Assessment of E-Governance Implementation on Service Delivery in Nasarawa State University, Keffi (2017-2021)

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Abstract

This study examined the impact of e-governance implementation on service delivery within Nasarawa State University, Keffi (NSUK). E-governance, which involves the use of information and communication technologies (ICTs) in providing government services, has become increasingly important worldwide due to its ability to improve efficiency, transparency, and accessibility in public institutions. Within the context of NSUK, which serves as a pivotal institution in the educational landscape of Nigeria, this study aimed to assess how e-governance initiatives have influenced online registration and online school fee payment service delivery. Using a mixed-methods approach, the study gathered quantitative data through surveys and qualitative insights via the administering of questionnaire to key stakeholders including students, faculty members, administrative staff, and IT personnel. Findings from this study revealed that online registration does not significantly enhance service delivery at the university and that online school fee payment systems are well-implemented and effectively utilized by the stakeholders, leading to improved efficiency and user satisfaction. The research underscored the importance of strategic planning, stakeholder engagement, and institutional readiness in achieving successful e-governance outcomes, thereby providing valuable recommendations for policymakers, administrators, and practitioners involved in enhancing public service delivery through technological innovation.

Keywords: E-governance implementation, service delivery, online registration, online school fees payment, stakeholder engagement

Introduction

E-governance, the application of information and communication technologies (ICTs) to enhance the activities of government institutions, has been recognized globally as a transformative approach to improving public service delivery. The United Nations e-Government Survey (2020) underscores the importance of e-governance in fostering transparency, efficiency, and citizen participation in governance. By digitizing governmental processes, e-governance reduces bureaucratic red tape and enhances the accessibility of public services (UN, 2020).

Globally, countries have increasingly embraced e-governance to modernize their public service delivery systems. For instance, Estonia has been a pioneer in implementing comprehensive e-

governance solutions, allowing citizens to access a wide range of public services online, from voting to healthcare (Tiits et al., 2015). Similarly, in South Korea, the implementation of the Government 24 platform has streamlined administrative processes, significantly reducing the time and cost associated with accessing public services (Lee, 2019). These global examples highlight the potential of e-governance to enhance efficiency and transparency in public administration.

On the African continent, the adoption of e-governance is gradually gaining momentum as governments recognize its potential to drive socio-economic development. The African Union's Digital Transformation Strategy for Africa (2020-2030) outlines a vision for harnessing ICT to foster inclusive growth and improve public service delivery (African Union, 2020). Countries like Rwanda and Kenya have made significant strides in this regard. Rwanda's Irembo platform, for example, offers over 100 public services online, significantly improving citizen access to government services and reducing corruption (Mugisha & Mukama, 2018). Similarly, Kenya's e-Citizen portal has enhanced the efficiency of service delivery by providing a single access point for various government services (Ndemo & Weiss, 2017).

In Nigeria, e-governance is increasingly seen as a critical tool for improving public sector efficiency and transparency. The Federal Government of Nigeria launched the National e-Government Master Plan in 2015, aiming to leverage ICT to enhance public service delivery, promote good governance, and foster economic growth (Federal Ministry of Communications and Digital Economy, 2019). Despite these efforts, the implementation of e-governance in Nigeria faces several challenges, including inadequate ICT infrastructure, low digital literacy, and resistance to change within the public sector (Bada et al., 2019).

Nasarawa State University, Keffi (NSUK), like many other Nigerian tertiary institutions, has recognized the potential of e-governance in enhancing service delivery. The implementation of e-governance at NSUK aims to streamline administrative processes, improve access to information, and foster greater transparency and accountability. However, the effectiveness of these initiatives remains an area of ongoing assessment and improvement. Challenges such as limited ICT infrastructure, insufficient training for staff and students, and resistance to change continue to impact the successful implementation of e-governance at the university (Ojedokun, 2018).

The study "Assessment of E-Governance Implementation on Service Delivery in Nasarawa State University, Keffi" is significant for several reasons. First, e-governance enhances transparency, efficiency, and accountability in public institutions (Heeks, 2006). By examining its impact at Nasarawa State University, this study will provide insights into how digital tools improve administrative processes, benefiting both staff and students. Additionally, with Nigeria's push towards digitalization, understanding the implementation and outcomes of e-governance in educational institutions can inform broader policy decisions (World Bank, 2020).
Furthermore, the university setting provides a unique microcosm to evaluate the challenges and successes of e-governance in the public sector. Identifying specific barriers to effective implementation, such as infrastructural deficiencies or resistance to change, can help in formulating targeted strategies for improvement (Basu, 2004). Moreover, the findings can contribute to the academic discourse on e-governance, offering a case study that can be compared with other institutions globally. this study aims to bridge the gap between policy and practice, providing valuable data that can enhance the service delivery and governance framework within Nasarawa State University and potentially other Nigerian universities.

The objective of this study is to assess the implementation of e-Governance on service delivery at Nasarawa State University, Keffi. Other specific objectives of the study include to:
  i. Examine how online registration service, enhances the service delivery process in Nasarawa State University, Keffi.
  ii. Ascertain the extent to which online school fee payment impacts service delivery in Nasarawa State University, Keffi.

The Scope of this research work centers on Nasarawa State University, Keffi. It focused on the e-Governance, the services that the university practices such as online registration, student application and online school fee payment services in and around The University within the period of (2017-2021).

Literature Review
E-Governance

E-governance is a broader topic that deals with the whole spectrum of the relationships and networks within government regarding the usage and application of ICTs. It is a group of norms, processes and behaviours that have an influence on the exercise of power, especially from the point of view of openness, participation, responsibility, effectiveness and consistency. e-government is a more focused field that involves creating online services for citizens, emphasizing the digital aspect of specific government functions, such as e-tax, e-transportation, or e-health (Riley, 2012) e-governance is a wider concept that defines and assesses the impacts that technologies are having on the practice and administration of governments and the relationships between public servants and the wider society, such as dealings with the elected bodies or outside groups such as not for profits organizations, NGOs or private sector corporate entities (Fang, 2009). It encompasses a series of necessary steps for government agencies to develop and administer to ensure the successful implementation of e-government services to the public at large. E-democracy refers to the processes and structures that encompass all forms of electronic interaction between the Government (elected) and the citizen (electorate).

Service Delivery

Service delivery simply means the extent to which an individual, unit or department of an organization discharge their assigned or statutory responsibilities. It also serves as a method for organizations to assess the input and output levels of individual employees or units, particularly in achieving assigned goals or tasks. According to Byars et al. (1999), service delivery reflects the extent to which an employee completes the tasks that define their job. They summarize service delivery as the degree of performance, output, and productivity of an organization or employee in fulfilling their responsibilities within the constraints of time, money, and other resources, aiming to achieve the organization's overall goals. The level of service delivery is influenced by employees' performance in reaching organizational objectives and satisfying public needs. For this study, service delivery is viewed as the attainment of targets (performance/output/productivity) related to tasks assigned to organizations or employees within a specific timeframe. It involves executing duties and responsibilities assigned by authorities, aimed at achieving organizational goals. Therefore, the degree to which an organization or its employees perform their duties and functions to meet set goals determines the efficiency, effectiveness, economy, and productivity of service delivery, as stated by Danowski (2015). To ensure that Nigerian universities efficiently and cost-effectively fulfil their core functions of teaching, research, and community service, the e-government platform must be both accepted and implemented in their operations. This can only be achieved by building the capacities of staff and students in the use of ICT and other e-government tools. In conclusion, Richardo (Cha, 2001) asserts that employee performance is the successful completion of tasks by an individual or team, as defined and measured by a supervisor or organization, to pre-established acceptable standards, while efficiently and effectively utilizing available resources within changing objectives. Thus, high employee job performance leads to achieving organizational goals and objectives, which constitutes organizational performance.

E-Service Delivery

There has been recent significant progress in e-services aimed at disadvantaged and vulnerable groups. According to Danowski's (2015) survey titled "The Failure of e-Government in Developing Countries," the number of country websites providing information about specific programs and initiatives to benefit women, children, youth, persons with disabilities, older persons, indigenous peoples, people living in

poverty, and other vulnerable groups has been steadily increasing since 2012. The United Nations Member State Questionnaire revealed that in 2018, 80 out of 100 countries reported implementing specific measures to ensure e-Government accessibility for the most vulnerable segments of their population, a substantial increase from less than 30% in 2012 (UN report, 2019). To monitor progress, 64 of these countries indicated that they collect usage statistics in this area. Emphasis is being placed on m-government services to deliver remote education, healthcare, and other social services, positively impacting people's everyday lives, especially in rural areas previously disadvantaged compared to urban regions. Notably, e-government offers equal opportunities for interacting with public authorities and potentially reducing corruption (Gorla & Somers, 2012).

Emerging technologies are also enabling governments to improve e-service delivery and adapt to changing needs. For example, drones are being used to deliver services to remote areas more cost-effectively and quickly. In Africa, this technology is applied in various sectors, from agriculture to healthcare (Lam, 2005). Additionally, artificial intelligence (AI) is enhancing the efficiency of service delivery to marginalized groups. In the Middle East, the United Arab Emirates aims to become a leader in AI, having created an AI strategy and appointed the world's first Minister of State for AI in October 2017. Civil society is increasingly leveraging emerging technologies to provide greater assistance to the public (Waller & Genius, 2015).

Digital Literacy

It is widely acknowledged that digital skills can enhance social inclusion. Therefore, these skills should be taught to schoolchildren and further developed among civil servants and employees in the private and public sectors. Additionally, initiatives that provide digital assistance should be implemented to support individuals unable to access online services independently. These efforts aim to address the evolving needs of citizens and businesses. In Singapore, the government has established programs like the Silver Info-comm Initiative (SII) to bridge the connectivity gap for older adults, addressing their lack of education or digital skills where needed (Hair et al., 2014). The European Union Commission has emphasized that enhancing digital skills among public-sector employees is crucial to maximizing the benefits of e-government.

The global need to improve skill levels across various population groups is increasingly apparent in response to the so-called Fourth Industrial Revolution. A United Nations study warned that about 56 per cent of employees in Southeast Asian outsourcing hubs, such as Vietnam, Cambodia, Indonesia, the Philippines, and Thailand, are at a heightened risk of job loss due to automation, particularly in the textile and manufacturing sectors. In response, Vietnam is seeking to revise its education and training systems to develop higher-end skills (UN, 2012).

E-Resilience and its linkages to ICT and E-Governance

Resilience refers to the capacity of a system, community, or society exposed to hazards to resist, absorb, accommodate, and recover from the effects of such hazards in a timely and efficient manner. This includes the preservation and restoration of its essential structures and functions (Lau, 2004). E-resilience involves the contributions of ICT to resilience, particularly at the community level. It encompasses the use of ICTs throughout all phases of disaster risk management - prevention, reduction, preparedness, response, and recovery - to mitigate risk and impact while maintaining progress towards sustainable development, including through e-government. E-resilience has two main dimensions: using ICTs for disaster risk prevention, reduction, and preparedness, and for disaster response and recovery, including the rapid restoration of ICT infrastructure and services (Lau, 2004).

Emerging technologies such as artificial intelligence, social media, space technology applications, and geospatial information are increasingly used to enhance e-resilience. Many innovative tools for disaster and crisis management consolidate structured and unstructured data for quick and effective decision-making. These technologies, coupled with enhanced data availability, analytics, and functionalities, hold significant promise for advancing e-resilience initiatives towards sustainable

development. Artificial intelligence encompasses techniques that enable systems to perform tasks requiring human intelligence, such as visual perception, speech recognition, decision-making, and language translation (Adeyemo, 2014). It includes the Internet of Things (IoT), fixed and mobile broadband, cloud computing, and big data. IoT involves network-connected sensors and devices that collect and exchange biometric data, behavioural information, and unstructured information. Big data consists of large datasets from voice records, administrative records, electronic transactions, online activities, and data transmissions collected mainly through mobile and broadband cloud computing technologies (Adeyemo, 2014).

AI technology often involves machine learning or deep learning, allowing it to build on past iterations rather than relying solely on predefined behavioural algorithms. There are many innovative applications of AI in e-resilience. For instance, kinetic sensors at the bottom of the Indian Ocean detect waves and water flows, transmitting data via sonic buoys and satellite links to emergency agencies. Drones effectively assess damage after disasters, such as the 2015 earthquakes in Nepal. In southern Thailand, a network of cameras provides real-time monitoring of water flows and uses closed-circuit television to warn of potential flooding. AI-based methods, including IoT technologies, are successfully applied to various hydrological problems in Australia (Adeyemo, 2014).

While many practical applications of big data in disaster scenarios are still experimental, useful cases have emerged, such as during the Haitian earthquake of 2010. A recent survey by Japan's Ministry of Internal Affairs and Communications concluded that big data is expected to make significant contributions to disaster risk reduction in the country. Mobile network big data has immense potential in this regard, as mobility data collected after a disaster can assist relief operations by locating affected populations and potential disease outbreaks. Space technology applications and geographic information systems also play critical roles in disaster risk management. By comparing satellite images before and after disasters, authorities can estimate the type and magnitude of potential or actual damage.

E-Governance Status in Africa

According to the recent United Nations E-Governance Survey 2012, there has been improvement in most sub-regions of Africa except Northern Africa and Middle Africa improvement is minimal. However, most African countries remain at the tail end of the digital divide. Major improvements in government information systems, infrastructure, and integration of thematic services in finance, health, and many other sectors have improved its world ranking. To become globally competitive with a modern ICT-enabled economy and a knowledge-based information society; the government of Seychelles used an integrated and interdependent strategic approach to enhance its e-Government services. Seychelles focused on ICT infrastructure, legal and regulatory framework, and human resource development. It hosts its integrated portal through its SeyGo Connect for residents, citizens and businesses, which provides one-stop-shop services ranging from thematic, sectoral life cycle services to single sign-on tailored for the individual user (United Nations E-Government Survey, 2012).

Benefits of e-Government

According to the World Bank (2002), e-governance offers several significant benefits:

i. It simplifies the process of information gathering for citizens and businesses.

ii. It empowers individuals to access information about any government department and participate in decision-making processes.

iii. e-Governance strengthens democracy by ensuring greater citizen participation at all levels of governance.

iv. It automates services, making information about public welfare activities easily accessible to all citizens, thus eliminating corruption.

v. This transformation enhances government transparency and reduces corruption by making information about government activities readily available and ensuring government departments are accountable, knowing their actions are closely monitored.

vi. Proper implementation of e-governance allows people to complete tasks online, avoiding the hassle of travelling to government offices.

vii. Successful e-governance practices improve service delivery to citizens, enhance interactions with businesses and industries, empower citizens through access to information, and lead to better management, greater convenience, revenue growth, and cost reductions.

Moreover, the introduction of e-Governance brings governments closer to citizens, making it extremely convenient to contact government agencies. Citizen service centers are now more accessible, which might include unattended kiosks in government agencies, service kiosks near clients, or the use of personal computers at home or work.

Additionally, e-governance practices enable businesses to access important information with ease. Seifert & Bonham (2003) highlight these benefits of e-government.

Empirical Review

Chen et al. (2015) investigated the transformative impact of big data analytics (BDA) on supply chain management (SCM). The study aimed to elucidate how BDA can enhance value creation through improved decision-making, efficiency, and innovation in supply chain processes. The authors employed a mixed-methods approach, integrating quantitative data from a large-scale survey of supply chain professionals with qualitative insights from case studies and expert interviews. This comprehensive methodology provided a robust analysis of the ways BDA contributes to SCM. The findings highlighted that BDA enables organizations to process vast amounts of data in real time, leading to more accurate forecasting, inventory management, and demand planning.

This capability significantly reduces costs and enhances responsiveness to market changes, thereby creating a competitive advantage. Furthermore, BDA fosters innovation by enabling predictive analytics and prescriptive analytics, which support strategic decision-making and proactive problem-solving. The study also identified critical factors for successful BDA implementation in SCM, including technological infrastructure, data quality, and organizational readiness. The authors emphasized the importance of a data-driven culture and the need for skilled personnel to interpret and act on data insights. Additionally, the research underscored the role of collaboration across the supply chain to maximize the benefits of BDA. In conclusion, the authors demonstrated that BDA is a powerful tool for value creation in SCM, driving efficiency, innovation, and strategic advantage. Their work provided valuable guidance for supply chain managers and policymakers aiming to leverage BDA for enhanced performance and competitiveness.

Bertot et al. (2019) explored the transformative potential of Information and Communication Technologies (ICTs) in fostering transparency and combating corruption through e-government and social media. The study argued that ICTs can significantly enhance government openness by providing platforms for information dissemination, citizen engagement, and accountability. E-government initiatives, such as online portals and digital services, streamline bureaucratic processes, reducing opportunities for corrupt practices and improving service delivery efficiency. Social media, on the other hand, facilitated real-time communication between the government and citizens, allowing for immediate feedback, public discourse, and collective monitoring of government activities. The authors presented a comprehensive analysis of how these technologies can be strategically employed to create a culture of transparency. They emphasized that successful implementation requires not only technological infrastructure but also supportive policies, legal frameworks, and a commitment to openness from government officials. The study highlighted various case studies from around the world, demonstrating both the successes and challenges of integrating ICTs into governance. Key findings indicated that when properly implemented, ICTs can democratize access to information, empower citizens, and foster a participatory governance model. However, the authors cautioned that ICTs alone are not a panacea for corruption.

They stressed the importance of a holistic approach that includes public education, robust anti-corruption measures, and ongoing evaluation of e-government initiatives. In conclusion, the authors provided compelling evidence that ICTs, particularly e-government and social media, hold significant promise as tools for enhancing transparency and reducing corruption, thereby contributing to more open and accountable societies.

Basu's (2020) study, "E-Government and Developing Countries," provided a comprehensive overview of the implementation and impact of e-government initiatives in developing nations. The paper examined the potential of e-government to enhance public administration by leveraging information and communication technologies (ICTs) to improve efficiency, transparency, and service delivery. Basu explored the various dimensions of e-government, including its applications in government-to-citizen (G2C), government-to-business (G2B), and government-to-government (G2G) interactions. The study emphasized the transformative potential of e-government in overcoming traditional bureaucratic inefficiencies, reducing corruption, and fostering greater citizen engagement. However, Basu also acknowledged the significant challenges faced by developing countries in implementing e-government. These challenges include inadequate ICT infrastructure, limited digital literacy, and resistance to change within public institutions. The study highlighted the importance of a supportive policy environment, capacity building, and international cooperation to address these barriers. Basu used case studies from various developing countries to illustrate both successful implementations and ongoing challenges. The analysis revealed that while e-government has the potential to drive substantial improvements in public sector performance, its success is contingent upon factors such as political will, stakeholder involvement, and the adaptability of existing administrative frameworks. The study provided a balanced view of the opportunities and obstacles associated with e-government in developing countries. It called for a strategic approach that includes careful planning, robust infrastructure development, and continuous monitoring and evaluation to ensure that e-government initiatives achieve their intended outcomes. Basu's work serves as a valuable resource for policymakers, practitioners, and scholars interested in the intersection of technology and public administration in the context of development.

Heeks (2016) provided a comprehensive framework for understanding the complexities and dynamics of e-governance initiatives. This study synthesized Heeks' key arguments and methodologies, highlighting critical success factors such as stakeholder engagement, robust IT infrastructure, and adaptive organizational cultures. Additionally, Heeks emphasized the importance of addressing contextual challenges in developing countries, such as digital divides and institutional resistance. By examining case studies and empirical data, the book offered practical insights into effective e-governance implementation. This abstract underscored the relevance of Heeks' work in contemporary e-governance discourse, particularly in the context of developing nations striving for digital transformation. The findings presented in this book serve as a valuable resource for policymakers, administrators, and scholars seeking to navigate the complexities of e-government projects.

Tenimu (2017) conducted a study on e-government and service delivery at Nasarawa State University (2007-2011). This study examined the assessment of e-government and service delivery in Nasarawa State University, Keffi. A look at Nasarawa State University indicates that service delivery is optimally low. According to Byars & Rue (2006), this can be attributed to, among other things, the failure of public organizations to key into e-government with the attendant gains. The study adopted survey research methodology with the use of the Taro Yamani sampling technique, about 399 sample size was captured, out of which 315 questionnaires were duly completed and used in data analysis. A descriptive analysis was conducted to establish the effect of e-government on service delivery in the University. The result observed that online fee payment; registration and checking of results have a negative impact on service delivery at Nasarawa State University, Keffi. Meanwhile, other variables not categorically stated in the research questions presented a positive significant effect on service delivery in Nasarawa State University, Keffi. Finally, the model specified that on a general note, there

is a 97 per cent variation on the dependent variable (service delivery) which is explained by the estimators (independent variables).

The study recommended that the authority in the institution should upgrade the ICT system to allow effective online registration, and in turn, it will ensure effective service delivery; posting of results at the due time; accurate entering of correct results before submission and being careful while entering the result to avoid mistakes; Further collaboration with NITDA should be sustained; The need for upgrade of the ICT unit to prevent cyber-attack should be encouraged and immediately put in place to prevent cyber-attack.

E-Governance Implementation on Service Delivery in Nasarawa State University, Keffi.

This study examines the e-governance implementation on service delivery in this university with the assumption of how students' online registration and payment of school fees enhances transparency accountability and better service provided by the university.

Student's Online Registration Service and Service Delivery Process in Nasarawa State University, Keffi

The introduction of e-governance in Nasarawa State University, Keffi concerned with the uses of information technology (ICT) with the student's online registration has opened up significant opportunities to transform the process and procedures thereby modernizing the university platform to reduce bureaucratic delays to facilitate and promote better services delivery and more efficient operation. The establishment of an information communication technology platform for student registration came into existence when the university started enrolling students in various courses and programs of study.

The University's students' platform for online registration is accessible all the time and this has increased the interest of people to enrol into several programs. The interactions between students and the university registration platform are available online with the university logo, and passwords and pins were created during application through applicants' abbreviation names which are usually logged in to access the portal. The university organized interactive sessions between the students and café experts to educate them on how the university's portal works and how they can access the service, this, to some extent has reduced the delay in bureaucratic procedures and enhanced the service delivery process. The university's portal is a global village that at home, one can access with good services and reception available.

Student's Online School Fees Payment and Service Delivery in Nasarawa State University, Keffi. The Nexus

Student's Online School Fees Payment and Service Delivery in Nasarawa State University, Keffi is a continuous process in that after admission, the applicants may visit the wed-side/portal for the payment of acceptance fees and proceed for other manual registration. At this point, it is important to note that, the university combined manual and electronic registration procedures where files submitted were verified, cleared manually and information is uploaded for the payment of school fees. Students can therefore visit the University's website for the payment of school fees with their information concerning courses applied and the amount to be paid already captured directly.

Two methods can be used by the students, either to use online payment through the student's account using the ATM card or print and take the payment invoice to designated banks. All necessary and relevant documents were printed and submitted to the school for records purposes.

Methodology

The study adopts a survey research design. The use of a questionnaire is designed to collect data from the target respondents and is structured for easy data collection.

The study considers the population of the staff and students of the institution as of the 2020 academic session, which is 54,537. Employing a purposive sampling technique, a total of 180 sample size was determined for the data collection and analysis.

The study adopts regression analysis where the dependent variable (service delivery) is regressed against the two independent variables stated in the research question (predictors) to establish the effect they pose on one and the other, using a five-point Likert scaling system.

Results and Discussion
Model Summary

Model Summaryᵇ

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.974ᵃ	.949	.947	.32053	.306

a. Predictors: (Constant), Online School Fees Payment, Online Application and Admission Process, Online Dissemination of Results, Online Registration Service

b. Dependent Variable: Service Delivery

The result above shows the regression coefficient known as the coefficient of determination (R^2). It describes the rate of change in the dependent variable due to changes in the predictors. The result shows the coefficient of determination at 0.949 (94%). It means that a change in the predictors leads to a 94% change in the dependent variable. This indicates that the model has a good fit along the regression line.

Coefficient of the Predictors

Coefficientsᵃ

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.160	.089		1.806	.073
	Online Registration Service	.339	.085	.404	3.971	.000
	Online School Fees Payment	.713	.080	.701	8.906	.000

a. Dependent Variable: Service Delivery

The table above shows the individual coefficients for each predictor as they affect the dependent variable. The apriori expectation is that the standardized (regression) coefficient should be above 0.5. The result shows online registration service with a standardized (regression) coefficient of 0.404 (40%). The value is less than the a priori expectation, hence it can be deduced that online registration has no significant effect on service delivery at Nasarawa State University, Keffi.

Second, the standardized coefficient (regression value) for online school fee payment shows a value of 0.701 (70%) which is above the apriori expectation of 0.5, hence it can be deduced that online school fee payment has a strong significant relation with service delivery in Nasarawa State University, Keffi.

Conclusion and Recommendations

The analysis of the regression coefficients for various predictors of service delivery at Nasarawa State University, Keffi, reveals critical insights into the impact of specific e-governance initiatives. First, the standardized regression coefficient for online registration services is 0.404, which is below the a priori expectation of 0.5. This suggests that online registration does not significantly enhance service delivery at the university. The relatively low impact may be attributed to several factors, such as inadequate infrastructure, user resistance, or implementation challenges. These barriers highlight the need for a more comprehensive strategy to improve the efficacy of online registration systems.

Conversely, the regression analysis indicates that online school fee payment has a standardized coefficient of 0.701, surpassing the a priori threshold of 0.5. This significant coefficient implies a strong positive relationship between online school fee payment and service delivery. The higher coefficient suggests that online school fee payment systems are well-implemented and effectively utilized by the stakeholders, leading to improved efficiency and user satisfaction. The success of this initiative can be leveraged to enhance other e-governance services within the university.

In summary, while online registration services currently fall short of expectations in terms of impact on service delivery, online school fee payment demonstrates a robust positive effect. These findings underscore the importance of targeted improvements in underperforming areas and the replication of successful e-governance practices. For Nasarawa State University, focusing on the enhancement of online registration systems could potentially elevate overall service delivery, thereby fostering a more efficient and user-friendly administrative environment.

Based on the findings the following recommendations are made:

i.   Given that the standardized coefficient for online registration services (0.404) is below the a priori expectation of 0.5, it is recommended that Nasarawa State University, Keffi invest in improving the usability and accessibility of its online registration platform. This could include user interface enhancements, better user support, and infrastructure upgrades to ensure a smoother and more reliable registration process. By addressing these areas, the university can potentially increase the positive impact of online registration on service delivery.

ii. The online school fee payment system shows a strong significant relationship with service delivery, indicated by a standardized coefficient of 0.701. It is recommended that the university further expands this service, ensuring that all students have access to and are aware of the online payment options. Additionally, implementing more features such as instalment payment plans or real-time payment confirmations could further enhance the effectiveness of this system, thereby improving overall service delivery at the university.

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