E-governance and Public Service Delivery in Selected Education Districts in Lagos State 2019-2024

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Certification

This is to certify that **Maharafudeen DEHINSILU-ISA** with the matriculation number **LCU/PG/001549** carried out this study titled **"E-governance and Public Service Delivery in Selected Education Districts in Lagos State, 2019-2024"** in the Department of Politics and International Relations, Faculty of Management and Social Sciences, Lead City University Ibadan, Oyo State, Nigeria for the award of Doctor of Philosophy Degree (PhD) in Public Administration and this has not been previously submitted.

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Dedication

The Executive Governor of Lagos State, His Excellency, Babajide Olusola Sanwo- Olu

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Acknowledgment

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Even though the above-mentioned institutions and persons have assisted in the process of this research work, I stand responsible for the error if any, found in this work.

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Abstract

This study investigates the interplay between e-governance and public service delivery in selected education districts in Lagos State, Nigeria. In the context of a rapidly digitalizing global environment, e-governance has emerged as a critical tool in enhancing the efficiency, accessibility, and transparency of public services. In Nigeria, especially Lagos State, the adoption of e-governance in the education sector aims to improve administrative efficiency, monitoring of teacher performance, student enrolment systems, data management, and policy implementation. However, questions remain about the extent to which these digital initiatives translate into improved public service delivery outcomes in the education sector. The study was guided by the Disruptive Innovation Theory, Technology Acceptance Model (TAM) and Institutional Theory. Disruptive Innovation Theory aptly explains how the adoption of e-governance serves as a catalyst for institutional change and improved service delivery; TAM provides insight into how perceived usefulness and ease of use influence the adoption of e-governance technologies by stakeholders. A descriptive research design was employed. Quantitative data were collected through structured questionnaires administered to administrative staff/education officials, teachers and students across two purposively selected education districts. Qualitative data were obtained through key informant interviews with top education managers and ICT officers. Descriptive and inferential statistics were used to analyze the quantitative data, while thematic content analysis was applied to qualitative responses. Findings revealed that while e-governance tools such as online registration portals, digital attendance systems, and performance monitoring dashboards have been deployed, their impact varies across districts. Districts with better ICT infrastructure and trained personnel recorded more efficient service delivery. However, common challenges identified include inconsistent internet connectivity, resistance to change, inadequate digital literacy among staff, and lack of sustained government investment. The study concludes that e-governance holds significant potential to transform public service delivery in Lagos State's education sector. Nonetheless, its success depends largely on institutional capacity, infrastructure, and stakeholder engagement. Recommendations include a sustained investment in ICT infrastructure across all education districts; continuous training and capacity building for education personnel; awareness campaigns to promote stakeholder buy-in; and development of a robust monitoring and evaluation framework to track e-governance performance outcomes. Strengthening these areas can position e-governance as a driver of inclusive, transparent, and efficient public service delivery in education.

Keywords: e-governance, Public Service Delivery, Education, Lagos State

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List of Acronyms

Abbreviation	Meaning
EFA	Education for All
ESD	Education for Sustainable Development
HEIs	Higher Education Institutions
ICT	Information and Communication Technology
JAMB	Joint Admissions and Matriculation Board
JSSCE	Junior Secondary School Certificate Examination
NCE	Nigerian Certificate in Education
NECO	National Examination Council
SDGs	Sustainable Development Goals
UBE	Universal Basic Education
UTME	Unified Tertiary Matriculation Examination Board
WASSCE	West African Senior School Certificate Examination

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