the legacy of any kind of use of information and communication technology within the public sector. For those who see it as some form of extension of e-commerce to the domain of the government, it represents the use of Internet to deliver information and services by the government (Bhatnagar, 2007).

The Department of Economic and Social Affairs of the United Nations defines e-governance as utilizing the internet and the world-wide-web for delivering government information and services to citizens (United Nations, 2008). General definition describes e-governance as the use of information and communication technologies (ICT) to transform government by making it more accessible, effective and accountable. E-governance refers to the use of information technologies (such as the Internet, the World Wide Web, and mobile computing) by government agencies that can transform their relationship with citizens, businesses, different areas of government, and other governments. These technologies help deliver government services to citizens, improve interactions with businesses and industries, and provide access to information (Moon, 2002).

E-governance can be defined as the use of emerging information and communication technologies to facilitate the processes of government and public administration (Drucker, 2001). This definition focuses on the use of ICT to assist in the administration or management of government.

Basu (2004) states that “e-governance refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses and other arms of government”. In terms of actually using these technologies following are some ends, better delivery of government services to citizens, improved interactions with businesses and industries, citizen empowerment through access to information, or more efficient government management. Benefits resulting from these activities could be less corruption, increased transparency, greater convenience, revenue growth and cost reductions. According to Chatfield (2009), e-governance refers to the use of information and communication technologies, particularly the internet, to deliver government information and services. E-governance is understood as the use of ICT to promote more efficient and cost effective government, facilitate more convenient government services, allow greater government access to information, and make government more accountable to the citizens.

The aim of e-governance is to allow the public to initiate a request for a particular government service without going to a government office or having direct contact with a government employee. The service is delivered through government web sites (Brannen, 2001). E-governance comprises of an alignment of ICT infrastructures, institutional reform, business processes and service content towards provision of high-quality and value added services to the citizens and businesses. The scope of e-governance services extend from posting generally requested information on a website to providing and processing online requests such as electronic payment of taxes or other fees. The main rationale of e-governance initiatives is to put together services focused on citizens needs (Moon, 2002).

E-governance involves novel forms of delivering and tailoring information and services, connecting communities and businesses locally and globally and reforming us towards digital democracy. E-governance offers flexible and convenient access to public information and services with the view of providing citizens an improved service (Moon, 2002).

Electronic Registration

The most obvious benefits associated with a comprehensive online registration system are convenience and speed, compared to the old-school paper registration method (Oye, 2017). An online registration system eliminates the need of filling paper forms manually and sending them to a registration office. When using online registration systems, the participants can simply register at their convenience and submit their information immediately. The participant can do corrections as needed without worrying about erasing or cutting. The information the participant sends are immediately loaded into a database (Ogbonna, 2018).

Oduwole (2016) noted that online registration systems are highly secured in that form submission is done through a well-secured platform. The database event organizers gather will also be stored on a highly secured server leaving no room for third-parties. The form submission and the payment details are done through an encrypted method. In contrary to this, the information available on paper forms are vulnerable to many parties. Paper forms need to be destroyed securely to prevent unwanted information access.

Goals of E-Governance

The goals of e-Governance vary considerably among governments worldwide. Rightfully, the goals of e-governance are determined locally based on the political leadership of each government. The aim is to reorient governments to treat citizens as customers of government services and improve the day-to-day management of financial and budgetary systems. Governments are embracing other such various forms of e-Governance that: add channels of interaction among governments, businesses and citizens; improve the ability for government institutions to communicate, collaborate and otherwise work more efficiently and effectively with each other; streamline acquisition and procurement processes; reduce opportunities for corruption; and, increase the ability to capture revenue.

Many of these e-Governance programs are structural elements of economic development and public sector reforms to address human development issues in developing countries (Schware and Ugwuanyi and Chukwuemeka 2017). It is now growing more common for governments to use websites to enable visitors to go online to get government information, file and pay taxes, register automobiles, access vital records, communicate with government officials, and participate in decision making. Through e-governance, governments are expected to improve performance and outcomes. Governments expect to achieve such gains as:

- Online data collection to reduce data entry costs and automate error checking;
- Reduce the communication costs with citizens;
- Greater sharing of data within government and between governments and other
- Such stakeholders as NGO's, international agencies, and private sector firms;
- Reduce government publication and distribution costs through online publication (OECD, 2003).

Components of E-Governance

There are various components of e-governance based on the use of ICT to facilitate relationships between government and other key stakeholders. These types of relationships are with citizens (G2C – Government-to-Citizen), business (G2B – Government-to-Business), other governments (G2G – Government-to-Government), and employees (G2E – Government-to-Employees).

Government-to-Citizen

E-governance Government-to-Citizen e-governance focuses on making information accessible to citizens online. This is referred to as a citizen-centric e-Governance when governments take further steps to provide online services organized around citizen needs.

Government-to-Business

Government-to-Business e-governance focuses on strategies using ICTs to facilitate government interactions with the private sector to procure goods and services and to coordinate transactions from private companies. One approach is known as electronic procurement (e-procurement). Because of the large number of purchases that governments make from the private sector, there is a need to develop faster and more cost-effective routines to handle the typical procedures for procurement

Government-to-Employee

E-governance focuses on relationships within government among employees to coordinate internal operations and improve the internal efficiency of business processes.

Government-to-Government

Government-to-Government focuses on providing services to governments through intergovernmental relations. This includes activities to coordinate stakeholders from the national, state/provincial, and local government as in the case of humanitarian or crisis response.

Information and Communication Technology (ICT) and service delivery

The ultimate goal of the e-government and e-governance is to be able to offer an increased portfolio of public services to citizens in an efficient and cost-effective manner.

E-government allows government transparency and accountability. Government transparency is very important because it allows the public to be informed about what the government is working on as well as the policies they are trying to implement (Duru & Anigbata, in Chukwumeka and Elom 2018).

Complex task may be easier to perform through electronic governance. E-governance helps to achieve specific policy outcomes by enabling stakeholders to share information and ideas. Government economic policies objectives can equally be promoted via the e-governance commerce and globalization. This also helps to build trust between governments and their citizens.

Furthermore, it has potential for stronger institutional capacity building for better service delivery to citizens and businesses, for reduction of corruption by increasing transparency and social control (United Nations Division, 2001).

They are equally convenient, cost-effective for businesses and public benefits by getting easy access to the most current information available without having to spend time, energy and money to get it.

It has played a huge role in ensuring that Nigeria is an Information Technology (IT) capable nation in Africa besides being one of the major players in information society.

At the same time, it has ensured the use of IT for educational purposes besides resulting into the creation of wealth for different people in Nigeria. Besides, it has contributed to the eradication of

poverty in Nigeria. The other notable benefits include the creation of different job opportunities for the people in Nigeria, enhancing the level of governance, health as well as agriculture (Fatile, 2012).

3. Methodology

3.1 Research Design

Descriptive survey design was found most appropriate for this study and was adopted.

3.2 Population of the Study

The population of the study comprised of both academic and non-academic staff of Abia State University.

The population distribution is shown below:

Table 1: Population Distribution

S/N	Universities	No. of Staff
1	Academic Staff	682
2	Non-academic	847
	Total	1529

Source: Abia State University Nominal Roll, 2024

3.4 Determination of Sample Size

In order to get a representation of the entire population, the Taro Yamani statistical formula was employed. According to Taro Yamene (1964) the formula is stated as follows

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{N}{1 + N(e)^2}$$

Where n = represents the sample size

N = represents the population

e = represents the margin of error

I = constant

For the purpose of this study, N will be equal to 1529, e will be assumed to be 5%

Therefore, the sample size for this research work will be

$$n = \frac{1529}{1 + 1529(0.05)^2}$$

$$= \frac{1529}{1 + 1529(0.0025)}$$

$$= \frac{1529}{1 + 3.8225}$$

$$= \frac{1529}{4.8225}$$

$$n = 317$$

In order to get a good representation of the population, the we adopted the stratified random sampling techniques. To make a sample a true representation of the parent population, the researcher first divided the entire population into homogenous groups called strata. By applying the systematic sampling, the researcher selected items from each stratum into the sampling. Using this method, the researcher selected items out of a population of staff.

The formula for proportional sampling is giving by Burleys as thus;

$$= \frac{N_h n}{N}$$

Where: N_h = Respondents/categories
 n = sample size
 N = Total population

$$\text{Academic Staff} = \frac{317 \times 682}{1529} = 141$$

$$\text{Non-academic Staff} = \frac{317 \times 847}{1529} = 176$$

Table 3.2: Sample Size Distribution Table

Respondents	No of staff
Academic Staff	141
Non-academic Staff	176
Total	317

Source: Researchers' Compilation, 2024.

3.5 Method of data collection

Data were elicited using questionnaire, in-depth interview and focus group discussion guide.

3.8 Method of Data Analysis

Data collected were processed and analysed using Ordinal Linear-by –Linear Association model (Log-Linear Regression Model) was used to test hypotheses. All analyses were done through the application of Statistical Package for Social Sciences (SPSS version 21).

4. Data Analysis

Table 4.1: What is the effect of electronic administration on the performance of Abia State University?

S/N	Options	SA	A	U	D	SD	N	Total	Mean score	RMK
1	Increase in student enrolment ratio.	185	125	3	3	4	310	1444	4.51	Accept

2	Provide quality e-services and e-participation for Ebonyi State University	75	80	40	88	37	310	1028	3.21	Reject
3	Saving of hidden operational cost	115	188	3	6	8	310	1363	4.26	Accept
4	Instant statistical report generation	155	135	4	6	15	310	1354	4.23	Accept
5	Improved decision making and private Public Participation	160	145	3	6	6	310	1407	4.40	Accept
	Cluster Mean								4.12	

Source: Field Survey Report, 2024

Table 4.1 shows that the respondents agreed that items in number 1, 3, 4 and 5 are the effect of electronic administration on the performance of Abia State University because their respective mean was greater than 3.0 which is the cutoff point. The cluster mean was 4.12 showing agreed.

Table 4.2 To what extent does electronic registration affect the efficiency and effectiveness of Abia State University?

S/N	Options	SA	A	U	DS	SD	N	Total	Mean score	RMK
1	Increase participation in education affairs	142	150	5	8	15	310	1356	4.24	Accept
2	Personalized login for each students	89	70	65	40	56	310	1056	3.30	Accept
3	Extensive saving in time cost & efforts	125	160	5	10	20	310	1320	4.12	Accept
4	Information and transaction services	130	175	4	5	6	310	1378	4.31	Accept

5	Students can access virtual lectures and seminars	132	165	3	10	10	310	1359	4.25	Accept
	Cluster Mean								4.04	

Source: Field Survey Report, 2024

Table 4.2 shows that the respondents agreed that items in number 1, 2, 3, 4 and 5 are the effect of electronic registration on the efficiency and effectiveness of Abia State University as their respective mean was greater than 3.0 which is the cutoff point. The cluster mean was 4.04 showing agreed.

Table 4.3 How does electronic learning affect the academic excellence of Ebonyi State University?

S/N	Options	SA	A	U	DS	SD	N	Total	Mean score	
A	E-learning has been introduced to empower learners to get basic schooling and enhance skills	155	145	3	6	11	310	1387	4.36	Accept
B	It promotes a self-paced learning process	162	130	4	5	20	310	1372	4.29	Accept
C	It offers access to exclusive, prolific, and updated content and accessibility is open, secure, and uninterrupted	80	66	50	55	69	310	993	3.10	Accept
D	E-Learning lets students be in sync with modern learners and updated with the current trends	140	165	5	10	-	310	1395	4.36	Accept
	Cluster Mean								4.03	

Source: Field Survey Report, 2024

Table 4.3 shows that the respondents agreed that items in number 1, 2, 3 and 4 are the effect of electronic learning on the academic excellence of Abia State University based on the premise that their respective mean was greater than 3.0 which is the cutoff point. The cluster mean was 4.03 showing agreed.

4.4 Test of Hypotheses

Hypothesis One

Electronic administration has improved the performance of Abia State University.

Table 4.4 One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Meanscore	11	3.1691	.35337	.10654

Source: SPSS Version 23.0

Table 8 showed the first output of one – sample test carried out using the mean values of the responses. It indicated that there were eleven (11) responses as to effect of electronic administration on the performance of Abia State University and the cumulative mean of these responses is 3.1691 while the standard deviation is 0.35337 and the standard error mean is 0.10654. The standard deviation measures how widely values are dispersed from the average value (mean value). This implies that the values of the responses are not widely dispersed from the mean as the standard deviation is 35%. On the other hand, standard error mean *function* as a way to determine the accuracy of the sample or the accuracy of multiple samples by analyzing *deviation* within the *means*. Therefore, since the standard error mean is 0.10654 which is 10% indicates that the samples are considerably accurate.

Table 4.5 One-Sample Test

	Test Value = 3.0					
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Meanscore	1.587	10	.008	.16909	-.0683	.4065

Source: SSPSS Version 23.0

Table 9 showed the output of the second sample t-test. It indicated that the test value is 3.0. This showed that a 5 point likert scale was used for the responses. The value of the t-statistics being 1.587 showed that the responses are positively related to the statement on the effect of electronic administration on the performance of Abia State University. Since the degree of freedom (Df) is 10 showed that there were 11 responses.

$Df = (R-1)$

Where:

Df = Degree of Freedom

R = Row

The sig value being .008 showed that there is a significant relationship between the statement and the responses, implying that electronic administration has significant effect on the performance of Abia State University.

Hypothesis Two

Academic excellence has improved in Abia State University following the deployment of electronic registration

Table 4.6 One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Meanscore	17	3.3500	.39171	.09500

Source: SPSS Version 23.0

Table 4.6 showed the first output of one – sample test carried out using the mean values of the responses. It indicated that there were seventeen (17) responses as to the extent to which electronic registration affect academic excellence of Abia State University and the cumulative mean of these responses is 3.3500 while the standard deviation is 0.39171 and the standard error mean is 0.09500.

The standard deviation measures how widely values are dispersed from the average value (mean value). This implies that the values of the responses are not widely dispersed from the mean as the standard deviation is 39%. On the other hand standard error mean *function* as a way to determine the accuracy of the sample or the accuracy of multiple samples by analyzing *deviation* within the *means*. Therefore, since the standard error mean is 0.09500 which is 10% indicates that the samples are considerably accurate.

Table 4.7 One-Sample Test

	Test Value = 3.0					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Meanscore	3.684	16	.002	.35000	.1486	.5514

Source: SSPSS Version 23.0

Table 4.7 showed the output of the second sample t-test. It indicated that the test value is 3.0. This showed that a 5 point likert scale was used for the responses. The value of the t-statistics being 3.684 showed that the responses are positively related to the statement on the extent to which electronic governance has improved academic excellence of Abia State University. Since the degree of freedom (Df) is 16 showed that there were 17 responses.

$$Df = (R-1)$$

Where:

Df = Degree of Freedom

R = Row

The sig value being .002 showed that there is a significant relationship between the statement and the responses, implying that electronic registration significantly improved academic excellence in Abia State University.

Hypothesis Three

Electronic governance has improved service quality in Abia State University

Table 4.8 One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Meanscore	8	3.3888	.40410	.14287

Source: SPSS Version 23.0

Table 4.8 showed the first output of one – sample test carried out using the mean values of the responses. It indicated that there were eight (8) responses as to the effect of electronic governance on the service quality of Abia State University and the cumulative mean of these responses is 3.3888 while the standard deviation is 0.40410 and the standard error mean is 0.14287.

The standard deviation measures how widely values are dispersed from the average value (mean value). This implies that the values of the responses are not widely dispersed from the mean as the standard deviation is 40%. On the other hand standard error mean *function* as a way to determine the accuracy of the sample or the accuracy of multiple samples by analyzing *deviation* within

the means. Therefore, since the standard error mean is 0.14287 which is 14% indicates that the samples are considerably accurate.

Table 4.9 One-Sample Test

	Test Value = 3.0					
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Meanscore	2.721	7	.030	.38875	.0509	.7266

Source: SSPSS Version 23.0

Table 13 showed the output of the second sample t-test. It indicated that the test value is 3.0. This showed that a 5 point Likert scale was used for the responses. The value of the t-statistics being 2.721 showed that the responses are positively related to the statement on the effect of electronic governance on service quality of Abia State University. Since the degree of freedom (Df) is 7 showed that there were 8 responses.

$Df = (R-1)$

Where:

Df = Degree of Freedom

R = Row

The sig value being .030 showed that there is a significant relationship between the statement and the responses, implying that electronic governance has improved service quality of Abia State University.

5.1 Findings

The study revealed that electronic administration has significantly improved the performance of Abia State University based on the premise that the sig value of the response being .002 was less than 0.05.

It was equally revealed that electronic registration has significantly improved academic excellence of Abia State University as the sig value of the response being .030 was less than 0.05.

The study also showed that electronic administration has significant effect on the service quality of Abia State University due to the fact that the sig value of the response being .008 was less than 0.05.

5.2 Conclusion

Government as a concept is different from the traditional model of the government. E-government or government online is supposed to provide information services or products through electronic means, by and from governmental agencies like the university at any given moment and place, offering an extra value for all participating players. This model of the government provides serious entities the facility of accessing the systems online in order to improve the efficiency of the system.

5.3 Recommendations

1. Abia State University should improve on the current ICT infrastructure and strategy, and continue to improve on its Internet access and digital divide among staff in order to continue achieving their organizational goals which will engender sustainability.
2. Given the strategic role of ICT in the 21st century administration, Abia State University should continue to expand its capabilities in strengthening weak areas in online registration.
3. The University should ensure that there is a well-coordinated ICT training and development methods for all staff and students of the University, because this is the only way it could have a pool of competent employees to drive and implement electronic administration in the University.

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