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# EFFECT OF E-ADMINISTRATION ON DIGITALIZED RECORD OF SERVICE DELIVERY IN KOGI, STATE, NIGERIA

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## Abstract

In recent years, the integration of Information and Communication Technology (ICT) in governance processes, known as e-governance, has emerged as a transformative force in improving the delivery of public services. The potential for E-Administration on digitalized record to public service delivery possess some dis parities in access among different population groups across different state in Nigeria. Therefore, the study examined the effect of E-Administration on digitalized record of public service delivery in Kogi State. The study employed survey research design using well-structured questionnaire. The population of the study comprises all the 19 ministries under the Kogi State Civil Service Commission from where a sample size comprising seven (7) ministries was selected. Random sampling technique was used to select the sample size. Both descriptive and [redacted] inferential statistics were employed for the purpose of data analysis. Descriptive statistics involved the use of frequencies, tables, figure and percentage to analyse the socio-economic characteristics of the respondents while inferential statistics of multiple regression analysis was used to analyse the extent to which e-administration affects digitalized record of service delivery in Kogi

**Keyword:** E-Administration, Digitalized Record, Service Delivery, Infrastructure, Government agencies



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State. Findings from the result of multiple regression analysis on the extent to which e-administration affect digitalized record of service delivery in Kogi State showed that four out of five independent variables are statistically significant ($p < 0.05$), with three positively affecting infrastructure service delivery and one negatively affecting it. These variables are digital infrastructure availability ($p=0.000$), Administrative efficiency ($p=0.000$), Coordination among government agencies ($p=0.000$), Service delivery timeliness systems ($p=0.067$) and public participation and feedback Mechanisms ($p=0.000$). The study concluded that there is a significant relationship between e-administration and digitalized record of service delivery in Kogi State. It is therefore recommended that Kogi State government should enhance e-administration platforms to better capture and respond to citizen feedback regarding infrastructure services.

## Introduction

In recent years, the integration of Information and Communication Technology (ICT) in governance processes, known as e-governance, has emerged as a transformative force in improving the delivery of public services (Idama, 2021). Many other regions have recognized the potential of e-governance practices to enhance efficiency, transparency, and citizen engagement in governance. As a result, many states in Nigeria have embarked on initiatives to harness digital technologies to streamline administrative processes, improve service delivery, and foster inclusive development (Tilahunm, 2019). The adoption of e-governance practices represents a paradigm shift in how government services are delivered and accessed by citizens. Leveraging digital platforms, online services, and data-driven decision-making aims to overcome traditional barriers to public service delivery (Yahaya, 2019).

According to Ud Din et al., (2021) electronic-government is the use of technologies to facilitate the operation of government and the dissemination of government information and services. E-government, short for "electronic government," deals heavily with Internet and non-internet applications to aid governments. E-governance includes the use of electronics in government on a large scale, such as the use of telephones and fax machines, as well as surveillance systems, tracking systems, and even the use of television and radio to provide government-related information and services to the citizens (Calista and Melitski, 2020). E-government


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indicates a better government structure that is more advanced than the traditional government model, based on a stronger technology background and implications. E-government is defined as a government model that utilizes information technology in the exchange of information about services and goods between citizens and commercial institutions in order to increase performance and efficiency (OECD, 2021). The study therefore examined the effect e-administration on digitalized record of service delivery in Kogi, State, Nigeria

**Statement of the Problem**

E-administration relies heavily on digital infrastructure, including internet connectivity, hardware devices, and software systems. In regions with inadequate infrastructure, particularly in rural or underserved areas, the deployment of e-administration tools are limited (Abasilim and Ojeka, 2016). Lack of reliable internet connectivity and electricity supply impede access to digital platforms, hindering the effectiveness of e-administration initiatives in facilitating infrastructure development and public service delivery. The digital divide, characterized by disparities in access to and proficiency with digital technologies exacerbate existing inequalities in infrastructure development and public service delivery (Abasilim and Edet, 2019). Marginalized populations, such as low-income individuals, rural communities, and people with limited digital literacy, face barriers in accessing e-administration services. This can perpetuate inequities in infrastructure provision and exacerbate social and economic disparities. E-administration involves the collection, storage, and processing of sensitive data related to infrastructure projects, public expenditures, and service delivery (Ncamphalala and Vyas-Doorgapersad, 2019). Concerns about data security, privacy breaches, and unauthorized access undermine public trust and confidence in e-administration systems. The extent to which e-administration affects infrastructure development service delivery has remained a subject of concern among participants in the Nigerian public service. This calls for more investigation as to the trend in digitalization towards effective service delivery in Nigeria's public parastatals. Hence, the present study is makes it imperative to examine the nexus between effect e-administration and digitalized record of service delivery in Kogi, State, Nigeria



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**Objective of the Study**

The aim of the study is to examine the effect e-administration on digitalized record of service delivery in Kogi, State, Nigeria

**Literature review**

**Review of Previous Studies**

Kwaledi (2021) examines the impact of e-administration on infrastructure development service delivery in increasing the efficiency of governments at the level of the member states of the European Union, based on a cluster analysis. A robust least squares regression method was used to estimate the effects of the three dimensions of the e-government development index (EGDI) on government effectiveness. The results of the analysis highlighted the fact that the skills of the population in using online services determine the increase in a double percentage of government efficiency in intensively digitised states compared to states where the digitisation of public services is less developed. The development of the telecommunications infrastructure also has a significant positive impact on the efficiency of the government. However, online services offered by public authorities have proven to negatively influence government efficiency in both clusters.

Ewuim; Igbekwe-Ibeto and Nkomah, (2021), in their article titled "e-administration and public service delivery in Nigeria" argued that e-administration penetration has been very useful to organizations in the area of improving staff performance, curbing corruption and ensuring better service delivery to the populace. In addition, their findings also revealed that e-administration recently has created opportunities for the council to develop highly effective strategies for local participation in the Management system of the council for better service delivery. They further agreed that e-government has been able to promote service delivery in Nigeria. However, they discussed some salient issues that serve as impediment to effective service delivery in Nigeria 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.



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In the study conducted by Fatile (2022), his findings revealed that e-administration in Nigeria is mere working, he further recommended that for e-government to be evident in Nigeria, Government should declare access to ICT Services as fundamental human right of every Nigerian and should establish a timetable and guarantee enabling environment for attracting the right level of investments. Government should review the current educational curricula to include ICT education at all levels. Government should establish a program to enhance local content, in this regard; government is urged to encourage all productive sectors of the economy to develop their websites and Government employees to obtain an Email address. Government should ensure the establishment of ICT departments in all ministries and parastatals at the Federal, State and Local government levels and set aside about 4% of the budget for any Ministry on IT goods and services. An enabling environment should be established by the government for the local manufacture/assembly of computers and accessories (Muhammed, *et al,* 2010). This argument was supported by Olumoye *et al.* (2017), they concluded that e-government has not brought about efficient service delivery in Nigeria. Others have contributed empirically but have not been able to assess its effectiveness through ICT and e-payment in delivery of service.

Azih and Nwagwu, (2023) looked at e-government through e-payment system to enhance accountability in public service. They argued that E-payment helps in assuring correctness of financial transactions recorded. This is an indication that those who handle public funds in government ministries will ensure accurate recording of accounting information. However the study revealed that different factors pose challenges to the implementation of e-payment in government ministries. These challenges include but not limited to poor provision of e-payment facilities, poor maintenance of available facilities etc. though e- payment has the needed potentials to promote accountability, if the identified challenges are not resolved, the implementation of e-payment in government ministries may be a mirage.

**Methodology**

The study employed survey research design using well-structured questionnaire. The population of the study comprises all the 19 ministries under the Kogi State Civil Service Commission from where a sample size comprising seven (7) ministries

was selected. Random sampling technique was used to select the sample size. Both descriptive and inferential statistics were employed for the purpose of data analysis. Descriptive statistics involved the use of frequencies, tables, figure and percentage to analyse the socio-economic characteristics of the respondents while inferential statistics of multiple regression analysis was used to analyse the extent to which e-administration affects digitalized record of service delivery in Kogi State.

## Results and Discussion

### Extent to which E-Administration affects Digitalized Record of Service Delivery in Kogi State

In an attempt to examine the impact of e-administration on digitalized record of service delivery in Kogi State, 5 point likert scale such as percentage frequencies was employed while inferential statistics such as multiple regression analysis were presented in Table 1. A significant portion of respondents (44.2%) were undecided about whether digital infrastructure availability has enhanced citizen feedback mechanisms, while 30.9% agreed. This suggests that while some individuals recognize the potential of digital infrastructure availabililty in facilitating feedback mechanisms, many remained uncertain, possibly due to limited awareness or inconsistent implementation. The relatively high undecided rate might indicate that citizen engagement through digital infrastructure availability is still evolving or not fully accessible to the public.

A total of 38.1% of respondents agreed that administrative efficiency has improved the quality of infrastructure service delivery in Kogi State. However, a large proportion (39.3%) remained undecided. The mixed responses may reflect varying experiences with e-administration systems or point to an uneven implementation of quality infrastructure services. Those who are undecided may not have experienced significant changes in infrastructure service quality or may lack sufficient information about the benefits of e-administration. The majority of respondents (44.2%) were undecided about whether e-administration has made it easier for citizens to access information on ongoing infrastructure projects. However, 35.3% agreed with this statement. The high undecided rate may indicate a lack of awareness or experience with these e-administration tools among the public. This could also suggest that while information about projects might be

available online, it is not widely accessed or understood by a good number of people

With 43% of respondents undecided, the results suggest uncertainty about the role of coordination among government agencies in enhancing the monitoring and maintenance of public infrastructure. Only 34.1% agreed, indicating that while some recognize its positive impact, many either do not experience it or are not fully aware of how coordination among government agencies contributes to infrastructure maintenance. This uncertainty might highlight the need for more public education or better transparency in the monitoring processes. A significant majority (61.6%) agreed that e-administration has led to faster and more transparent decision-making processes in infrastructure projects. This positive perception suggests that, in this area, the effects of e-administration are more tangible or visible to the public. The lower proportion of undecided respondents (15.7%) implies that there is clearer communication or noticeable improvements in decision-making processes related to infrastructure projects in Kogi State.

The responses indicate a general perception that e-administration has the potential to improve aspects of infrastructure development, such as decision-making and access to information. However, there is a notable level of uncertainty (high undecided responses) regarding the effectiveness of e-administration in areas like citizen feedback, quality improvement, and monitoring of infrastructure services. This uncertainty might stem from limited public interaction with e-administration platforms or a lack of public awareness about how these platforms operate. To maximize the benefits of Service delivery timeliness, it is essential for the government and stakeholders to increase awareness, ensure inclusive access, and provide training on the use of e-administration tools for infrastructure development in Kogi State.

**Table 1: Extent to which E-Administration affect Digitalized Record of service Delivery in Kogi State**

| S/N | Variables | SA (%) | A (%) | UD (%) | D (%) | SD (%) |
|---|---|---|---|---|---|---|
| 1. | Digital infrastructure availability has enhanced citizen feedback mechanisms, contributing to better infrastructure services. | 60 (15.2) | 62 (15.7) | 174(44.2) | 55 (14.0) | 43 (10.9) |
| 2. | The use of administrative efficiency has improved the quality of infrastructure service delivery in Kogi State. | 98 (24.9) | 52 (13.2) | 155 (39.3) | 48 (12.2) | 41 (10.4) |



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| S/N | Variables | SA (%) | A (%) | UD (%) | D (%) | SD (%) |
|---|---|---|---|---|---|---|
| 3. | Coordination among government agencies has made it easier for citizens to access information about ongoing infrastructure projects in Kogi State | 100 (25.4) | 39 (9.9) | 174 (44.2) | 39 (9.9) | 21 (5.3) |
| 4. | Service delivery timeliness systems have enhanced the monitoring and maintenance of public infrastructure in Kogi State. | 35 (19.6) | 26 (14.5) | 77 (43.0) | 22 (12.3) | 19 (10.6) |
| 5. | The adoption of public participation and feedback Mechanisms has led to faster and more transparent decision-making processes in infrastructure projects. | 168 (42.6) | 75 (19.0) | 62 (15.7) | 45 (11.4) | 44 (11.2) |

**Source: Researchers computation using SPSS version 22, 2024**

**Multiple Regression Analysis result on the Extent to which E-Administration affects Digitalized Record of Service Delivery in Kogi State**

Multiple regression analysis in Table 2a, 2b, and 2c was used to assess how different components of e-administration, such as digital infrastructure availability, administrative efficiency, coordination among government agencies, service delivery timeliness systems, and public participation mechanisms, influence the quality of infrastructure services.

The positive and significant coefficient of digital infrastructure availability (B = 0.066, $p < 0.001$) indicates that for every one-unit increase in digital infrastructure availability, infrastructure development service delivery increases by 0.066 units, holding other variables constant. This standardized coefficient (B = 0.074) suggests a small positive impact relative to other variables. A highly significant and substantial positive coefficient of administrative efficiency (B = 0.931, $p < 0.001$) implies that improved administrative efficiency leads to a 0.931-unit increase in infrastructure service delivery for each one-unit increase in administrative efficiency. B = 0.937 indicates a very strong positive standardized impact, making it the most influential predictor in the model. A significant positive coefficient of coordination among government agencies (B = 0.378, $p < 0.001$) shows that better coordination among government agencies results in a 0.378-unit increase in infrastructure service delivery per one-unit improvement in coordination. Beta = 0.384 represents a strong positive standardized effect.

Service delivery timeliness systems (B = 0.076, $p = 0.067$) although positive, this variable is not statistically significant at the 0.05 level. This suggests that service



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delivery timeliness systems do not have a significant impact on infrastructure service delivery within this model. Beta = 0.086 indicates a minimal standardized effect. The negative and significant coefficient of public participation and feedback mechanisms (B = -0.385, p < 0.001) indicates that an increase in public participation and feedback mechanisms is associated with a decrease of 0.385 units in infrastructure service delivery, holding other variables constant. Beta = -0.402 shows a moderate negative standardized impact. Model Fit: With an R Square of 0.948, the model explains 94.8% of the variance in infrastructure development service delivery, indicating an excellent fit.

Given that four out of five independent variables are statistically significant (p < 0.05), with three positively affecting infrastructure service delivery and one negatively affecting it, it can be concluded that: Null Hypothesis ($H_0$) is reject while the alternate is accepted that E-administration affect infrastructure development service delivery in Kogi State. The analysis provides substantial evidence that e-administration, through variables like digital infrastructure availability, administrative efficiency, and coordination among government agencies, significantly affects infrastructure development service delivery in Kogi State.

**Table 2a: Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .973[a] | .948 | .947 | .26716 |

a. Predictors: (Constant), Digital infrastructure availability, Administrative efficiency, Coordination among government agencies, Service delivery timeliness systems, Public participation and feedback Mechanisms

**Source: Researchers computation using SPSS version 22, 2025**

**Table 2.b: ANOVA[b]**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 498.600 | 6 | 83.100 | 1.164E3 | .000[a] |
| | Residual | 27.623 | 387 | .071 | | |
| | Total | 526.223 | 393 | | | |

a. Predictors: (Constant), Digital infrastructure availability, Administrative efficiency, Coordination among government agencies, Service delivery timeliness systems Public participation and feedback Mechanisms



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b. Dependent Variable: Digitalized record

**Source: Researchers computation using SPSS version 22, 2025**

**Table 2c: Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .136 | .053 | | 2.556 | .011 |
| | Digital infrastructure availability | .066 | .016 | .074 | 4.232 | .000 |
| | Administrative efficiency | .931 | .017 | .937 | 54.055 | .000 |
| | Coordination among government agencies | .378 | .045 | .384 | 8.362 | .000 |
| | Service delivery timeliness systems | .076 | .041 | .086 | 1.840 | .067 |
| | public participation and feedback Mechanisms | -.385 | .046 | -.402 | -8.298 | .000 |

**Dependent Variable:** Digitalized record

**Source: Researchers computation using SPSS version 22, 2025**

**Discussion of Findings**

The findings on the extent to which E-administration affects digitalized record of service delivery in Kogi State reveal mixed perceptions, which align with previous researches in the field of e-governance. The study found that a significant portion of respondents (44.2%) were undecided about the enhancement of citizen feedback through e-administration. This is consistent with research by Heeks (2022), which emphasizes that the success of e-governance initiatives depends largely on user engagement and accessibility. Similarly, Bwalya et al. (2022) pointed out that citizen feedback mechanisms in e-governance require not just digital infrastructure but also adequate promotion and education for effective public use. The high rate of undecided responses in this study may indicate a gap in public awareness and understanding of how to use e-administration for feedback purposes.

The respondents' mixed opinions about the impact of e-administration on infrastructure quality resonate with findings from Ndou (2019), who argued that while e-administration has the potential to streamline service delivery and

enhance quality, the results are often contingent on factors such as the digital literacy of both government officials and the public. Eke (2018) further noted that the implementation of e-administration in developing countries can face challenges related to technology adoption, which can affect the perceived quality of service delivery. The uncertainty about the ease of access to information via e-administration aligns with findings by Bertot et al. (2020), who stated that transparency and information dissemination are key benefits of e-governance, but their effectiveness depends on the government's ability to make information accessible and understandable. The high percentage of respondents who were undecided in this study suggests that more efforts are needed to improve information dissemination and public awareness regarding infrastructure projects in Kogi State.

The respondents' uncertainty regarding e-administration's role in monitoring public infrastructure is supported by research from Yildiz (2017), which highlights that while e-governance can improve monitoring and maintenance processes, the benefits are not always visible to the public due to inadequate communication of government efforts. The study by Adeyemo (2021) also supports the idea that effective e-administration requires not just technological systems but also transparent processes that involve community engagement. A majority of respondents in the study agreed that e-administration has led to faster and more transparent decision-making, which aligns with the findings of Sharma and Gupta (2023). They indicated that e-administration promotes efficiency and transparency in government processes by reducing bureaucratic red tape and enhancing information flow. This positive perception in Kogi State may be due to recent efforts to streamline administrative processes through e-governance platforms.

The findings suggest that while there are perceived benefits of e-administration in infrastructure development, such as improved decision-making, there remains uncertainty about its impact on citizen engagement, information accessibility, and service quality. The literature supports these mixed findings, highlighting the challenges of implementing e-administration effectively, particularly in developing regions. Addressing these challenges may involve increasing public awareness, improving digital infrastructure, and enhancing the user-friendliness of e-administration platforms.



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## Conclusion and Recommendations

Based on the summary of findings of this study, it was concluded that E-administration affects digitalized record of service delivery in Kogi State. Following the conclusion, the study therefore recommends that, Kogi State government should invest in the development and expansion of e-service platforms, such as mobile health apps and online consultation services, to improve upon the accessibility and quality of healthcare services. Kogi State government should provide more training for healthcare providers on using e-services effectively and integrating them into their practice.

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