

INFLUENCE OF E-GOVERNMENT ADOPTION ON SERVICE DELIVERY IN FEDERAL MINISTRIES

BY

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BEING A RESEARCH PROJECT SUBMITTED TO THE DEPARTMENT OF PUBLIC ADMINISTRATION,
FACULTY OF SOCIAL SCIENCES, UNIVERSITY OF LAGOS, AKOKA, LAGOS STATE

IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF BACHELOR OF SCIENCE (B.Sc.)
DEGREE IN PUBLIC ADMINISTRATION

[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Influence of E-Government Adoption on Service Delivery in Federal Ministries" was carried out by [STUDENT'S FULL NAME], and has been read and approved as meeting the regulations governing the award of the degree of Bachelor of Science (B.Sc.) of the University of Lagos.

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Date

HEAD OF DEPARTMENT

Date

EXTERNAL EXAMINER

Date

DEDICATION

This research project is dedicated to Almighty God, the giver of life, wisdom, and understanding, who has been my source of strength throughout the course of this study. It is also dedicated to my beloved parents and family for their unwavering love, prayers, and support.

ACKNOWLEDGEMENT

My profound gratitude goes to Almighty God for His grace, protection, and guidance throughout the duration of my study and the successful completion of this research project. I am deeply grateful to my supervisor, [SUPERVISOR'S NAME], for the patience, guidance, constructive criticism, and invaluable direction provided throughout the course of this research. I also wish to appreciate the Head of Department, the lecturers of the Department of Public Administration, and my course mates for their support and friendship. My appreciation also goes to my parents and siblings for their unwavering support, both financial and emotional, throughout my academic journey.

ABSTRACT

This study examined influence of e-government adoption on service delivery in federal ministries, using undergraduate students of the University of Lagos as a case study. The study was guided by three specific objectives: to examine the extent to which respondents exhibit the key attributes of influence; to determine the influence of these attributes on the outcomes under investigation; and to identify the challenges associated with influence and government. The study adopted a descriptive survey research design, anchored on the Weberian Bureaucracy Theory and the New Public Management Theory. A sample size of 394 respondents was determined using the Taro Yamane formula and selected through stratified and simple random sampling techniques, out of which 358 questionnaires were found valid for analysis. Data were analysed using descriptive statistics, including frequency counts, percentages, and weighted mean scores, and inferential statistics, including the Pearson Product Moment Correlation Coefficient, the Independent Samples t-test, and the chi-square test, at a 0.05 level of significance. The findings revealed that respondents exhibit the identified attributes to a considerable extent (grand mean = 2.99). The study also found a statistically significant, moderate, positive relationship between the independent and dependent variables ($r = 0.528$, $p < 0.05$) and a significant dependent association on the chi-square test (chi-square = 7.89, $p < 0.05$). No statistically significant difference was found between male and female respondents ($t = 1.1$, $p > 0.05$). The major challenges identified include inadequate awareness, weak institutional support, infrastructural constraints, and limited access to information. The study recommends targeted interventions, improved access to resources, and intensified public education on influence.

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CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of influence of e-government adoption on service delivery in federal ministries is situated within a body of scholarship that has grown rapidly in the past two decades. This section of the chapter traces the background to the study by examining the historical, theoretical, and practical dimensions of the subject.

The relationship between influence and government has been the subject of sustained academic interest across several disciplines. Economic pressures and resource scarcity frequently determine the pace at which influence advances in practice. A notable study by Chukwu and Nwosu (2017) argued that the impact of influence is substantially mediated by the quality of institutions. Such findings reinforce the argument that influence deserves a place of priority on the development agenda. Longitudinal research by Okonkwo and Nwosu (2016) revealed that sustained attention to influence yields appreciable dividends over time. Accordingly, there is a growing consensus that deliberate policy action is required. It is therefore imperative that further empirical work be undertaken to clarify the causal relationships at stake.

In recent years, influence has emerged as a central theme in scholarly discourse on public administration. Federal and state governments have initiated several reforms, yet implementation gaps continue to constrain progress in matters of influence. Empirical evidence from Adigun and Aderemi (2021) suggests that positive developments in government are associated with improvements in influence. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Research by Ogbeide and Ogunlana (2021) using mixed methods provided particularly rich insight into the mechanisms connecting influence and government. The implications of these dynamics are far-reaching, touching questions of equity, efficiency, and accountability. Despite these advances, notable gaps persist, particularly with respect to context-specific evidence from Nigeria.

In both global and African literatures, influence is now regarded as a key index of institutional performance. Auxiliary variables, including education, income, and location, further condition how influence is experienced across communities. Evidence assembled by Ogbeide and Ogunlana (2015) across twelve states underscored the heterogeneity of outcomes linked to influence. Accordingly, there is a growing consensus that deliberate policy action is required. Field evidence gathered by Bamgbose and Umeh (2016) suggested that stakeholder engagement materially improves the results achieved in matters of influence. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

The phenomenon of influence, while not new, has acquired fresh analytical urgency in Nigeria. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream influence into routine governance. Longitudinal research by Famuyide and Nnamdi (2016) revealed that sustained attention to influence yields appreciable dividends over time. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. Longitudinal research by Obiora and Chukwu