ATTAINING A BETTER PUBLIC SERVICE DELIVERY THROUGH E-GOVERNANCE ADOPTION IN NIGERIA

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Abstract
Governments all over the world, Nigeria inclusive desire ways to provide welfare services to citizens with fewer resources, enhance transparency and accountability of public servants. As a result, the goals of the public service in terms of enhanced service delivery come to mind. This is because it serves as the major machinery through which governmental policies are implemented. However, the public service in Nigeria has witnessed widespread criticism as it pertains to the way and manner in which services are delivered. The inability of the public service to achieve its goals has necessitated the call for reform in the public service. In this regard, e-governance seems to be the probable solution. This paper adopts the ex-post-facto research design and found that there are several barriers arising from the adoption of the usual traditional public administrative system standing against the implementation of e-governance in the public service that would have metamorphosed into better service delivery. It is in line with the above findings that the paper argues that public service delivery could be better achieved through e-governance implementation in Nigeria.

Keywords: Accountability, e-governance, Nigeria, public service, service delivery

INTRODUCTION

The public service in Nigeria is the machinery of government through which policies are implemented. However, apart from this key function, it also provides services through the Ministries, Department and Agencies. Over the years, these services have been said to be poor in terms of the way and manner in which they are delivered. This is often classified as the traditional public administration characterised by "paper based long procedures that makes the citizen dissatisfied with the services because of several problems such as delay in the service, corruption and offices are centrally located" (Karim, 2015:49). This development has led to so much clamour for reform due to the time-consuming nature and quality in public service delivery, which has to do with too many procedures and lack of transparency (Arkes, 2015; Amukugo & Peters, 2016). It is against the afore-mentioned that one of the reform tools