

**Assessing E-Governance and Service Delivery in the Ministry of Works and Housing,  
Oyo State  
(2012 – 2022)**

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Relations, Faculty of Management and Social Sciences,  
Lead City University, Ibadan, Oyo State, Nigeria**

**In Partial Fulfilment of the Requirements for the Award of Masters of Science Degree  
(MSc) in Public Administration**

### **Certification**

This is to certify that this thesis was carried out by **Solomon Olamijuwon HAMMED** with Matriculation number **LCU/PG/002578**, in the Department of Politics and International Relations under my thorough supervision in the Faculty of Management and Social Sciences, Lead City University, Ibadan, Nigeria and that this work had not been previously submitted.

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*Do Not Copy, Lead City University, Nigeria*

## **Dedication**

This thesis is wholeheartedly dedicated to Almighty God

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*“Being challenged in life is inevitable, being defeated is optional.*

*” – Roger Crawford.*

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My sincere gratitude is extended to my Mother, Deaconess Hammed Olusola, my son Hammed Aaron Oluwafiretomiwa, I am forever thankful for the unconditional love and support throughout my studies and everyday” .

*“When You Feel Like Quitting, Remember Why You Started”*

## Abstract

Effective governance is crucial for enhancing the well-being and accessibility of citizens, with a focus on responsible management of a nation's resources and the government's capacity to design, implement policies, and fulfill its functions. E-governance has become an integral component of modern public administration, transforming the way governments deliver services and interact with citizens. E-governance employs information and communication technology (ICT) to simplify and enhance government services, public service delivery, and administrative efficiency. This study focuses on the Ministry of Works and Housing in Oyo State, Nigeria, to assess the implementation and impact of e-governance initiatives on service delivery. Employing a descriptive survey research design, the study examines the perceptions and experiences of a sample population of 348 stakeholders, including government officials, employees, and citizens. The research finds that the Ministry of Works and Housing in Oyo State has made significant strides in adopting e-governance tools and practices. Digital platforms, such as online portals, mobile applications, and electronic document management systems, have been integrated into various service delivery processes. These technological advancements have streamlined operations, reduced paperwork, and improved the overall efficiency of the ministry. The study concludes that, e-governance has proven to be a transformative tool within the Oyo State Ministry of Works and Housing, leading to improvements in record keeping, accountability, transparency, and cost efficiency. The study further recommends that the Ministry should invest in training and capacity-building programs for its employees to ensure they are well-equipped to use e-governance tools effectively.

**Keywords:** Governance, E-Governance, Service Delivery, and Administration.

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