

## EMPIRICAL ANALYSIS OF E-GOVERNANCE AND SOCIO-ECONOMIC DEVELOPMENT OF IMO STATE, NIGERIA

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### Abstract

*This study examined e-governance and socio-economic development of Imo state, Nigeria within the period of 2015-2021. Basically, the objectives of the study are to examine the effects of e-governance on socio economic development of Imo State; and to examine the challenges of e-governance in socio economic development of Imo State. The study used both primary and secondary data to achieve its objectives. Technological determinism theory was used as the theoretical framework of analysis to explain the role of technology in actualizing effective administrative system in Imo State. The study findings proved that e-governance has effects on socio economic development of Imo State on such areas as enhancing easy and faster communication between government and the citizens, promoting fiscal policies, transparency and accountability, easy access to government information and policies, effective service delivery, etc. Other findings are bureaucratic challenges, inadequate power supply in different parts of Imo State, technological imbalance between the urban and rural areas, insufficient trained ICT personnel, unwillingness on part of the government personnel to learn ICT, among others as the challenges facing e-governance in socio economic development of Imo State. The study recommends that there should be effective power supply to ensure the successful operation and practice of e-governance in Imo state, Imo State Government should enhance the provision of e-governance infrastructure in both villages and township to enhance knowledge of e-governance in the state, Imo State Government should address the issues of bureaucratic challenges arising from the delay in implementation of e-governance process, Imo State Government should train more personnel on ICT for ease of e-governance process in Imo State, the public and civil servants in Imo State should be encouraged to participate in e-governance activities, etc. Conclusively, e-governance has significant effects on socio economic development of Imo State.*

**Keywords:** E-governance, socio economic development, effects, challenges, service delivery.

## **Introduction**

Globally, the quest for e-governance became paramount as a result of the necessity for shift in administrative pattern from conventional face-to-face administration to digital administrative system. It is often call electronic governance due to the application of electronic gadgets and system in its actualization. This is on account of globalization and the desire for socio economic development of the state. According to Okafor and Ibekwe (2020, p.42) “e-governance is the use of information and computer technologies to ensure transparency of government actions, the accessibility of government services and information and the responsiveness of government to new ideas, demands and rules” Governance become important in application of necessary electronic system and collaboration with range of organizations under public and private sectors in the state. The rapid growth of information and communication technologies (ICT) transforms the governance process of state to ensure faster service delivery in public services. It puts in place the connectivity between government and citizens, government and business community, government and employees, as well as enhancing intergovernmental relations. In adopting e-governance system, government through its ministries and parastatals spend more resources on technologies. This informs Akunyili, (2010) cited in Ihenacho (2018, p.178) to state that e-governance is the use of information and communication technology to enhance access to and delivery of government services for the benefit of all. The basic feature is the introduction of automation or computerization of existing paper based procedures to enhance access to and delivery of government service to the citizens. Although, Olufemi (2012, p.2) argues that e-governance became necessary in government activities when government institutions started developing websites and populating these websites with information concerning government activities. As a process, government discovered its usefulness and after mastering this information dissemination aspect, government institutions, including Imo State started processing its activities online, through offering internet applications that connect citizens with public administrators, decision-makers and elected officials. According to Ojo (2014, p.5) “e-governance is the application of information and communication technology by the governments to enhance accountability, create awareness and ensure transparency in the management of business. It is a political strategy through which the activities of government are made known through the adoption of modern communication technology.”

In contemporary time, the use of internet and other electronic media have gradually turned the world into a global village, thereby facilitating effective governance, providing easy access to government information, news and events, through the acceptable electronic media. E-governance has become necessary due to its prominence in the public service delivery in states, including Imo State, Nigeria. It is used for online government transactions, payments, and other administrative services in Imo State, where agencies and staff communicate among themselves through electronic media. The necessary software is developed to achieve its objectives and training personnel for effective usage of the system. Imo State Government through its personnel use such electronic equipment and digital tools as laptop, personal computer, smart phones and other devices are used to enhance effective and efficient service delivery in the state services, particularly in communicating government policies and directives. Although not good number of the personnel are adequately conversant with the use of such devices. This could also be attributed to several challenges in the service. Kennedy (2014) reported that Nigeria recorded a 200% growth of internet users between 2009 and 2013.

The world recorded 53% growth rate of internet users. And Nigeria has been ranked high in usage of internet services.

The introduction of electronic governance system in Imo State is aimed at transforming the socio-economic and administrative system of governance using necessary internet exploratory gadgets and software to facilitate production of goods and services in a transparent, result oriented manner for future accessibility and capacity building in the state. Although its emergence has been faced with some challenges, including inadequate number of trained computer literate personnel, poor electricity supply, etc. Despite its challenges, the former Governor Rochas Okorocha in his second term in office intensified the use of e-governance in his administrative policy, when he introduced the treasury single account (TSA) policy to enhance financial accountability and socio economic development of the state, although his government could not achieve much on e-governance. On May 29<sup>th</sup>, 2019, Governor Emeka Ihedioha adopted TSA policy with the view of enhancing e-governance, but his government did not last beyond eight months, currently Governor Hope Uzodima is in the same line of the policy trying to discover the best way of using electronic governance to realize the expectation of the citizens and the governance of the state. Ever since, the e-governance appears to function relatively in Imo State service delivery in such areas as integrate payroll system of government workers, retirement process, communication of government policies in the service, etc. However, it appears e-governance in service delivery and socio economic development of Imo State is not adequate due to the contending challenges. This informs the basis of the study to examine the relationship between e-governance and socio economic development of Imo State, Nigeria, within the period of 2015-2021.

### **Research Questions**

The following research questions guided the study:

- i. What are the effects of e-governance on socio-economic development of Imo State, Nigeria?
- ii. What are the challenges of e-governance in achievement of socio-economic development of Imo State, Nigeria?

### **Objectives of the Study**

The main objective of this study is to explore the relationship between e-governance and socio economic development of Imo State, Nigeria. Other objectives are to;

- i. examine effects of e-governance on socio-economic development of Imo State, Nigeria.
- ii. Find out the challenges of e-governance in socio-economic development of Imo State, Nigeria.

### **Literature Review**

#### **The concept of e-governance**

Etymologically, e-governance was coined from two English words; “E” which means electronic and “governance”. We join the two words together to obtain “electronic governance (e-governance)”. Epistemologically, e-governance is an act of using electronic measure to administer governance principles in an organization, institution and government. “E-governance is the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the

decision making process and making government more accountable, transparent and effective”(UNESCO, 2003 cited in Anoruo, 2017, p.10). Centre for Africa Training Research and Administration for Development (CAFTRAD) cited in Misuraca (2007) stated that within the framework of e-Africa initiative for good governance, e-governance is the use of ICTs especially the internet to adopt a new concept and attitude of governing and managing where participation and efficiency are required of all the partners linked in a network. E-governance is the application of information and communication technology by the government to enhance accountability, create awareness and ensure transparency in the management of business (Ojo, 2014, p.5). E-governance is the application of information and communication technology (ICT) in providing government services, interchange of statics, communication proceedings, integration of various independent systems and services. “E-governance is the use of information and computer technologies to ensure transparency of government actions, the accessibility of government services and information and that communication technology by the government to enhance accountability, create awareness and ensure transparency in the management business”(Okafor & Ibekwe, 2020, p.42). E-governance is the application of information and communication technology (ICT) in providing government services, interchange of statics, communication proceedings, integration of various independent systems and services. “E-governance is the use of web technologies with internally (intranet) and externally (internet) to increase collaboration and transparency and efficiency” (Chukwuemeka, et al (2017, p.2). According to United Nations cited in Chipeta, (2018)“E-government is a government that applies ICT to transform its internal and external business relationship .“E-government is the use of internet technology as a platform for exchanging information, provide services and transact with citizens, businesses and other areas of government” (United Nations, e-government survey, 2008 cited in Oni, et al, 2016, p.49). Upon the above, it is our view to state that e-governance is the application of electronic soft and hard ware in communicating government policies and directives to the citizens.

### **The Concept of Development**

Development has been defined differently by different scholars. Development means the capacity of a national economy which had been static for some times, to generate and sustain an annual increase in its gross National income (GNI) at rate of 5% to 7% or more” (Nnamani, 2009, p.1). This implies the rate of growth of income per capita (i.e) ability of a nation to expand its output at a faster rate than the growth of its population. It is a qualitative and quantitative change of the system. Qualitative change entails improve techniques, enriched science, and more sophisticated pattern of culture in addition to an increased intellectual capital. Quantitative on the other hand, refers to an increase in goods, services, needs and consumption at least to the extent that it will fairly correspond with an increase in population. Development demands a standard, a pattern, a convention which its values will be felt by the people for whom it is adopted and which brings a total change or transformation in the whole way of life of the people. To classical economists, development as the basis of such economic categories as capital formation, labour market mechanism, urban industrial growth and others as measured in terms of Gross National Product (GNP) or income per capita and other calculations in statistical terms (Agoha, 2016, p. 1).

The liberal approach observed development as a particular kind of social change concerned with the process of transforming the social, political, cultural and educational systems of the

under developed societies into more developed ones through an evolutionary process. It is a multi dimensional process which involving the economic, social and political dimensions.

### **The concept of Socio-Economic Development**

Socio-economic development means a total positive transformation of social norms, social institutions and social organization which give access to qualitative education, cultural transformation, religion tolerance and healthy political process buttressed by mass participation, political stability, respect for human rights, adherence to constitutionalism, respect for rule of law, ethnic tolerance and harmony, improvement in the general standard of living, quality of living condition of people of a particular society and change in the stationary economic situation such as increase in per capita income and qualitative increase in overall goods and services produced and exchanged in a country, good savings and increase investment rate (Agoha, 2016, p.8). The United Nations 2030 agenda recognizes the potential benefit of using ICT in governance in the delivery of basic economic and social services to people in five key-sectors, namely: education, health, labour and employment, finance and social welfare (Chipeta, 2018, p.2)

However, it is crystal clear that no organization or institution can work-effectively and efficiently without information and communication technologies. The paradigm shift from analogue to digital system programming enhances information and communication system and also promotes effective and efficient service delivery. Okafor & Ibekwe, (2020, p.43) in their assessment of the implementation of e- governance in Imo State civil service for workers performance states that Imo State Civil Service is the main machinery of Imo State Government that initiate advice and implement policies and programmes of the state with several ministries and departments that perform specific functions and tasks". These departments and ministries need to adopt modern information technology for easy delivery of services which include computers, internet and intranet website etc. All these must be functional and well utilized for effective performance of workers and delivery of services to the public. In a situation where there are inadequately qualified staff on use of ICT, the available technology will not be well utilized for effective discharge of duties thereby undermining the overall performance of staff and the organization.

E-governance has strong positive effect on service delivery through enhancing the performance of workers. They maintained further that the use of ICT reduces work stress, waste of time, delays and mistakes on the part of workers towards discharging their duties. After close observation, they recommend the improvement of current ICT infrastructure, expansion of window of opportunities that ICT provide through acquisition of new skill and knowledge and introduction of well coordinated ICT training and development methods for all staff and students of the university (Chukwuemeka et al, 2017, p.5).

Iheanacho, (2018) stated e-government is very essential for productivity in Nigeria public service because e-governance serves as an essential tool for accountability and transparency, effective and efficient service delivery, reduction of corrupt practices, effective management of public funds and reduction of administrative cost. The researcher however suggest the "proper enforcement of regulatory policies on the use of ICT, adequate sanctioning of public institutions that refused to embark on e-government initiative and allocation of adequate

funds for ICT infrastructures will go a long way to improve e-government in Nigeria public service.

Okafor &Ibekwe (2020)opined that the impact of e-governance on Imo State Civil Service with the population of 17,814 employees, including both junior and senior staff is very essential for the improvement of workers performance, because the level of employees' performance also depends on the level of e-government development.

Ohazurike, (2018) added that despite the strategic adoption of e-governance in Nigeria for successful implementation of state policies and programmes, there is indication that Nigerians have not improve on the level of e-governance development on account of problems as inadequate funding, inadequate infrastructures, digital divide, corruption, cyber-crimes and high level of unskilled personnel on the use of ICT which pose challenge to development of e-government initiatives in Nigeria.

### **Theoretical Framework**

The study used technological determinism theory as its theoretical framework of analysis.

**Technological determinism theory** is the theory that believes that technology of the society determines the developmental nature of the social structure and cultural values. The assumption posits that technology is the basis for all human activity (Okafor & Ibekwe, 2020, p. 44).

The theory states that technology is the key governing force and its development determines social change in terms of way we think and interact with others. The level of technological development in the society affects how the society will operate.

Technological determinists interpret technology in general and communication technologies in particular as the basis of society in the past, present and even the future. Technologies such as writing or print or television or the computer changed society. New technologies transform society at every level including: institutions, social interaction and individuals. The theory is based on the following assumptions.

- (i) Social progress is driven by technological innovations
- (ii) New world is being force upon by advances in ICT
- (iii) ICTs have effect on the users, organizations and societies
- (iv) Technologies have an overwhelming power to drive human interaction and social change.
- (v) Technology is seen as an independent causal factor.
- (vi) The idea of progress or doctrine of progress is centralize around the idea that social problems can be solved by (technological advancement (Ekwuoma et al, 2016).

Ezebuenyi et al (2016) stated that advancement of electronic technology and media will change collective cognitive processes of society at large; people would move from a predominantly individualistic lifestyle instigated by the industrial age into a new wave of social experience where people are connected worldwide through participation in smaller communities.

It is pertinent to know that the choice of this theory is paramount due to its capacity to assist in explaining whether the level of performance of employees and productivity and the assessment of its impact in both public and private organizations, individuals and groups in Imo State is determined by the level of technology it adopts. The civil service, higher institutions both public and private in Imo state as well as federal higher institutions and organizations are under obligation to adopt adequate ICT for effective and efficient service delivery, ensure transparency and accountability which promote citizens participation and two way communications. The local government council have to handle the task required for successful implementation of government policies and programmes and set activities within the communities and all these things can be done through adoption of relevance technologies or contemporary technologies in order to progress or succeed in its role for national development and the realization of the tenets of e-government which is intended to foster socio-economic development in Imo State of Nigeria.

### **Methodology**

The study generated its data from both the primary and secondary sources. The primary data were generated from research questionnaire items. The secondary data were generated from books, journals, government policy document, etc., on the subject matter.

The researcher used simple random sampling technique to sample four hundred and ten (410) respondents, selected from both public and private sectors in Imo State. The 410 copies of questionnaire were administered on the ratio of 205 to civil/public servants of Imo State Government service, and 205 to private sector servants. The 205 copies of questionnaire to civil/public sector were distributed to four (4) selected ministries and Office of the Head of Service of Imo State. The ministries are ministries of Finance, Economic Development and Digital Economy, Works, and Education, on ratio of 41 copies each. The 205 copies of questionnaire to the private sector was administered to the banks personnel, construction company staff and operators of large super markets in Owerri, Orlu and Okigwe towns. The questionnaire items contain 19 research questionnaire items on the subject matter, with 10 items on the effects of e-governance, and another 9 items on the challenges of e-governance in Imo State. A total of 400 copies of the questionnaire were successfully retrieved without error and used for the study. The primary data were presented in tabular frequency and analyzed using the simple percentage, while content analysis was used to analyse the secondary data of the study.

### **Brief background information on Imo State, Nigeria**

Imo State is one of the 36 states of the Federal Republic of Nigeria and was created on 3<sup>rd</sup> February 1976 by Murtala/Obasanjo's administration. It has Owerri as its administrative headquarters, and 27 local government areas. It is located in South-Eastern part of Nigeria. Imo State is bounded at the east by Abia State, at the west by Anambra State, at the south by Rivers State, and North by Enugu State. Imo State is also among the Niger Delta states, with oil and gas producing capacity. The state has its three arms of the government functional. The Executive Arm is currently headed by Governor Hope Uzodima, the Legislative Arm is headed by the speaker, Hon Paul Emeziem, and the Judiciary is headed by the Chief Judge, Justice Theresa Eberechukwu Chukwuemeka Chikeke. Imo State has several ministries and parastatals.

## Data Presentation and Analysis

### Research Question 1: What are the effects of e-governance on socio-economic development of Imo State in Nigeria?

**Table 1.1:** The effects of e-governance on socio economic development of Imo State

S/N	The effects of e-governance on socio-economic development of Imo state.	Yes (%)	No (%)
I	E-governance enhances faster and easy communication between government and business community, government and civil/public servants; and government and citizens	271(67.8% )	129 ( 32.2% )
Ii	E-governance promotes fiscal policies and enhances transparency and accountability in socio-economic development	287 (71.7%)	113 ( 28.3% )
Iii	E-governance promotes e-commerce and trade relations	249 (62.2%)	151 (37.8%)
Iv	It provides room for computerization of documents and data base for better service delivery	301 (75.2%)	99 (24.8%)
V	Easy access to government information and policies	332 (83%)	68 (17%)
vi	Standardisation of state service and knowledgeable practices	271(67.8% )	129 (32.2%)
vii	Government effectiveness on quality of service delivery	306 (76.5%)	94 (23.5%)
Viii	E-governance enhances social and economic development	277 (69.3%)	123 (30.7%)
vix	E-governance enhances technology advancement and human capital development	264 (66%)	136 (34%)
X	E-governance raises literacy level and consciousness of citizens on information and communication technology	298 (74.5)	102 (25.5%)

Source: Field study, 2021.

From table 1 above, ten (10) variables representing 10 effects of e-governance on socio-economic development of Imo State, Nigeria were presented, and the respondents' responses indicates different degrees and percent of responses on each of the effects, as discusses below. E-governance enhances faster and easy communication between government and business community, government and public/civil servants, and government and citizens, accounts for 271 respondents' responses, representing 67.8% as yes, and 129 respondents, representing 32.2% as no. This means that 67.8% of the total respondents' responses accepts that e-governance enhances faster and easy communication between Imo State Government and various sectors in the state.

Item number 2 on table 1 proves that 287 respondents' responses, representing 71.7% has yes an answer, and 113 respondents' responses, representing 28.3% as no on the variable that e-governance promote fiscal policies, transparency and accountability in socio economic development of Imo State. This means that e-governance promotes Imo State Government



activities on fiscal policies, transparency and accountability in socio economic development of the state.

On item number 3, the represents' responses proved that 249 respondents, representing 62.2% of the total responses stated yes, and 151 respondents, representing 37.8% stated no. This proves that greater percent of the respondents agreed that e-government promotes economic and trade relations in Imo State.

Item number 4 proves that 301 respondents, representing 75.2% and 99 respondents, representing 24.8% of the total respondents' responses stated yes and no respectively on the subject matter, indicating that e-governance provides room for computerization of documents and data base for better service delivery and socio economic development in Imo State.

Easy access to government information and policies was noted as one of the effects of e-governance on socio economic development of Imo State, as 332 respondents' responses, representing 83% of the total responses answered yes, and 68 respondents, representing 17% as no to the subject matter.

Item number 6 has it that standardization of state service and knowledgeable practice has 271 respondents' responses, representing 67.8% as yes, and 129 respondents, representing 32.2% as no. Meaning that standardization of state service and knowledgeable practice has an effect of e-governance on socio economic development of Imo State.

Item number 7 on table 1 above shows that government effectiveness on quality of service delivery has 306 respondents' responses, representing 76.5% as yes, and 94 respondents, representing 23.5% as no. This implies that government effectiveness on quality of service delivery is another effect of e-governance on socio economic development of Imo State.

Item number 8 proves that e-governance enhances social and economic development of Imo State, as 277 of the respondents, representing 69.3% of the total respondents responses stated yes, and 123 of the respondents, representing 30.7% stated no. This implies that greater % of the respondents accepted the above view.

Item number 9 on table 1 above has it that e-governance enhance technological advancement and human capital development in Imo State, as 264 respondents, representing 66% of the total respondents responses answered yes, and 136 respondents, representing 34% answered no on the subject matter.

Item number 10 has it that e-governance raises literacy level and consciousness of citizens on information and communication technology in Imo State, as 298 respondents, representing 74.5% of the total respondents' responses answered yes, and 102 respondents, representing 25.5% answered no. This means that e-governance has significant effect on literacy level and consciousness of citizens on information and communication technology, which are indices of socio economic development in Imo State.

**Research Question Two: What are the challenges of e-governance in achievement of socio-economic development of Imo State in Nigeria?**

Table 2: Challenges of e-governance in socio economic development of Imo State

S/N	The challenges of e-governance in achievement of socio-economic development of Imo State in Nigeria	Yes (%)	No (%)
i	Bureaucratic challenges	246 (61.5%)	154 (38.5%)
ii	Inadequate power supply in different parts of the state.	300(75%)	100 (25%)
iii	Insufficient trained ICT personnel for e-governance service	225 (56.3%)	175 (43.7%)
iv	Inadequate e-governance technical infrastructure to facilitate e-governance service	206 (51.5%)	194 (48.5%)
v	Political interest and administrative challenges	255 (63.8%)	145 (36.2%)
vi	Unwillingness on part of government personnel to learn ICT	211 (52.7%)	189 (47.3%)
vii	Technological imbalance between the urban and rural people	234 (58.5%)	166 (41.5%)
viii	Inaccessibility of data to carry out e-governance service at will	229 (57.3%)	171 (42.7%)
ix	Many citizens are not properly aware of the e-governance principles and practice in the Imo State	292 (73%)	108 (27%)

Source: Field study, 2021.

In response to research question 2, various variables were presented 10 research questionnaire items on the subject of challenges of e-governance in socio economic development of Imo State. The respondents’ responses were presented in table 2 above, and is analysed below.

Item number 1 on table 2 show that 246 respondents, representing 61.5% answered yes, and 154 respondents, representing 38.5% of the total respondents’ responses answered no, proving that greater % of the respondents accepted that bureaucratic challenge is one of the challenges of e-governance in achievement of socio economic development of Imo State.

Item 2 on table 2 proves that inadequate power supply in different parts of Imo State is a challenge to e-governance in socio economic development of Imo State. This is established as 300 respondents, representing 75% answered yes to it, and 100 respondents, representing 25% of the total respondents’ responses answered no to it.

Item number 3 on table 2 shows that insufficient trained ICT personnel for e-governance service possess a challenge to e-governance in achievement of socio economic development of Imo State, as 225 respondents, representing 56.3%, and 175 respondents, representing 43.7% of the total respondents’ responses answered no respectively to the subject matter.

Inadequate e-governance technical infrastructure to facilitate e-governance service is proved as one of the challenges of e-governance in socio economic development of Imo State. This is

shown in item number 4 on table 2 above, as 206 respondents, representing 51.5% answered yes, and 194 respondents, representing 48.5% of the total respondents' responses answered no. This means that greater % of the respondents accepted the above variable as a challenge facing e-governance in socio economic development of Imo State.

Item number 5 on table 2 above proved that 255 respondents, representing 63.8% answered yes, and 145 respondents, representing 36.2% answered no. This means that greater % of the respondents accepted that political interest and administrative challenges is a challenge to e-governance in socio economic development of Imo State.

Item number 6 on table 2 above shows that unwillingness on part of government personnel to learn ICT possess a challenge to e-governance in Imo State, as noted in respondents' responses, which proves that 211 respondents, representing 52.7% answered yes, and 189 respondents, representing 47.3% answered no on the subject matter.

Technological imbalance between the urban and rural people is noted as another challenge to e-governance in Imo State, as proved in item number 7 on table 2 above, indicating that 234 respondents, representing 58.5% answered yes, and 166 respondents, representing 41.5% answered no on the subject matter.

Inaccessibility of data to carry out e-governance services at will is stated as a challenge to e-governance in socio economic development of Imo State. This is proved as 229 respondents, representing 57.3% of the total respondents, and 171 respondents, representing 42.5% of the total respondents' responses in item 8 on table 2 above answered yes and no respectively on account of the subject matter.

Item number 9 on table 2 above shows that many citizens are not properly aware of the e-governance principles and practice in Imo State, and this poses a challenge to e-governance in Imo State. This is proved as 292 respondents, representing 73% of the total respondents answered yes, and 108 respondents, representing 27% answered no on the subject matter.

### **Conclusion and Recommendations**

E-governance is a critical electronic aspect of governance in the institutions of governance of Imo State. The study proved that e-governance has significant effects on socio economic development of Imo State in such areas as enhancing faster communication between the government institutions and the citizens, as well as with other sectors of the economy in the state; promoting fiscal policies, transparency and accountability on the part on the government for service delivery; promotes e-commerce and trade in the state; creates opportunity for easy access to government policies and information, enhances technological advancement and human capital development in Imo State among others. Although, the e-governance faces some challenges in process of achieving socio economic development of Imo State. Such challenges are bureaucratic challenge, inadequate ICT personnel to execute e-governance practices, poor technological infrastructure, technological illiteracy, inadequate power supply, etc. Upon the above, the study recommends as follows:

- i. There should be effective power supply to ensure the successful operation and practice of e-governance in various parts of Imo state, Nigeria.

- ii. Imo State Government should enhance the provision e-governance infrastructure in both villages and township to boost knowledge of e-governance in the state.
- iii. The state government should address the issues of bureaucratic challenges arising from the delay in implementation of e-governance process.
- iv. The state government should train more personnel on ICT for ease of e-governance process in Imo State.
- v. There should be reorientation of citizens on the need for e-governance practice in government activities and business in Imo State
- vi. The public and civil servants in Imo State should be encouraged to participate in e-governance activities.

Conclusively, the above and some others are the recommendations of this study, and when applied adequately will enhance the actualization of e-governance for socio economic development of Imo State.

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