



ADOPTION OF e-GOVERNANCE POLICY AND TRANSPARENCY IN NIGERIAN TERTIARY INSTITUTIONS: A STUDY OF NIGER STATE POLYTECHNIC, ZUNGERU

By

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Abstract

The study appraises the impact of e-governance on Transparency in Nigeria Tertiary institution with reference to Niger State Polytechnic, Zungeru. The study adopted a descriptive survey with the population of nine hundred and forty nine (949). To determine the sample size, Taro Yamani formula was adopted and Bouwley proportionate. SPSS version 20 was used to analyze and test the hypotheses. The study reveals that the e-Governance policy has significantly enhances admission process, financial probity, online result management, ICT application and online payment of fees. It was also reveals that that epileptic power supply, lack of ICT skill etc affect e-governance on transparency in Nigeria tertiary institutions. In the light of the above, the study recommends for frequent training and retraining of both workers and students to improve teaching; learning and research.

Key Words: *e-governance, transparency, tertiary institution*

Introduction

The emergence of Information and Communication Technology (ICT) has added a new dimension to the governance arena. Today, citizens are becoming conscious about their rights to get them required services at their doorstep and both the state and central governments recognize the need to deliver faster and efficient services to ordinary citizens through e-governance which is an effective instrument where information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means through which enough information in an easily understandable forms (Abdulkalam, 2015).

The significance of using information and communication technologies (ICTs) to improve the productivity, accountability, and transparency of government business processes, improve service delivery, and reduce governance costs through e-government systems cannot be overstated (Sampson, Hamayun, and Amare, 2019). According to Prattipati (2003), the effectiveness of electronic government is determined by two factors: the government's ability to provide electronic services that meet the needs of its citizens, and the citizens' willingness to adopt and use e-government services. e-Governance simplifies the administration process by integrating various departmental information systems and facilitates the performance more effectively. (Heeks, 2001 in Abdulsalam, 2013).

It is against this backdrop that government takes various initiatives to bring about changes within their existing traditional and process-oriented administrative systems and to achieve the trust and seek support from its citizens in the course of delivering public services efficiently. It is an accepted fact that



traditional government structures and systems are no longer adequate to meet the demands of rising citizen aspirations as the consequence e-governance has emerged. Heeks (2001) also point out three main contributions of e-government like improving government processes (e-administration), connecting citizens (e-services), and building external interactions (e-society). However, the need for transparency and accountability in public sector management has become a global challenge especially in the 21st century where the major objective of the Millennium Development Goals (MDGs) is to achieve good governance through a mutually shared state- citizen interaction. There is need to effectively monitor the administrative machinery of the government. Effective monitoring calls for “active disclosure” of governance information to key stakeholders like citizens, auditors and any other entity acting as a watchdog to public officers.

Problem Statement

The use of e-Governance in ensuring transparency is fast becoming an indispensable tool for the success and development of both public and private organizations. Nigerian tertiary institutions were not left behind in this development. Its ability to incorporate ICT made it indispensable as it promotes transparency, accountability, simplicity, fastness, and accuracy in the administration of tertiary institutions in Nigeria particularly in Niger State Polytechnic Zungeru and all other organizations.

Most of the tertiary institutions in Nigeria for instance have adopted the online admission process for enrolling prospective candidates but the exercise has not been as seamless as expected. Most of the new entrants are novice in ICT education and sometimes get frustrated trying to process their admission online. Furthermore, poor internet services and information infrastructure as well as low level of technological development in the country have made accessibility a big challenge (Ugbo and Emma, 2020).

Over the last decade, the capabilities of electronic government have become even more apparent, with an existing general belief that e government can contribute towards increasing efficiencies, productivity and transparency. This has led to lower costs and the sharing of knowledge and resources with a wider base (Weerakkody, Omar, El-Haddadeh, & Al-Busaidy, 2016). In order to ensure that tertiary institutions in Nigeria are efficient in achieving educational policy objectives, it has become imperative to investigate the nature of E- governance on transparency in the country. This is particularly important since in the Nigerian tertiary institutions issue of poor quality of service delivery, poor service culture. It is against the background that this study is intend to appraised the impact of e governance in ensuring the transparency in Nigeria tertiary institutions with particular reference to Niger State Polytechnic, Zungeru.

Objectives of the Study

1. To assess the impact of e-governance on transparency in Niger State Polytechnic, Zungeru.
2. To examine the challenges of e-governance on transparency in Niger State Polytechnic, Zungeru.

Research Questions

1. What is the impact of e-governance on transparency in Niger State Polytechnic, Zungeru?
2. What are the challenges of e-governance on transparency in Niger State Polytechnic? Zungeru?



Statement of Hypothesis

H01: There is no significant relationship between e governance and transparency in Niger State Polytechnic, Zungeru.

Ho2: There is no significant relationship between challenges of e governance and transparency in Niger State Polytechnic, Zungeru.

Literature Review

Concept of transparency

Transparency comprises not only the disclosure of government information, but also the access, comprehension, and use of this information by the public. Transparency, as such, requires a public that can acquire, understand, and use the information that it receives from the government. This can go on to mean that public officials have to display transparency in carrying out their respective duties such as procurement processes and the issuing of tenders. Scholars believed that e- government can lead to more transparent conduct in this regard as argued by Francesco (2008). Transparency is understood to be clear, open, informative, communicative and accountable ways of transactions and the perceived quality of intentionally shared information to a receiver or group of receivers from a sender or group of senders (Schnackenberg, Andrew and Tomlinson, 2016). It is operation that is clear for all to see and follow the action as they are performed. Mearthy (2016) also noted that transparency is practiced in all types of relationships marital/ family, community, organization, political and government. It is the acceptable way of establishing trust in a relationship and the promotion of continued patronage. It helps to increase public sector responsiveness to citizens, countering corruption, and promoting economic efficiency, harnessing innovation and improving the delivery of service. Transparency implies openness, the quality that makes obvious or easy to understand. Transparency could also mean the quality of being done in an open way without secrets (Onah, Peter, Matilda And Adie, 2012)

Concept of e-governance

E-Governance has been defined in different ways. Scholars like Ojo (2014) see e-governance as “the application of information communication technology (ICT) by the government to enhance accountability, create awareness and ensure transparency in the management of governmental business.” He also states that e- governance can be seen as a political strategy of government through which their activities can be showcased to the public. Ayo (2014) defined e-governance as “the governing of a state/country using ICT.” Meaning that, e-governance is the application of ICT in executing government businesses.

Dibie (2018) observes that e-governance is also the application of Information Communication Technology facilities by government and different agencies under government. UNESCO (2005) states that e- governance is all about the adoption of a new style of leadership, new ways of making decisions in politics (government) and investment, new system of making available education to the citizens, new link of attending and listening to citizens, as well as new methods of making available and delivering information and services. According to Sarumi e tal (2019), e-governance is the channel to both political and economy growth of any nation.

E-governance can also be understood by contrasting it with e-government. Although often used interchangeably by various authors and scholars (Kabir and Baniamin, 2011).



Fatile (2012) observes that e-governance is having more than just a website on the Internet but rather a type of system of government that facilitates government business. According to him, one major role of e- governance is to make governance open to everyone, citizens, government and its businesses (Fatile, 2012). In line with the above discussions, e-governance is a systematic approach and the adoption of electronic means for state management which helps to support and improve good governance of any type in a political system.

Empirical Review

Francis and Ojo (2013) investigated on challenges and prospect of implementing e- governance in Nigeria, their study therefore examined the challenges its implementation in Nigeria would pose. It takes a cursory look at the processes involved and relating it with Nigerian environment and concludes that for success to be achieved, the following should be in place; a purposeful leader willing to embrace e-governance as a matter of government policy, creating more and effective cyber laws and cafes, making deliberate and concerted plans for training on the effective use of machineries and equipments necessary for e-governance, provision of adequate funds for hard ware's and soft ware's, establishing of community e-centers, and providing easily accessible websites of government and non-governmental agencies among others.

Tawanda manenji and Barbra Murufu (2016), investigate the impact of adopting e-government as a mechanism to enhance accountability as well as transparent conduct within public institutions in Zimbabwe. The study found out that e-government in Zimbabwe though still being nurtured, has better prospects and there is great need for clearly setting and meeting a conducive environment for it to flourish. Lawal and Muhammad (2018) Studied on E-Governance: Illusion or Opportunity for Nigerian University's Administration. The paper uses documentary analysis to arrive at conclusion that the introduction of electronic governance in Nigerian universities is highly recommended and necessary in the achievement of transparency, accountability, simplicity, accuracy and reduce corruption.

Olusola Bamidele Ayoade (2019), examine on the Effect of E-Governance Usage on Service Delivery in Tertiary Institutions in Oyo Township of Southwest Nigeria. The results revealed that the use of e-governance has positive significant effect on good governance and customers' satisfaction of services delivery in tertiary institutions in Oyo Township. The study recommends that government must provide adequate infrastructures for the implementation of e-governance for all the tertiary institutions in the country. E-governance platforms implemented by the government must be robust, accessible 24/7 and easily affordable to both the staff and students.

In a study conducted by Ugbo and Emma (2020), on Electronic Administration and Service Delivery in Selected Public Tertiary Institutions in Anambra State. The research therefore calls for the intervention of government (via funding and logistic supports) at all levels to assist tertiary institutions to fully adopt and integrate e-administration in all needed areas of their management.

Umar, Hassan Sa'id and Ikechukwu Okafor (2022), examine the Impact of E-Governance on Service Delivery in Joint Admission and Matriculation Board (JAMB) Nigeria. The study revealed that e-Governance has improved service delivery in JAMB. Findings also indicated that inadequate infrastructure like electricity is a major impediment to e-governance application in JAMB. Based on the findings, the study recommends that JAMB should sustain and deepen its e- governance platform

for effective service delivery and government should enhance infrastructure required for successful application of e-governance in JAMB and the country's public sector as a whole. However, previous studies has plug with deficiency that it has extensively discuss on the impact of e governance but none of the study have extensively discuss one governance on transparency in Nigerian tertiary institutions, hence the need for further studies.

Theoretical Framework

The study anchored Technology Acceptance Model (TAM) the model propounded by Fred Davies in 1989. The model was an expansion on Arzen and Fishben [2003] Theory of Reasoned Action. Technology Acceptance Model (TAM) emphasizes the acceptability of an information system. The objective of this model is to predict the acceptability of a tool for use and to identify the modifications which must be brought to the system in order to make it acceptable to users. This model suggests that the acceptability of an information system is determined by two main factors: perceived usefulness and perceived ease of use. TAM posits that perceived usefulness and perceived ease of use determine an individual's intention which serves as a mediator of actual system use. Perceived usefulness is also seen as being directly impacted by ease of use (2003). The theory is applicable to the practice of e-governance in Niger State Polytechnics, Zungeru that is useful in explaining the acceptance, application, relevance and effectiveness of modern technologies in information sharing among citizens, literacy level, availability and increased flow, comprehensive, relevant, high-quality and reliable information concerning it activities will lead to more transparent in Niger State Polytechnic, Zungeru.

Methodology

The study employed survey design to appraise the impact of E governance on transparency in Niger State Polytechnic, Zungeru. The target population of the study was both academic and non-academic staff (247 staff) of Niger State Polytechnic Bida Campus as well as all morning and evening students (702) of the all departments in the campus, making total of nine hundred and forty nine (949) populations. The analyses have shown in the in the table below:

Table 3.1: Sample Size Determination

S/No	Institution	Students	Academic Staff	Non Academic Staff	Total
1.	Niger State Poly,	702	109	138	949
Total	Zungeru	702	109	138	949

Source: Field Survey, 2022

To determine the sample size, Taro Yamane, (1974) formula for infinite sample size determination is as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Where: n= Sample size

N= population Size

e = Margin of error (assume 5%)

1= constant

With an error limit of 0.05 and the population size of 949 the sample size will thus be calculated as follows:

$$n = \frac{N}{1 + N(0.005)^2}$$

$$n = \frac{949}{1 + 949(0.0025)}$$

$$n = \frac{949}{3.3725} = 281$$

The sample size to be used for this study is 281.

In determining the sample size for each component of the population, Bowley's proportionate allocation formula was used. This is given as follows:

$$n_h = \frac{N h}{N}$$

N Where:

n_h = Sample size allocated to each component unit NH =Population size of each unit n =Total sample size

N = Total population size

Therefore, the sample allocation to each unit of the sample was determined and presented on the table below:

Table 3.2: Sample Size Determination

S/No	Institution	Students	Academic Staff	Non Academic Staff	Total
1.	Niger State Poly,	208	32	41	281
Total	Zungeru	208	32	41	281

Source: Field Survey, 2022

Primary source of data collection were adopted were the researcher used five likert scale. The data collected for this study were analyzed using a combination of inferential and descriptive statistic techniques. Data generated from primary source was analyzed using descriptive statistics such as frequency tables, weighted mean and simple percentages. Some of the questionnaire instrument which was structured using the Likert five-point response scale and ranked as follows:

A - Agree	=1	D - Disagree	= 4
SA - Strongly Agree	=2	SD - Strongly Disagree	= 5
U - Undecided	=3		

Finally, qualitative data was analyzed using statistical package for social sciences (SPSS) software and chi square as an inferential statistical tool to statistically test the hypotheses postulated.

Data Presentation and Analysis.

Based on the sample size 281 questionnaires were administered to the respective respondents, out of which, 230 were duly filled and returned for analysis while, the remaining 51 were not duly filled.

Therefore, analysis was based on the returned 230 questionnaire for the purpose of data presentation and analysis.

Research Question One: What is the impact of e-governance on transparency in Niger, State Polytechnic, Zungeru?

E-governance * transparency Cross tabulation

		transparency					
		Agree d	Disagree	strongly	strongly disagree	undecided	
automated admission process	Count	7	10	5	5	7	34
	Expected						
	Count	7.8	7.5	6.8	6.2	5.6	34.0
	% within transparency	23.2%	19.6%	10.9%	11.9%	18.4%	33%
	Expected	7.6	7.3	6.6	6.0	5.5	33.0
computer based test	Count	8	8	5	10	9	40
	Expected						
	Count	8.2	8.9	6.0	7.3	6.6	40.0
	% within transparency	22.1%	15.7%	10.9%	23.8%	23.7%	33%
	Expected	7.1	6.9	6.0	7.3	6.6	33.0
financial probity	Count	11	6	6	5	5	33
	Expected						
	Count	20.8	7.3	6.6	6.0	5.5	33.0
	% within transparency	63.6%	11.8%	13.0%	11.9%	13.2%	33.0%
	Expected	20.8	7.3	6.6	6.0	5.5	33.0



Application ICT online improved result mgt	Count	8	9	15	12	7	51
	Expected	11.6 15.1	11.3	10.2	9.3	6.4	51.6 22.2
	Count % within transparency	%	17.6%	32.6%	28.6%	18.4%	%
online payment fees	Count	11	10	8	5	5	39
	Expected	20.8 20.8	6.6	7.6	7.1	6.4	32.6 17.0
	Count % within transparency	%	19.6%	17.4%	11.9%	13.2%	%
Total	Count	53	51	46	42	38	230
	Expected						
	Count % within transparency	53.0 100.0 %	51.0 100.0 %	46.0 100.0%	42.0 100.0%	38.0 100.0 %	230.0 100.0 %



The table above shows that 7 respondents (13.2%) agree that automated admission process has improved transparency in e governance, 10 respondents (19.6%) disagree that computer based test has impact on transparency in e governance, 5 respondents (10.9%) strongly agree that computer based test has impact on transparency in e governance, 5 respondents (11.9%) strongly disagree that computer based test has impact on transparency in e governance, and only 7 respondents (18.4%) undecided that computer based test has impact on transparency in e governance.

Again, the above table also shows that 8 respondents (15.1%) agree that computer base test has impact on transparency in e governance, 8 respondents (15.7%) disagree that computer base test has impact on transparency in e governance, 7 respondents (15.2%) strongly agree that computer base test has impact on transparency in e governance, 5 respondents (11.9%) strongly disagree that computer base test has impact on transparency in e governance, and only 15 respondents (13.2%) undecided that computer base test has impact on transparency in e governance. Furthermore, the above table also shows that 8 respondents (15.1%) agree that financial probity has impact on transparency in e governance, 8 respondents (15.7%) disagree that financial probity has impact on transparency in e governance, 5 respondents (10.9%) strongly agree that financial probity has impact on transparency in e governance, 10 respondents (23.8%) strongly disagree that financial probity has impact on transparency in e governance, and only 9 respondents (23.7%) undecided that financial probity has impact on transparency in e governance.

More so, the above table shows that 11 respondents (20.8%) agree that ICT application has impact on transparency in e governance, 6 respondents (11.8%) disagree that ICT application has impact on transparency in e governance, 6 respondents (13.0%) strongly agree that ICT application has impact on transparency in e governance, 5 respondents (11.9%) strongly disagree that ICT application has impact on transparency in e governance, and only 5 respondents (13.2%) fall under undecided that ICT application has impact on transparency in e governance. Again, the above table shows that 8 respondents (15.1%) agree that online result management has impact on transparency in e governance, 9 respondents (17.6%) disagree that online result management has impact on transparency in e governance, 14 respondents (10.2%) strongly agree that online result management has impact on transparency in e governance, 12 respondents (28.6%) strongly disagree that online result management has impact on transparency in e governance, and only 7 respondents (18.4%) fall under undecided that online result management has impact on transparency in e governance.

Finally, the above table shows that 11 respondents (20.8%) agree that online payment of fess has impact on transparency in e governance, 10 respondents (19.6%) disagree that online payment of fess has impact on transparency in e governance, 8 respondents (17.4%) strongly agree that online payment of fess has impact on transparency in e governance, 5 respondents (11.9%) strongly disagree that online payment of fess has impact on transparency in e governance, and only 5 respondents (13.2%) fall under undecided that online payment of fess has impact on transparency in e governance.

Case Processing Summary

Chi-Square Tests	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
e-governance * transparency	230	100.0%	0	0.0%	230	100.0%

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	14.084 ^a	20	.826
Likelihood Ratio	13.808	20	.840
N of Valid Cases	230		

Source: Author's Computation, 2019

The Chi-square calculated value was 14.084 and the chi-square tabulated value was .826 ($p=14.084 > .826$) with a degree of freedom 20

Research Question Two: *What are the challenges of e governance on transparency in Niger State Polytechnic, Zungeru?*

The above calculation shows that 10 respondents (18.5%) agree that epileptic power supply is the challenge facing e governance in ensuring transparency, 13 respondents (31.7%) disagree that epileptic power supply is the challenge facing e governance in ensuring transparency, 8 respondents (16.3%) strongly agree that epileptic power supply is the challenge facing e governance in ensuring transparency, 10 respondents (21.7%) strongly disagree that epileptic power supply is the challenge facing e governance in ensuring transparency and 9 respondents (22.5%) fall under undecided that epileptic power supply is the challenge facing e governance in ensuring transparency.

Again, the above table also shows that 15 respondents (29.6%) agree that inadequate ICT facilities is the challenge facing e governance in ensuring transparency, 11 respondents (26.8%) disagree that inadequate ICT facilities is the challenge facing e governance in ensuring transparency, 16 respondents (32.7%) strongly agree that inadequate ICT facilities is the challenge facing e-governance in ensuring transparency, 15 respondents (32.6%) strongly disagree that inadequate ICT facilities is the challenge facing e-governance in ensuring transparency and 15 respondents (37.5%) fall under undecided that inadequate ICT facilities is the challenge facing e governance in ensuring transparency.

More so, the above table also shows that 18 respondents (33.3%) agree that inadequate accessibility of result by the students is the challenge facing e governance in ensuring transparency, 9 respondents (22.0%) disagree that inadequate accessibility of result by the students is the challenge facing e governance in ensuring transparency, 17 respondents (34.7%) strongly agree that inadequate accessibility of result by the students is the challenge facing e- governance in ensuring transparency,

11 respondents (23.9%) strongly disagree that inadequate accessibility of result by the students is the challenge facing e governance in ensuring transparency and 9 respondents (22.5%) fall under undecided that inadequate accessibility of result by the students is the challenge facing e governance in ensuring transparency.

Finally, the above table also shows that 10 respondents (18.5%) agree that lack of ICT skills by staff and students is the challenge facing e governance in ensuring transparency, 8 respondents (19.5%) disagree that lack of ICT skills by staff and students is the challenge facing e governance in ensuring transparency, 8 respondents (16.3%) strongly agree that lack of ICT skills by staff and students is the challenge facing e governance in ensuring transparency, 10 respondents (21.7%) strongly disagree that lack of ICT skills by staff and students is the challenge facing e governance in ensuring transparency and 7 respondents (17.5%) fall under undecided that lack of ICT skills by staff and students is the challenge facing e governance in ensuring transparency.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
challenges.e.governance * transparency	230	100.0%	0	0.0%	230	100.0%

Source: Field Survey, 2022
SPSS Ver.20

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.642 ^a	12	.880
Likelihood Ratio	6.460	12	.891
N of Valid Cases	230		

Source: Field Survey, 2022
SPSS Ver.20

The Chi-square calculated value was 6.642 and the chi-square tabulated value was .880 ($p=6.642 > .880$) with a degree of freedom 12.

Discussion of Findings

The study shows that chi-square result on the credibility of elections. The Chi-square calculated value was 14.084 and the chi-square tabulated value was .826 ($p=14.084 > .826$);

.826) with a degree of freedom 20. This is an indication that e governance enhances transparency in Niger state polytechnic. The null hypothesis which states that there is no significant relationship



between e governance and transparency in Niger State Polytechnic, Zungeru was rejected and accept alternative hypothesis which states that there is a significant relationship between e governance and transparency in Niger State Polytechnic, Zungeru.

However, from the above study, it found out that automated admission process, financial probity, online result management, ICT application and online payment of fees etc has enhances e governance on transparency. Therefore, the findings is in agreement with the finding of Ugbo and Emma (2020) who revealed that most tertiary institutions in Anambra have adopted and integrated e-administration into various areas of their management which have also improved service delivery to some reasonable extent. Osakede & Ojo (2017) as well as those of Chukwuemeka, Ubochi & Okechukwu (2017) who submitted that despite the challenges of poor internet services, e-administration has improved effectiveness, efficiency and accuracy in service delivery in some Nigerian universities. Whilr the findings is in disagreement with the findings of Tawanda manenji and Barbra Murufu (2016), who reveals that the adoption of e-government in Zimbabwe has been hampered by a plethora of challenges ranging from politics, economics, social and technological.

Again, the study reveals that The Chi-square calculated value was 6.642 and the chi-square tabulated value was .880 ($p=6.642 > .880$) with a degree of freedom 12. This states that null hypothesis is rejected which states that there is no significant relationship between challenges of e governance and transparency in Niger State Polytechnic, Zungeru and alternative hypothesis is accepted which states that there is a significance relationship between challenges of e governance and transparency in Niger State Polytechnic, Zungeru. However, the above findings is in conformity with the findings of Ugbo and Emma (2020) who revealed that epileptic power supply inadequate accessibility of result by students lack of ICT skill affect e governance in Nigeria tertiary institutions, and Umar, Hassan Sa'id and Ikechukwu Okafor (2022), who revealed that E-Governance has improved service delivery in JAMB. Findings also indicated that inadequate infrastructure like electricity is a major impediment to e-governance application in JAMB.

Conclusion

From the above findings the study concludes among the followings:

1. That e governance significantly affects transparency in Niger State Polytechnic, Zungeru.
2. The study also concluded that epileptic power supply, lack of ICT skills by the staff and some students and inadequate ICT facilities are the major challenges of e governance in ensuring transparency in Niger State Polytechnic, Zungeru.

Recommendations

1. Frequent training and retraining of both workers and students in ICT technology is also paramount. This will not only enhance implementation of e-governance but will generally improve teaching; learning and research with will lead to in torn transparency in the institutions.
2. To meet the demands of the global best practices in higher education, the implementation of CBT, e- learning will require a more secure testing environment that will prevent students from seeking answers by scanning their computer hardware during



examinations, instant messaging, e-mailing friends or browsing the internet. CBT can also be improved by using other forms of question types like theory-based and diagrammatic questions to make the test questions more diverse. Furthermore, post-test feedback can also be introduced.

3. The management should give more emphasis on financial probity, automated admission process, online payment of fees, and online result checker by the students in order to ensure transparency in the institution.

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