

Certification

This is to certify that this thesis titled Effect of e-Governance on Public Service Delivery in Selected Government Ministries in Oyo State (2012-2022) was carried out by Henry Aporobarow ITAMORO with Matriculation Number LCU/PG/003056 a student in the Department of Politics and International Relations under my supervision in the Faculty of Management and Social Science, Lead City University, Ibadan, Nigeria and has not been previously submitted.

Dr Modupe Albert
Supervisor

Date

Prof. Akeem Amodu
Head of Department

Date

Dedication

This thesis is dedicated to Almighty God for the gift of life.

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Acknowledgement

My sincere gratitude goes to the management and staff of Lead City University, Ibadan for providing the needed support and a conducive learning environment during the course of my study and in conducting this research. My appreciation also goes to my employer, Oyo State Local Government Service Commission for releasing me to undergo this study.

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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 errors, if any is found in the work.

Abstract

The evaluation of service delivery by government personnel is a significant indicator of the well-being of the citizens in these nations. This is why scholars are concerned with elements relating to service delivery in the public space. This study analyse the influence of e-Governance on the provision of public services, with a specific focus on selected government ministries in Oyo state. The research design chosen in the study is a combination of the survey and oral interview. The population of study include citizen and residents of Oyo state who usually assess services from various government ministries and agencies in Oyo state. The sample size for this study is three hundred and eighty-four (384) residents of Oyo state. The major instrument for data collection was a structured questionnaire. The data collected was analysed using descriptive statistics and content analysis. The results showed that e-government implementation has a significant influence on service delivery in the government ministries (adjusted $R^2 = 0.325$; $p = 0.000$). the study concluded that the adoption of e-government is taking off at a good pace in Oyo state and this has reflected in the quality-of-service delivery. It was recommended that the ministries and boards should regularly assess their services, collect feedback from citizens, and make improvements as needed to enhance service quality.

Key Words: E-governance, Services delivery, Public services.

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