

**INFORMATION COMMUNICATION TECHNOLOGY AND PUBLIC
SERVICE DELIVERY OF THE NIGERIA IMMIGRATION SERVICE**

**OYEDOKUN, OLAFIMIHAN OLAYEMI
(22PMP02469)**

B.Sc International Relations, Crawford University, Igbesa, Ogun State.

JULY, 2024

**INFORMATION COMMUNICATION TECHNOLOGY AND PUBLIC
SERVICE DELIVERY OF THE NIGERIA IMMIGRATION SERVICE**

BY

**OYEDOKUN, OLAFIMIHAN OLAYEMI
(22PMP02469)**

B.Sc. International Relations, Crawford University, Igbesa, Ogun State.

**A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE
STUDIES IN PARTIAL FULFILMENT OF THE AWARD OF MASTER OF
SCIENCE (M.Sc) DEGREE IN PUBLIC ADMINISTRATION IN THE
DEPARTMENT OF POLITICAL SCIENCE AND INTERNATIONAL
RELATIONS, COLLEGE OF LEADERSHIP AND DEVELOPMENT
STUDIES, COVENANT UNIVERSITY OTA, OGUN STATE, NIGERIA.**

JULY, 2024

ACCEPTANCE

This attests that this dissertation has been accepted in partial fulfilment of the requirements for the award of the degree of Master of Science (M.Sc.) in Public Administration in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Nigeria.

Miss Adefunke F. Oyinloye
(Secretary, School of Postgraduate Studies)

Signature and Date

Prof. Akan B. Williams
(Dean, School of Postgraduate Studies)

Signature and Date

DECLARATION

I, **OYEDOKUN, OLAFIMIHAN OLAYEMI (22PMP02469)**, hereby declare that this research was conducted by me under the supervision of Professor Daniel E. Gberevbie and Dr. Abolaji J. Atobatele, of the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Ogun State, Nigeria. I affirm that this dissertation has not been submitted, either in whole or in part, for the award of any degree at any other institution. All sources of data and scholarly information used in this dissertation have been appropriately acknowledged.

OYEDOKUN, OLAFIMIHAN OLAYEMI

Signature and Date

CERTIFICATION

We certify that this dissertation titled **INFORMATION COMMUNICATION TECHNOLOGY AND PUBLIC SERVICE DELIVERY OF THE NIGERIA IMMIGRATION SERVICE** is an original research carried out by **OYEDOKUN, OLAFIMIHAN OLAYEMI (22PMP02469)** in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Ogun State, Nigeria under the supervision of Professor Daniel E. Gberevbie and Dr. Abolaji J. Atobatele. We have examined and found this work acceptable as part of the requirements for the award of Master of Science (M.Sc.) in Public Administration.

Dr. Abolaji J. Atobatele
(Supervisor)

Signature and Date

Dr. Felix C. Chidozie
(Head of Department)

Signature and Date

Prof. Jacob O. Fatile
(External Examiner)

Signature and Date

Prof. Akan B. Williams
(Dean, School of Postgraduate Studies)

Signature and Date

DEDICATION

This dissertation is dedicated to God for His enduring presence, guidance, and strength. Without His wisdom and Spirit, this work would not have been accomplished. I am deeply thankful for His constant support and for being my Father who always listens.

ACKNOWLEDGEMENTS

My heartfelt acknowledgments begin with gratitude to God for granting me the grace to persevere and complete this journey. His continuous guidance has been instrumental throughout my academic pursuit.

I extend my thanks to the Chancellor and Chairman, Board of Regents, Dr. David O. Oyedepo, for fostering an enabling environment for learning and scholarly endeavours. I also acknowledge the Pro-Chancellor, Bishop David Abioye, the Vice-Chancellor, Professor Abiodun H. Adebayo, the Acting Registrar, Mrs. Regina Tobi-David, and the entire management of covenant University. My thanks also go to the Dean of the School of Postgraduate Studies, Professor Akan B. Williams, the Sub-Dean, Dr. Hezekiah O. Falola, and the Acting Dean of the College of Leadership and Development Studies, Dr. Jonathan A. Odukoya. I am also grateful to the Head of Department, Political Science and International Relations, Dr. Felix Chidozie.

I am also thankful to my supervisor, Dr. Abolaji J. Atobatele, for his invaluable assistance and guidance. I remain deeply indebted to my superintendent supervisor, Professor Daniel E. Gberevbie, for his advice, guidance, inputs, and relentless push towards the success of this research. May God abundantly bless you.

Furthermore, I extend my appreciation to all esteemed lecturers who significantly contributed to making my academic journey impactful and memorable, namely Professor Anthony Oladoyin, Professor Moses M. Duruji, Dr. Augustine N. Eneanya, Prof. Nchuchuwe F. Francis, Dr. Fadeke E. Owolabi, Dr. Nchekwube Excellence-Oluye, Dr. Goddy U. Osimen, Dr. Ayodele M. Bello, Dr. Ugochukwu D. Abasilim, Dr. Adeola Adebajo, Dr. Oluwakemi D. Udoh, Dr. Oluwatosin R. Ifaloye, Dr. Celestina E. Chukwudi, Dr. Atobatele Abolaji, Mr. Gideon I. Folorunsho, Mr. Oluwatimilehin G. Dehinde-Adedeji, Miss Newo Murewa, Mr. Nick P. Essien, Miss Esther O. Adekunle, Miss Pokubo Ibisio, Miss Moyosoluwa Priscilla Dele-Dada, and the departmental Officer, Mr. Johnson M. Kolawole. Your contributions are deeply appreciated.

I also extend my appreciation to officers of the Nigeria Immigration Service, CSI Olajide Osifeso (Special Adviser to Ogun State Controller), AC Gbadebo Adunni (Passport Officer Sagamu Command) ASI Samuel Olaleye (Deputy PRO Ogun State), ASP Olamide Silva, DSI Olufemi Ajagbe, DSI Francis Ogunseye for their immense support during my field work at both Sagamu

and Abeokuta Commands of the NIS.

I am deeply grateful to my parents, Mr. and Mrs. Oyedokun, for their unwavering love, support, and prayers; they have always stood by me, providing the strength and encouragement I need, and I do not take their sacrifices for granted. My heartfelt appreciation also goes to my siblings for their invaluable support and inspiration, and to my friends, whose companionship and understanding have made this journey smoother and more enjoyable. Special thanks to my course mate, Oboz, whose kind words of encouragement, unwavering support, and prayers during the writing of this dissertation have been a tremendous source of strength. Thank you all for being a part of this significant milestone in my life.

TABLE OF CONTENTS

CONTENT	PAGE
TITLE PAGE	ii
ACCEPTANCE	iii
DECLARATION	iv
CERTIFICATION	v
DEDICATION	vi
ACKNOWLEDGEMENTS	vii
TABLE OF CONTENTS	ix
LIST OF TABLES	xii
LIST OF FIGURES	xiv
LIST OF ABBREVIATION	xv
LIST OF APPENDICES	xvi
ABSTRACT	xvii
CHAPTER ONE: INTRODUCTION	
1.1 Background to the Study	1
1.2 Statement of the Problem	3
1.3 Research Questions	4
1.4 Objectives of the Study	5
1.5 Research Hypotheses	5
1.6 Significance of the Study	5
1.7 Scope of the Study	6
1.8 Operational Definition of Terms	6
CHAPTER TWO: LITERATURE REVIEW AND THEORETICAL FRAMEWORK	
2.1 Preamble	8
2.2.1 The Concept of Information Technology	8
2.2.2 The Concept of Information Communication Technology	10
2.2.3 The Concept of Public Service	18
2.2.4 Characteristics of Public Service	20
2.2.5 Functions of Public Service	22
2.2.6 The Concept of Public Service Delievery	22
2.2.7 Model of Relationship in Public Service Delivery	24
2.2.8 Public Service Reforms	26

2.2.9	Areas of Utilisation of ICT for Government in the Delivery	27
2.2.10	Barriers to Utilisation of ICT to Enhance Social Services Delivery in Government	29
2.2.11	Required Support for Maximum Utilization of ICT in Governmental Agencies	31
2.2.12	Strategic Technology in Records Management and Service Delivery	33
2.2.13	Proficiency of Application of Strategic Technology and Service Delivery	34
2.2.14	The Prospects of ICT as a means of Public Service Delivery in the Nigerian Public	34
2.2.15	The Impact of Information Technology on Recruitment and Training of Nigeria Immigration Service: Previous Study	43
2.2.16	Empirical studies on the use of ICT NIS and service delivery	44
2.3	Theoretical Framework	47
2.3.1	The Technology Acceptance Model	47
2.3.2	Application of the Theory to the Study	48
2.4	Gaps in Literature	50

CHAPTER THREE: RESEARCH METHODS

3.1	Preamble	52
3.2	Research Design	52
3.3	Population of the Study	52
3.4	Sample Size	54
3.5	Sampling Technique	55
3.6	Method of Data Collection	55
3.7	Instruments of Data Collection	56
3.8	Method of Data Analysis	56
3.9	Validity and Reliability of Instruments	56
3.10	Ethical Consideration	57
3.11	Description of the Study Area	58

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.1	Preamble	63
4.2	Response Rate of Questionnaire Administered	64
4.3	Test of Hypotheses	77
4.3.1	Testing Hypothesis One	79

4.3.2	Testing Hypothesis Two	80
4.3.3	Testing Hypothesis Three	80

CHAPTER FIVE: DISCUSSION OF FINDINGS

5.1	Preamble	82
5.2.1	Relationship between ICT infrastructure and enabled reliability service delivery by Nigeria Immigration Service	83
5.2.2	Ascertain the relationship between access to ICT and enhanced accountability in the Nigeria Immigration Service's public service delivery.	85
5.2.3	How ICT brought about responsiveness in the Nigeria Immigration Service (NIS)	86

CHAPTER SIX: CONCLUSION AND RECOMMENDATIONS

6.1	Preamble	89
6.2	Summary	89
6.3	Contributions to Knowledge	90
6.4	Recommendations	92
6.5	Conclusion	93
6.6	Limitations of the Study	94
6.7	Suggestions for Further Studies	95

REFERENCES	96
APPENDIX A	106
APPENDIX B	110
APPENDIX C	111
APPENDIX D	112

LIST OF TABLES

TABLES	TITLE OF TABLE	PAGES
3.3.1	Sample Size Determination Table	53
3.4	Categories of people interviewed in two Zonal Areas	54
4.1	Questionnaire Return Rate (QRR)	63
4.2	Demographics	64
4.3	The application and processing of immigration documents are more likely to be enhanced through ICT.	65
4.4	Adopting ICT (biometric data collection systems) will likely increase identification accuracy decrease fraud and error rates in the immigration department.	66
4.5	Electronic queue management systems (ICT tools) will likely shorten wait time and improve customer satisfaction.	66
4.6:	ICT infrastructure integration with other government agencies will enable cross-verification and efficient data sharing.	67
4.7	Real-time updates and enhanced accessibility to immigration services will be made possible with the use of ICT by deploying (digital communication channels, like mobile applications and online portals).	68
4.8	The surveillance of immigration activities is made effective through computers.	69
4.9	The responsiveness exhibited by the Nigeria Immigration Service in handling public service queries or requests has improved significantly.	70
4.10	ICT has significantly contributed to improving the responsiveness of the Nigeria Immigration Service in addressing public queries or	71

requests.

4.11	There is a need to improve and expand ICT facilities within the Nigeria Immigration Service to meet the demands of modern public service delivery.	72
4.12	The existing ICT facilities within the Nigeria Immigration Service effectively support and facilitate public service delivery.	73
4.13	The reliability of service delivery by the Nigeria Immigration Service heavily depends on the adequacy of ICT infrastructure.	74
4.14	A noticeable gap exists in providing adequate ICT facilities within the Nigeria Immigration Service for optimal service delivery.	75
4.15	Model Fitting Information	76
4.16	Goodness of Fit	77
4.17	Pseudo R-Square	78
4.18	Test of Parallel Lines	78
4.19	Ordinal analysis on ICT infrastructure and enabled reliability in the Nigeria Immigration Service.	79
4.20	Ordinal Regression Analysis on impact between access to ICT and accountability in the Nigeria Immigration Service.	80
4.21	Ordinal Regression Analysis of the impact between Use of ICT and responsiveness in the Nigeria Immigration Service.	81

LIST OF FIGURES

FIGURES	LIST OF FIGURES	PAGES
2.1	Model of Relationship in Public Service Delivery	25
2.2	The Technology Acceptance Model (TAM) by Davis (1989)	48
4.1	Questionnaire Return Rate	63
4.2	Respondent distribution according to demographic categories	65
4.3	Application and processing of immigration documents	66
4.4	Adoption of ICT Systems	66
4.5	Electronic queue management systems	67
4.6	ICT infrastructure integration	68
4.7	Updates	69
4.8	Surveillance of Immigration Activities	70
4.9	Responsive nature of NIS in handling public service queries	71
4.10	Contribution of ICT in the responsiveness of NIS	72
4.11	Need to improve and expand ICT	73
4.12	Existing ICT facilities	74
4.13	Reliability of service delivery	75
14	Provision of adequate ICT facilities	76

LIST OF ABBREVIATIONS

CERPAC	Combined Expatriate Residence Permit and Aliens Card
CFIO	Chief Federal Immigration Officer
ERP	Enterprise Resource Planning
E-VISA	Electronic Visa
HR	Human Resources
ICT	Information Communication Technology
IEDSL	Immigration and Emigration Department of Sri Lanka
IT	Information Technology
MIDAS	Migration Information and Data Analysis System
MRP	Machine-Readable Passport
MRZ	Machine Readable Zone
NIS	Nigeria Immigration Service
NPF	Nigeria Police Force
PEOU	Perceived Ease of Use
TAM	Technology Acceptability Model

LIST OF APPENDICES

APPENDIX	LIST OF APPENDICES	PAGES
A	Questionnaire	106
B	Interview Guide	110
C	Ethical Certificate	111
D	Interview Transcript	112

ABSTRACT

The study examined the relationship between ICT infrastructure and service delivery by Nigeria Immigration Service; access to ICT and enhanced accountability in the Nigeria Immigration Service in public service delivery; sought to determine how ICT has brought about responsiveness in the Nigeria Immigration Service and to find out the current state of ICT facilities provided to enhance public service delivery by the Nigeria Immigration Service. The study utilized the survey method through the use of questionnaire and interviews. Data for this study were analysed using descriptive and inferential statistical tools. Findings from this study revealed that the integration of ICT infrastructure with other government agencies would enable efficient data interchange and cross-verification. Further findings reveal that strong ICT infrastructure is a key factor in determining how consistently NIS provides its services. This demonstrates how crucial information and communications technology is to delivering dependable, error-free services. The study, not only validates previous discoveries on the significance of ICT in improving Nigerian public services, but it also emphasises the urgent need for reliable and top-notch ICT infrastructure across all levels of government. The study recommends the possibility of integrating ICT infrastructure with other government institutions to provide efficient exchange of data, cross-verification, and improved accountability. The NIS should aggressively engage in collaboration with key authorities, such as the National Identity Management Commission (NIMC), the Nigeria Police Force, and the Ministry of Foreign Affairs, in order to build safe data-sharing frameworks and compatible systems. The study concludes that the adoption of ICT is the way to improve public service delivery of governmental agencies like the Nigeria Immigration Service.

Keywords: Immigration Service, Information Communication Technology, National Identity Management, Nigeria, Public Service Delivery.