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E-GOVERNANCE AND SERVICE DELIVERY IN THE DEPARTMENT OF PUBLIC ADMINISTRATION, ISA MUSTAPHA AGWAI I POLYTECHNIC, (IMAP) LAFIA, NASARAWA STATE

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Abstract

The study examines the implementation of e-governance and service delivery in the department of public administration, Isa Mustapha Agwai I polytechnic (IMAP), Lafia. The global shift from manual administration to digital governance has compelled Nigeria tertiary institution to adopt ICT-driven services. Despite the institution of student portals, e-payment, and computer -based Test (CBT) system in IMAP, there are still complaints of network failure, delayed results and low digital literacy. The study adopted a survey research design. Data were collected from 368 respondents comprising of ND and HND students of the department of public administration using structured questionnaire while 15 staff were interviewed. Data were analyzed using simple percentages. Findings revealed that major e-governance platform available in the department which include student's portal, remita e-payment, e-results and CBT which have significantly improved speed transparency and accessibility of services. However, implementation remains moderate due to challenges such as poor internet connectivity, epileptic power supply, inadequate ICT facilities and low ICT skills. The study concludes that e-governance has a positive effect on service delivery. Its infrastructure, provision of alternative power supply and continuous capacity building for staff and students.

Key-words: E-governance, implementation, service delivery, online registration, public Administration.

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Introduction

At the global space, many countries have increasingly embraced e-governance to modernize their public service delivery systems. For instance, Estonia has been a pioneer in implementing comprehensive e-governance, allowing citizens to access a wide range of public services online, from voting, e-learning, CBT Exams, on-line registration to healthcare. Similarly, in South Korea, the implementation of the Government 24 platform has streamlined administrative processes, significantly reducing the time and cost associated with accessing public services. These global examples highlight the potential of e-governance to enhance efficiency and transparency in public administration.

On the African continent, the adoption of e-governance is gradually gaining momentum as governments recognize its potential to drive socio-economic development. The African Union's Digital Transformation Strategy for Africa (2020-2030) outlines a vision for harnessing ICT to foster inclusive growth and improve public service delivery. Countries like Rwanda and Kenya have made significant strides in this regard. Rwanda's Mirembe platform, for example, offers over 100 public services online, significantly improving citizen access to government services and reducing corruption. Similarly, Kenya's e-Citizen portal has enhanced the efficiency of service delivery by providing a single access point for various government services.

In Nigeria, e-governance is increasingly seen as a critical tool for improving public sector efficiency and transparency. The Federal Government of Nigeria launched the National e-Government Master Plan in 2015, aiming to leverage ICT to enhance public service delivery, promote good governance, and foster economic growth (Federal Ministry of Communications and Digital Economy, 2019). Despite these efforts, the implementation of e-government in Nigeria faces several challenges, including inadequate ICT infrastructure, low digital literacy, and resistance to change within the public sector (Bada et al., 2019).

However, Isa Mustapha Agwai I Polytechnic, (IMAP) Lafia, like many other Nigerian tertiary institutions, has recognized the potential of e-governance administration in enhancing service delivery. The implementation of e-government at (IMAP) aims to streamline administrative processes, improve access to information, and foster greater transparency and accountability. However, the effectiveness of these initiatives remains an area of ongoing assessment and improvement. Challenges such as limited ICT infrastructure, insufficient training for staff and students, and resistance to change continue to impact the successful implementation of e-governance at the Isa Mustapha Agwai I Polytechnic, Lafia (IMAP 2024).

Furthermore, the polytechnic setting provides a unique microcosm to evaluate the challenges and successes of E-governance in the public sector. Identifying specific barriers to effective implementation, such as infrastructural deficiencies or resistance to change, can help in formulating targeted strategies for improvement (Basu, 2004). Moreover, the findings can contribute to the academic discourse on E-governance, offering a case study that can be compared with other institutions globally. this study aims to bridge the gap between policy and practice, providing valuable data that can enhance the service delivery and government framework within Isa Mustapha Agwai I Polytechnic, (IMAP) Lafia, Nasarawa State.

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The study is limited and focused on the E-Governance and service delivery in Department of Public Administration Isa Mustapha Agwai I Polytechnic, (IMAP) Lafia from 2025 to 2026 academic session. The institution practices such as online registration, student application and online school fee payment, online CBT Exams services in the department.

Statement of the Problem

E-Governance is expected to enhance the delivery of administrative services by facilitating access to information, improving record management, reducing bureaucratic delays, and promoting effective communication between management, staff, and students. However, the extent to which these expected benefits are achieved depends on the availability of technological infrastructure, the digital competence of personnel, institutional commitment, and the effective implementation of electronic administrative systems.

In Nigeria, public tertiary institutions face increasing demands to adopt digital technologies to improve administrative performance and service delivery. Despite the potential benefits of E-Governance, its implementation may be constrained by inadequate ICT infrastructure, unreliable internet connectivity, insufficient funding, limited digital skills among personnel, resistance to technological change, and inadequate maintenance of electronic facilities. These challenges may undermine the effectiveness of digital administrative processes and prevent institutions from fully realizing the benefits of technology-driven governance. Consequently, administrative procedures may continue to experience delays, difficulties in accessing information, ineffective communication, and challenges in managing institutional records.

The Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia, Nasarawa State, operates within an institutional environment where effective administrative coordination, timely access to information, proper record management, and efficient service delivery are essential to its academic and administrative responsibilities. The application of E-Governance within the department has the potential to improve the processing of administrative information, communication among staff and students, access to academic and administrative records, and the general efficiency of departmental operations.

Nevertheless, questions remain concerning the extent to which electronic governance have been implemented and the degree to which they have contributed to improved service delivery within the department. Specifically, there is a need to investigate the extent to which E-Governance has improved the speed, accessibility, reliability, transparency, and efficiency of administrative services in the Department of Public Administration. It is also necessary to examine the challenges that may hinder the effective application of digital technologies, particularly in relation to ICT infrastructure, staff competence, funding, internet connectivity, and institutional support. Furthermore, the relationship between the implementation of E-Governance and the quality of services provided to staff and students requires systematic investigation.

Although E-Governance has received considerable attention in discussions of public sector reform and institutional administration, the specific experiences of individual academic departments within Nigerian polytechnics require context-specific examination. Without empirical evidence from the Department of Public Administration, it may be difficult to determine the extent to which

E-Governance has improved departmental service delivery, the obstacles affecting its implementation, and the measures required to strengthen its effectiveness.

It is against this background that this study seeks to examinee E-Governance and Service Delivery in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia, Nasarawa State, covering the period 2025 to 2026 academic session.

Research question

i. What is the impact of e-governance on service delivery in the Department of Public Administration Isa Mustapha Agwai I polytechnic (IMAP), Lafia?
ii. To what extent, has the impact of e-governance on accountability and transparency have been achieved in the Department of Public Administration, Isa Mustapha Agwai I polytechnic (IMAP), Lafia.
iii. To what extent has the E-Governance implementation been achieved in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia
iv. What are the challenges of e-governance implementation in the Department of Public Administration Isa Mustapha Agwai I polytechnic (IMP), Lafia?

Objectives of the Study

Specifically, this study attempts to use the following objectives.

i. To assess the impact of e-governance on service delivery in the Department of Public Administration, Isa Mustapha Agwai I polytechnic, (IMAP) Lafia.
ii. To find out the impact of e-governance on the accountability and transparency in the Department of Public Administration, Isa Mustapha Agwai I polytechnic, (IMAP) Lafia.
iii. To examine the extent to which E-Governance implementation has been achieved in the Department of Public Administration
iv. To identify the challenges of implementing e-governance in the Department of Public Administration (IMAP), Lafia.

Concepts of e-Governance

The term e-Governance has no single, acceptable definition and attempt at doing so has always been shrouded with disillusion. Certainly, it would arise some interest considering the influx of technologies around it. Thus, e-Governance may be seen as the application of information communication technology (ICT) by public or government agencies and organizations to improve/upgrade efficiency, performance, productivity and effectiveness, create transparency and accountability of information and

Therefore, the degree to which an organization or its employees perform their duties and functions to meet set goals determines the efficiency, effectiveness, economy, and productivity of service delivery, as stated by Danowski (2015). To ensure that Nigerian Polytechnic efficiently and cost-effectively fulfill their core functions of teaching, research, and community service, the E-government platform must be both accepted and implemented in their operations. This can only be achieved by building the capacities of staff and students in the use of ICTs and other E-government tools.

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E-Service Delivery

Service delivery simply means the extent to which an individual, unit or department of an organization discharge their assigned or statutory responsibilities. It also serves as a method for organizations to assess the input and output levels of individual employees or units, particularly in achieving assigned goals or tasks. According to Byars et al. (1999), service delivery reflects the extent to which an employee completes the tasks that define their job. They summarize service delivery as the degree of performance, output, and productivity of an organization or employee in fulfilling their responsibilities within the constraints of time, money, and other resources, aiming to achieve the organization's overall goals.

Benefits of e-Government

According to the World Bank (2002), e-governance offers several significant benefits, especially in the academic institutions. E-Governance simplifies the process of information gathering for students and teachers. It empowers individuals to access information about any government department and participate in decision – making process. E-Governance automates services, making information about public welfare activities easily accessible to all citizens, thus eliminating corruption.

This transformation enhances government transparency and reduces corruption by making information about government activities readily available and ensuring government departments are accountable, knowing their actions are closely monitored. In addition, proper implementation of e-governance allows people to complete tasks online, avoiding the hassle of travelling to government offices. Successful e-governance practices improve service delivery to citizens, enhance interactions with businesses and industries, empower citizens through access to information, and lead to better management, greater convenience, revenue growth, and cost reductions.

Moreover, the introduction of e-Governance brings governments closer to citizens, making it extremely convenient to contact government agencies. Citizen service centers are now more accessible, which might include unattended kiosks in government agencies, service kiosks near clients, or the use of personal computers at home or work.

Additionally, e-governance practices enable businesses to access important information with ease. Seifert & Bonham (2003) highlight these benefits of e-government.

Empirical Review

A review on the work by Ndemo and Weiss (2017), whose study aimed to identify the impact of e-Governance in the provision of service to the public in Saudi Arabia and tested the impact of the application of e-Government in raising the adequacy and effectiveness of government (ICT). The study focuses on the impact of the E-Governance on the provision of services in Saudi Arabia. The study is in line with the current study as they all dwells on the impact of E-Governance on service delivery but the later is in the department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia.

Adeyemo (2014) explored the transformative potential of Information and Communication Technologies (ICTs) in fostering transparency and combating corruption through e-government

and social media. The study argued that ICTs can significantly enhance government openness by providing platforms for information dissemination, citizen engagement, and accountability. E-government initiatives, such as online portals and digital services, streamline bureaucratic processes, reducing opportunities for corrupt practices and improving service delivery efficiency. Social media, on the other hand, facilitated real-time communication between the government and citizens, allowing for immediate feedback, public discourse, and collective monitoring of government activities. The authors presented a comprehensive analysis of how these technologies can be strategically employed to create a culture of transparency. They emphasized that successful implementation requires not only technological infrastructure but also supportive policies, legal frameworks, and a commitment to openness from government officials. The study highlighted various case studies from around the world, demonstrating both the successes and challenges of integrating ICTs into governance. Key findings indicated that when properly implemented, ICTs can democratize access to information, empower citizens, and foster a participatory governance model.

Basu's (2020) study, "E-Government and Developing Countries," provided a comprehensive overview of the implementation and impact of e-government initiatives in developing nations. The paper examined the potential of e-government to enhance public administration by leveraging information and communication technologies (ICTs) to improve efficiency, transparency, and service delivery. Basu explored the various dimensions of e-government, including its applications in government-to-citizen (G2C), government-to-business (G2B), and government-to-government (G2G) interactions. The study emphasized the transformative potential of e-government in overcoming traditional bureaucratic inefficiencies, reducing corruption, and fostering greater citizen engagement. However, Basu also acknowledged the significant challenges faced by developing countries in implementing e-government. These challenges include inadequate ICT infrastructure, limited digital literacy, and resistance to change within public institutions.

The study revealed that while e-government has the potential to drive substantial improvements in public sector performance, its success is contingent upon factors such as political will, stakeholder involvement, and the adaptability of existing administrative frameworks. The study provided a balanced view of the opportunities and obstacles associated with e-government in developing countries. It called for a strategic approach that includes careful planning, robust infrastructure development, and continuous monitoring and evaluation to ensure that e-government initiatives achieve their intended outcomes.

Tenimu (2017) conducted a study on e-government and service delivery at Isa Mustapha Agwai I polytechnic, Lafia, (IMAP) (2007-2011). This study examined the assessment of e-government and service delivery in Isa Mustapha Agwai I, Lafia. A look at Isa Mustapha Agwai I indicates that service delivery is optimally low. According to Byars & Rue (2006), this can be attributed to, among other things, the failure of public organizations to key into e-government with the attendant gains. The study adopted survey research methodology with the use of the Taro Yamani sampling technique, about 399 sample size was captured, out of which 315 questionnaires were duly completed and used in data analysis. A descriptive analysis was conducted to establish the effect of e-government on service delivery in the Polytechnic. The result observed that online fee payment; registration and checking of results have a negative impact on service delivery at Isa Mustapha Agwai I, Lafia.

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Meanwhile, other variables not categorically stated in the research questions presented a positive significant effect on service delivery in Isa Mustapha Agwai I, Lafia. Finally, the model specified that on a general note, there is a 97 per cent variation on the dependent variable (service delivery) which is explained by the estimators (independent variables).

Theoretical Framework

The study is anchored on the Technology Acceptance Model (TAM) propounded by Fred Davis in 1986 and subsequently presented in a widely cited publication in 1989. David, (1989) argued that the acceptance and use of technology are largely influenced by two major factors; perceived usefulness and perceived ease of use. The theory suggests that when individuals perceive technology as useful and easy to use, they are more likely to accept and utilize it. Effective use of appropriate technological systems may in turn, contribute to improvements in administrative performance and service delivery.

Research Design

The study adopts a descriptive survey research design because it enables the researcher to obtain information from respondents regarding the impact E-Governance and Service Delivery. This comprises the use of primary and secondary data. Primary data comprises of questionnaire and Key Informant Interview while the secondary data comprises the use of text books, journal papers, articles, government published documents and internet materials.

Population of the Study

The population of the study comprises of the total number students and staff in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia, Nasarawa State, which is made up of 1,318 as at October, 20026 (Exam and Record, 2026).

Table 1: Population Distribution of Students and Staff

Programme	Category	Total Number	Percentage (%)
ND 1	Special and Regular	472	35.8%
ND II	Special and Regular	296	22.4%
HND I	Special and Regular	232	17.6%
HND II	Special and Regular	303	22.9%
Lecturers	Academic staff	12	0.9%
Administrative Staff	Non Academic Staff	3	0.2%
Total		**1,318**	**100%**

Source: Examination and Record Office, Public Admin Dept., (Oct., 2026)

Sample and Sampling Technique

From the population of 1,318, the population of students were used for the questionnaire administration while the total number 15 staff were used for the interview. Therefore, 1,303 total number of the students were considered for the sample size through 30% simple percentage which is 390.

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i.e $\frac{1,303}{100} \times 30\%$

To draw the individual sample size of ND1, NDII, HNDI and HND II, bowley's formular were used as follows;

Individual sample = $\frac{n_1(n)}{N}$

Where N = sample size

n = Target population

Na = population of the students

E = level of significance (or limit of tolerable error value from 0.01 0.001; for thisstudy we will take 0.05)

Based on the above, the following were obtained.
Therefore, the sample size of the respective local government may be drawn from the population of 1,303 as the sample population;

Table 2: Allocation of the Sample to Individual Local Government Area

Selected Local Govt.	n	Na	N	$\frac{nNa}{N}$
ND I	390	472	1,303	**141**
ND II	390	296	1,303	**89**
HND I	390	232	1,303	**69**
HND II	390	303	1,303	**91**
Total	**1,303**			**390**

Source: Researcher's Computation, 2026

The sample size of the sampled study area are as follows

ND I: = 472

$\frac{472 \times 390}{1,303}$ = **141**

ND II: = 296

$\frac{296 \times 390}{1,303}$ = **88.5**

HND I: = 232

$\frac{232 \times 390}{1,303}$ = **69.4**

HND II: = 303

$\frac{303 \times 390}{1,303}$ = **90.6**

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390 respondents were be administered with the questionnaire while 15 total number staff in the department were interviewed.

Method of Data Analysis

The quantitative data is analyzed using descriptive statistics (frequency distributions, percentages, and tables). Qualitative interview data were analysed through thematic content analysis.

Data Analysis

Research Question I: What is the impact of E-Governance on Service Delivery in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia

Table 3: E-Governance have improved service delivery in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic Lafia

Responses	Frequency	Percentage (%)
Strongly agreed	164	44.5%
Agreed	88	23.9%
Strongly Disagreed	40	10.3%
Disagreed	76	20.6%
Total	**368**	**100%**

Source: Field Survey, 2026

Table 3 above is the views of respondents on whether E-Governance have improved service delivery in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia. Out of the total number of the respondents, 164 respondents which is representing 44.5% strongly agreed that, E-Governance have improved service delivery in the department of public administration, 88 of the respondents representing 23.9% also agreed and 40 total number of the respondents i.e 10.8% strongly disagreed with the opinion, while 76 of the respondents representing 20.6% disagreed.

This shows that, majority of those who took part in the survey strongly agreed that, E-Governance has improved service delivery in the department of public administration, Isa Mustapha Agwai I Polytechnic as it is represented by 164 total number of the respondents i.e 44.5%.

Corroborating the above, one of the Key Informant observed that;

> The introduction of the E-Portal registration in terms of payment for tuition fees, course registration form, CBT Exam and also uploading of students examination results is a great relief on the staff. According to him, the system which is a shift from the manual practice is more efficient and transparent than the former which is characterized by errors.

In my interaction with one of the principal officer in the department, he observed that;

> Despite the challenges they faced prior to the introduction of the E-system of administration in the department, it has done more good than harm. He mentioned that, the E-Governance has brought a lot of changes in the administration of academic processes in the department. He therefore urged

> the government to improve, maintain and sustain the use of E-Governance within the academic circle more especially in the department of public administration, Isa Mustapha Agwai I Polytechnic, Lafia which seems to be the most largest department in the polytechnic (Personal Interview, 15th Oct.,2026).

Research Question 2: To what extent, is the impact of E-Governance on accountability and transparency been achieved in the Department of Public Administration

Table 4: E-Governance has achieved a lot in terms of accountability and transparency among workers in the department of Public Administration, Isa Mustapha Agwai I Polytechnic Lafia

Responses	Frequency	Percentage (%)
Strongly agreed	101	27.4%
Agreed	108	29.3%
Strongly Disagreed	70	19%
Disagreed	89	24.1%
Total	**368**	**100%**

Source: Field Survey, 2026

From table 4 above, 101 total number of the respondents which is representing 27.4% strongly agreed that, E-Governance has achieved a lot in terms of accountability and transparency among workers in the department of public administration. 108 respondents representing 29.3% also agreed, and 70 out of the total respondents i.e 19% strongly disagreed while 89 of the total respondents representing 24.1% also disagreed. This indicated that, most of those who were there for the survey agreed that, E-Governance has achieved a lot in terms of accountability and transparency among workers in the department of public administration as it is represented by 108 total number of the respondents i.e 29.3%

One of the Key Informant from the department observed that;

> The use of portal for the uploading of results, payment of school fees, E-Communication has improved service delivery in the department. He observed that, most of the staff can operate from their individual homes, offices without any physical appearance to the designated location. (Personal Interview, 16th Oct.,2026).

Research Question 3: What are the challenges of E-Government implementation in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia

Table 5: The challenges of E-Governance in service delivery in the department of public administration

Responses	Frequency	Percentage (%)
Inadequate infrastructure	68	18.4%
Unreliable internet connectivity	82	22.2%
Inadequate funding	30	8.1%

Responses	Frequency	Percentage (%)
Inadequate ICT Skills among Staff	84	22.8%
Resistance to technological change	50	13.5%
Inadequate electricity supply	40	10.8%
Limited digital access among users	14	3.8%
Total	**368**	**100%**

Source: Field Survey, 2026

Table 5 is the views of respondents on the challenges of E-Governance on service delivery in the department of public administration. 68 of the respondents which is representing 18.4% were of the view that, the challenges of E-Governance in the department is connected to inadequate infrastructure, 82 respondents representing 22.2% says unreliable internet connectivity, 30 of the respondents representing 8.1% says inadequate funding. Also, 84 of the total respondents which is representing 22.8% were of the view that, the challenges of the E-Governance on service delivery in the department of public administration is attributed to inadequate ICT Skills among staff, 50 respondents representing 13.5% indicates that, it is because of resistance to technological change. More so, 40 of the respondents i.e 10.8% says that, it is lack of inadequate electricity supply while 14 of the total respondents representing 3.8% indicated that, the challenges is attributed to limited digital access among users. This shows that, majority of those who participated in the survey were of the view that, the challenges of the E-Governance on service delivery in the department of public administration is attributed to inadequate ICT Skills among staff, unreliable internet connectivity and inadequate infrastructure as it represented by 84, 82 and 68 (234) total number of the respondents i.e 63.5%.

Corroborating the above assertion, one of the Key Informant from the department who is also a senior lecturer noted that;

> Despite the advantage of the E-Governance introduction in the department, it also have its challenges. According to him, some of the challenges are connected to poor internet, lack of trained personnel to handle the new technology and digital infrastructure among others (Personal Interview, 15th Oct.,2026).

Research Question 4: To what extent has the E-Governance implementation been achieved in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia

Table 6: Implementation of E-Governance have been achieved to a greater height in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic Lafia

Responses	Frequency	Percentage (%)
Strongly agreed	108	29.3
Agreed	124	33.6
Strongly Disagreed	50	13.5
Disagreed	86	23.3
Total	**368**	**100%**

Source: Field Survey, 2026

From table 6 above, is the views of the respondents on whether implementation of E-Governance have been achieved to a greater height in the department of public administration. 108 out of the total number of respondents which is representing 29.3% strongly agreed that, the implementation of E-Governance have been achieved to a greater level, 124 of the respondents representing 33.6% also agreed and 50 of the respondents i.e 13.5% strongly disagreed while 86 respondents representing 23.3% also disagreed. This indicated that, most of those who were there for the survey agreed that, the implementation of E-Governance have been achieved to a greater height in the department of public administration as it is represented by 124 total number of respondents i.e 33.6%.

According to one of the Key Informant from the department, he noted that:

> Prior to the era of manual or traditional system of academic administration, when results were processed manually, payment of tuition fees based on manual system, and admission process among others. The implementation of the E-Governance has upgraded and improved the general administration within the academic circle and beyond. According to the respondents, the much queues on daily basis pursuing registration has been drastically minimized (Personal Interview, 17th Oct.,2026).

Discussion of the Major Findings

E-Governance is increasingly recognized as an important instrument for improving administrative efficiency and service delivery in public institutions. The application of information and communication technology enables institutions to process information electronically, facilitate communication, maintain records, and provide users with timely access to administrative services. From the research investigation, it was found that, E-Governance has improved service delivery in the department of public administration, Isa Mustapha Agwai I Polytechnic. E-Governance have improve service delivery by reducing dependence on manual administrative procedures, facilitating the dissemination of information, improving the storage and retrieval of records, and enabling staff and students to communicate more efficiently.

The study also reveals that, E-Governance has achieved a lot in terms of accountability and transparency among staff in the department of public administration, it also has the potential to promote accountability through electronic record-keeping, improved documentation of administrative activities, and the creation of records that can be examined when necessary. Digital records can help establish when information was submitted, processed, or updated, thereby supporting administrative monitoring and responsibility.

The study also shows that, the challenges of E-Governance on service delivery is attributed to inadequate ICT Skills among staff, unreliable internet connectivity and inadequate infrastructure. Another potential challenge is unreliable internet connectivity. Electronic administrative activities that depend on online platforms may be interrupted when internet access is poor or unavailable. Such interruptions can delay communication and limit access to electronic information.

The research also reveals that, E-Governance have been achieved to a greater height in the department of public administration. The extent of implementation may be influenced by funding, infrastructure, staff competence, institutional policies, and the availability of technical support.

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Conclusion

This study examines E-Governance and service delivery in the Department of Public Administration, Isa Mustapha Agwai I Polytechnic, Lafia, Nasarawa State. E-Governance provides an important opportunity to improve administrative performance in tertiary institutions. Through electronic communication, digital record management, and improved information access, technology can support faster administrative processes, more reliable record-keeping, and better communication between staff and students.

The study conclude that, E-Governance has an impact on service delivery in terms of processing students results, E-Admission processing, E-communication via the internet system, Portal registration, CBT Examination which enable adequate and accurate result at the end.

Recommendations

Based on the study analysis, the following recommendations were drawn:

i. The management should provide and maintain adequate ICT facilities to support departmental administrative activities. This will provide necessary foundation for the effective implementation and utilization of E-Governance.
ii. The department should establish clear procedures for electronic record-keeping, information dissemination, and the monitoring of administrative activities for accountability and transparency.
iii. Government should provide more infrastructure, reliable internet connection and train both staff and students to avert technical challenges in the department.
iv. For proper implementation of the E-Governance, government at all level should provide adequate funding.

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