



POLAC MANAGEMENT REVIEW (PMR)
DEPARTMENT OF ECONOMICS AND MANAGEMENT SCIENCE
NIGERIA POLICE ACADEMY, WUDIL-KANO



ASSESSMENT OF E-GOVERNANCE IMPLEMENTATION ON SERVICE DELIVERY IN NASARAWA STATE UNIVERSITY, KEFFI (2017-2021)

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Abstract

The study entitled assessment of e-governance implementation in Nasarawa State University keffi. The study attempted to establish the relationship that exists between service delivery e-governance which includes: electronic registration and admission process; result dissemination; application and online school fees payment. The study adopted survey methodology with the use of purposive sampling technique to have 180 sample sizes to determine the questionnaire for the data collection. Using linear regression analysis the finding of the study states that out of the four objectives stated, only online school fees payment service had a significant effect on service delivery in Nasarawa state university keffi. The study recommends that predictors such as electronic registration, electronic result dissemination; that perform poorly should be improved upon by way of introducing tech experts recruitment to head the various e-governance departments and rigorous training should be given to the administrators of e-governance administration in Nasarawa state university, keffi.

Keywords: E-Governance, Service Delivery, Electronic Registration, Admission Process, Result Dissemination

1. Introduction

The application of Information Technology (IT) is fairly widespread by now in India in the private sector. However, when it comes to public governance, India has been a laggard in the utilisation of IT. The common man has benefited from the e-governance measures implemented so far. Perhaps the best example in India of how e-governance can lead to order out of chaos and put paid to the machinations of the ungodly is the replacement of the old ballot system by electronic voting in elections. Despite these advantages, e-governance has not yet made much headway in government in Nigeria. E-governance may be understood as the performance of this governance

via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities. E-governance can bring forth new concepts of citizenship, both in terms of citizen needs and responsibilities. Its objective is to engage, enable and empower the citizen.

Governance requires a bottom-up participation flow in the governing process since citizens became the main actors using e-governance applications. Citizens are needed for accountability and they are supposed to be planners, practitioners, and users of e-governance platforms. Researches about e-governance have

primarily focused on the capacities of information and service delivery of governments, organizations, or institutions and their capacities to realize the citizens' participation (Fan, 2011; Melitski, Carrizales, Manoharan, & Holzer, 2011; West, 2004). The main topic in these studies is related to the questions, "Which level of institutions can achieve interaction with her stakeholders?" and "Do they provide adequate tools or channels contacting and interacting with citizens?". However, in terms of the interactive understanding of the governing process, citizens' Internet usage in governing processes is as important as Internet usage capacities of organizations or governments. In addition, studies about e-governance indicate that most studies focused on the experiences in the United States, United Kingdom, and European Union countries. There is a need for e-governance experiences in different countries to deeply understand the issue and the extent of different experiences (Pina, Torres, & Acerete, 2007). Regarding these gaps in the literature, we focus on the e-governance process in terms of the citizen-centric perspective, and this study also provides information about the e-governance process in Nasarawa State University, Keffi which can contribute to comparative studies by means of data and perspective outside the Western World.

E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance. E-Governance solutions in educational sector incorporates the latest technology to bring a system that combines administrative and university management functions that are necessary for successful handling of all issues relating to the academic affairs and the challenges for smooth functioning of an educational institution. Through implementation of e-Governance solution in every unit of an academic institution, the real time information processing and knowledge management of the institution is made possible. E-Governance solution is an integrated solution that facilitates the processing and maintenance of large volumes of information - including student,

faculty, inventory, asset management, facility management, transport, library, staff details, and payroll and student fees among various departments in an academic institution.

According to Steve (2010) this includes transactions between government and business, government and citizen, government and employee, and among different units and levels of government. E-Government presents a tremendous impetus to move forward in the 21st century with higher quality, cost-effective, government services and a better relationship between citizens and government. At the same time, public organizations have to devote more time and resources to create and sustain an environment of learning in view of the quantum increases in knowledge and changes in information and communication technology. The inability and lack of will on the part of public organizations to create and sustain organizational goals to deal with the consequences of e-government in their business/service environment is a strong militating factor. The lack of frequent training and retraining programs for employees in the area of ICT by public organizations hamper their efficiency and productivity. Without frequent ICT update in the ever-changing world of knowledge no worker would be able to function efficiently through e-government (Adeyemo, 2014).

At Nasarawa state University, Keffi, there is the indication that service delivery is optimally low partly due to the unavailability of modern infrastructure such as ICT compliant infrastructure. According to Byars & Rue (2006) this can be attributed to among other things the failure of public organizations to key into e-Government with the attendant gains. Efficient and improved service delivery through the use of electronic means known as e-Government is what is required at a time where the public deserves better service as a dividend of being a citizen of a country. Government providing services to its citizens is a mandate they must fulfil, to this end, improved, efficient and effective service is the only solution. This is the reason why e-Governance has been proposed as a way to improve and

increase efficiency of service in public organizations such as Nasarawa state university Keffi.

The objective of this study is to assess the implementation of e-Governance on service delivery in Nasarawa State University, Keffi. Other specific objectives of the study include the followings:

- i. To examine how online registration service enhance Registration process in Nasarawa State University, Keffi.
- ii. To find out how online dissemination of results ensure prompt access of results in Nasarawa State University, Keffi.
- iii. To determine how online application and admission removes bureaucracy in application and admission processes in Nasarawa State University, Keffi.
- iv. To a certain the extent at which online school fees payment impact service delivery in Nasarawa State University, Keffi.

The Scope of this research work centers on Nasarawa State University, Keffi. It focused on the e-Governance, the services that the university practices such as online registration, student application and Wi-Fi services in and around The University within the period of (2017-2021).

The significance of the study states that the study on e-Governance and its effect in Nasarawa state university service delivery has opened a new dimension to understand more efficient and effective ways service delivery in the public service in general terms can be achieved. Its significance is that studying about methods that creates improved service is a stepping stone to more innovative ideas in the public sector. It serves as a secondary data for further study; and it opens a path to new ideas to better service delivery in Nasarawa state university. It also open a new perspective and idea for policymakers and stakeholders in the public sector to consider and key into e-Governance to achieve the mandate of ensuring efficient and effective service delivery to the public.

The study hypothesis states that:

H₀: Online registration services have no significant effect on enhanced service delivery in Nasarawa State University, Keffi.

H₀: Online dissemination of results has no significant effect on effective service delivery in Nasarawa State University, Keffi.

H₀: Online application and admission processes have no significant effect on service delivery in Nasarawa State University, Keffi.

H₀: Online school fees payment has no significant effect on service delivery in Nasarawa State University, Keffi.

2. Literature Review

2.1 Conceptual Issues

E-Governance

E-Governance is a broader topic that deals with the whole spectrum of the relationship and networks within government regarding the usage and application of ICTs. It is a group of norms, processes and behaviours that have an influence on the exercise of power, especially from the point of view of openness, participation, responsibility, effectiveness and consistency. e-Government is actually a narrower discipline dealing with the development of online services to the citizen, more the e on any particular government service - such as e-tax, e-transportation or e-health (Riley, 2012) e-Governance is a wider concept that defines and assesses the impacts technologies are having on the practice and administration of governments and the relationships between public servants and the wider society, such as dealings with the elected bodies or outside groups such as not for profits organizations, NGOs or private sector corporate entities. It encompasses a series of necessary steps for government agencies to develop and administer to ensure successful implementation of e-Government services to the public at large. E-Democracy refers to the processes and structures that encompass all forms of

electronic interaction between the Government (elected) and the citizen (electorate).

E-Service Delivery

There has been notable progress recently in e-services aimed at disadvantaged and vulnerable groups. According to the Survey, the number of country websites with information about specific programmes and initiatives to benefit women, children, youth, persons with disabilities, older persons, indigenous peoples, people living in poverty, or other vulnerable groups and communities, has been increasing steadily since 2012. According to the United Nations Member State Questionnaire, 80 countries out of 100 indicated that they provide specific measures to ensure e-Government use by the most vulnerable segments of their population in 2018, up from less than 30 per cent in 2012. To track progress, 64 of those respondents said they collect usage statistics in this area. Great emphasis is being placed on m-government services in delivering remote education, health and other social services, which impact positively on people's everyday lives. This is particularly true for those in rural areas who have been previously at a disadvantage compared to their urban counterparts. Notably, e-government provides the same opportunity in interacting with public authorities and possibly limiting corruption in the process (Gorla & Somers, 2012).

Emerging technologies are also enabling governments to improve e-service delivery and to adapt to shifting needs. Drones, for example, are being used to deliver services to remote areas at a lower cost and faster pace. In Africa, that potential is being applied across a wide range of areas, from agriculture to health care (Lam, 2005). Artificial intelligence (AI) is also improving the efficiency of service delivery to marginalized groups. In the Middle East, the United Arab Emirates is on a path to make the country a leader in AI. In October 2017, the country created a strategy for AI and appointed the world's first Minister of State for AI. Civil society is also increasingly looking to emerging technologies to provide greater assistance to the public (Waller & Genius, 2015).

Service Delivery

Service delivery simply means the extent to which an individual, unit or department of an organization discharge their assigned or statutory responsibilities. It is also a means by which an organization evaluates an individual employee or unit input and output level especially in the area of attaining set goals or task assigned. In the view of Byars and Rue (Drucker, 1999) service delivery is the degree to which an employee accomplished the tasks that made his or her job. Byars (2006) summarizes service delivery as the degree of an organization and/or employee performance, output and productivity in the discharge of their responsibilities within the available time, money and other resources, towards the achievement of overall goals of the organization. The spate of service delivery is determined by the performance of employees in achieving organizational goals and satisfying the public. However, for purpose of this study, the researcher views service delivery as the achievement of targets (performance/output/productivity) of the tasks assigned to organizations or employees' within particular period of time. It involves the execution of duties and responsibilities assigned by constituted authorities which one have promised to do, so as to achieve set goals of an organization. Therefore, the degree to which an organization or employees performs its duties and functions towards achieving set goals determines the spate of service delivery-whether it is efficient or inefficient, effective or ineffective, economical or not economical, productive or not productive Danowski (2015). To ensure that the Nigerian Universities perform their cardinal functions of teaching, research and community service efficiently and cost-effectively, the e-Government platform must not only be accepted but also implemented in their activities, and this could only be done through building the capacities of staff and students in the use of ICT and other e-Government tools. Conclusively, Richardo (Cha, 2001) contends that employee performance is the successful completion of tasks by a selected individual or individual, as set and measured by a supervisor or organization, to pre-defined acceptable standards while

efficiently and effectively utilizing available resources within changing objectives. Thus, ensuring high employee job performance will lead to achieving organizational goals and objectives, which is organizational performance.

Digital Literacy

It is widely recognized that digital skills can help improve social inclusion. Thus, these skills should be taught to schoolchildren and enhanced among civil servants, the private and public sectors. Additionally, digital assistance initiatives should be spearheaded to support members of society who are unable to access online services themselves. Underpinning these efforts is the aspiration to meet the evolving needs of citizens and businesses. In Singapore, the Government has established programmes, such as the Silver Info-comm Initiative (SII), bridging the connectivity divide for older people by addressing their lack of education or digital skills, where it exists. (Hair, Sarstedt, Hopkins, & Kuppelwieser, 2014) The European Union Commission has noted that improving digital skills among public-sector servants is vital to reaping the benefits of e-government.

The need to raise skill levels across different population groups is increasingly evident around the world, in response to the so-called fourth industrial revolution. A United Nations' study warned that about 56 per cent of those employed in Southeast Asian outsourcing hubs, such as in Viet Nam as well as Cambodia, Indonesia, the Philippines, and Thailand are at elevated risk of losing their jobs to automation, especially in those textile and manufacturing industries. In response, Viet Nam, for example, is seeking to revise its education and training systems to develop higher-end skills.

E-Resilience and its linkages to ICT and E-Governance

Resilience is “ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and

functions”. (Lau, 2004) E-resilience is ICT contributions to resilience, particularly at the community level.²⁰ In other words, e-resilience is the use of ICTs during all phases of disaster risk management —prevention, reduction, preparedness, response and recovery — towards reducing risk and impact and maintaining the gains made towards sustainable development, including through e-government. E-resilience entails two main dimensions ICTs for disaster risk prevention, risk reduction and preparedness, as well as for disaster response and recovery, including the rapid restoration of ICT infrastructure and services. (Lau, 2004)

Emerging uses of artificial intelligence, social media, space technology applications and geospatial information for e-resilience

Many innovative disaster and crisis management tools are designed to consolidate structured and unstructured data for quick and effective decision-making. Some of these tools include Artificial Intelligence, social media, space technology applications and geospatial data. (Lau, 2004) These technologies along with enhanced data availability, analytics and functionalities hold much promise for advancing e-resilience initiatives towards the achievement of sustainable development. Artificial Intelligence refers to “a set of computer science techniques that enable systems to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision making and language translation” It includes, inter alia, the Internet of Things (IoT), fixed and mobile broadband, cloud computing, and big data. IoT collects and exchanges biometric data, behavioural information and unstructured information using network-connected sensors and devices. Big data are large data sets of voice, administrative records, electronic transactions, online activities and data transmissions collected mostly through mobile and broadband cloud computing technologies (Chen, 2010).

AI technology does not necessarily involve pre-defined behavioural algorithms since it can build on past iterations, characterized as machine learning or deep

learning. Many examples illustrate the innovative applications of Artificial Intelligence on e-resilience. For instance, kinetic sensors are installed at the bottom of the Indian Ocean and are detecting waves and water flows, and transmitting data via sonic buoys and satellite links to emergency agencies. Drones are being used in effectively assessing damage after disasters, such as the series of earthquakes in Nepal in 2015. In the south of Thailand, a network of cameras is providing real-time monitoring of water flows and using closed-circuit television to aid with warnings of potential flooding. AI-based methods, including the IoT technologies, are being applied successfully on a range of hydrological problems in Australia (Chen, 2010). While most practical applications of big data in disaster scenarios are still experimental, useful cases have emerged, such as in connection with the Haitian earthquake of 2010. A recent survey conducted by the Ministry of Internal Affairs and Communications of Japan has concluded that big data is expected to make significant contributions to disaster risk reduction in the country. Mobile network big data has an immense potential in that regard. Mobility data collected in the aftermath of a disaster can help relief operations by locating affected populations and potential disease outbreaks. Space technology applications and geographic information systems also play important roles in disaster risk management. By comparing satellite images before and after disasters, disaster management authorities can estimate the type and magnitude of the potential or actual damage.

E-Governance Status in Africa

According to the above the recent United Nations e-Governance Survey 2012, there has been improvement in most sub-regions of Africa except Northern Africa and Middle Africa improvement is minimal. However, most African countries remain at the tail end of the digital divide. Table1 displays the top 10 ranked countries in Africa. Overall at world level Seychelles is ranked 84th, which is 20 places up compared to 2010. Major improvements in government information systems, infrastructure, and integration of thematic services in finance, health, and many other sectors have

improved its world ranking. To become globally competitive with a modern ICT enabled economy and a knowledge-based information society; Government of Seychelles used an integrated and interdependent strategic approach in order to enhance its e-Government services. Seychelles focused on ICT infrastructure, legal and regulatory framework, and human resource development. It hosts its integrated portal through its SeyGo Connect for residents, citizens and businesses, which provides a one stop-shop services ranging from thematic, sectoral life cycle services to single sign-on tailored for the individual user (United Nations e-Government Survey, 2012).

Benefits of e-Government

According to the World Bank (2002) e-Governance has the following benefits;

- i. It greatly simplifies the process of information accumulation for citizens and businesses.
- ii. It empowers people to gather information regarding any department of government and get involved in the process of decision making.
- iii. e-Governance strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance
- iv. e-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all citizens, eliminating corruption.
- v. This revolutionizes the way governments function, ensuring much more transparency in the functioning, thereby eliminating corruption.
- vi. Since the information regarding every activity of government is easily available, it would make every government department responsible as they know that every action of theirs is closely monitored.

vii. Proper implementation of e-Governance practices make it possible for people to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.

viii. Successful implementation of e-Governance practices offer better delivery of services to citizens, improved interactions with business and industry, citizen empowerment through access to information, better management, greater convenience, revenue growth, cost reductions etc.

ix. Furthermore, introduction of e-Governance brings governments closer to citizens. So much so that today it becomes extremely convenient to get in touch with a government agency. Indeed, citizen service centers are located closer to the citizens now. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.

x. E-Governance practices help business access information that might be important for them at a click. Seifert & Bonham (2003) provides the following benefits of e-Government;

Quicker: web publishing is immediate, and this enables agencies to introduce changes to their public literature easily and relatively quicker than with traditional and more costly methods depending on print. The immediacy of web publishing also allows the fast release of news and other information items to the public, which an agency may find useful to, say, respond to promptings from the media, or act in moments of crisis. In addition to this, if maintained properly a website provides information 24 hours a day, 7 days a week, and can therefore cater for the parts of the population either that find it hard to visit the agency in person (including, for instance, the disabled) or to contact it during working hours. This can extend to providing the possibility to conduct transactions (e.g. requesting a licence) outside working hours and/or without visiting government offices, which can be useful in countries or regions where travel is slow,

costly or generally not easy. Conducting transactions online is also generally faster, as data can be recorded and transferred very quickly, as opposed to what happens with other, more traditional ways of handling bureaucratic procedures (e.g. paper-based forms, manual input by officials, etc.).

Cheaper: a website can be a very cost-effective way to exchange information, both for its owner and its users. From the agency's point of view, for instance, a website can reduce the number of enquiries agency staff has to deal with, by providing answers to the most common questions or queries (also known as FAQs, Frequently Asked Questions) it normally receives, and therefore reduce the amount of staff effort and cost needed to respond to them. In general, a website makes it possible to publish extensive information on regulations, procedures and other aspects of an organisation's work, which would otherwise need to be disseminated through direct human intervention: this means an agency can dedicate less staff time to dissemination activities, allowing either for a reduction in staff numbers, or for their employment elsewhere in the agency. Websites also represent a cheaper alternative to the production and dissemination of printed materials, like leaflets, letters and so on. This said, it should always be considered that building and maintaining a website also has its costs (see Disadvantages below), so agencies planning to use a website to try to cut staff costs should always make sure that the savings obtained do offset the cost in terms of staff and money necessary to build and maintain a web application. A website can also represent a cheaper communication alternative from the users' point of view, especially if they are located in remote regions or abroad, as a phone call to an internet provider is often cheaper than a long-distance call, or a physical visit to the agency.

Atkinson (2010) conducted a research on e-Government and services delivery concludes that e-Government refers to the use by government agencies of information technologies, such as web-based Networks, the Internet, and mobile computing, that have the ability to transform relations with citizens, businesses, and other

arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency and productivity, greater convenience, revenue growth, and/or cost reductions. Buttressing this point, Fang (2009) stated that e-Government is the processes and structures that define the relationship between governments and citizens; the processes and structures that define the relationship between government service delivery and citizens' needs. The import of this submission is that the essence of e-Government is to meet the needs of the citizens by improving service delivery. Therefore, given the scale, scope, multi-portfolio nature, and transformational potential of e-government in delivering efficient, cost-effective and timely service, Roy advocates that it should be treated as a holistic system adjunct to the area of e-commerce in the e-society.

Yu (2013) and Norris (2011) in their separate research on the relationship between e-Government and service delivery carried out in Delhi and UK argue that the quality or level of e-Government determines the efficiency of service delivery, and this depends on the level of ICT tools and Internet access (digital divide) among citizens and employees of an organization. The implication of their finding on Federal University Ndufu-Alike Ikwo and other public organizations in Nigeria is that it should ensure consistent, functional and affordable internet access for its staff and students, by providing the needed ICT infrastructure on campus, in order to enhance the performance of its workforce and thereby improve service delivery for its publics. Further in its study on the Imperativeness of e-Government for Service Delivery, the Organization for Economic Co-operation and Development (Ricardo, 2001), contends that the model offers the most effective way to improving service delivery in the public service. OECD suggests that e-Government offers an adaptable

framework that can be used to assess tangible and intangible output of government services.

Tenimu (2017) conducted a study on e-Government and service delivery in Nasarawa state university (2007-2011). This study examines the assessment of e-Government and service delivery in Nasarawa State University, Keffi. A look at Nasarawa state University indicates that service delivery is optimally low. According to Byars & Rue (2006) this can be attributed to among other things the failure of public organizations to key into e-Government with the attendant gains. The study adopts survey research methodology with the use of Taro Yamani sampling technique, about 399 sample size was captured, out of which 315 questionnaires were duly completed and used in data analysis. Descriptive analysis was conducted to establish the effect of e-government on service delivery in the University. The result observed that online fees payment; registration and checking of results have a negative impact on service delivery in Nasarawa state University, Keffi. Meanwhile, other variables not categorically stated in the research questions presented a positive significant effect on service delivery in Nasarawa State University, Keffi. Finally the model specified that in a general note, there is 97 percent variation on the dependent variable (service delivery) which is explained by the estimators (independent variables). The study recommends that the authority in the institution should upgrade the ICT system to allow effective online registration, and in turn it will ensure effective service delivery; posting of result at due time; accurate entering of correct result before submission and being careful while entering the result to avoid mistakes; Further collaboration with NITDA should be sustained; The need for upgrade of the ICT unit to prevent cyber-attack should be encouraged and immediately put in place to prevent cyber-attack..

Gaps Established

Previous studies have been conducted on similar topics, with some focused on time period between 2007 and

2011; while others focused on the particular electronic services carried out by Nasarawa state university, Keffi. These are the gaps established by this current study and intend to bridge it by focusing on e-governance in Nasarawa state university between 2017 and 2021.

3. Methodology

The study adopts survey research design. The use of questionnaire is designed to collect data from the target respondents are structured for easy data collection. The study considers the population of the staff and students of the institution as at 2020 academic session is 54,537. Employing a purposive sampling technique, a total of 180 sample size is determined for the data collection and analysis.

The study adopts regression analysis where the dependent variable (service delivery) is regressed against the four independent variables stated in the research question (predictors) to establish the significant effect the pose with one and other. Using five-point Likert scaling system, the questionnaire response is scaled from 5 to 1 as responded by the target respondents. 5 represents strongly agree 4 stands for Agree; 3 stands for undecided; 2 stands for Disagree and 1 stands for strongly disagree.

4. Results and Discussion

Analyse data; discuss the results; explain findings with prior findings explaining variations (if any); appropriate subheading created for the discussion of the paper.

Model Summary

Table 1: Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.974 ^a	.949	.947	.32053	.306

a. Predictors: (Constant), Online School Fees Payment, Online Application and Admission Process, Online Dissemination of Results, Online Registration Service

b. Dependent Variable: Service Delivery

The result above shows the regression coefficient known as coefficient of determination (R^2). It describes the rate of change that occurs in the dependent variable as a result of change in the predictors. The result shows the coefficient of determination at 0.949 (94%). It means

that a change in the predictors leads to a 94% change in the dependent variable. This is an indication that the model has a good fit along the regression line.

Coefficient of the Predictors

Table 2: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.160	.089		1.806	.073
	Online Registration Service	.339	.085	.404	3.971	.000
	Online Dissemination of Results	.145	.074	.133	1.961	.052
	Online Application and Admission Process	-.208	.073	-.259	-2.848	.005
	Online School Fees Payment	.713	.080	.701	8.906	.000

a. Dependent Variable: Service Delivery

The table shows the individual coefficients for each predictor as they affect the dependent variable. The a priori expectation is that the standardized (regression) coefficient should be above 0.5.

The result above shows online registration service with a standardized (regression) coefficient at 0.404 (40%), the value is less than the a priori expectation hence it can be deduced that online registration has no significant effect on service delivery in Nasarawa state university keffi.

Secondly, the standardized (regression) coefficient for online dissemination of results shows 0.133 (13%), this value is also less than the a priori expectation of 0.5 hence it can also be deduced that there is no significant relationship between online dissemination of results and service delivery.

Thirdly, the standardized coefficient value for online application and admission process shows a value of negative 0.250 (-25%), this is less than the a priori expectation, this means that there is no significant relationship between online application and admission process and service delivery in the University.

Finally, the standardized coefficient (regression value) for online school fees payment shows a value at 0.701

(70%) which is above the apriori expectation of 0.5, hence it can be deduced that online school fees payment has a strong significant relation with service delivery in Nasarawa state university keffi.

5. Conclusion and Recommendations

This study entitled Assessment of e-government implementation in Nasarawa state university, keffi (2017-2021) is conducted to establish the relationship between service delivery and the e-governance components stated in the objectives of the study. The study revealed that most of the e-governance components have no significant effect on service delivery except online school fees payment services which significantly affect service delivery in Nasarawa state university keffi. This could be as a result of poor handling of the e-governance in those areas. Lack of expertise in the general running of the e-governance system in the institution.

The study recommends that those predictors who perform poorly should be improved upon and experts should be recruited to head the various e-governance departments and rigorous training should be given to the administrators of e-governance sectors in Nasarawa state university, keffi.

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