

The Analysis of e-Government Practice: A Case Study of Nigeria Local Government Areas Service Delivery

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Abstract: Electronic government (e-Government) can also be seen as a model used in a developed and developing countries globally to offer government events, programmes and information to its citizens anytime, anyplace and anywhere and to everyone. Against many benefits and potentials attached on e-Government, many government organisations especially Local Government (LG) agencies in developing countries have failed to implement this initiative in services delivery. However, no vigorous statistical analysis deployed, rather this study depend mostly on relevant literature on related topics in the phenomenon. The study found that no LGA in Nigeria have adopted e-Government initiative while e-Government websites in most of the states are redundant and static.

Key words: e-Government, Local Government (LG), Local Government Areas (LGA), Nigeria, benefits, phenomenon

INTRODUCTION

The daily operations and activities of many including government departments and agencies are changing rapidly through the power of Information and Communication Technology (ICT) with countless benefits (Khanh, 2014). e-Government is an initiative aimed to bring government information, events and programmes to the citizen with a shift from conventional paper base to digital platform. Electronic government (e-Government) has become a lifeline for many government organisations in the developed and developing world as a practice to increase citizen-centred service delivery mechanism.

Government and its parastatals are investing heavily and adopting the e-Government practice to deliver services to her citizenry. e-Government initiative offers transformed public services delivery and better interaction between government and the citizens (Azenabor, 2013). The adoption goes from national (federal), state (provincial) and local level of government (Ashaye and Irani, 2014) and other forms of governmental organs (Azenabor, 2013). The new designation “e-Government” is the implementation of ‘web-based technologie’s in delivery of service and government functions to the masses through digital platform. Mandari and Koloseni (2016) and Adeyemo (2011) defines e-Government as the use of ICT to delivery government services to the

people. While, Ashaye and Irani (2014) believed that there is no single definition of e-Government, rather many academicians and researchers have different explanation but the goal and objectives remain the same. To this study, the main objective of e-Government is to go green through the provision of effective and advance public administration. Olufemi believed that e-Government have linked the communication gap between government and the citizens. While Khanh (2014) states that e-Government facilitates “citizen-centric” information and service delivery. The e-Government concept is enshrined on “electronic service (e-Service)” initiative which have created new world of relationship and interaction between the government and the general public providing what is called “government-and-citizen” virtual engagement (e-Government).

Problem statement and objectives: Globally, e-Government has been adopted by many developed countries such as the United States of America (USA), United Kingdom, South Korea and others including developing countries like South Africa, Australia, China, Ireland, Vietnam, Malaysia, Nigeria, India and many others as a means of information sharing and service delivery to the citizens (Azenabor, 2013). Nigeria as a developing country is confronted with many challenges in the process of adopting e-Government (Azenabor, 2013; Abasilim and Edet, 2015). The challenges ranges from

technological, social, good governance, cultural, accessibility, availability, reliability and usability (Khanh, 2014; Adepoju *et al.*, 2016). Olufemi believed that there are positive impact of e-Government but this initiative is not fully explored in Nigeria (Azenabor, 2013). While, Khanh (2014) believed that globally, the implementation of e-Government is difficult not minding the potential. Study suggest that Nigeria e-Governance index is at 1.02 oppose to 1.62 UN's global benchmark level. According to Adepoju *et al.* (2016) many e-Government websites in Nigeria do not meet 2.0 standard level of the Web Content Accessibility Guidelines (WCAG). The failure to harness e-Government implementation could be attributed more on improper usage or effective e-Government framework. Yusuff (2005) and Olufemi and believed that e-Government in Nigeria is limited.

This study, therefore is motivated by the fact e-Government brings government information to everyone not minding the age, gender, social class, status, cultures, ethnics and many more. e-Government is receiving great attention in developing countries and many LGA in Nigeria are not really tapping into this benefits. Most studies focused on the adoption, challenges, usage and implementation at federal and state level. Currently, there is no in-depth study on this topic in Nigeria nor at LG administrative level.

Literature study: e-Government changes government administrative services and operations to the citizens. It promotes transparency, efficiency and effective information and event sharing (Ashaye and Irani, 2014). E-Government starts with the government adopting the use of ICT through designing a websites and making its services and information available to the public through the platform. The migration to e-Government was a result of delays and lengthy of time consumed by traditional method in delivering government services to the people (Mandari and Koloseni, 2016). The fact the government provide information on development, policies and services virtually indicate a shift from traditional way of doing things and engaging with citizenry. According to Pratt *et al.* (2007), e-Society is regarded as the "information or knowledge society" with the application of technology and internet to increase interaction, participation and awareness in the society in a more appropriate way. e-Society comprises of e-Government, e-Community, e-Business, e-Health, e-Democracy and many more and providing their services virtually.

Practice of e-Government in Nigeria: Nigeria is located in West Africa with 923,768 square kilometre of land mass

(Azenabor, 2013). Nigeria is a country with estimated 170 million population (<http://www.ng.undp.org/>) with 36 states, Abuja as the capital territory and 774 local government areas. Traditionally, Nigerian government communicate government programs, events and activities to the citizens through social meetings and community gatherings. Afterward, radio and television media were introduced followed by newspaper announcements. Currently, government communicate to the masses with e-Government platform. The introduction of e-Government is a game changer in the way government communicate to the general public. The benefits of e-Government in Nigeria cannot be over emphasised nor neglected (Abasilim and Edet, 2015). e-Government brings effective and efficient government information to the citizens. Nigeria as a country set a goal to become among 'the leading economies by 2020' by adopting robust economic model together with a good ICT (e-Government) with the aim of increasing the operation process of the government will increase the economic growth. This goal is been geared up currently as the country is witnessing rapid government information, programmes, previously secretive information been made accessible to the public through e-Government (Adepoju *et al.*, 2016). Azenabor (2013) believed that e-Government is still gaining ground in Nigeria and it is popularly recognised in the banking industry through the introduction of Internet banking, debit and credit card services, online money transfer and many more. e-Government can be implemented to increase private and government revenue, promote transparency, efficient and effective information sharing, providing competitiveness, direct marketing and government and citizen interaction (Ashaye and Irani, 2014; Adepoju *et al.*, 2016). To achieve the expected ICT growth in the country, government established the e-Passport, National Information Technology Development Agency (NITDA) and other propelling agencies such as Public-Private-Partnership (PPP), National e-Governance Strategy Limited (NeGSt) with the aim to guide implementation and development of e-Governance in Nigeria. According to Azenabor (2013), university matriculation board have implemented e-Government to offer online payment and other sectors have joined. Conventionally, different forms of communication like radio, television, newspapers and others are used by the government to convey messages and information to the people. Fundamentally, these media do not confirm to individual interest or accessible to anyone, anytime and anywhere. These media's can be consider for elite group in the society among many developing countries. To advance e-Government implementation, e-Nigeria was lunched to connect communities and villages, societies, schools (primary,

secondary and tertiary) on ICT. The initiative continues to be implemented by other ICT platform like 'national rural telephony projects, Nigerian telemedicine initiative, public service network, internet exchange point, state and local government ICT facilities loan scheme initiative and wire Nigeria'.

Furthermore, the adoption of e-Government was welcomed in 2012 by the Federal Ministry of Finance that publish monthly allocation for states and LG on their website. Currently, different forms of e-Government agencies and departments/ministries adopt e-Government platforms (websites), the ministries include "the Nigerian Customs Assycuda Programme, the computerization resident permit by the Nigerian immigration service, computerization of land and certificate of occupancy in the Federal Capital Territory Administration (FCTA). The payroll of some organizations are also being computerized through electronic payment (e-Payment), online checking of West Africa Examination Council (WAEC), National Examination Council (NECO) and Joint Admission and Matriculation Board (JAMB) result as well as National Youth Service Corps (NYSC) postings are part of real time and cost effective services which are part of e-Government". Some of these e-Government agency websites provide services like information or events, chatroom and feedback pages.

Research suggest that many civil servants in Nigeria are aware of e-Government through massive media campaign by the government. But the fact remains that e-Government are not fully implemented at LG councils notwithstanding different government e-Government agencies. Adepoju *et al.* (2016) found out that most states in Nigeria have adopted e-Government while states like Sokoto, Katsina and Zamfara have no trace on e-Government websites on google search engine. The present's different constitutional mandate of LGA and the nature of services they provide (Khemani, 2001).

Different LGA services:

- Economic planning and development and recommendations
- Taxes, revenue and fees collections
- Cemeteries, burial grounds and homes for displaced
- Licensing carts, trucks, bicycles, canoes and wheel barrows
- Establish and maintain markets, motor parks and public conveniences
- Roads, sewage, streets, parks and others
- Naming streets, roads and numbering houses
- Refusal disposal and public transportations
- Birth, death and marriage registrations
- Bye-laws and public facilities

Factors affecting e-Government adoption: Around the globe, many government ministries, departments and agencies are striving to provide service to its citizens using new technology in order to cope with growing population (Mandari and Koloseni, 2016). According to Olufemi, studies have been taken to understand challenges confronting e-Government in Nigeria. The adoption of e-Government can be affected by factors like poor infrastructure, computer literate citizens, unavailability of ICT centres and tele-centres, lack of training, basic access to Internet and others. Living condition of the citizenry and living wages are also contributing factors. Khanh (2014) suggests that technological, social, cultural and many other factors are confronting the adopting and implementation of e-Government across the globe. In addition to negative impacts, Ashaye and Irani (2014) argued that Nigeria is challenged in the adoption of e-Government because of poor infrastructure in the area of power supply and Internet connection. The adoption is also challenged in the area of huge capital investment on infrastructure requirement, skills to manage and to maintain it, education standard, e-Government policy, training needed, computer skills. Others are Cyber security, change in the department and ministries, wiliness to adopt e-Government by the leaders, legislative supports, cost of equipment's, cultural differences, lack of strategy and vision and many others (Ashaye and Irani, 2012).

Azenabor (2013) attribute the challenging issues to the adoption of e-Government on human resource and capacity establishment (users and officers), management change, encouraging citizen to participate, harmonisation government events and information, citizen engagement, cultural and ethnic's diversity. Encouraging citizens to embrace change in the society is always difficult especially technology. In comprising with other developing countries, Nigeria is still far from digital divide (Azenabor, 2013). Research indicate that Nigeria is not among top 50 e-Readiness countries of the world (Azenabor, 2013).

Adepoju *et al.* (2016) also believed that e-Government is challenged by lack of accessibility and usability. While Azenabor (2013) felt that security and corruption issues are confronting e-Government in developing countries as seen in Nigeria. Oseni and Dingley (2014) also attribute e-Government adoption challenges to usability, finance, political, trust, leadership and management (corruption) issues. Against all these negative factors opposing the adoption of e-Government, Mandari and Koloseni (2016) believed that effective adoption and use of e-Government may bridge digital divide and communication barrier

amongst the citizens and government. Nonetheless, study proves that developing countries are struggling to adopt e-Government when compared to developed nations. Developing countries are challenged more on the availability of the fund needed to implement e-Government platform (Mandari and Koloseni, 2016).

Reasons for Nigeria to adopt e-Government: Nigeria is ranked the fastest growing telecommunication and ICT hub in Africa and third in the world after China and Brazil (Ashaye and Irani, 2014; Adeyemo, 2011). Azenabor (2013) suggests that Nigeria have the potential to grow on e-Government. In spite of the high growth and potential, e-Government adoption and penetration is still at a lower level.

Though the benefits and potentials attached on e-Government is triggering government agencies across the globe to invest in it. Also, there are negative factors opposing the effective implementation of e-Government. For Ashaye and Irani (2014), they suggest that the benefits of e-Government are many with the inclusion of 'improved quality of service delivery' to the citizens, social cohesion, reduction in cost of governance, government-citizen interaction and many more. The affordability and access to Internet connected computers is fundamental and computer skills in the quest to foster implementation of ICT in development of e-Government. Nonetheless, the benefits of e-Government can be vehicle to drive the implementation. According to Olufemi the following are attributed to the advantages of e-Government; high economic growth, cost saving, time saving, improved quality of life of the citizens, increase government to citizens engagements and interactions, job and wealth creations, improved transparency, induction in governance cost, improved access to government information and many more.

A case of Nigeria e-Government: There is an indication of usage and implementation of e-Government by different states and government agencies in Nigeria but not visible at LGAs. The e-Government initiative was backed by the approval of National Information Technology Policy (NITP) in 2001 by Federal Executive Council (FEC) (Adeyemo, 2011). Later, the policy initiated the National Information Technology Development Agency (NITDA) in April 2001. After a couple of years in 2003 the government began its e-Government initiative after then President Olusegun Obasanjo announced implementation of ICT policy (Ashaye and Irani, 2014). Study also prove that citizens are gearing up and beginning to participate in the usage. However, the study by Olufemi

indicate that many of the population are not talented in handling or operating e-Government. While the implementation of e-Government will bridge administrative related issues in Nigeria. Olufemi again believe that poor economic climate of Nigeria can be managed through e-Government on cost of governance cut, improved service delivery, engaging with citizens in decision makings and many more.

According to Adepoju *et al.* (2016), e-Government is beginning to gain easy accessibility by Nigerians. It was recorded that many e-Government websites in Nigeria failed to meet to 2.0 standard of Web Content Accessibility Guidelines (WCAG) (Adepoju *et al.*, 2016). The presents WCAG 2.0 guidelines.

WCAG 2.0 guidelines

Perceivable:

- Provide text alternatives for non-text content
- Provide captions and other alternatives for multimedia
- Create content that can be presented in different ways including by assistive technologies without losing meaning
- Make it easier for users to see and hear content.

Operable:

- Make all functionality available from a keyboard
- Give users enough time to read and use content
- Do not use content that causes seizures
- Help users navigate and find content

Understandable:

- Make text readable and understandable
- Make content appear and operate in predictable ways
- Help users avoid and correct mistakes

Robust: Maximize compatibility with current and future user tools.

This failure can be attributed to the challenges confronting adoption of e-Government across developing nations. However, there are automated tools which can be used the quality of any e-Government web platform.

Automated tools for websites usability and accessibility:

There are many optimization tools used to analyse usability, accessibility, reliability, content design and development of e-Government (Adepoju *et al.*, 2016). The tools involves site analyser and web accessibility tester (TAW). Both can be used to check easy, simplicity, presentation and representation of results (Adepoju *et al.*,

2016). Site analyser is websites optimisation tools (Adepoju *et al.*, 2016). The tool analyse websites and present many or “multi-point audit” and arranging them according to accessibility, usability, reliability, text, design, networking and multimedia. Adepoju *et al.* (2016) suggest that the tool arrange the web results into “Hyper Text Mark-up Language (HTML) tagging, text content, multimedia content, internal and external networking and page popularity” in over 50 categories. Overall, the tool check for the website performance to increase accessibility, visibility and usability. While Web Accessibility Tester (TAW) is a tool that analyses the accessibility of websites focused on World Wide Web Consortium (W3C) and Web Content Accessibility Guidelines (WCAG 1.0 and 2.0) (Adepoju *et al.*, 2016). The tool is aimed at analysing websites accessibility level based on the design, development and arrangement of the web pages as to improve the visibility and access. However, these tools cannot be applied in this study because none of the 774 LGA have adopted e-Government web portal.

The important elements of a quality e-Government websites: Many governments in developing countries are battling coping with growing population and service delivery. According to Mandari and Koloseni (2016) most governments around the global are challenged to provide information to their citizens. This challenges can be attributed to lack of citizen-oriented (consumer-oriented) e-Government. Zhang and Dran (2001) suggests that consumer-centred website is very important (Zhang *et al.*, 2001) and many studies have been done to identify different elements that satisfy and dissatisfy general website or e-Government users. E-Government initiative is aimed to provide government services and information to a deepest part of any country without marginalising any. Achieving this great task lies on the nature and quality of e-Government initiative implementation. In this present world, people turn on website to perform different activities and the quality of such websites matters to them.

There are number of characteristics and elements that make up a quality website or e-Government site as outlined my many researchers. For the purpose of this study, the study will focus on these 7 important elements that determines a good quality e-Government website. The elements supposed to be used in this study to evaluate the standard of all the 774 local government e-Government websites in Nigeria. The aim was to determine each conformity with the elements. The seven important elements are.

Visual design: According to Al-Salebi (2010), this is the first important element that attract users and it showcases the presentation and appearance of a website. This element consists of five parts which are: consistency, page layout, use of pictures, navigation and relevant colours (Al-Salebi, 2010). This element inspires user(s) to browse through a given website and it can also be an encouragement to call back in using the website or not. So it’s advisable that interface design of any e-Government to be done correctly as to attracts and retain visitors.

Content: This is the second element that a quality website must have which describes the purpose it was built (Al-Salebi, 2010). The content(s) should be relevant to the user and relate to the organisational product or service offer. This means that the more valuable a website content is the more impressive and attractive it will be to the audience (Al-Salebi, 2010). Impressive and attractive website content consist of 6 parts: first part is original content a website ought to be rich in text and contents linking to other websites or pages (Al-Salebi, 2010). The contents and text should be able to provide the user with all the needed information. All the information which the visitors need must be found in place than scattered everywhere. This implies that visitors should be allowed to search from one website to another or leave the site in a click (Al-Salebi, 2010). The text and contents should be responsive as well.

The second part is credible content. Website visitors tend to be impressed on credible contents and the quality of the information on the site especially on news and educational contents (Al-Salebi, 2010). A credible and accurate website should contain the writer(s) information, publication date and possible the place. Also, the information must be current and up to date and make reference to the original (right) source(s). The third part is the grammar and structure of the text. This part states that a website or e-Government consider the quality of written language when composing the contents of the website. Users prefer grammatically accurate text and understandable contents (Al-Salebi, 2010). The text and contents should be logical arranged. The fourth part is “breaking the text content into paragraphs” (Al-Salebi, 2010). This ensure that text contents are broken down into readable paragraphs. Study suggest that website visitors can easily be bored when chunk of text and information are muddle up together. The fifth part is clean content. According to Al-Salebi (2010), the contents should not be diffuse with letter and symbols (!, %, &, ^, _ , -). The infusion of letters with symbols to the user can

discourage the visitor to stay on the site. The sixth part is the search engine. This enables users to search for a specific information in the website or on a page than looking at other websites (Al-Salebi, 2010). The search engine assists users to find a given information at any given time and saves time. In general, content enhance website presentation and attraction for the users. Through the contents, responsiveness, personalisation and interactive traits are activated.

Readability: This is the third element that a quality website must have. This element determines whether the user stays or leaves the website (Al-Salebi, 2010). It allows the user(s) to comprehend the contents of the website or e-Government. Designers should design a readable and understandable website that is appealing to the users. According to Al-Salebi (2010), a readable website consist of three aspects: font size, font family and font colour. A font size ensure that suitable font size are applied on the contents as to present the right information to the visitors (Al-Salebi, 2010). Font size activates the interactive trait of a website readability and understandability. A font family is the second aspect of a website readability. There are family of fonts and some are not suitable in a given content and topic example in a website content (Al-Salebi, 2010). Applying suitably font family will enrich communication between the users, website content and improve easy readability. While the third aspect is the font colour. Website readability goes with appropriate font colour. Website designers should select appropriate font colour on the text and the background. A good example will be the use of black background colour and white text colour, users will always be attracted to it (Al-Salebi, 2010). This aspect activate interactive trait of a website. The following discussions below covers traits element of a good and quality websites or e-Government.

Personalisation: Personalisation increases audience and visitors (Al-Salebi, 2010). This is achieved by designing a websites that accommodates to every race, gender, age, class, social status and many more. The platform should be able to provide information suitable to different kinds of users at all time. Achieving this personalisation involves the combination of good website layout, colours (background, font colours and text colours) and credible contents and topics (Al-Salebi, 2010).

Responsiveness: This trait earns users confident and trust (Al-Salebi, 2010). As soon as user's confidence are boosted, then they will use the website or e-Government over and over.

Interactivity: There is always a question on "What impress or draw users to a website or e-Government"?

According to Al-Salebi (2010), there are number of issues and reasons that draw users to a website, there are: things to learn, funny things (laughable thing(s)), new things and many more are what makes users revisit a website or e-Government. Most importantly, the contribution to this traits are the content and readability (Al-Salebi, 2010).

Contrast: This traits supports that any website or e-Government should be built with a good contrast on the background colour as to present a readable text colour (Al-Salebi, 2010). Contrast should balance picture against text colours within a website layout. Overall, contrast should be consistent as to activate a good readable and suitable colour.

MATERIALS AND METHODS

This study involves all the 36, 774 LG areas (Azenabor, 2013) of Nigeria with the aim to identify their adoption of e-Government initiative. The study deployed relevant literature without in-deep dependence on statistical data analysis (Abasilim and Edet, 2015). As a desktop study it was, the researcher browsed through all 36 states websites in Nigeria using [www. nigeriagalleria. com](http://www.nigeriagalleria.com), <https://constative.com> and Wikipedia.com. According to Mandari and Koloseni (2016) a desktop can be carried out surfing organisational websites to make observations and draw out conclusion and recommendations.

The study is delimited to all LGAs in Nigeria considering the adoption of e-Government and the nature of services they provide using online platform. The study looked at a number of organs of government using e-Government in providing services to the citizens. The observation was done to check if the LGA has adopted e-Government web portal and evaluate the portals conformity with the seven important elements of a quality website. Nonetheless, this study was restricted to LGAs in Nigeria. This study reviews literature on the issues affecting the e-Government and the assessment of number of Local Government Areas (LGA) in Nigeria that have adopted e-Government initiative.

RESULTS AND DISCUSSION

Analysis of the e-Government: As noted earlier, this study involved all the 774 LG including (Abuja) Federal Capital Territory (FCT). After series of google search, it was discovered that none of the LG administration in Nigeria have adopted e-Government initiative. Then, the study sought to find the states that have adopted e-Government platform and the result proves none. Table 1 presents the 36 states and FCT, total number of their LGAs and the total e-Government initiatives. The benefits of e-Governmentis great and undoubtable. Many

Table 1: LGA using e-Government

State names	No LGA	Total e-Government	State names	No LGA	Total e-Government
Abia	17	None	Kano	44	None
Adamawa	22	None	Katsina	34	None
Akwa Ibom	31	None	Kebbi	22	None
Anambra	21	None	Kogi	20	None
Bauchi	20	None	Kwara	16	None
Bayelsa	9	None	Lagos	20	None
Benue	23	None	Nasarawa	13	None
Borno	27	None	Niger	24	None
Cross river	18	None	Ogun	20	None
Delta	25	None	Ondo	18	None
Ebonyi	13	None	Osun	31	None
Edo state	19	None	Oyo	33	None
Ekiti	16	None	Plateau	17	None
Enugu	17	None	Rivers	23	None
Gombe	11	None	Sokoto	22	None
Imo state	27	None	Taraba	16	None
Jigawa	27	None	Yobe	17	None
Kaduna	23	None	Zamfara	10	None
FCT-Abuja	6	None	-	-	-

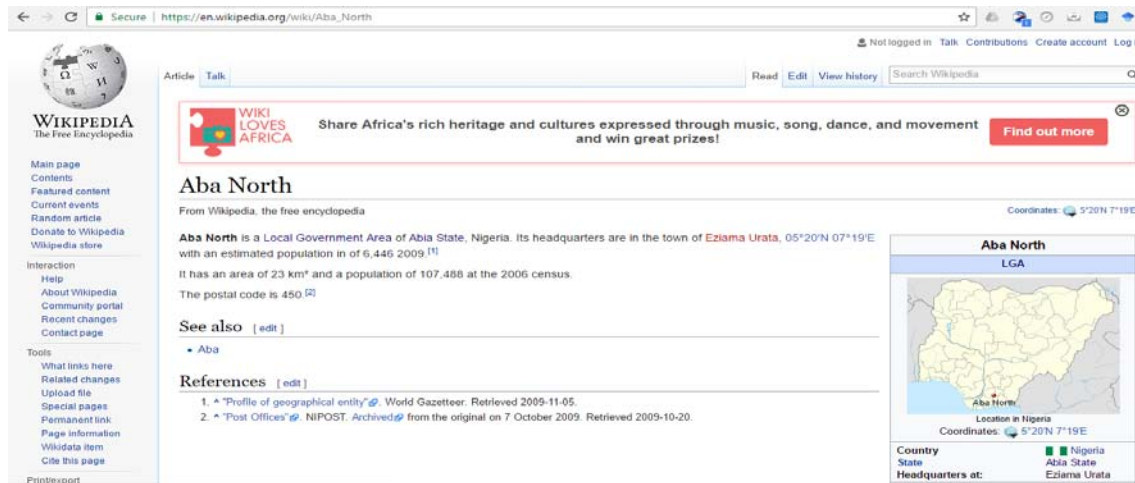


Fig. 1: Redirected link to wikipedia.com

citizens are not able to engage in this medium due to lack of usability, accessibility and availability. The analysis of all LG were carried between January and February 2017 involving 774 LGA and FCT (6). The finding aligned with Adepoju *et al.* (2016) who believed that e-Government is challenged on lack of accessibility and usability to the citizens. The researcher searched each of the involved LGA names on google and involving individual states. It was found that none of the LGAs has adopted e-Government initiative as an independent web portal rather 19 (52.7%) of the states have a link of their LGA names on their state web portal. While 17 (47.2%) have no link or list of its LGA names. Moreover, the provided link of some of them like Aba North LGA can only redirect one to https://en.wikipedia.org/wiki/Aba_North in order to get any information on the particular LGA. Example of such states is Abia (Fig. 1).

The study also found that a number of them only provided users with list of their LG councils without further information on each of LG (e.g., Ondo, Rivers, Taraba, Imo and others).

Among 19 states with LGA names on their e-Government platform. Only 3 (15.7%) of the states (Jigawa, Akwa-Ibom and Kwara) have information about their LGA on their state web portal. But some of the information provided are out-dated and inactive.

Among the few state with LG information is Akwa-Ibom state which provides link to all of its 31 LGAs on the state web portal (<https://akwaibomstate.gov.ng>). The findings indicate that the state web portal provides all necessary information one may need to know on a particular LGA like Abak, the content to see includes the administrators in the LG administrations and other information. Then, Mandari and Koloseni (2016) suggests

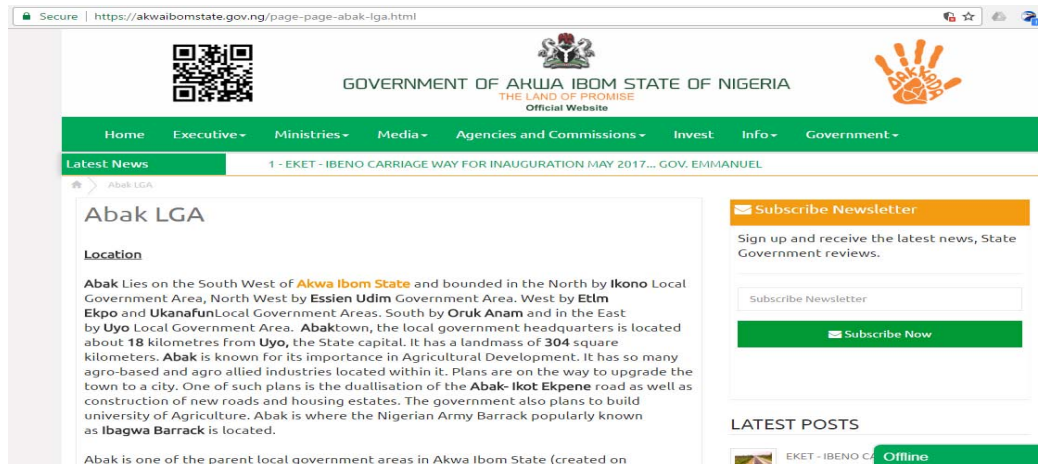


Fig. 2: Abak LGA of Akwa-Ibom state

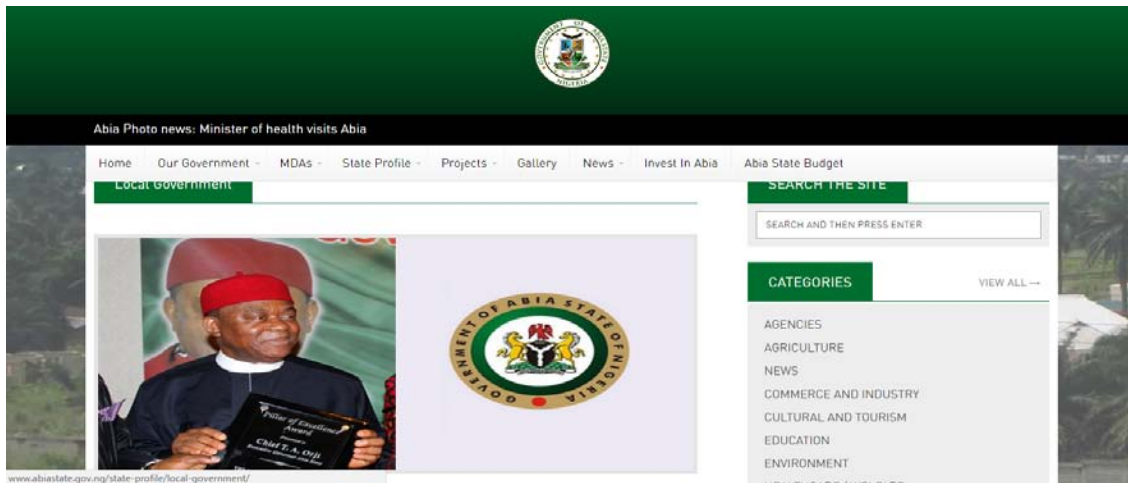


Fig. 3: Inactive web portal

that e-Government is aimed at providing services to citizens using technology in order to cope with growing population. Figure 2 shows example of what to see on <https://akwaibomstate.gov.ng/page-page-abak-lga.html> at the home.

The study found out that most of those LGA e-Government are inactive in providing updated information and services to the citizenry. Then, according to Mandari and Koloseni (2016) and Adeyemo (2011) e-Government ensures the delivery of government services to the people. But at this level most government services are denied from the larger population and services are delayed from reaching the citizens at grassroots level. The findings shows that the adoption of e-Government initiative in LGA's in Nigeria is not yet happening nor visible. Furthermore, the web portal of the

states are inactive and stagnant. Figure 3 indicates inactive nature of the Abia state web portal which still have the previous governor's picture and information on the side where the list of the LGAs were found, the picture signals that he is still the governor but he left office in 2015. The inactive means that government information, services, programmes and events are not updated at all which can be resulted on lack of wiliness to engage with locals online. The finding conformed to Ashaye and Irani (2012) that suggest that cyber security, change in the department and ministries, wiliness to adopt e-Government by the leaders, legislative supports, cost of equipment's, cultural differences, lack of strategy and vision and many others hinders e-Government adoption. The indications from Fig. 3 also shows otal lack of information or description

Table 4: Seven important elements of a quality e-Government websites

Parameters	Personalize	Responsive	Interactive	Contrast
Visual design				
(Page layout	-	-	-	-
Navigation	-	-	-	-
Consistency	-	-	-	-
Embed pic/flsh	-	-	-	-
Appropriate colours	-	-	-	-
Readability				
(Font size)	-	-	-	-
Font family	-	-	-	-
Font colour	-	-	-	-
Content				
Original content	-	-	-	-
Credible content	-	-	-	-
Grammar and structure	-	-	-	-
Into paragraphs	-	-	-	-
Clean content	-	-	-	-
Search engine	-	-	-	-

Adopted from Al-Salebi (2010); bad, normal, good

of the LGA as shown in the case of Anambra state (<http://www.abiastate.gov.ng/> and <https://anambrastate.gov.ng>). To this study, inactive means that the web page(s) have no or updated information, ongoing project(s) or government events to guide a reader on the particular of the LGA at all.

At this point, the study couldn't make use of Table 2 as proposed initially, reason been that none of the LGAs have adopted e-Government initiative. However, the seven important elements remains ideal e-Government evaluation standard.

CONCLUSION

The benefits of e-Government cannot be downplayed in the delivery of government services to the citizenry. The fact that e-Government provide costless services to the people means LGA in Nigeria should embrace the initiative in bringing citizens closer to the government. Rather, this study found that the negligence, corruption, cost, lack of willingness, investment and many more impact the adoption of e-Government in LGAs of Nigeria.

The study recommend that states government should implement policies that will enforce its LGA administrators to adopt e-Government initiative. The study posit that LGA should adopt e-Government in order to delivery paperless service to the people at all time and place in an effort to go green.

In summary, this study found that the presence of e-Government adoption, imitative and usage is not visible across 774 LGA's of Nigeria. The few LGA that have adopted the initiative via their states web portal are inactive and stagnant in providing much needed services to the citizens. The inactive and lack of the adoption hinders effective government services, events and programmes to the people.

The study recommend for a research or study to be conducted to ascertain the reasons for the neglect of LGA administrators to adopt e-Government initiatives or portals. This study also recommend the application of "The seven important elements of a quality e-Government websites" (Table 2) for the evaluation of different states and agencies websites in Nigeria.

In future, the site analyser and Web Accessibility Tester (TAW) tools should be used to evaluate all 36 states e-Government, different departments and ministries as to ascertain their usability, accessibility, content design and development strengths and weaknesses. However, the objectives of the study was met and conclusions and recommendations reached.

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