



Digital Governance and Public Service Delivery in Rivers State, 2019-2022

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Abstract:

The study investigated the impact and challenges of digital governance and public service delivery in Rivers State between 2019 and 2022. The specific objectives of the study were to investigate the challenges of digital governance in Rivers State, and to determine the measures for addressing them. On the method of data collection, the study made use of secondary data. Consequently, scholarly materials such as journals, internet services, books, and other published materials that are associated with the subject matter were used. It also involved the use of content analysis. From the extant literature surveyed, the study found that: Rivers State Civil Service applies digital governance in service delivery, that the application of digital governance by the State Civil Service has positively affected public service delivery, and that there are some challenges to the application of digital governance in Service delivery in Rivers State. The study thus concluded that though digital governance is a dependable method of bringing good governance to the people through improved access to services, enhanced efficiency and transparency, empowered citizen engagement, data-driven decision making, innovation and economic growth, yet it is not without its challenges. Among others, the study recommended that, the government of Rivers State should provide functional computers, employ highly skilled ICT personnel as well as provide training opportunities to regularly update worker's knowledge on modern trends in ICT, thereby promoting the application of digital governance and bringing about effective service delivery in the State.

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INTRODUCTION

Recently, there has been a notable rise in the pace of advancement of Information and Communication Technology (ICT) in Nigeria. This phenomenon is a direct consequence of the extensive use of technology in almost all domains of existence, enabling the provision of services in a convenient and efficient way.

It might be contended that Nigeria practices exclusive governance, isolating majority of the population from the procedures involved in the creation and execution of public policy. A small social stratum, typically made up of renowned aristocrats, are used to make political decisions, while large segments of the population are left out. Before digital governance, public services were provided using a traditional method that made it impossible to connect citizens and disregarded doorstep services because of lack of IT professionals, lack of power, and a bureaucratic system of government. This widens the gap between the government and the people, who are its primary stakeholders.

As a result, the government is unable to determine the effectiveness of its programmes. Every country, including Nigeria and especially Rivers State, is working to achieve a high degree of digital governance in the light of the fact that the World has become a global village (Danfulani, 2013; Chinnah, 2023; Ideobodo et al., 2019).

Digital governance is the process by which organizations, businesses, and governments employ digital tools and methods to better manage and enhance their operations. Using ICT to improve administrative procedures, increase transparency, and aid in decision-making is what it's all about. Digital governance encompasses a range of activities related to the use of technology in governance, and it includes e-government, data management, open data, cybersecurity, policy and regulation, digital inclusion, user-centric design, and collaboration and interoperability (Michael, 2011; Sunday, 2014).

Digital governance is an interactive process concerned with ensuring that the general public has access to these services. According to Palvia and Sharma (2017), "the use of digital governance has grown in importance as a means of improving citizen engagement, tracking and assessing government initiatives, guaranteeing government accountability and transparency, and sharing information across sectors" (p. 19). Sunday (2014) said that in many industrialised nations, digital governance has evolved into a crucial political tool for assessing the effectiveness of governments. Indeed, the worldwide society has been seeing an increasing push for the use of ICTs in government enterprises in order to support public administration, government service delivery, and active participatory democracy (Heeks, 2012).

If governments are ready to decentralize tasks and processes through the use of electronic tools like the Internet, they can make it so that all interactions with the government happen at one counter, all day, every day. This would eliminate the need for people to wait in line at government offices (Michael, 2011). It is with this mindset that this study is aimed at investigating digital governance and public service delivery in Rivers State, 2019-2022.

Statement of the Problem

The low level of digital governance adoption in the parastatals, ministries, departments, and agencies of Rivers State is one of the main problems that prompted this research. This is expressed in the poor internal and external communication process, and as well as poor administrative coordination. As representatives of the public, Rivers State Government Parastatals, Ministries, Departments, and Agencies are expected to communicate both internally and externally with great effectiveness. Regretfully, it seems that organisational communication is generally sub-par among the Parastatals, Ministries, Departments, and Agencies of the Rivers State Government. The slow flow of information from one department, unit, or individual to another appears to be a sign of poor organisational communication in several of the Rivers State Government Parastatals (Matthew, 2021). As other evidences of poor digital governance in Rivers State, the State government is yet to have a comprehensive electronic database of all of her citizens, projects (finished and unfinished), activities, and robust user-friendly websites for special registrations (The Government of Rivers State, 2023). All of these could be as a result of poor adoption of digital governance, which should have enhanced internal and external communication, and as well as administrative coordination, thereby promoting governance generally.

Another issue that prompted this study is the poor empirical studies on digital governance and public service in Rivers State. To illustrate this point, Ideobodo et al. (2019) looked at how digital governance may improve administrative efficiency in Nigerian bureaucratic contexts and came to the conclusion that it could. The effect of ICT on the efficiency of Nigeria's Rivers State Government Parastatals was the subject of research by Nwakoby et al. (2018). Relatedly, Nwinyokpugi and Bestman (2020)

investigated how digital governance impacted the effectiveness of public sector administration in Rivers State. In most cases, the research showed that digital administrative technology was positively associated with effective communication. Further, Chinnah (2023) investigated the National Youth Service Corps (NYSC) in Rivers state, Nigeria, to determine the possibilities for efficient and effective service delivery via the use of digital governance, as well as the obstacles to this end. Unfortunately, not a single one of these studies really looked at the difficulties of digital government and public service in Rivers State. This research aims to address the knowledge gap in this area.

Research Questions

The study raised the following research questions:

1. How has digital governance impacted on public service delivery in Rivers State between 2019 and 2022?
2. What are the challenges to digital governance in Rivers State within 2019 and 2022?
3. What are the measures for addressing the challenges of digital governance in Rivers State?

Objectives of the Study

The general objective of the study was to investigate the challenges and prospects of digital governance and public service delivery in Rivers State between 2019 and 2022. Specifically, the study intended to:

1. ascertain the impact of digital governance on public service delivery in Rivers State between 2019 and 2022.
2. investigate the challenges of digital governance in Rivers State with 2019 and 2022.
3. determine the measures for addressing the challenges of digital governance in Rivers State.

Significance of the Study

The significance of this work will be reckoned with in terms of its potential relevance as follows:

Theoretical Significance: This work will extend the frontiers of knowledge on the challenges and prospects of digital governance in Rivers State. This study, when completed, will not only close the knowledge gap in this area but will also serve as a secondary source of data in the future. In addition, this project will provide the groundwork for future research into political science theory development via the gathering and analysis of credible empirical evidence.

Practical Relevance/Significance

Political Scientists and Public Administrators: The findings and recommendations of this work (when completed), will serve as a wake-up call for Political Scientists and Public Administrators on the need to update their computer skills in order to fit into the emerging digital governance environment of the Post Covid-19 workplace. It will help them to appreciate the need to acquire and advance their digital skills up to the point that they will be able to use virtual technologies as the society progresses to embrace virtual administration.

Government: The findings and recommendations of this study will help Government at all levels to appreciate the need to adopt digitalisation practices in running their administrative system. The incorporation of virtual administrative practices such as cloud computing, virtual meeting, and office social media will boost the administrative

processes in governance. Parastatals, Ministries, and Departments may improve the quality of public service they provide by establishing policies that enable government employees to work remotely from the comfort of their own homes.

Literature Review

The Concept of Governance

The idea of governance is not new. It predates human settlement of the planet. To put it simply, governance is the act of making choices and then carrying them out, or failing to do so (Roland, 2019). Governance is applicable in a variety of contexts, including those on a corporate, global, national, and even municipal level.

By "governance," we mean the systematic use of a nation's political and administrative powers to run the show (United Nations, 2012). Individuals and communities are able to voice their concerns, exercise their legal rights, carry out their obligations, and resolve conflicts via the structures, processes, and institutions that make this possible.

The term "governance" was once employed in a borderline meaning of government, which is inappropriate for the modern day. More than just upholding the law is involved in governance. To put it another way, we can describe it as a participatory system where those tasked with ruling on behalf of the people are driven to give it their all, help and benefit the people, find solutions to their day-to-day issues, and improve the quality, enjoyment, and liveability of their lives. Governance refers to the exercise of a nation's political, economic, and administrative authority to manage its affairs. It allows for any possible social practice, good or bad, regarding the distribution of power and the administration of public funds. The exercise of authority over a nation's social and economic resources for their growth is known as governance (Frey, 2018).

Overall, governance plays a critical role in shaping the behaviour and outcomes of organisations, institutions, and societies, influencing their effectiveness, legitimacy, and impact on individuals and communities.

The Concept of Digital Governance

It was from the word "governance" that the concept of digital governance was born. To govern is to exercise control over a nation's financial, political, and administrative systems. Nchuchuwe and Ojo (2015) state that this entails people having their rights and responsibilities enforced and their interests articulated. This idea implies that respect for individuals' rights and inclusion of their ideas in policymaking is essential to good government. When it comes to digital governance, different researchers have different opinions. In order to have a big societal impact, government agencies are increasingly turning to digital governance, which is defined by Estevez and Janowski (2013) as the use of technology to alter organizational processes and interactions with citizens. Digital governance is defined by Misuraca (2017) as the practice of using information and communication technologies (ICT) by different branches of government and non-governmental organizations (NGOs) to promote public participation in the administrative and governing processes of political institutions.

Nkwe (2012) argues that digital governance is different from the traditional model of government. Citizens are seeing a shift in how they access government services via the use of ICT. Digital governance was characterized by Ayo (2014) as the use of ICT to national government, which is in line with the previous statements. This definition states that technology enhances the effectiveness, efficiency, transparency, and accountability of information exchanges. According to the foregoing, digital governance involves including the public in the formulation of public policies while utilizing technology in an effective and efficient manner to manage public affairs on an economic, political, administrative, and social level.

Digital governance includes a wide range of practices, as outlined in a 2005 report by UNESCO. These include new approaches to leadership, improved methods of making investment and policy decisions, more accessible education, better ways to listen to and serve citizens, and more efficient information and service organization and provision. Examining a multitude of elements and characteristics is therefore necessary for assessing the nature and status of digital governance on a global scale. The term "digital governance" encompasses a wide range of practices, such as online registration, taxes, mobilization, education, service delivery, feedback, policing, debate, and auditing of public funds (Danfulani, 2013). Digital governance is therefore a system in which public, private, and nonprofit organizations work together to achieve a common goal. Electronic governance is defined by Backus (2011) as the dissemination of government-provided information and services via the use of electrically-logic devices.

The Concept of Public Service Delivery

According to the Institute on Governance (2013), public service delivery refers to the dynamic between the public, service providers, and policymakers. The services and the systems that back them up are what they see as being the state's obligation. Services that enhance infrastructure, social support, and individual safety fall under this category. Delivering services to the public that are in the public interest might be considered a public service. Services such as healthcare, education, public transit, water, energy, and security are examples of what the public values.

Government agencies are legally compelled to deliver high-quality services to the public via a contractual agreement, say Abasilim and Edet (2015), who state that "the provision of services in the public sector relies on a contractual arrangement" (p. 25). Fox and Meyer (1996) state that public service delivery refers to the provision of both concrete and intangible public goods and services when the private sector is inadequate. Likewise, service delivery refers to the government providing its residents with a good or service. Public sector enterprises are under growing pressure to provide excellent services and boost efficiency, much as the private sector, as a result of rising customer expectations and the technology revolution. In terms of governmental services and the standards for quality, customer wants and expectations are evolving. On the other hand, the degree to which the level of service provided satisfies consumers' expectations is measured as service quality. As a result, governments are burdened with the duty of delivering products and services that live up to citizens' expectations.

Digital Governance and Public Service Delivery

There are a number of benefits to public service delivery via digital governance. The general public may get services via digital government. In addition, Abdulkareem and Ajadi emphasized that digital governance is critical for the government to receive public input and provide services to citizens. According to Ibikunle and Sarumi (2012), one way digital governance could help reduce process inefficiencies is by facilitating data and file sharing among government agencies. This, in turn, would help eliminate errors in manual procedures and reduce transaction processing times. Ibikunle and Sarumi (2012) emphasize further that expediting transaction procedures, facilitating quicker and better-informed decision-making, and simplifying internal processes are further ways to achieve efficiency.

Government and the public can communicate via a platform made possible by digital governance. According to Olalekan and Oludare (2017), digital governance streamlines government-to-people contacts, which in turn promotes public-government communication. Having cordial exchanges between the public and the government improves accountability and openness. For all parties involved, "digital governance is a cost-effective method to achieve an open, transparent, efficient, and successful

government" (p. 15), say Abdulkareem and Ajadi (2016). Adelana (2020) argues that digital governance makes better use of government resources, reduces spending, increases accessibility, promotes social inclusion, offers online services, increases participation from the public, and creates and provides public services based on citizen preferences.

Digital government encourages more effective service delivery and lowers the cost of managing governmental operations. In a similar vein, Adegroye et al. (2015) emphasize that digital governance provides residents with an expanded portfolio of governmental services in an efficient and economical manner. The authors went on to say that government openness made possible by e-government lets the people know what the government is up to and what policies it is attempting to put into place. Digital governance promotes transparency in the political process, expedites service delivery through a single point of contact, streamlines procedures, improves office and record management, lowers corruption, and enhances the demeanor, disposition, and ability of dealing staff to handle tasks (Neelesh et al., 2013).

Digital governance encourages individuals to participate in public affairs by digitising government activities. According to Ojo (2014), one of the most effective ways for government to engage with its citizens is through digital governance, which allows for the easy dissemination of information, consultation, increased participation, feedback, monitoring, and assessment of projects, and transparency and accountability in all political dealings. The digital governance effort has made service delivery more effective, quick, and efficient in satisfying public demand (Ahmed, 2018). Sanmukhiya (2019) asserted that digital governance enhances communication between individuals, companies, and government organisations and makes information easier to obtain. Digital governance, the author said, fosters social inclusion, enhances e-participation, reduces monopolies, increases accountability, openness, efficacy, and confidence in the political process while decreasing procedural delays and deterring corruption.

In general, digital governance has the potential to revolutionize public service delivery by making it more efficient, transparent, responsive, and inclusive. This, in turn, may lead to more effective, accountable, and citizen-centric government. However, challenges such as digital literacy, data privacy, cybersecurity, and digital exclusion must be addressed to fully realise the benefits of digital governance for all citizens.

Theoretical Framework

The foundation of this research lies in the 1957 popularization of Socio-Technical Theory by Fred Emery, Eric Trist, and Ken Bamforth (Walker et al., 2016).

Socio-Technical Theory

According to this school of thought, organizations are really just groups of people who have banded together to share information, work together to solve problems, and ultimately outperform their rivals (Walker et al., 2016). According to this hypothesis, the demands of the outside world have an effect on the information system changes that a company undergoes, which in turn affects the company's ability to compete successfully in the market. Organizational practices, policies, and technology are subject to change as a result of changes in society, according to the socio-technical hypothesis (Norris & Moon, 2005).

Two fundamental presumptions form the basis of the socio-technical theory:

- i) The circumstances for effective or poor system performance are created by the combination of social and technological elements (Walker et al., 2016). Included in these interactions are both the more predictable and predictable "non-linear" links and the more linear "cause and effect" ones.

- ii) According to Walker et al. (2016), one of the main principles of socio-technical theory is that optimizing either the socio or the technical aspects of a system often lead to more unpredictable and non-linear relationships, some of which are harmful to the system's performance. According to the second part of the theory, in order for government agencies, ministries, and parastatals to fulfill their goals, they need to maximize their human and technology resources at the same time.

One of the main arguments in favor of socio-technical theory is that it explains how human beings and information and communication technology infrastructure interact to determine a system's efficiency and effectiveness. Since the focus of the project is on digital governance and the provision of public services in Rivers State, it is appropriate to use this approach.

Socio-Technical Theory is applicable to this study because it states that better public service delivery will result from the utilization of information technology facilities in state parastatals, ministries, agencies, etc., and that, without corresponding facility upgrades, continuous capacity building to increase the familiarity of state government human resources with digital facilities may not lead to better service delivery in these entities. When human capacity is developed alongside enabling digital facilities and technologies across State government Parastatals, Ministries, and Agencies, there is bound to be enhancement of service delivery.

Research Methodology

This study made use of a qualitative research design. Regarding the technique of data gathering, the research relied on secondary sources. Consequently, scholarly materials such as journals, internet, books, and other published materials that are associated with the subject matter and written by different authors were utilised. The method of analysis used in the study was content analysis. This is because of its major dependence on secondary source of data.

DATA PRESENTATION AND ANALYSIS

Impact of Digital Governance and Public Service Delivery in Rivers State between 2019 and 2022

From 2019 through 2022, digital governance and public service delivery in Rivers State has had some far-reaching effects, on the people Abah and Nwokwu (2019), gave a precise information of some of these positive impacts:

1. People in Rivers State now have easier access to government services thanks to digital governance efforts in public service delivery. This is in line with the assertion made by Abah and Nwokwu (2019) that digital governance has the capacity to promote service delivery. Online portals and mobile applications can provide convenient access to various services, such as applying for permits, paying taxes, accessing healthcare information, or registering for social programmes.
2. Enhanced Efficiency and Transparency: Implementing digital systems for administrative processes has improved the efficiency of public service delivery in Rivers State. By digitising paperwork, automating routine tasks, and streamlining workflows, Government Agencies reduce processing times and minimize bureaucratic hurdles.
3. Empowered Citizen Engagement: Digital governance initiatives has empowered citizens in Rivers State to engage more actively in governance processes. In tandem with this, Mohammed (2023) stated that citizens get the opportunity to contribute to the government when they are carried along in a digitalised government. Online platforms for feedback, consultations, and citizen participation can enable residents

to voice their opinions, report issues, and contribute to policy decisions. This can foster greater accountability and responsiveness from government officials.

4. **Data-Driven Decision Making:** Digital governance infrastructure in Rivers State between 2019 and 2022 has facilitated data collection, analysis, and utilization by government agencies in Rivers State. A Government that is bent on operating digital governance finds it easy to upgrade, replace or supporting infrastructure (Nwinyokpugi & Bestman, 2020). By leveraging data analytics and business intelligence tools, policymakers can gain insights into citizen needs, service delivery gaps, and performance metrics. This enables evidence-based decision-making and targeted interventions to address key challenges.
5. **Innovation and Economic Growth:** Embracing digital governance has stimulated innovation and economic growth in Rivers State. By fostering a conducive environment for technology startups, digital entrepreneurship, and e-commerce, the state can attract investment, create jobs, and drive economic diversification. Moreover, digital skills training programmes can empower the local workforce to participate in the digital economy.

Success in implementing digital governance, cooperation among stakeholders, and attention to local goals and requirements will determine the long-term effects on public service delivery in Rivers State and beyond. By leveraging digital technologies strategically, Rivers State government has the opportunity to enhance governance processes, improve service delivery outcomes, and promote inclusive development across the state.

The Challenges of Digital Governance and Public Service Delivery in Rivers State, 2019-2022

This paper points out the challenges of consolidating digital governance in Rivers State between 2019 to 2022 as follow:

1. **Infrastructure Constraints:** Between 2019 and 2022, poor digital infrastructure is one of the obstacles that has prevented Rivers State from implementing digital government. Uneven or inadequate internet infrastructure in certain areas impedes the seamless delivery and accessibility of digital services (Olasunkanmi, 2023).
2. **ii. The Skills Gap and Digital Literacy:** When public and private sector employees aren't up to speed on digital concepts, it becomes difficult to make good use of online resources. According to Okoye et al. (2023), the digital divide in Nigeria is still very significant. This translates to the Rivers State situation, as many citizens and government officials are still digitally illiterate.
3. **Resource Limitations:** Budgetary constraints might limit the investment in necessary digital infrastructure, training programmes, and technology adoption.
4. **Cybersecurity Risks:** Increased reliance on digital platforms raises the risk of cybersecurity threats, including data breaches and other malicious activities.
5. **Unreliable Power Sources:** One of the ongoing issues that undermines the efficiency of digital governance in the state is the issue of unreliable power sources. Whether digital capacity development is successful depends on how much power is created by corporations (private) or power holding entities (public) (Bagiwa, 2019).
6. **Aversion to Change:** Because of worries about losing their jobs, a lack of proper training, or just a general dislike for change, government workers and officials do fight against the adoption of new digital procedures.
7. **Corruption:** The State's digital governance operations are not immune to corruption. The widespread corruption in the public sector has caused the execution of most

digital governance initiatives and programs to stagnate.

8. **Strong Political Will and Support from Leadership:** Initiatives to improve digital governance often fail without the backing of strong leadership and political will. Without sustained backing from political leaders, initiatives may struggle to gain momentum. Weak political will is the major reason behind the poor adoption of digital governance in Rivers State (Abasiama et al., 2018).
9. **Community Engagement:** Gaining public acceptance and trust in digital initiatives may require comprehensive community engagement efforts, including awareness campaigns and education programs.
10. **Sustainability Concerns:** Ensuring the sustainability of digital governance initiatives beyond the initial implementation phase can be challenging without careful planning and ongoing support. According to Chinnah (2023), a major problem faced by the Nigerian Government, both national and State levels, is the dearth of project sustainability.
11. **Challenges and Considerations:** While digital governance offers numerous benefits, Rivers State face challenges such as digital literacy gaps, infrastructure limitations, cybersecurity risks, and ensuring inclusivity for marginalized populations. Government agencies, non-governmental organizations, and businesses must work together to tackle these difficulties.
12. **Addressing these challenges** requires a coordinated and adaptive approach. It is essential to involve key stakeholders, conduct thorough assessments, prioritize user training, and continuously monitor and evaluate the impact of digital governance initiatives in Rivers State. Flexibility and a commitment to addressing emerging challenges as they arise will contribute to the overall success of the digital governance consolidation process.

Measures for Addressing the Challenges of Digital Governance in Public Service in Rivers State

Collaboration between government agencies, civil society organizations, commercial sector partners, and other stakeholders is necessary to address the digital governance concerns in Rivers State. Some possible actions are as follows:

1. **Digital Literacy Programmes:** Implement digital literacy programmes to enhance the skills and knowledge of citizens, government officials, and other stakeholders in Rivers State. These programmes can provide training on basic computer skills, internet literacy, and digital citizenship, empowering individuals to effectively utilize digital technologies for governance purposes.
2. **Infrastructure Development:** Invest in improving digital infrastructure, such as expanding broadband connectivity, upgrading telecommunications networks, and enhancing access to electricity. This infrastructure development is essential for ensuring reliable and high-speed internet connectivity, which is critical for the success of digital governance initiatives.
3. **Cybersecurity Measures:** For the purpose of defending digital systems and data from cyberattacks and threats, it is necessary to enhance cybersecurity measures. This involves investing in cybersecurity technology and training for government employees, establishing stringent cybersecurity regulations, and doing security assessments on a regular basis.
4. **Accessibility and Inclusive Design:** Make ensuring that all state-wide digital governance projects are accessible and developed with everyone in mind. This necessitates taking into account the requirements of varied demographics, such as

those with impairments, poor literacy rates, or restricted access to technological resources. To guarantee that all people have equal access, digital platforms should be easy to use, respectful of other cultures, and accessible in more than one language.

5. Government Official Capacity development: Assist state government officials in Rivers State in improving their digital literacy via training and capacity development programs. Digital tool and platform training, data analysis methods, project management, and governance best practices are all part of this. In order to successfully execute and manage digital governance projects, it is crucial to build the ability of government staff.
6. PPPs: Encourage collaboration between the public and commercial sectors to pool knowledge, assets, and ideas for digital governance projects. When the government takes over regulatory tasks and public service delivery infrastructure, private sector partners may step in with technological solutions, money, and technical know-how.
7. Community Engagement and Participation: Encourage the public to provide input, take part in policymaking, and hold their government accountable and transparent via digital governance projects. Methods such as participatory budgeting, internet forums, town hall meetings, and citizen advisory boards may help accomplish this.
8. Ongoing Evaluation and Monitoring: Put measures in place to regularly evaluate and track the progress, efficacy, and longevity of digital governance projects in Rivers State. Gathering and evaluating KPI data, consulting with relevant parties, and fine-tuning strategy and execution plans are all part of this process.

These steps would help Rivers State deal with the problems of digital governance while also making better use of digital technology to increase accountability and transparency in government, broaden access to public services, and level the playing field for economic growth.

Discussion of Findings

This research found that the Rivers State Civil Service uses digital governance to offer services, based on the literature review. This is in line with the findings of Obi et al. (2020), who determined that the Nigerian Civil Service is using e-governance to an unprecedented level. Public sector services are provided via e-governance, which is in accordance with the conclusions of (Hanumanthappa, 2015). Through the use of e-governance, the Rivers State Civil Service is able to connect all of the state's ministries, streamline business transactions, automate interactions with private companies, and improve communication between government employees and ministry leaders. In order to effectively offer public services, the Rivers State Parastatals, Ministries, Agencies, etc., also use data governance by developing websites that allow them to communicate with the public. According to the corresponding hypothesis, the Rivers State Parastatals, Ministries, Agencies, etc. has effectively used digital governance in the performance of its public service duties. The public is served by the Rivers State Civil Service through electronic delivery of services and information.

Literature reviews have also shown that the Rivers State Civil Service's use of digital governance has improved the quality of public services. Adegoroye et al. (2015) also discovered that e-governance has enhanced service delivery in the public sector, therefore our results are in line with theirs. In a similar study, Ogu et al. (2023) found that e-governance helps the Anambra State Civil Service provide better public services. The goal of implementing digital governance in various organizations is to improve the delivery of public services in Rivers State by making them more efficient, transparent, fast, and user-friendly. This is in line with the findings of Adegoroye et al. (2015), who

found that e-governance had a significant impact on service delivery in the relevant Nigerian ministries. Rivers State Parastatals, Ministries, Agencies, etc., have improved the success and effectiveness of public services by implementing digital governance, which allows for faster and more efficient provision of such services.

The research also showed that digital governance has its obstacles when it comes to delivering civil services in Rivers State. According to Obi et al. (2020), there are a number of obstacles that the Nigerian Civil Service sector faces when trying to implement e-governance. These include, but are not limited to, an unstable power supply, a wide digital gap, low levels of digital literacy, and inadequate infrastructure. From the account of the challenges of digital governance in Rivers State, it revealed among others that, it is fraught with infrastructure constraint, digital literacy and skills gap, resource limitations, cybersecurity risks, irregular power supply, resistance to change, corruption, etc. These challenges and more persists even till now, even at the national level. The Rivers State Civil Service will need to find lasting solutions to all these issues bedeviling the adoption of digital governance in the State. This will definitely improve the delivery of public service in the State. As asserted by Ogu et al. (2023), improving the delivery of public service through the adoption of digital governance is majorly dependent on the improvement of digital infrastructure and supporting human and non-human factors. Therefore, it behoves on the Rivers State government to do the needful and then watch how its public service delivery improves tremendously.

Conclusion

Chapter one of the study laid the groundwork for the study's conclusion: digital governance, despite its flaws, is a reliable way to bring good governance to the people via increased service accessibility, transparency and efficiency, citizen empowerment, data-driven decision-making, innovation, and economic growth. Digital governance is not going anywhere, therefore governments throughout the globe are making great strides to incorporate it into their public administration. This is due to the fact that using ICT in government may revolutionize administrative processes. Most encouraging is the possibility that technology may bring to more democratic systems in which all citizens are welcome and encouraged to take part. There are several advantages to digital governance that any country may reap if it decides to adopt it. Rivers State's digital governance has not been up to par, nevertheless, due to a variety of problems that have hindered the use of ICT for government in the state.

Recommendations

The research suggests the following based on the foregoing analysis:

1. To promote the application of digital governance and bring about effective service delivery in the State, the Government of Rivers State should provide functional computers, employ highly skilled personnel in ICT, and provide training opportunities to regularly update workers on modern trends in ICT.
2. To address the issue of low digital literacy, the government should pass a legislation mandating computer literacy training for all public servants at all levels of government.
3. All of the State's government agencies, departments, and parastatals should form digital governance implementation committees to plan how to carry out the project.

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