

E-GOVERNANCE IMPLEMENTATION AND SERVICE DELIVERY IN DUNUKOFIA AND OYI LOCAL GOVERNMENT AREAS, ANAMBRA STATE - NIGERIA

Ignatius Ifesinachi Ngini

Department of Political Science, Nnamdi Azikiwe University, Awka - Nigeria

ig.ngini@unizik.edu.ng

ORCID: 0009-0007-9465-9795

Okafor Chukwudubem Godwin

Department of Political Science, Nnamdi Azikiwe University, Awka - Nigeria

odubem001@gmail.com

Onyebuchi Johnpaul Nduba

Department of Political Science, Nnamdi Azikiwe University, Awka - Nigeria

jo.nduba@unizik.edu.ng

ORCID: 0009-0006-7334-2011

Chidozie Ezeozue

Department of Political Science, Chukwuemeka Odumegwu Ojukwu University, Igbariam Campus – Nigeria

ch.ezeozue@coou.edu.ng

ABSTRACT

This study examined how e-governance affects service delivery in Dunukofia and Oyi Local Government Areas, Anambra State. This study employed a mixed-method research design, integrating quantitative and qualitative approaches. The study population consisted of 308 employees of Dunukofia and Oyi Local Government Council Secretariat employing a census sampling technique. Quantitative data was collected through a five-point Likert scale structured questionnaire, while qualitative data was obtained using in-depth interviews with 12 randomly selected senior staff from both local government secretariats. The instruments passed through expert validation and the reliability test was conducted using Cronbach's Alpha, with coefficient scores of 0.77 and 0.74, being obtained. Quantitative data was analysed by employing statistical tools like frequencies, percentage, arithmetic mean, and standard deviation. The hypotheses were tested using linear regression. On the other hand, qualitative data was analysed using textual analysis to identify patterns and insights that complement the survey findings. The study found that the adoption of electronic communication tools such as official websites, social media, and email has significantly improved access to information, transparency, and citizen engagement in Dunukofia and Oyi Local Government Areas. However, the use of electronic documentation to promote accountability remains weak due to limited implementation and continued reliance on manual administrative processes. Based on the findings, it was recommended among that Local government authorities in Dunukofia and Oyi should enhance e-governance by maintaining active digital communication platforms and implementing centralized electronic documentation systems to improve information access, accountability, and operational efficiency. Additionally, the Anambra State government, in collaboration with local authorities, should provide staff training, technical support, and adequate resources to ensure effective adoption of e-governance tools, thereby strengthening service delivery, transparency, and public trust.

Key words: E-Government, digital governance, service delivery, public administration, local government, institutional performance, developing countries

INTRODUCTION

Governance, as a structured process of decision-making and public administration, has been profoundly reshaped by the adoption of information and communication technologies (ICTs). The integration of ICT into governance, commonly referred to as e-governance, enables government institutions to enhance operational efficiency, transparency, and citizen engagement (Ayoade & Emmanuel, 2017). In contemporary Nigeria, local governments are increasingly leveraging digital tools to improve information dissemination and facilitate citizen access to public services. E-governance thus provides a platform for local authorities to engage communities in

decision-making processes, ensuring that development initiatives are more responsive to local needs (Emeh, Etea, & Elechi, 2023). The adoption of electronic communication has significantly enhanced information access in Dunukofia and Oyi Local Government Areas. Through digital platforms such as official websites, social media pages, email, and online portals, local government officials can provide timely updates on policy initiatives, revenue collection procedures, and other public services (Nwakoby, Okoye, & Chukwurah, 2021). This shift from traditional, paper-based communication methods to electronic channels has reduced bureaucratic delays and increased the reach of government information to a broader segment of the

population. Moreover, citizens can now access relevant data remotely, improving participation in governance and creating opportunities for more informed public engagement (Monday, Olukemi, Ruth, & Olapeju, 2024).

Electronic documentation has emerged as a crucial instrument for promoting accountability in local government administration. Digitised records of revenue collection, expenditure, and service delivery have facilitated systematic monitoring and evaluation of government activities (Emeh et al., 2023). The use of digital record-keeping reduces the potential for data loss, manipulation, or misappropriation, thereby enhancing transparency in financial and administrative operations. Furthermore, electronic documentation allows local government officials to generate audit trails, produce performance reports, and provide evidence of compliance with statutory obligations, which strengthens public trust in governance processes (Nwakoby et al., 2021). The implementation of e-governance in Dunukofia and Oyi Local Government Areas also reflects broader trends observed in Nigeria's local government system, where ICT adoption is gradually transforming public service delivery. Despite the potential benefits, rural local governments often encounter challenges such as inadequate ICT infrastructure, limited technical expertise among staff, and inconsistent internet connectivity (Ayoade, 2017). These constraints can impede the effectiveness of e-governance initiatives, leading to uneven service delivery and reinforcing disparities between urban and rural communities. Nevertheless, the available evidence indicates that strategic integration of electronic communication and documentation can improve operational efficiency, accountability, and citizen engagement at the grassroots level (Umar, Bappi, & James, 2023; Venkatesh, Thong, & Xu, 2016).

Despite these advances, the implementation of e-governance in Dunukofia and Oyi Local Government Areas remains underexplored, particularly in terms of its impact on information access and accountability. While studies have examined e-governance in broader Nigerian contexts, limited empirical research has focused on how digital communication and electronic documentation specifically influence service delivery at the local government level in these areas (Emeh et al., 2023; Monday et al., 2024). This gap reveals the necessity of the present study, which seeks to investigate the effectiveness of e-governance implementation in improving service delivery in Dunukofia and Oyi Local Government Areas of Anambra State.

RESEARCH QUESTIONS

This study is guided by two specific questions:

1. How has the adoption of electronic communication enhanced information access in Dunukofia and Oyi Local Government Areas?
2. How has electronic documentation been employed to promote accountability in Dunukofia and Oyi Local Government Areas?

RESEARCH HYPOTHESIS

1. Official website, social media handles, and email address have been used to enhance timely broadcast of local government programmes and respond to public requests in Dunukofia and Oyi Local Government Areas.
2. Electronic attendance register, digital task tracking and appraisal systems have been used to ensure staff commitment to task in Dunukofia and Oyi Local Government Areas.

LITERATURE REVIEW

E-Governance

Scholarly debates on e-governance begin with clarifying the broader idea of governance. Fourie and Jordan (2017) describe governance as the exercise of authority and control within an organisation through clearly defined roles, decision-making structures, performance monitoring, and accountability. Eke, Ugwuibe, and Olise (2019) expand this view by framing governance as a concept that encompasses the state, government, regime, and the principles underpinning "good governance". Rahaman (2024) adds a historical dimension by tracing the term to the Greek *kubernan* and Latin *gubernare*, presenting governance as the act of steering the state towards societal welfare. Together, these accounts depict governance as both a structural process and a normative ideal. As globalisation and advances in information and communication technologies have reshaped administrative systems, this traditional understanding has evolved into what is now known as electronic or digital governance.

Some literature portrays e-governance as a reform mechanism driven by technology. Thabit and Yaser (2019) see it as the application of electronic tools to manage government functions transparently and ethically, while Lawan and Muhammad (2018) emphasise its role in improving information sharing, citizen engagement, and service delivery through systems such as e-Tax and e-Payment. Other scholars approach e-governance as a vehicle for service provision and citizen empowerment. Almutairi, Thurasamy, and Yeap (2020) define it as the digital delivery of public information and services, and works by Chukwuemeka, Ubochi, and Okechukwu (2017), ElAmrani and Louhmadi (2019), and Omebe (2019)

highlight its importance for effective administrative functioning and efficient communication between government and the public. This scope is broadened by Ahmed (2018), Ata-Agboni and Olufemi (2021), Anak (2020), and Akpan, Dung, and Ibegbulam (2020), who note that e-governance includes not only internet-based systems but also mobile phones, SMS, and broadcast technologies. Across these perspectives, e-governance emerges as the holistic integration of ICT into both the internal operations of government and the services it provides externally. A further body of work treats e-governance as a transformative shift in governance culture. Onuigbo and Eme (2015) argue that it strengthens transparency, service delivery, and citizen involvement in policymaking, distinguishing it from the narrower idea of e-government. Nwanisobi and Christopher (2020) similarly present it as part of wider public-sector modernisation, promoting collaboration across government levels. Internationally, Grönlund and Hora (2004) describe its evolution beyond internet services into a more practice-driven field, while Lawan, Ajadi, Kayode, and Yaru (2020) situate it within global development agendas that rely on information access to empower citizens. Nigerian-focused studies by Ajibade, Ibietan, and Ayelabola (2017) outline initiatives such as the National Information Technology Policy and NITDA, designed to unify ICT governance and advance transparency. More recent contributions, such as Isah, Chiroma, and Dance (2024) and Oyewole and Adetimehin (2024), stress its role in shaping interactions across Government-to-Citizen, Government-to-Business, Government-to-Government, and Government-to-Employee relationships. Therefore, the literature converges on the view that e-governance is a deliberate, structured application of ICT to strengthen service delivery, accountability, transparency, participation, and administrative efficiency.

Service Delivery

The concept of service delivery, particularly within the context of public service, has attracted diverse scholarly interpretation, most of which revolve around the responsibilities of government institutions and their interaction with the public. Chukwuemeka, Ubochi and Okechukwu (2017) describe service delivery as the discharge of statutory duties by governmental units in pursuit of organisational or governmental goals, a view that aligns with Chukwuemeka, Okeke and Onwuchekwa's (2018) argument that the quality of service delivery is a key indicator of governance performance. Both studies position service delivery as a dynamic process shaped by environmental conditions that influence governmental methods, procedures, and capacities. In a similar vein, Isah, Chiroma and Dance (2024) emphasise performance, output,

and productivity relative to available resources, also grounding their conceptualisation in statutory responsibilities, efficiency, and accountability. Complementing these functional interpretations, Sodhi (2016) highlights the shift from traditional, office-based service delivery towards more decentralised and technologically enabled systems, signalling a growing concern with service accessibility and the transformative role of ICT in public administration.

Beyond these performance-oriented understandings, some scholars focus on the relationship between the state, service providers, and citizens. Carlson, Davis, and Leach (2005, as cited in Ajibade, Ibietan & Ayelabola, 2017) portray service delivery as an interface linking policymakers, implementers and the populace through both tangible services and the systems that support them. Yayale (2004, as cited in Ajibade et al., 2017) adds a legal and normative dimension by presenting service delivery as a contractual obligation that binds governments to quality expectations. Meanwhile, authors such as Badmus (2017), Idea Group Incorporation Global (as cited in Omodero & Dandago, 2019), and Olalekan and Oludare (2017) adopt a more content-focused stance, viewing service delivery as the provision of social amenities such as roads, healthcare, electricity, education, and housing. Onwunyi and Okoli (2017) similarly stress the execution of assigned duties in pursuit of organisational goals, while Ewuim, Igbokwe-Ibeto and Nkomah (2016) underscore its democratic significance, arguing that access to government information enhances effective delivery. Akpan, Dung and Ibegbulam (2020) further broaden the discourse by distinguishing between direct and indirect delivery mechanisms, acknowledging the diversity of institutional arrangements through which public goods may be supplied. Reinforcing the procedural dimension, Ndema (2022) frames service delivery as meeting citizens' needs through timely and efficient processes.

More recently, scholars have advanced a citizen-centred interpretation that situates service delivery within the wider goals of good governance. Ijeoma, Onuora and David (2024) contend that effective service delivery extends beyond meeting statutory obligations or supplying amenities, emphasising instead the promotion of societal well-being and citizen satisfaction. They identify accessibility, responsiveness, efficiency, quality, accountability, and citizen-centricity as the core principles that underpin meaningful public service provision. In all, while scholars differ in their emphasis on performance metrics, technological innovation, service content, and citizen experience, they agree that service delivery entails the systematic provision, directly or indirectly, of public goods, services and facilities in a manner that is timely,

efficient, accountable, and responsive to citizens, while upholding statutory responsibilities and strengthening public trust in government.

Local Government

Local government has long been recognised as a crucial tier of governance, particularly in federal systems where development is expected to take root at the grassroots. Scholars such as Abe and Omotosho (2021) and Barak (2022) describe it as a legally constituted authority operating within defined territorial boundaries, yet possessing enough autonomy to address local needs effectively. Their emphasis on proximity and responsiveness reflects classical decentralisation theory, which argues that decision-making becomes more effective when it is closer to citizens. Barak's (2022) discussion of the "principle of proximity" reinforces this point by highlighting how geographical closeness enhances understanding of local circumstances and allows for more tailored policy responses. Similar to this functionalist view, Akuche and Akindoyin (2024) foreground democratic legitimacy, arguing that elections form the basis of local government authority and accountability. A constitutional perspective, evident in the 1999 Constitution of the Federal Republic of Nigeria and in the work of Adie and Anam (2024), defines local government as the third tier responsible for primary healthcare, basic education, and rural infrastructure. Fiemotongha (2018) further situates these responsibilities within the historical context of the 1976 reforms, which aimed to institutionalise grassroots development and self-governance, while also noting the persistent erosion of these ideals through corruption, political interference, and limited administrative capacity.

Other scholars, including Udentia and Udentia (2019) and Mu'azu et al. (2017), expand the developmental and political significance of local government by presenting it as an institution that bridges citizens and governance while nurturing future political leaders. Abati and Kugbayi (2022) add to this by portraying it as a representative council vested with control over local resources, personnel, and service delivery. International and contemporary Nigerian analyses reinforce these themes. The United Nations (2022) identifies local government as central to equitable and sustainable development, whereas Olaopa (2017) critiques its neglect in Nigeria despite this potential. Historical examinations by Ibrahim, Danjuma, and Ibrahim (2025), alongside further contributions by Ibrahim (2021), Massoud (2021), and Alex and Onyebuchi (2022), reveal enduring tensions between state oversight and local autonomy, particularly through state–local joint accounts and the widespread use of caretaker committees. These

concerns echo Fiemotongha's (2018) argument regarding systemic constraints that undermine constitutional guarantees. Massoud (2021) stresses the democratic implications of replacing elected councils with caretaker committees, while Alex and Onyebuchi (2022) identify financial autonomy as a core challenge, noting resistance to NFIU guidelines designed to protect local revenues. Taken together, the literature points to three key definitional strands – functionalist, democratic, and constitutional, and highlights the gap between theoretical expectations and practice in Nigeria. Across these perspectives, local government emerges as a legally recognised political–administrative institution expected to exercise meaningful autonomy, democratic legitimacy, and financial control to deliver development that reflects the needs and aspirations of local communities.

E-Governance and Information Access in Local Governance

The integration of Information and Communication Technologies (ICTs) into local governance has reshaped how public authorities deliver services and share information. Olalekan and Oludare (2017) emphasise that e-governance strengthens the relationship between government and citizens by creating smoother channels of interaction that enhance transparency and accountability. Abdulkareem and Ajadi (2016) similarly argue that digital processes offer a more transparent, effective, and cost-efficient governance model. Adelana (2020) builds on these insights, highlighting the role of e-governance in widening access, supporting social inclusion, reducing administrative costs, and enabling more participatory decision-making. Collectively, these works show that e-governance not only enhances the quality of public service delivery but also reinforces democratic governance through improved informational flows.

Research focused on efficiency and cost-effectiveness further underscores these gains. Adegoroye, Oladejo, and Yinus (2015) note that digital systems allow local governments to broaden their service offerings while maintaining fiscal responsibility. Ahmed (2018) adds that the rapid delivery enabled by e-governance meets contemporary expectations for responsiveness. Sanmukhiya (2019) widens the discussion beyond operational advantages by linking e-governance to enhanced transparency, reduced corruption, and greater fairness in governance processes. While these scholars differ in the emphasis they place on economic, social, or democratic benefits, they converge on the argument that digital tools significantly strengthen both efficiency and accountability within local government. A service-centred perspective is offered by Abah and Nwokuwu (2019), who argue that e-governance reduces the traditional divide between public

and private service models, fostering more citizen-oriented approaches. Chukwuemeka, Ubochi, and Okechukwu (2017) also highlight the transformative potential of web-based technologies in improving service quality and promoting inclusion. Practical digital services, such as online payments, digital applications, and grievance redress platforms, illustrated by Abah and Nwoku, demonstrate how ICT enhances both the accessibility and responsiveness of local government services. These contributions point to a shift from one-directional communication to more interactive forms of engagement, resulting in improved quality, reach, and inclusivity of local service delivery.

At the broader strategic level, scholars examine how digital tools reshape governance structures and accountability systems. Shark (2016) stresses that e-governance creates conditions for collaboration and transparency, enabling faster public responses than traditional bureaucratic processes. Adewale (2017) locates Nigerian initiatives within global developments, referencing the European Commission's e-participation programmes to show how social media, online forums, and surveys foster multidirectional communication between governments and citizens. Eneanya (2021) offers a structural categorisation of e-governance - G2C, G2B, G2G, and G2E, showing that improved information access cuts across all dimensions of governance. Scholars such as Arjan de Jager (2008, cited in Olalekan, Jide, and Oludare 2017) and Odumu (2019) underline the socio-economic benefits of ICT, including social inclusion, responsible information dissemination, and enhanced accountability, supported by global examples from Rwanda and India. Recent work by Obodo and Anigbata (2018) and Wijaya, Alfitri, and Salya (2024) further connects information access with trust-building, institutional strengthening, and real-time public oversight through digital portals. Across these studies, there is broad agreement that the most effective and sustainable form of e-governance is one that combines efficiency reforms with participatory mechanisms, ensuring that citizens not only access information but also use it to influence local governance outcomes.

E-Governance and Accountability in Local Governance

The relationship between e-governance and accountability in local government has become a prominent focus in public administration scholarship, largely because digital tools are reshaping how institutions operate. Dibia, Edoho, and Dibia (2018) frame e-governance as a means of reducing bureaucratic delays, improving interaction between officials and citizens, and encouraging competition with private-sector standards. By digitising procedures, they suggest that public services become easier to track, thereby limiting opportunities for

maladministration. However, although their work links efficiency gains to better accountability, it gives limited attention to the institutional and infrastructural weaknesses, particularly within local authorities, that often inhibit the full realisation of these benefits. A more direct connection between e-governance and accountability is offered by Bwalya (2017), who highlights the role of digital platforms in promoting transparency, openness, and cost-effective service delivery. He argues that the auditable nature of electronic processes can curb corruption and reshape the relationship between citizens and local authorities. Yet this view risks overlooking the political and organisational resistance that can undermine transparency reforms, especially in contexts where e-governance initiatives may be selectively implemented or influenced by vested interests. Similar concerns arise in the work of Dibia, Edoho, and Dibia (2018), who contrast the inefficiencies of traditional, paper-based governance with the benefits of digitisation. While they imply that streamlined processes reduce discretion and, by extension, corruption, this assumption does not account for the possibility that digital systems might simply reproduce existing inefficiencies in new forms unless accompanied by broader structural reforms.

The modernisation narrative continues in Temba's (2025) argument that e-governance can reduce fraud, cut waste, and enhance public trust in government operations. This view positions accountability as a product of both improved administrative systems and strengthened citizen perceptions of integrity. However, such an approach may underestimate how adaptable corruption networks can be, even when new technologies are introduced. A more expansive perspective is provided by Bassey, Uchendu, and Ewa (2023), who link efficiency, responsiveness, and accountability to enhanced citizen engagement. Their emphasis on public involvement in expenditure monitoring and reporting mechanisms aligns with participatory governance theory, framing accountability as a shared responsibility between government and the public. They nevertheless caution that these gains depend heavily on strong legal frameworks, institutional capacity, and active civic participation, conditions often limited in developing local government systems.

Empirical work by Wijaya, Alfitri, and Salya (2024) demonstrates that e-governance can shorten service delivery timelines, increase transparency, and support real-time monitoring through feedback systems and electronic audits. Their model of accountability is similarly reflected in the arguments of Lazor et al. (2024), who contend that digital tools minimise human discretion and strengthen oversight of public spending. However, these studies draw heavily on examples from highly digitised settings such as

Estonia, raising questions about their applicability to countries with weaker technological infrastructures, including Nigeria. Dike (2019) offers a broader governance-oriented perspective, arguing that ICT-enabled systems promote transparency, responsiveness, and anti-corruption while improving administrative efficiency and public trust. Yet his focus on the ideals of good governance tends to overlook practical challenges such as limited funding, low digital literacy, and resistance from entrenched bureaucratic actors. Taken together, the literature shows that while e-governance holds significant promise for enhancing accountability in local government, its success ultimately depends on supportive legal, institutional, and civic conditions. Without these, digital reforms risk improving the speed of service delivery without meaningfully strengthening accountability structures.

Empirical Literature

Temba (2025) explored the impact of e-governance in enhancing service delivery efficiency and transparency in decision-making within local governments, specifically in Kinondoni and Ubungu municipalities in Tanzania. The study was anchored on Innovation Diffusion Theory (IDT) and Principal-Agent Theory. A descriptive research design with a quantitative approach was employed. A stratified random sampling technique was used to select 300 participants, comprising both government employees and citizens. Data were collected using structured questionnaires and analyzed with descriptive statistics and multiple regression analysis via SPSS. Secondary data from government reports and policy documents were also used to supplement the primary data. The findings indicated that e-governance significantly improved service delivery and transparency by reducing paper-based processes, accelerating service provision, and minimizing errors. Regression coefficients of 0.762 for efficiency and 0.735 for transparency were statistically significant ($p < .001$), with baseline constants of 1.173 and 1.249, respectively, before e-governance adoption. Respondents reported that digital platforms enhanced citizen engagement and made government operations more accessible. The study concluded that e-governance was a key driver in improving the efficiency of public services and transparency in decision-making in local governments. It recommended the expansion of digital platforms, improved digital literacy, and stronger data security measures to maximize the benefits of e-governance.

Isah, Chiroma, and Dance (2024) examined the impact of e-governance implementation on service delivery within Nasarawa State University, Keffi (NSUK), Nigeria. The study adopted a mixed-methods approach, collecting quantitative data through surveys and qualitative data

through questionnaires administered to students, faculty members, administrative staff, and IT personnel. The research design aimed to evaluate how e-governance initiatives influenced online registration and online school fee payment. Data analysis revealed that online registration did not significantly enhance service delivery, whereas online school fee payment systems were effectively implemented and widely utilized, resulting in improved efficiency and user satisfaction. The study concluded that strategic planning, stakeholder engagement, and institutional readiness were crucial to achieving successful e-governance outcomes. Recommendations were made for policymakers and administrators to strengthen technological infrastructure, involve stakeholders in decision-making, and maintain continuous assessment of ICT-based services.

Ogu and Chukwurah (2023) investigated e-governance and public service delivery in the Anambra State Civil Service, Nigeria, between 2018 and 2022. The study adopted a survey research design, with a population of 6,955 employees. A sample of 361 respondents was drawn using Krejcie and Morgan's sample size determination table. Data were collected via questionnaires and analyzed using frequency counts, percentages, means, standard deviations, and t-tests. Findings revealed that e-governance was applied to a high extent and had a positive effect on public service delivery in the state. The study concluded that e-governance significantly improved service delivery and recommended regular training and retraining of staff through annual seminars, workshops, and conferences to enhance ICT skills.

Enwelu and Nnaji (2023) examined the effect of e-governance on employee service delivery in the Anambra State Civil Service Commission, Awka, Nigeria. Guided by Technology Determinism Theory, the study used a survey research design and relied on both primary and secondary data. The researchers employed a simple random sampling technique to select participants from the commission's workforce. Data were presented in frequency tables and percentages, while hypotheses were tested using t-tests in SPSS. Findings revealed that e-governance facilities were available and that their use improved access to government information and service delivery. The study concluded that e-governance enhanced efficiency and recommended that the government ensure ICT literacy among public servants, facilitate affordable access to ICT tools, and make computer literacy a prerequisite for public service employment. Agencies such as the National Orientation Agency (NOA) and the Nigeria ICT Development Agency (NITDA) were urged to organize regular ICT workshops for public officials.

Okeke and Chukwuemeka (2018) investigated the impact of e-government on service delivery in the Joint Admissions and Matriculation Board (JAMB) South East Nigeria from 2008 to 2017. Based on Andersen and Henriksen's Public Sector Process Rebuilding (PPR) maturity model, the study adopted a descriptive survey research design. The population comprised 110 staff members, and data were collected through questionnaires. Analysis using SPSS included Cronbach's Alpha, Pearson correlation coefficients, and multiple regression. Results showed that e-governance significantly improved service culture, service quality, employee engagement, and customer experience in JAMB. The study concluded that e-governance positively influenced service delivery and recommended the enactment of supportive policies and adoption of e-readiness strategies in public sector organizations.

THEORETICAL FRAMEWORK

The Technology Acceptance Model (TAM), introduced by Davis in 1986 and formalised in 1989, serves as the analytical foundation of this study because of its enduring influence in information systems research and its capacity to explain user adoption of technological innovations. Originating from Fishbein and Ajzen's (1975) Theory of Reasoned Action, TAM streamlines the broader behavioural framework by concentrating on two core perceptual constructs – Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) (Davis, 1989; Davis, 1993; Abuhassna et al., 2023). PU, grounded in Bandura's (1982) notion of outcome judgment, captures the degree to which an individual believes a system will enhance performance, while PEOU, drawing on self-efficacy theory and Rogers' diffusion of innovations, particularly the "complexity" attribute, reflects the extent to which users expect the system to be effortless to operate (Marikyan & Papagiannidis, 2025). TAM proposes that external variables shape PU and PEOU, which subsequently influence attitudes or behavioural intentions and, ultimately, actual system use (Davis, 1989; Davis, 1993). Empirical evidence consistently demonstrates that PU exerts both direct and indirect effects on behavioural intention, whereas PEOU operates mainly through PU, underscoring the model's contention that usefulness is the strongest predictor of adoption (Davis, 1993). Although later refinements introduced attitude as an optional intermediary, echoing Ajzen's (2011) emphasis on evaluative processes, TAM has been widely valued for its parsimony, predictive strength, and practical adaptability across sectors, including construction technologies, educational platforms, and sustainability initiatives (Hwang, 2005; Araújo & Casais, 2020; Abuhassna et al., 2023). Nevertheless, critiques highlight its limitations: the model omits contextual,

organisational, and socio-cultural influences such as trust, facilitating conditions, or social norms, and has been criticised for a technologically deterministic orientation that assumes favourable perceptions will inevitably translate into adoption, potentially overlooking affective or non-rational sources of resistance (Abuhassna et al., 2023; Marikyan & Papagiannidis, 2025). Despite these concerns, TAM remains a relevant and widely applied framework for examining technology acceptance across diverse real-world contexts.

Within the present study, TAM provides a structured lens for analysing how citizens and officials in Dunukofia and Oyi Local Government Areas adopt and utilise e-governance mechanisms, particularly digital communication platforms, and electronic documentation systems. The constructs of PU and PEOU (Davis, 1989; Davis, 1993) align directly with the study's aims by offering a means to assess perceptions that shape engagement with these tools. For digital communication platforms designed to improve access to governmental information, PU captures the perceived enhancement in obtaining timely, accurate, and policy-relevant content, while PEOU reflects the degree to which users consider the platforms intuitive and manageable. In relation to electronic documentation systems intended to strengthen transparency and accountability, PU concerns perceived gains in record-keeping effectiveness and administrative clarity, whereas PEOU pertains to how easily both citizens and public officials can integrate such technologies into daily governance and oversight processes. By applying TAM in this context, the study can evaluate user-centred determinants of e-governance adoption, contributing to a nuanced understanding of how these technologies can support service delivery and administrative efficiency in local government settings.

RESEARCH METHOD

Research Design

The study was conducted using a mixed-method research design, combining quantitative and qualitative approaches to provide a comprehensive understanding of how e-governance shapes service delivery in Dunukofia and Oyi Local Government Areas (George, 2021).

Population, Sample, and Sampling Procedure

The population comprised all 308 employees of the two council secretariats, 143 from Dunukofia and 165 from Oyi (Dunukofia and Oyi Local Government Council Secretariats, 2025). A census sampling procedure was employed for the quantitative phase, enabling the

administration of questionnaires to the entire population. For the qualitative phase, 12 participants, six from each council, were purposively selected for in-depth interviews, following recommendations that a sample of 12–20 is appropriate for such inquiries (Ahmed, 2025).

Instrument for Data Collection, Validity, and Reliability

Data were collected through a researcher-designed questionnaire structured around demographic items and three thematic clusters on a 5-point Likert scale, as well as an in-depth interview guide that provided richer experiential insights. Instrument validity was established through expert review within the Department of Political Science at Nnamdi Azikiwe University, while reliability was confirmed using Cronbach’s Alpha, yielding satisfactory coefficients of 0.77 and 0.74, consistent with Nunnally’s (1978) threshold.

ANALYSIS OF DATA

Survey Questionnaire Distribution and Return Rate

Table 1
Questionnaire distributed and retrieved at Dunukofia and Oyi Local Government Councils Secretariat

Local Government Council Secretariat	Questionnaires Distributed	Questionnaires Retrieved	Percentage Return Rate (%)
Dunukofia	143	139	97.2%
Oyi	165	147	89.1%
Total / Overall	308	286	92.9%

Note. Adapted from Field Survey (2025)

Table 1 shows the distribution and retrieval of questionnaires administered in the two Local Government Council Secretariats. Of the 308 questionnaires issued, 286 were returned, yielding an overall response rate of 92.9 per cent. Dunukofia achieved the highest retrieval rate at 97.2

Method of Data Analysis

Quantitative data were processed using SPSS version 23, where demographic characteristics were summarised with frequencies and percentages, and responses to research questions were examined using mean scores and standard deviation, with a decision benchmark of 3.0 on the Likert scale. Hypotheses were tested using linear regression, applying a 0.05 significance level to guide decisions. Qualitative data from the interviews were subjected to textual analysis, involving the systematic identification and interpretation of recurring themes and patterns. This integration of methods ensured that statistical results were complemented by nuanced explanations from participants, strengthening the overall depth and credibility of the study’s findings.

per cent, with 139 of the 143 questionnaires recovered, while Oyi recorded an 89.1 per cent return rate, retrieving 147 out of 165. These results reflect a robust level of participant engagement and enhance the credibility of the dataset generated for the study.

Respondents' Demographic Information

The respondents' demographic information comprising of the gender, age, marital status, level of education, and years in service are presented below:

Table 2
Demographic characteristic of respondents

Category	Sub-category	Frequency	Percent (%)	Cumulative Percent (%)
Gender	Male	132	46.0	46.0
	Female	155	54.0	100.0
Total		287	100.0	100.0
Age	20–30 years	94	32.8	32.8
	31–40 years	117	40.8	73.5
	41–50 years	50	17.4	90.9
	51 years and above	26	9.1	100.0
Total		287	100.0	100.0
Marital Status	Single	68	23.7	23.7
	Married	155	54.0	77.7
	Divorced	26	9.1	86.8
	Widowed	38	13.2	100.0
Total		287	100.0	100.0
Education Level	WASSC	71	24.7	24.7
	ND/NCE	121	42.2	66.9
	HND/Bachelor's	68	23.7	90.6
	Postgraduate	27	9.4	100.0
Total		287	100.0	100.0
Years in Service	0–5 years	102	35.5	35.5
	6–10 years	119	41.5	77.0
	11–15 years	62	21.6	98.6
	16 years and above	4	1.4	100.0
Total		287	100.0	100.0

Table 2 presents the respondents' demographic profile, indicating a slightly higher representation of females (54%) compared to males (46%). The age distribution shows that 40.8% were between 31 and 40 years, followed by 32.8% aged 20–30 years. Most participants were married (54%), while 23.7% were single. Educational attainment varied,

with 42.2% holding an ND/NCE, 24.7% possessing WASSC, and 23.7% having an HND or Bachelor's degree. In terms of professional tenure, 41.5% had served for 6–10 years, reflecting a workforce with a considerable level of experience. Collectively, the demographic profile depicts a

predominantly female, largely married, and moderately educated sample with substantial years of service.

Analyses of Research Questions

Research Question 1: How has the adoption of electronic communication enhanced information access in Dunukofia and Oyi Local Government Areas?

Table 3

Mean and standard deviation scores on how the adoption of electronic communication has enhanced information access in Dunukofia and Oyi Local Government Areas

S/N	Item	SA	A	N	D	SD	Total	Mean	Std. Dev.	Remark
1	The local government has a functional official website	95	146	34	10	2	287	4.12	0.80	Agree
2	There is an official local government email address available to the public	83	145	40	4	15	287	3.97	0.98	Agree
3	The local government has an official account on different social media platforms such as Facebook and Instagram	100	153	23	7	4	287	4.18	0.79	Agree
4	The local government has a database of the mobile number of its residents	85	147	42	8	5	287	4.04	0.84	Agree
5	The official website helps residents access information about the programmes of the local government anytime reducing the need for physical visits	70	169	32	6	10	287	3.99	0.87	Agree
6	Through the official email address, citizens request and receive digital copies of public documents	37	150	85	8	7	287	3.70	0.82	Agree
7	Official social media accounts allow the local government to quickly disseminate important news and get timely feedback	73	133	51	18	12	287	3.83	1.02	Agree
8	Mobile number database of residents allows the local government to send timely bulk SMS alerts about important local events	79	147	34	16	11	287	3.93	0.98	Agree
Cluster Mean								3.97		Agree

The findings in Table 3 reveal the extent to which the adoption of electronic communication has enhanced

information access in Dunukofia and Oyi Local Government Areas. Respondents' mean scores across all

items ranged from 3.70 to 4.18, reflecting a consensus that electronic communication tools have facilitated improved access to information. The highest mean score of 4.18 was observed for the availability of official social media accounts, highlighting the prominent role of social media in disseminating information. In contrast, the lowest mean score of 3.70 was associated with citizens' use of official email addresses to request and receive public documents,

indicating comparatively lower engagement via this channel. Standard deviation values, spanning from 0.79 to 1.02, suggest a moderate consistency in responses, demonstrating that most participants held similar perceptions. Collectively, the overall cluster mean of 3.97 underscores that the integration of electronic communication has positively contributed to enhanced information access within these local government areas.

Research Question 2: How has electronic documentation been employed to promote accountability in Dunukofia, Local Government Area?

Table 4

Mean and standard deviation scores on how electronic documentation has been employed to promote accountability in Dunukofia and Oyi Local Government Areas

S/N	Item	SD	D	N	A	SA	Total	Mean	Std. Dev.	Remark
9	The local government has an electronic attendance register	66	121	90	5	5	287	2.17	0.86	Disagree
10	There is a central electronic server for storing important documents of the local government digitally	29	61	127	59	11	287	2.87	0.98	Disagree
11	There is a digital system for tracking the progress of tasks assigned to employees	56	65	79	51	36	287	2.81	1.29	Disagree
12	There is a digital system for appraisal of staff performance	15	55	62	115	40	287	3.38	1.10	Agree
13	Electronic attendance register has ensured that staff of the local government responsible for service delivery are physically present during working hours	86	93	64	44	0	287	2.23	1.04	Disagree
14	The central electronic server of the local government has ensured that official documents are safely protected online	63	65	69	62	28	287	2.75	1.29	Disagree
15	Digital system for tracking progress of tasks has helped meet deadlines and quality standards	47	67	92	58	23	287	2.80	1.17	Disagree
16	The digital appraisal system of the local government has ensured that staff are held accountable for tasks assigned to them	53	39	126	60	9	287	2.77	1.08	Disagree
Cluster Mean								2.84		Disagree

The findings in Table 4 reveal the extent to which electronic documentation has been utilized to enhance

accountability in Dunukofia and Oyi Local Government Areas. The data indicate generally low mean scores,

reflecting respondents' overall disagreement with most statements regarding the adoption of digital tools. Specifically, the use of electronic attendance registers ($M = 2.17$, $SD = 0.86$) and digital systems for monitoring staff presence ($M = 2.23$, $SD = 1.04$) were minimally adopted. Likewise, the application of digital servers for document storage ($M = 2.87$, $SD = 0.98$) and task-tracking systems

($M = 2.81$, $SD = 1.29$) was also limited. In contrast, the use of digital systems for staff appraisal ($M = 3.38$, $SD = 1.10$) received moderate agreement, suggesting some recognition of its role in promoting accountability. Overall, the cluster mean of 2.84 indicates that electronic documentation has not been widely or effectively implemented to strengthen accountability within the examined local government areas.

Test of Hypotheses

Hypothesis One: Official website, social media handles, and email address have been used to enhance timely broadcast of local government programmes and respond to public requests in Dunukofia and Oyi Local Government Areas.

Table 5

Linear regression on how the use of official website, social media handles, and email address has enhanced the timely broadcast of local government programmes and respond to public requests in Dunukofia and Oyi Local Government Areas

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.009	1	11.009	4.596	.033 ^b
	Residual	682.670	285	2.395		
	Total	693.679	286			

a. Dependent Variable: Broadcast of programmes and response to public request

b. Predictors: (Constant), Official website social media, and email address

The results of a linear regression analysis, as shown in Table 5, indicate that the utilization of official websites, social media accounts, and email addresses significantly enhances the timely dissemination of local government programmes and the responsiveness to public requests in Dunukofia and Oyi Local Government Areas. The regression model produced an F-value of 4.596 with a p-

Hypothesis Two: Electronic attendance register, digital task tracking and appraisal systems have been used to ensure staff commitment to task in Dunukofia and Oyi Local Government Areas.

value of 0.033, which is below the 0.05 significance threshold, demonstrating that the combined effect of these digital communication platforms on the dependent variable is statistically significant. These findings suggest that the adoption of such digital tools plays a crucial role in improving both the efficiency of programme broadcast and the promptness of addressing citizens' requests.

Table 6

Linear regression on the use of electronic attendance register, digital task tracking and appraisal systems to ensure staff commitment to task in Dunukofia and Oyi Local Government Areas

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.926	1	20.926	6.876	.009 ^b
	Residual	867.353	285	3.043		
	Total	888.279	286			

a. Dependent Variable: Staff commitment to task

b. Predictors: (Constant), Electronic register digital task tracking and appraisal systems

The findings of the linear regression analysis, as shown in Table 6, assess the impact of electronic attendance registers, digital task tracking, and appraisal systems on staff commitment to tasks within Dunukofia and Oyi Local Government Areas. The regression model yielded an F-

value of 6.876 with a significance level of 0.009. Given that this p-value exceeds the 0.005 threshold for statistical decision-making, the analysis indicates that the combined effect of the examined digital tools on staff commitment is not statistically significant.

DISCUSSION OF FINDINGS

Electronic Communication Adoption and Enhancement of Information Access in Dunukofia and Oyi Local Government Areas

The findings addressing the first research question, which explored the impact of electronic communication adoption on information access in Dunukofia and Oyi Local Government Areas, indicate that the implementation of electronic communication has significantly enhanced information accessibility and sharing within these local governments. The study reveals that both local government areas have integrated multiple electronic communication platforms, including official websites, email systems, and social media accounts, thereby enabling more efficient dissemination of information. This observation is consistent with the perspective of an IDI participant, who emphasized the role of these digital channels in facilitating timely and widespread access to information.

Our local government has an official website mainly used to keep the public informed about our activities, projects, and announcements. For example, when there is a new community development project or immunization campaign, we upload the details on the website so that people can be aware. The website is managed by the ICT unit. They are the ones who post updates and monitor visitors' feedback. It is not updated every day, but usually whenever there is new information or an important notice (Male, 37 years, Staff, Oyi Local Government Council Secretariat, 2025).

Another IDI participant shared similar opinion:

We are in the information age of which the social media has become a powerful tool. This is why Dunukofia local government has both Facebook and Instagram handles to relate with the public, especially the younger people. Whenever the Chairman of the council attends an event or the council embarks on any project, pictures and short reports are posted on these official social media platforms of the council. It helps us to show transparency and let the people see what the government is doing for them. Within us as staff of the local government, we have WhatsApp groups we use to share

information and take decisions easily without necessarily meeting physically in most cases (Female, 41 years, Staff, Dunukofia Local Government Council Secretariat, 2025).

The study revealed that the availability of operational government websites and active social media accounts has significantly enhanced residents' access to timely information on government programs and initiatives, eliminating the need for physical visits. These digital platforms have additionally facilitated novel avenues for civic engagement, allowing the public to interact directly with government offices and access essential services more efficiently. One participant in the in-depth interviews (IDI) noted:

Through our social media pages, people now get information faster and give feedback easily. We have observed that sometimes, they even share our posts in their community WhatsApp groups, which spreads information faster. A good example was when we had to sensitize people about the new voter registration by INEC. We posted it online, and within few days, people started coming to the secretariat to ask for directions and documents needed. That kind of response would have taken days with traditional notice boards (Female, 30, Staff, Dunukofia Local Government Council Secretariat, 2025).

Another IDI participant also stated:

I have noticed that indigenes of our local government now engage more actively with us online irrespective of where they are in the world at time. They comment, ask questions, and sometimes even correct information when something is not clear. Also, the website and social media help to keep old announcements for anyone who wants to check later. This has helped our brothers and sisters in the diaspora to be in touch with what is happening at home and make their contributions to the development of the local government (Female, 37, Staff, Oyi Local Government Council Secretariat, 2025).

Similarly, another IDI participant had this to say:

The use of official website and social media, particularly Facebook, where a lot of persons are, have helped us show what the council is doing in real-time. Before, people used to say “the local government is not doing anything,” but now they can see updates about completed projects, health campaigns, among other things online. This has helped to build trust between the council and the people (Male, 42, Staff, Dunukofia Local Government Council Secretariat, 2025).

Also, the analysis of the first hypothesis indicated that the adoption of electronic communication significantly improves information access, a conclusion supported by the study’s findings. Regression results revealed that the use of official websites, social media channels, and email communication substantially enhances both the timeliness and effectiveness of government information dissemination. These outcomes suggest that electronic communication tools have modernized administrative processes within local governments while simultaneously fostering greater transparency and responsiveness in public service delivery. In particular, the findings highlight that e-governance implementation in Dunukofia and Oyi Local Government Areas has strengthened interactions between government and citizens, facilitating access to essential information and encouraging a more informed and participatory local community. These results are consistent with Enwelu and Nnaji (2023), who observed that the availability and use of e-governance facilities in certain government institutions improved access to information and service delivery, and with Temba (2025), who noted that digital platforms enhance citizen engagement and increase the accessibility of government operations.

Use of Electronic Documentation to Promote Accountability in Dunukofia and Oyi Local Government Areas

The findings related to the second research question, which examined the use of electronic documentation in enhancing accountability within Dunukofia Local Government Area, indicate that the adoption of digital tools in administrative processes is largely limited and inconsistently implemented. While there is some progress in introducing a digital appraisal system for staff performance evaluation, other essential mechanisms, including electronic attendance registers, digital task-tracking systems, and centralized digital storage for official documents—remain underutilized and largely ineffective. This suggests that, despite emerging initiatives, the overall integration of electronic documentation to promote transparency and accountability is still in its early stages.

We were told that all departments will be connected to a central electronic documentation system, but that has not really happened. Even though the idea was to make reporting and supervision easier, we still rely on manual checks and paper reports. Sometimes, when we need a document, we still go from office to office to find it in paper files. Because of that, the safety of documents is still not guaranteed. Some important files have been misplaced in the past due to this reason (Male, 37, Staff, Oyi Local Government Council Secretariat, 2025).

Another IDI participant stated thus:

The idea of using a central server or digital storage for keeping our official files sounded good when it was introduced, but up till now, we keep most documents in physical files. Sometimes, we type and save documents on computers, but they are not uploaded or backed up anywhere. Once the computer crashes or there’s no power, those files are gone (Female, 42, Staff, Dunukofia Local Government Council Secretariat, 2025).

Some IDI participants highlighted concerns regarding how the inadequate use of electronic documentation has undermined accountability within their local government secretariats. One respondent remarked:

To be honest, electronic documentation tools have not really improved accountability much in the operations of the local government because a good number of them are not available. For example, the digital attendance register was supposed to help us know who is on duty, but since it is not available, some staff take advantage of that by coming late to work or even sign in for others that are not at work. The truth is, if these digital systems were fully in place, it would be harder for people to dodge their responsibilities (Female, 48, Staff, Dunukofia Local Government Council Secretariat, 2025).

Another IDI participant also had this to say:

The idea behind digital systems for documentation of relevant data is to make everyone remain committed to organisation’s standards of operation. If we use the task tracking and digital appraisal systems well, it will be easy to see which staff member completed their assignments and who did not. That way, you cannot just claim you worked, you must show results on the system (Male,

The earlier finding indicates that the digitization efforts in Dunukofia and Oyi Local Government Councils, especially regarding the electronic collection and storage of key operational data, have not yet achieved the anticipated improvements in transparency, efficiency, or accountability in administrative management. Again, the findings of the study indicate that the hypothesis asserting electronic documentation significantly enhances accountability in Dunukofia and Oyi Local Government Areas is not supported. Survey responses revealed low levels of agreement with statements regarding the effectiveness of electronic documentation, suggesting a weak institutional capacity to implement such mechanisms for accountability. This outcome aligns with the observations of Oyewole and Adetimehin (2024), who noted that the adoption of e-governance tools, including electronic documentation systems, remains limited across government institutions that engage directly with local communities. Consequently, the constrained uptake of digital tools undermines their potential impact on accountability, emphasizing the need for stronger policy support, enhanced infrastructural development, and comprehensive staff training to optimize the effectiveness of electronic governance initiatives.

RECOMMENDATIONS

Based on the findings of this study, the following recommendations are made:

1. Local government authorities in Dunukofia and Oyi should regularly update and maintain official websites and social media platforms to ensure timely and accurate information reaches residents. ICT staff must manage these platforms effectively, providing clear updates for citizens, including those in the diaspora, to access government programmes and services.
2. There is need for Dunukofia and Oyi local government authorities to implement a centralized digital documentation system, including digital attendance registers, task-tracking, and secure storage of official files. Staff must be trained to consistently upload, update, and monitor documents, ensuring that administrative actions are properly recorded and verifiable. This system will enhance accountability and operational efficiency for both government employees and the citizens who rely on transparent and reliable public services.
3. The Anambra State government in collaboration with local authorities should provide targeted training and technical support to enhance local government staff proficiency in using e-

governance tools effectively. Policymakers must develop guidelines and allocate resources for continuous digital infrastructure improvement to ensure consistent adoption of electronic communication and documentation. These measures will benefit local government employees, administrative operations, and the public by improving service delivery, responsiveness, and trust in local governance.

CONCLUSION

This study has demonstrated that e-governance implementation in Dunukofia and Oyi Local Government Areas has produced mixed outcomes in service delivery. The adoption of electronic communication tools, including official websites, social media platforms, and email systems, has significantly enhanced information access, promoting transparency, timely dissemination of government programs, and active citizen engagement. Residents now benefit from more efficient channels for accessing information and providing feedback, which strengthens trust and participation in local governance. However, the use of electronic documentation to promote accountability remains limited and inconsistently applied, with essential digital systems underutilized and key administrative processes still reliant on manual procedures. This gap indicates that while e-governance has modernized communication and information sharing, its full potential to improve administrative efficiency and accountability has not yet been realized, highlighting the need for expanded digital infrastructure, staff training, and stronger institutional support to optimize service delivery outcomes in these local governments.

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