

INFORMATION AND COMMUNICATION TECHNOLOGY AND PUBLIC SERVICE DELIVERY IN AMUWO -ODOFIN LOCAL GOVERNMENT COUNCIL OF LAGOS STATE-NIGERIA

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Abstract

Public service delivery in Nigeria has been described as poor, inefficient and ineffective. It is often subject of ridicule because of its rigidity. There are problems of corruption, transparency and accountability, high cost of administration and wastage. The deployment of Information and Communication Technology (ICT) in the public service delivery has not made much difference. It is therefore necessary to examine ICT in Nigerian public sector and the ways it has impacted on its service delivery using Amuwo- Odofin local government as a study. The study used a combination of survey through personal interview and questionnaire to collect data from the selected council staff and their clients with stratified sampling technique. The data were analyzed with inferential statistical tools. The finding from public servants views show that ICT has significant relationship with delivery of service and that the performance, effective service delivery, transparency and accountability of public service are associated with ICT. The clients debunked these claims. However the introduction of ICT in the service delivery of Amuwo-Odofin local government council has not solved the problem of high administrative cost and wastage. It is recommended that the use of ICT should be encouraged and expanded in Amuwo-Odofin local government. The government should give priority to the strategies that will increase the grounds for an effective and transparent public service delivery that gets every day closer to citizens of Nigeria at reduced cost.

Keywords: Information, Technology, Service Delivery, transparency

Introduction

The preoccupation of many countries in recent time is how to reposition their public service for effective and efficient service delivery. Consequently government of nations have taken it upon themselves to carry out various reforms in the public sector by redesigning the structures, systems and processes to improve the delivering of services to their citizens (Adeyeye & Aladesanmi, 2010).The public service of any nation is an institution of governance and

administration established essentially to deliver public good to the people in the most efficient and effective manner. The public service is therefore an influential public institution for service delivery and development (Kauzya, 2011). The introduction of management ideas especially in the area of ICT into public sector also encourages good customer relation services. The advent and deployment of information communication technology (ICT) in Nigerian public services presents opportunities for its use to facilitate effective service delivery as many countries have embraced it as a way forward.

Proper service delivery is vital for the survival of a modern democracy or government and access to government information by citizens and organizations is therefore a fundamental ingredient in effective service delivery. To this end, ICT is seen as a tool to support the work of governmental institutions and agencies with the objective of delivering public services and information in a more convenient, citizen centric and cost effective manner. Thus, in Nigerian public service, ICT can be an effective tool to ensure increased access to government services, improved value for money as well as increased productivity, transparency and better service delivery (Achimugu, 2011).

In Nigeria, the public service is a product of colonialism, initially established as an instrument for expediently implementing the administrative structure and activities of the British colonialist for exploitation and domination. It has since after independence in 1960 metamorphosed to a huge and complex system for harnessing the country's resources to facilitate economic development (Inyang, 2008). The role of Nigeria public service among others has been "to carry out the burden of planning and with the problems of growth and development in order to transform our natural resources into goods and services that would meet the rising expectations of the people" (Mamser, 2012:298).

In spite of the above discussion, one of the major challenges to public service in Nigeria is inability to deliver service to the people effectively and efficiently. Public service delivery in Nigeria has been described as poor, inefficient and ineffective, inconsistent with citizen preferences. It is often subject of ridicule because of its rigidity. These problems are mostly due to lack of accountability, transparency, high cost of administration, wastage and lack of commitment in making services work for the citizenry (World Bank, 2012). Arising from the above, the challenge of service delivery affects all citizens who demand quality services from public service. There is no doubt that the challenges and complexities of service delivery are widening in the Nigerian public sector.

It is against this background that this study examines information and communication technology (ICT) and the ways it has effectively impacted on public service delivery in Nigeria with particular reference to Amuwo- Odofin local government in Lagos state, Nigeria. The main objective of this study is ICT and effective public service delivery in Nigeria with emphasis on Amuwo- Odofin local government in Lagos state, to examine the effect of ICT on service delivery in Amuwo- Odofin Local Government Council, to investigate whether ICT has helped to improve service delivery at reduce cost to the citizen in Amuwo- Odofin local government, and to evaluate the extent to which ICT has ensured transparency and accountability in the delivery of service in Amuwo- Odofin Local Government Council.

The following questions will guide the research. Does ICT have effect on service delivery in Amuwo- Odofin Local Government Council? Has the introduction of ICT improved service delivery at reduced cost to the citizen in Amuwo- Odofin local government Council? To what extent has ICT ensured transparency and accountability in Amuwo- Odofin Local Government Council? And in what way can ICT be repositioned to ensure improved service delivery in Amuwo- Odofin Local Government Council?

Research Hypotheses

1. H_0 : ICT does not have effect on service delivery in Amuwo- Odofin Local Government council
2. H_0 : Introduction of ICT has not improved service delivery at reduced cost to the citizen
3. H_0 : ICT has not ensured transparency and accountability in Amuwo- Odofin Local Government Council.

Conceptual Issues

Information and Communication Technology (ICT) is a term with different meaning and have been severally defined in the literature. Some scholars sees it as a term that encompasses a lot of activities involving the acquisition, storage, processing and dissemination of information through the use of appropriate software and hardware designed facilities for that purpose. For instance, according to Bature (2007), Information and Communication Technologies are those technologies that provide access to information through telecommunications.

ICT is an integrated system that incorporates the technology and infrastructure required to store, manipulate, deliver and transmit information, the legal and economic institutions required to regulate ICT access and usage, and the social and inter-personal structures which allow information to be shared, facilitate access to the ICT infrastructure, and through which innovation takes place (Wangwe, 2007). To Olasanmi, Ayoola & Kareem (2012), ICT is seen as computer systems, telecommunication, networks and multi-media application that enhances knowledge for the execution of given task which entails skills and processes necessary for carrying out activities in a given context.

Ducombe & Heeks (2003:67) argued that "ICT is an electronic way of information dissemination that promotes an interaction between providers and users of information through application of information processing system in the country". According to him, the input mechanism of its device can assist the decision makers to arrive at a decision that can promote interpersonal relationship between the government and the people.

The issue of service delivery is all above the customer service and effectiveness. Effectiveness in customer service typically refers to "doing the right things" and measures constructs like customer satisfaction on dimensions, such as service quality, speed, timing, and human interaction. A service is effective whenever its outcomes or accomplishments are of value to its customers (Inyang, 2008).

With respect to ICT and effective public service delivery in Nigeria which is central to this study. The use of ICT in public sector and how its affect the service delivery of government have been commonly debated among scholars by looking at what different technologies and their applications do by enabling governments do what it does in term of service delivery. Consequently, ICT help create new and better service delivery (Bekkers & Zouridis, 1999) by increasing efficiency and transparency, and improving the coordination of public sector procedures and management (Dasgupta, & Gupta, 2008). It help by making governments more accountable and transparent through a process of information rationalization, ICT has also been

often considered as a valuable support for achieving the effective public service delivery envisaged by the NPM trends whether implicitly or explicitly (Worrall, 2011; Hall, 2011).

According to Ainabor (2011), in applying ICT, the efficiency can take different forms. For example, one form is to reduce errors and improve consistency of outcomes of governmental projects through automating standard tasks. The second form of efficiency improvement is to reduce costs and the many layers of organizational processes (the popular bureaucracy) by streamline operating procedures through e-applications. Part of efficiency improvement is reduction in time spent on repetitive tasks. This without doubt, will give the federal, state and local government employees ample opportunity to develop new skills and advance their careers. It is highly believed that no managerial reform can be materialized unless it is supported by ICT to improve effectiveness and efficiency of personnel management, procurements and many other government activities (Ambali, 2010).

The United Nations Public Administration Network (2012) noted that, while it is important to continue with service delivery, governments must increasingly begin to rethink in terms of e-government and e-governance (i.e., ICT use in delivering government services). According to UNPAN (2012), ICT can be used in diverse applications to accelerate information dissemination, improve efficiency of public services, increase the transparency and accountability of government administration, to reduce corruption, and facilitate citizen participation in governance. From the above position of UNPAN, it means that access to ICT is crucial to sustainable agenda for administrative transformation.

As Danfulani (2013), put it, there is no contesting the fact that the infusion of ICT into public sector in Nigeria has massively downsized the level of corrupt activities in the public sector which has enhanced the governmental activities in the area of service delivery. It is in line with this laudable role that the federal government of Nigeria in order to ensure the full exploitation of the potentials of ICTs in the area of effective service delivery laid the foundation for e-government and administration across the ministries agencies and other departmental units of the government. With this compliance, government is expected to improve the quality of services rendered to the people.

Brown (2012) argues that ICT extends the reach of public services to the remotest areas, and allows information to flow in both directions, thus effectively empowering the poor and giving them a voice. Most communities in the country are isolated and may not be aware of the activities of government. This, no doubt, would have hamper service delivery on the part of the service providers. But such isolated communities have been integrated into global economy. It also makes positive impact on growth and development of an organization, improves the overall performance of government in areas such as health, education, agriculture etc. Therefore, any public sectors that are able to establish and develop ICT will reap the benefits of improved services delivery. The emergence of ICT for service delivery according to Nwabueze & Osioko (2007:10) indicates "that there is a strong link between information Technologies and the length of socio-economic development in a country". Therefore, ICTs are regarded as an aid to socio-economic developments. Nwabueze & Osioko (2007:19) still believe that "the emergence of information Technologies (ICT) enables the citizen to directly communicate to the government through Mobile Communication and Internet Service in order to voice out and suggest developmental project needs of the people at a local level in a state". Today, Communication between all tiers of Government and the remotest villages in Nigeria can be

achieved within seconds through the network of the various communication devices that have been put in place.

Theoretical Framework

The study focuses on the use of ICT in public service delivery in Ikeja Local government council. The need and importance of electronic services in government offices in today's public service is highlighted by the theory of NPM. Although, there are other theories that can be used in this paper, such as Technological determinism theory, Reinforcement theory and Cybernetics theory, but the study is situated within the ambit of the New Public Management theory.

Different factors led to the emergence of NPM, some of which are: poor performance of the public sector in different arenas, imperious bureaucracy, and lack of accountability, corruption, changes of people's expectations and the emergence of better alternative forms of service delivery (Common 1998 & Minogue 1998 cited in Sarker, 2006). So, the relationship between ICT adoption in public service and NPM theory is an important area of study to better understand the factors that steer and shape ICT in public service delivery (Bekkers & Homburg, 2007, Sahay & Sudan, 2007).

In applying this theory, following the private sector practices, the public sector has envisaged ICT either as a tool to rationalize existing processes or as an instrument to foster a more profound re-engineering of public organizations. NPM and ICT are therefore deeply intertwined as they share the same aims and the same reform goals. The use of ICT in the public sector affects the chief characteristics of the classic public sector paradigm, in the same way as NPM techniques do. ICT therefore reshapes the production, coordination, control, and direction processes that take place within the public sector (Fountain, 2011).

The theory is suitable for this study because it aim at achieving an improved service delivery through the positive uses of the ICT which is one of the objectives of this study, the fact that ICT has a room to play for enhancing the effectiveness of government performance highlighted the need of making the bureaucracy transparent and responsive further makes this theory more suitable and appropriate for this study. In short, as a strong theoretical foundation, the application of the concept of new public management in this study is to strengthen the need and importance of ICT in the public sector and the implicit assumption is that a more efficient organizational procedure will automatically lead to a better public service. As we argue in this paper, this connection is at least questionable as claims by Chang (1988: 32) that "corruption often exists because there are too many market forces; not too few"

Methodology

This study used a descriptive survey design. A sample size of 103 staff of Amuwo- Odofin Local Government Council were selected from different department using stratified sampling method while 10 persons identified as the Local Government Council's clients were selected through accidental sampling. Five departments in the Council were involved such as: Finance, Works and Housing, Agriculture, Rural and Social Development, and Health and Environmental Sanitation. These departments were selected because of the relevance of Information and Communication Technologies (ICTs) tools to their daily administrative purposes.

Through a stratified sampling technique, 103 copies of questionnaire were administered to the workers, who constituted the representative (sample) respondents of the study. Out of the one hundred and three respondents sampled for the study, department of finance had 23, works and housing had 18, agriculture 15, rural and social development had 20, while health and

environmental sanitation had 27. It should be noted that the difference in the number of the respondents did not constitute any significant error to the study. It only showed the extent to which the employees in the selected departments were available and ready to respond to the questionnaire items. Since the study was designed to understand ICT and public service delivery from the organization and clients views, two sets of questionnaire were prepared- one set for service providers (workers) and another for service seekers (clients) using a Likert scale format of (1-4) four points; strongly agree, agree, disagree, and strongly disagree.

To validate the employees’ responses, about 10 clients of Ikeja Local Government were interviewed utilizing the structured questionnaire using accidental sampling technique to confirm the claims of the employees and afterward conduct a correlation test. In all 100 copies of the completed questionnaire were retrieved from the staff to give 93% return rate for the employees while 100 % response rate for the clients. Therefore, a Hundred (100) questionnaires were used for the employees, while ten (10) was used for the clients and analyzed with Statistical Package for Social Sciences (SPSS) package 20.0 for computing the percentage distribution analysis and Pearson correlation (r).

Data Presentation, Analyses and Interpretation of Findings

Civil Servant’s Responses

Table1 : ICT has effect on service delivery in Amuwo- Odofin Local Government Council.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agreed	17	17.0	17.0	17.0
Valid Agreed	60	60.0	60.0	77.0
Valid Strongly Disagreed	23	23.0	23.0	100.0
Total	100	100.0	100.0	

Source: Field survey, 2016

The table above shows that 83 percent of respondents agreed, while 23 percent disagreed. By this, the respondents agreed that ICT has effect on service delivery in Amuwo- Odofin Local Government Council.

Table 2: ICT has helped to improve service delivery at reduce cost to the citizen in Amuwo- Odofin local government.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	32	32.0	32.0	32.0
Valid Agree	31	31.0	31.0	63.0
Valid Disagreed	37	37.0	37.0	100.0
Total	100	100.0	100.0	

Source: Field survey, 2016.

The table above shows that 63 percent of the respondents agreed, while 37 percent disagreed. By this, the respondents agreed that ICT has helped to improve service delivery at reduce cost to the citizen in Amuwo- Odofin local government.

Table 3: ICT ensured transparency and accountability in Amuwo- Odofin Local Government Council

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	67	67.0	67.0	67.0
Agree	20	20.0	20.0	87.0
Strongly Disagree	13	13.0	13.0	100.0
Total	100	100.0	100.0	

Source: Field survey, 2016

From the table above, 87 percent of the respondents agreed, while 13 percent disagreed. By this, the respondents agreed that ICT ensured transparency and accountability in Amuwo- Odofin Local Government Council

Table 4: ICT can be repositioned to ensure improved service delivery in Amuwo- Odofin Local Government Council.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	67	67.0	67.0	67.0
Agree	20	20.0	20.0	87.0
Strongly Disagree	13	13.0	13.0	100.0
Total	100	100.0	100.0	

Source: Field survey, 2016

From the table above, 87 percent of the respondents agreed, 40 while 13 percent disagreed by this, the respondents agreed that ICT can be repositioned to ensure improved service delivery in Amuwo- Odofin Local Government Council.

Clients' Responses

Table 5: ICT has effect on service delivery in Amuwo- Odofin Local Government Council

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	6	60.0	60.0	60.0
Disagree	4	40.0	40.0	100.0
Total	10	100.0	100.0	

Source: Field work, 2016

From the table above, 100 percent of the clients disagreed that ICT has effect on service delivery in Amuwo- Odofin Local Government Council

Table 6: ICT has helped to improve service delivery at reduce cost to the citizen in Amuwo- Odofin local government.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	9	90.0	90.0	90.0
Disagree	1	10.0	10.0	100.0
Total	10	100.0	100.0	

Source: Field work, 2016

The table shows that 90 percent of the clients disagreed while 10 percent agreed. By this, the Client disagreed that ICT has helped to improve service delivery at reduce cost to the citizen in Amuwo- Odofin local government.

Table 7: ICT ensured transparency and accountability in Amuwo- Odofin Local Government Council

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	60.0	60.0	60.0
Valid Disagree	4	40.0	40.0	100.0
Total	10	100.0	100.0	

Source: Field work, 2016

The above data indicated that 100 percent of the respondent disagreed that ICT ensured transparency and accountability in Amuwo- Odofin Local Government Council,

Table 8: ICT can be repositioned to ensure improved service delivery in Amuwo- Odofin Local Government Council.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	60.0	60.0	60.0
Valid Disagree	4	40.0	40.0	100.0
Total	10	100.0	100.0	

Source: Field work, 2016

The above data indicated that 100 percent of the respondent disagreed that ICT can be repositioned to ensure improved service delivery in Amuwo- Odofin Local Government Council.

Test of Hypotheses

The hypotheses tested with specific ratio analysis, correlation analysis with a value of 0.05 (level of significance) that corresponds to a 95% confidence level. Therefore, all tables presented are processed using Statistical Package for Social Sciences (SPSS SPSS 20 .0) analysis outputs.

Hypothesis I

H₀: ICT does not have effect on employee’s performance in Amuwo- Odofin Local Government council

Table 9: Correlations between ICT and service delivery in Amuwo- Odofin Local Government Council

Variables	N	Df	Pearson Correlation Coefficient	Sig.	Decision
Information Technology and Employees performance in Amuwo- Odofin L.G.C	100	99	.709**	.000	Rejected

** . Correlation is significant at the 0.01 and 0.05 level (2-tailed).SPSS 20.0 Output

In this result, it is evident that the Pearson correlation coefficient, r, is 0.709 and that this is statistically significant (P < 0.005) at 0.05 significant level.

While 100 is the sampled population and the, P < 0.005 is the probability values which is also regarded as the significance of the correlation performed.

Since the probability value is less than 0.005, we reject the H_0 and conclude that there is high correlation between information and communication technology and service delivery in Amuwo-Odofin Local Government Council in Lagos State.

Second hypothesis test

H_0 : Introduction of ICT has not improved service delivery at reduced cost to the citizen in Amuwo- Odofin local government Council

Table 10: Correlations between ICT and improved service delivery at reduced cost to the clients in Amuwo- Odofin Local Government Council

Variables	N	Df	Pearson Correlation Coefficient	Sig.	Decision
Information Technology and Effective service delivery in Amuwo- Odofin L.G.C	100	99	.459**	.000	Rejected

** . Correlation is significant at the 0.01 and 0.05 level (2-tailed). SPSS 20.0 Output

To investigate if the use of ICT facilities have improved service delivery at reduced cost to clients in Amuwo- Odofin Local Government Council, it is evident from the table above, that the Pearson correlation coefficient, r , is 0.459 and that this is statistically significant ($P < 0.005$) at 0.01 and 0.05 significant level. The probability value ($P < 0.005$) is less than the bench mark of 0.05. Since the probability value is less than 0.05, statistically, it means that there is significant relationship.

From the above analysis, it is evident that information and communication technologies in Amuwo- Odofin local Government Area do have high degree of association with improved service delivery and the use of ICT facilities had reduced cost to the citizen in Amuwo- Odofin Local Government and then, we reject the H_0 .

Hypothesis test

H_0 : ICT has not ensured transparency and accountability in Amuwo- Odofin Local Government Council.

Table 11: Correlations between ICT and accountability and transparency in Amuwo- Odofin Local Government Council

Variables	N	Df	Pearson Correlation Coefficient	Sig.	Decision
Information Technology and Improvement of Accountability and transparency in Amuwo- Odofin L.G,C	100	99	.563**	.000	Rejected

** . Correlation is significant at the 0.01 level and 0.05 (2-tailed). SPSS 20.0 Output

From the table above, it is evident that the Pearson correlation coefficient r , is 0.563 and that this is statistically significant ($P < 0.005$) at 0.05 significant level. The result suggests that there is statistical significant relationship between information technology and accountability and transparency in Amuwo- Odofin Local Government. The probability value ($P < 0.005$) is less than the bench mark of 0.05. Since the probability value is less than 0.05, statistically, it means that there is significant relationship. From the above analysis, we reject the H_0 and conclude that

there is high degree of association between information and communication technology and accountability and transparency in Amuwo- Odofin Local Government Council of Lagos State.

Table 12: Correlation between Clients' Responses and Employees' Responses on Information Technology in Amuwo- Odofin Local Government Council

Variables	N	Pearson Correlation Coefficient	Sig.	Decision
Employees' & Clients' Responses on ICT and public service delivery in Amuwo-Odofin L.GA	110	-.272	.447	Not Rejected

**.Correlation is significant at the 0.01 level and 0.05 (2-tailed). SPSS 20.0 Output

From the table above, it is evident that the Pearson correlation coefficient, r , is $-.272$ and that this is not statistically significant with probability value 0.447 . From the rule thumb, this value is less than 0.05 which suggest that there is no significant relationship between the employees responses on the relevance of information technology in Amuwo- Odofin Local Government and the clients who are at the receiving end of this services.

The r , value indicates the correlation coefficient. The probability value ($P > 0.05$) is greater than the bench mark of 0.05 . Since the probability value is less than 0.05 , statistically, it means that there is negative and insignificant relationship. From the above analysis, it is evident that information and communication technology according to the clients of Amuwo- Odofin local Government Area do not have any association with the performance, accountability and improved service delivery at reduced cost of Amuwo- Odofin Local Government Area.

Discussion of Findings

Results from both the analysis of research questions and test of hypotheses revealed that a positive correlation exists between ICT and public service delivery in Amuwo- Odofin local government in Lagos state of Nigeria. Evaluating the relationship between ICT and performance of employees of the council, there was a consensus by respondents that ICT affects employees' performance. This implies that the emergence of ICT in the public service has brought changes among various aspects of the employees' performance and use of ICT can be found in almost every office.

As ICT initiatives are undertaken to increase the administrative efficiency which thereby ensure better delivery of services to the customer, Better service provision can be shown by the administrative efficiency due to use of electronic services as indicated in this study. This result was supported by Brown (2012) that ICT have helped to promote, enhances efficiency and makes positive impact on growth and development of organization thereby improves the overall performance of government at all levels and increases the effectiveness of services in areas such as health, education, agriculture etc.

As to whether the local government uses ICT to facilities and improved service delivery to the clients at reduced cost. This was overwhelming agreed by respondents; which implies that the adoption of information and communication technology has contributed greatly to an improved service delivery at reduced cost to clients in Amuwo- Odofin local government council. In order

words, the internet facilities have helped in ensuring quick and effective service delivery, reducing overhead cost of operation and have eased the working procedure of the civil servants. Ainabor (2011) concurred that one of the overarching rationales for application of ICT in public sectors is improved efficiency and effectiveness.

Finally, there was a concern about ICT in Amuwo- Odofin local government council and how it has ensured and increased transparency and accountability, the conclusion of the test was also positive, the study revealed that payment of rates electronically has helped in curbing corrupt practices in the council. This situation is well articulated by Danfulani, (2013), when he said that, there is no contesting the fact that the infusion of ICT into public sector in Nigeria have massively downsized the level of corrupt activities in the sector, supporting this view also is UNPAN (2012), that ICT can be used in diverse applications to accelerate information dissemination, improve efficiency of public services, increase the transparency and accountability of government administration, to reduce corruption, and facilitate citizen participation in governance.

It is also been confirmed that the expectations of the clients of the council to public services delivery are quite high; However, There is a huge variance in the perceptions of the clients to that of the employees of council regarding quality of services delivery via the use of ICT. According to the findings based on the responses of the clients, and the interview concluded. It shows a negative and insignificant relationship between information and communication technology and public service delivery.

The study suggests clearly that the introduction of ICT has not improved service delivery at reduced cost to the citizen due to lack of effective ICT infrastructure in the council, and physical visit to the council have not decreased, administrative sluggishness and excessive bureaucracy have not reduced, it means that ICT has not helped to save time from bureaucratic proceeding as claimed by the civil servants, findings suggest that there is still corruption, lack of transparency and accountability, manual/slow administrative processes.

Although information and communication technology has helped in the enhancing public service delivery according to findings from the study, however, as contradictory and debatable this appears from the clients view point, there is need to ensure that such performance is felt by the clients who are at the receiving end of the services provided by public servants.

Conclusion and Recommendations

From the empirical study of ICT and public service delivery in Amuwo- Odofin Local Government council of Lagos State, it was found that ICT penetration has been very useful to the council in the area of improving staff performance, curbing corruption and ensuring better service delivery to the populace. In addition, we also found out that Information and Communications Technology (ICT) recently had created opportunities for the council to develop highly effective strategies for local participation in the Management system of the council for better service delivery.

However, the situation with the public service in Nigeria suggests that such a window of opportunity is not effectively utilized thereby reducing the efficiency of service delivery. Going by the circumstances in the country, it appears that the inability to make use of the opportunities created by this window is linked to problems ranging from lack of needed infrastructural facilities to inadequate skilled manpower and other developmental inadequacies. To this end, the following recommendations are made:

- Government should create opportunity for the local government workers in Nigeria to own computers and be ICT literate for effective and efficient performance in service delivery.
- Ikeja local government and indeed local governments in Nigeria should invest in purposeful ICT training and the development of its staff, Training and development programme including seminar should be regularly conducted and made compulsory to upgrade the skill and abilities of the civil servants.
- Government at all levels must make the generation and distribution of electricity a core priority, if ICT and its enormous capacity would benefit Nigerian.
- Government should make policies by ensuring that computers, communication equipment and other information technology infrastructures are manufactured in the country, so that the people can have quick access to it at cheap and affordable price and made computer literacy a compulsory criterion for employment in the public service.
- Agencies like the National Orientation Agency (NOA) and the Nigeria ICT Development Agency (NITDA) should organize regular workshops to enlighten public officials and sensitized the populace on the advantages and importance of ICT.
- The professional bodies of public service and other administrative bodies like institute of public administration of Nigeria (IPAN), chartered institute of Local Government and public administration etc should incorporate ICT in their professional examinations to encourage civil servant on the need to be computer literate.
- The governments should give priority to the strategies that attempts to increase the grounds for an effective and transparent public service that gets every day closer to citizens. People should be offered opportunities for efficient and less expensive services. Each Government must set and implement rules that enable citizens and administrative bodies to communicate in transparent and efficient way.

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