



**Awareness, Usage and Benefits of Electronic-Governance Information among Patrons  
of Public Libraries in South-West, Nigeria**

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**Abstract**

*The adoption of electronic governance by the citizens is expected to usher in tremendous benefits to both government and governed. Citizen engagement and political participation through effective dissemination and management of information shall be the order of the day. This study investigated levels of awareness, usage and the perceived benefits of e-government information among patrons of public libraries. The study adopted a descriptive survey research design of quantitative (Questionnaire) method to collect data. The population of the study is 10,969. The study adopted a simple random sampling technique, and using Yamane (1967) formula for calculating it, a sample size of 386 was arrived at. To give more respondents opportunities, the researchers adopted 400 as a sample size for the study. The data collected were analyzed using descriptive statistics of frequency and percentages. The finding revealed that the level of awareness of e-government portals is low (63.5%), with few patrons patronising the e-government portal for service delivery (59.8%). The finding offers a positive perception of the benefits of the e-government portal, believing that it can benefit service delivery. The study recommended, among others, that Public libraries engage in creating awareness of the benefits of using e-government portals for various government services.*

**Keywords:** Electronic; Electronic government; information awareness; usage; public Libraries

## Introduction

Human activities have transformed from manual processes to digital operations because of the impact of information and communication technologies (ICTs). Consequently, in public management, ICTs have led to the creation of electronic-government (e-government). The United Nations Department of Economic and Social Affairs (2014) described e-government as the 'use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, to improve public service delivery as well, and to expand communication channels for engagement and empowerment of people.' The main goal of how ICTs work with governance is to make it easier for citizens, business partners and government workers to access and use government services.

Information portals are created to ensure that citizens have access to the various components of e-governance for opening channels of communication to exchange information and services. In this regard, e-government information portals can fundamentally be considered a governmental innovation and evolutionary phenomenon for transforming government organisations into more citizen-centric and efficient organisations (Oyewole, Omotayo & Nwobu, 2018).

For citizens to embrace and maximise the benefits of adopting ICTs for public service delivery, awareness is the key to the optimum utilisation of e-government information. Agreeing with this, Jait (2012) posited that one of the most common reasons why the use of e-government services is still lagging behind more traditional means of providing services is citizens' need for awareness as to what services are offered via e-government.

Awareness is the knowledge or state of consciousness of the existence of a matter. Therefore, awareness of e-government information should be of paramount importance to the government, citizens and a public library that serves as an entry point for accessing e-government services if the objectives of the e-government initiative are to be realised. Ambira (2016) argued that awareness of e-government information by the citizens presupposes that the services offered through the e-citizen portal would be well accessed. Awareness will create understanding and opportunity to observe, evaluate and identify the perceived usefulness of e-government initiatives.

According to Shareef (2016), the usage of e-government information, which is concerned with the manner and frequency of use, is a function of citizens' awareness level. If citizens do not know of the existence of an e-government portal, they cannot access it. Other factors that affect

the usage of citizens' portals include perceived usefulness, attitude towards technology, level of education, network bandwidth, ease of use (user friendly), service quality which leads to satisfaction, and internet security.

The usage of electronic services by citizens depends on awareness and the perceived benefits of government information portals. Aldemir (2021) argued that e-government aims to provide efficient dissemination and management of information to the citizens, better service delivery, and empowerment of the people through access to information and participation in public and policy decision-making. Agreeing with the foregoing, Adegoroye, Oladejo and Yinus (2015) asserted that the ultimate goal of e-government is to be able to offer an increased portfolio of public services to citizens efficiently and cost-effectively, allowing for government transparency which is essential to keep the public well informed about what the government is working on as well as the policies they are trying to implement.

For citizens to derive maximum benefits from e-government portals, public libraries must occupy their rightful position as strategic partners in public service information management, which is, acquiring, creating and disseminating information for the benefit of the public. According to IPAC (2012), public libraries provide an essential link between government and citizens. The e-government roles public libraries play are significant for those who do not have high-speed internet or computer access in the home, lack the technology skills that e-government requires, or need help understanding and using e-government services. Specifically, it identified public libraries' e-government support and role to include technology access; digital literacy; expertise; Information; and assistance.

However, the security of information made available to the public library portals by their patrons greatly challenges prospective users. Generally, citizens need to be more apprehensive about the safety of their information on the internet. Shareef (2016) posited that the fear increases when public libraries serve as gateways to access e-government services as patrons' information will likely be in the custody of both the public library, which serves as accessing point. The domain of the website is visited on the internet. This situation could lead to a negative attitude towards accessing e-government information. To encourage citizens to use e-government services, it is essential to build people's trust in government services and ensure their information and privacy are protected.

Also, Mohammed, Abubakar and Bashir (2010), in agreement with Ambira (2016) and Abdulkareem and Ishola (2016), also identified unstable power supply, advanced fee fraud (419), connectivity problems, cable and facility vandalisation, high duty and tax regime,

relatively low consumer purchasing power and accessibility as factors militating against the successful implementation of e-government in Nigeria.

### **Statement of Problem**

The adoption of electronic governance by the citizens is expected to usher in tremendous benefits to both government and governed. Citizen engagement and political participation through effective dissemination and management of information shall be the order of the day. Despite all efforts geared towards increasing levels of participation of citizens in electronic-governance initiatives, much has yet to be achieved in that direction by Public Libraries in southwest Nigeria. If this situation persists, it will affect the civil engagement and political participation of the citizens and thus thwart Nigerian political development. Reviewed literature has shown that most government operations are still carried out manually in Nigeria. If the citizens do not fully embrace the e-governance initiative, Government service delivery will be at a snail's race. Public libraries are expected to partner in creating awareness of various government policies and activities; despite this role, the level of awareness of the e-government portal used still needs to be improved, and the reason is unknown. The crux of this research is to investigate e-government information awareness, usage, and benefits among patrons of Public Libraries in southwest Nigeria.

### **Objectives of the Study**

The general objective of the research is to study the e-government information awareness, usage and benefits among patrons of public libraries in South-west, Nigeria. The specific objectives are to:

1. identify levels of awareness of e-government information among patrons of public libraries in South-west, Nigeria;
2. establish levels of usage of e-government information among patrons of public libraries in South-west, Nigeria;
3. determine perceived benefits of e-government information among patrons of public libraries in South-west, Nigeria; and
4. assess challenges of awareness, usage and benefits of e-government information among patrons of public libraries in South-west, Nigeria.

## Methodology

The study adopted a descriptive survey research design. The researchers used a quantitative (Questionnaire) research method to collect data. The population of the study is the registered users of the leading public libraries in only the headquarters (capitals) of the six States of South-western Nigeria. During the preliminary investigation, the researchers obtained the following data of registered users of the headquarters of public libraries in South-west Nigeria for 2014 – mid-2022 as the study population totaling 10,969. The study adopted a simple random sampling technique to give every member of the population group to be selected as a sample. Consequently, the researchers used the Yamane (1967) formula for calculating sample size to determine the appropriate sample size to draw from the study population. The sample size arrived at using the Yamane formula is 386. To give more respondents opportunities, the researchers adopted 400 as a sample size for the study.

The questionnaire was proportionately distributed in all the headquarters of the State Library Board in the six (6) state capitals of South-west geo-political zone of Nigeria which constitute the study area. The questionnaire was administered for a period of three (3) weeks which made it possible for the 400 copies of the questionnaire to be successfully distributed and retrieved as they were served on the library users for extended period of time. This therefore accounts for 100% retrieval rate, and the copies of the questionnaire were found valid for analysis. The data collected were analysed using descriptive statistics of frequency and percentages.

## Review of related literature

The proliferation of information and communication technologies (ICTs) has revolutionized government-citizen interactions, with e-government portals playing a pivotal role in service delivery, transparency, and civic engagement. E-Government is a service platform provide by the government as a platform of communications, transactions and customer services that is derived from the advance technology of the internet (Abudaqaa, Hassimb & Saidunc, 2019). The e-government platform allows citizens to carry out any transaction irrespective of time and days of the week within the corridor of one's room.

According to Sunday (2014), electronic governance information deals with the use of information and communication technology by the various government agencies to enhance accountability, create awareness, and ensure transparency in the management of government businesses. E-government applications allow people, businesses and government sectors access to available government information 24 h a day, 7 days a week, which improves the quality of these services (Alshehri & Drew, 2011). The scope of electronic governance

information, according to Danfulani (2013), revolves around e-registration, e-participation, e-taxation, e-mobilization, e-education, e-service delivery, e-feedback, e-policing, e-debate, and the analysis of public financial statements. Thus, e-government is a network of organizations such as the government, non-profit organizations, and private institutions who work together to achieve a common goal. Adeyemo (2013) observed that electronic governance information is the primary aim of ensuring the application of e-governance in the affairs of the state is to promote good governance which is characterized by equality, partaking in the democratic process, transparency, and accountability in the various sector of the nations' economy.

Awareness is crucial in creating information and knowledge about the details of a new product or service (Park et al., 2015). Information, people say, is power. The successful implementation of e-government system is dependent on the levels of awareness of citizens. Rehman, Turi, Rosak-Szyrocka, Alam and Pilař (2023) noted that e-government projects will only be successful if the citizens are willing to use its services. Citizens' willingness to use e-government services as well as evaluating its potential and benefits depend to a large extent on the level of awareness. The fact that e-government platforms have been launched does not mean that necessary feedbacks to users and other critical stakeholders should discontinue. Governments need to incorporate continuous evaluation practices regarding their e-government services to improve and enhance their services (Bertot, Jaeger & McClure, 2008). User friendliness of e-portals is very key to its adoption by the citizens. Almahamid, S., Mcadams, Al Kalalkeh and Al-Sa'eed (2010) in their researched have showed that there is a significant positive relationship between perceived usefulness, perceived ease of use and perceived information quality and intention to use e-government for gathering information and conducting transactions.

According to Olufemi (2012), most developing nations have gradually realised the multifaceted benefits of e-governance application as such the government of these nations now adopt e-governance in administration with the objective of increasing efficiency, enhancing transparency, and facilitating the reforms of public service. Kama and Ongo'ndo (2007) are of the view that the most beneficial prospects of e-governance in countries who are undergoing development processes are; better level of efficiency, government roles in the society will be more transparent, accountability on the part of public office holders, access to government services will be faster and easy, democracy will be people-centred, and administrative services will be at a minimal rate. E-government platforms is highly beneficial to the citizens as well as to the government.

The Organisation for Economic Cooperation and Development (OECD, 2003) acknowledged many advantages of e-government implementation. They include: • improves efficiency of government agencies in processing of data • improves services through better understanding of users' requirements, thus aiming for seamless online services • shares information and ideas between all government agencies and department to build one mega database • assists a government's economic policy objectives by promoting productivity gains inherent in ICT and e-commerce • improving transparency, accuracy and facilitating information transforming between government and customers • helps in building trust between governments and citizens, an essential factor in good governance by using internet-based strategies to involve citizens in the policy process, illustrating government transparency and accountability.

Similarly, e-government will reduce cost and levels of organisational processes by streamlining and re-organising operating procedures. Moreover, the using of e-government systems will improve the performance of government agencies and that it will deliver public service effectively and efficiently for all customers (Alshehri & Drew, 2011). In the articles of Voutinioti (2017), he categorized e-government into two and these are the government-oriented and citizen and business-oriented e-government. Primarily the benefits of e-government are closely linked with the minimization of the bureaucratic errors and more adequately the improvement of the quality of services E-government increases responsiveness to needs of citizens and provision of better access to information and services to government officials, citizens and businesses, i.e. broader inclusiveness (Bélanger & Carter, 2008).

In another step, e-government contributes to citizens empowerment by involving them in decision making and making their contributions to the democratic processes (Voutinioti, 2017). Concurrently, it augments transparency and aids in decreasing corrupt practices in the delivery of public services. Other subsequent advantages of e-government include cost savings, increase in revenue and growth in the entire economy (The World Bank, 2015). On the citizen point of view, e-government enables citizens to get information easily in government institutions by eliminating physical contacts which makes transactions faster and even saves cost during service delivery.

The implementation of any government policy or agenda is linked with challenges expected or unexpected. The development of e-Government and the investigation of the factors that impact the development of e-Government became the interesting subject of research of researchers (Scholl, 2014). Moreover, some major issues have been observed in the current e-Government services in the developing world. More emphasis must be laid on the service design by the designers in the creation of e-Government services (Huang & Brooks, 2011). It is argued that,



these systems require citizen-focused designing. The consideration of the end-users of such systems is highly needed to contribute to the efficacy of its functioning. Adamtey (2022) identified some challenges such as smartphones, internet connection, which occasionally proves to be extremely poor, and buying of supportive devices to use such systems. Perceive usefulness of devices/ e-governments systems and Perceive ease of use of devices/ e-government systems were of interest because trust and privacy of systems were also prescribed by the indigenes as some of the major challenges affecting them. AlSoud and Nakata (2010) realized that the e-Government portal designers in the developing nations were not giving much attention to the needs of citizens. In turn, this impacts the uniformity of the demand and supply to the users. What the government really wants and what the citizen also wants of the government is always a thwart.

### **Data analysis and interpretation**

#### **Objective One: levels of awareness of e-government information among patrons of public libraries in South-west, Nigeria**

The table below shows the frequency, percentile, valid percentile and cumulative percentile of rate the level of your awareness

<b>Can you rate the level of your awareness</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High	72	18.0	18.0	18.0
	Average	254	63.5	63.5	81.5
	Low	74	18.5	18.5	100.0
	Total	400	100.0	100.0	

The table above revealed that 72 respondents representing 18.0% said the awareness is high, 254 respondents representing 63.5% said the awareness is on average, 74 respondents representing 18.5% said the awareness is low. The implication of this is that most of the respondents moderately aware of e-government information, meaning the public libraries have not created enough awareness on the use of e government portal as expected. This is in line with a study conducted by Ramya (2016) on awareness of e-governance and attitude towards sustainable development. The study findings revealed that the level of awareness of e-



governance among the respondents were moderate. These could be as a result of inclusive use of technology to create awareness for e government information.

**Objective Two: levels of usage of e-government information among patrons of public libraries in South-west, Nigeria.**

The table below shows the frequency, percentile, valid percentile and cumulative percentile on how often do you use electronic-government information portal/ application of Federal or state governments for any of the services mentioned.

**How often do you use electronic-government information portal/ application of Federal or state governments for any of the services mentioned in a month?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	104	26.0	26.0	26.0
	1-2 times	239	59.8	59.8	85.8
	3-5 times	57	14.3	14.3	100.0
	Total	400	100.0	100.0	

The table above revealed that 104 respondents representing 26.0% said None, 239 respondents representing 59.8% said is 1-2 times, 57 respondents representing 14.3% said is 3-5 times. This data implies that very few patrons patronize the e government portal. Agreeing with this, Jait (2012) posits that one of the most common reasons why the use of e-government services is still lagging behind is that more traditional means of providing services is common in most government establishments. This could be as a result of insufficient awareness by public library and digitization of government services.

### **Objective Three: perceived benefits of e-government information among patrons of public libraries in South-west, Nigeria**

The table below showed the frequency, percentile, on perceived benefit from electronic-government information.

S/N	Perceived Benefits of e government portal	SA	A	D	SD
1	Promotion of accountability and transparency in government	132 (33%)	196 (49%)	48 (12%)	24 (6%)
2	Electronic-government information is opportunity for corruption reduction	68 (17%)	160 (40%)	120 (30%)	52 (13%)
3	Positive public administration effectiveness and service delivery	96 (24%)	212 (53%)	68 (17%)	24 (6%)
4	Convenient and faster access to government services	140 (35%)	220 (55%)	20 (5%)	20 (5%)
5	empowerment of populace for participation in political process	116 (29%)	184 (46%)	76 (19%)	24 (6%)

The above table showed that the respondents 132 (33%) strongly agreed that e government portal will enhance Efficiency dissemination and management of information to citizens, while 224 (54%) also Agreed to the same notion.

Data collected on Promotion of accountability and transparency in government above revealed that 132 respondents representing 33.0% said they were strongly agreed, 196 respondents representing 49.0% said they were agreed, 48 respondents representing 12% said they were strongly disagreed, 24 respondents representing 6.0% said they disagreed.

While collating data on electronic-government information is opportunity for corruption reduction, the table also revealed that 68 respondents representing 17.0% said they were strongly agreed, 160 respondents representing 40.0% said they were agreed, 120 respondents representing 30% said they were strongly disagreed, 52 respondents representing 13.0% said they disagreed.

Details of Positive public administration effectiveness and service delivery were collected from respondents, the table revealed that 96 respondents representing 24.0% said they were strongly agreed, 212 respondents representing 53.0% said they were agreed, 68 respondents representing 17% said they were strongly disagreed, 24 respondents representing 6.0% said they disagreed.

The respondents also provided response to question on Convenient and faster access to government services, the data revealed that 140 respondents representing 35.0% said they were strongly agreed, 220 respondents representing 55.0% said they were agreed, 20 respondents representing 5% said they were strongly disagreed, 20 respondents representing 5.0% said they disagreed.

Respondents were asked questions on if e government portal can empowerment of populace for participation in political process the response revealed that 116 respondents representing 29.0% said they were strongly agreed, 184 respondents representing 46.0% said they were agreed, 76 respondents representing 19% said they were strongly disagreed, 24 respondents representing 6.0% said they disagreed.

Generally Speaking, the implication of the above table is that most of the respondent identifies the fact that e government portal can be beneficial to service delivery, and it will aid proper service delivery. This finding is in line with a study conducted by Shareef (2016), he agreed that the aim of e-government is to provide efficient dissemination and management of information to the citizens; better service delivery; and empowerment of the people through access to information and participation in public and policy decision-making.

#### **Objective Four: challenges of awareness, usage and benefits of e-government information among patrons of public libraries in South-west, Nigeria**

The table below shows the frequency, percentile of respondents showing the challenges associated with the use of e government portal.

S/N	Challenges	SA	A	D	SD
1	Lack of awareness about the e-government portal on the part of the citizens	160 (40%)	180 (45%)	24 (6%)	36 (9%)
2	Inadequate publicity on the part of government	136 (34%)	200 (50%)	36 (9%)	28 (7%)
3	Lack of stable electricity supply	204 (51%)	80 (20%)	100 (25%)	16 (4%)
4	Poor ICT infrastructure	184 (46%)	144 (36%)	44 (11%)	28 (7%)
5	Security of the internet (Advanced fee fraud)	168 (42%)	136 (34%)	52 (13%)	44 (11%)

6	Inadequate internet diffusion/low bandwidth/connectivity problem	180 (45%)	136 (34%)	57 (14%)	27 (7%)
7	Lack of access to the internet	124 (31%)	168 (42%)	56 (14%)	52 (13%)
8	Low level of adult literacy/Low level of ICT literacy on the part of the citizens	164 (41%)	160 (40%)	32 (8%)	44 (11%)
9	Cable and facility vandalization	104 (26%)	191 (48%)	61 (15%)	44 (11%)
10	Political challenges	140 (35%)	144 (36%)	68 (17%)	48 (12%)
11	Unfriendly and unattractive nature of the user interface	92 (23.0%)	236 (59%)	52 (13%)	20 (5%)

While confirming challenges such as Lack of awareness about the e-government portal on the part of the citizens, the above Table revealed that 160 respondents representing 40.0% said they were strongly agreed, 180 respondents representing 45.0% said they were agreed, 24 respondents representing 6% said they were strongly disagreed, 36 respondents representing 9.0% said they disagreed.

The table also showed details of Inadequate publicity on the part of government the response revealed that 136 respondents representing 34.0% said they were strongly agreed, 200 respondents representing 50.0% said they were agreed, 36 respondents representing 9% said they were strongly disagreed, 28 respondents representing 7.0% said they disagreed.

The table also confirmed the Lack of stable electricity supply the details shows that 204 respondents representing 51.0% said they were strongly agreed, 80 respondents representing 20.0% said they were agreed, 100 respondents representing 25% said they were strongly disagreed, 16 respondents representing 4.0% said they disagreed.

The data collected on Poor ICT infrastructure revealed that 184 respondents representing 46.0% said they were strongly agreed, 144 respondents representing 36.0% said they were agreed, 44 respondents representing 11% said they were strongly disagreed, 28 respondents representing 7.0% said they disagreed.

On Security of the internet (Advanced fee fraud), the respondents revealed that 168 respondents representing 42.0% said they were strongly agreed, 136 respondents

representing 34.0% said they were agreed, 52 respondents representing 13% said they were strongly disagreed, 44 respondents representing 11.0% said they disagreed.

Data collected on Inadequate internet diffusion/low bandwidth/connectivity problem revealed that 180 respondents representing 45.0% said they were strongly agreed, 136 respondents representing 34.0% said they were agreed, 57 respondents representing 14.3% said they were strongly disagreed, 27 respondents representing 6.8% said they disagreed.

Response on Lack of access to the internet show that 124 respondents representing 31.0% said they were strongly agreed, 168 respondents representing 42.0% said they were agreed, 56 respondents representing 14% said they were strongly disagreed, 52 respondents representing 13% said they disagreed.

The data collected on Low level of adult literacy/Low level of ICT literacy on the part of the citizens revealed that 164 respondents representing 41.0% said they were strongly agreed, 160 respondents representing 40.0% said they were agreed, 32 respondents representing 8% said they were strongly disagreed, 44 respondents representing 11% said they disagreed.

The above response on Cable and facility vandalization revealed that 104 respondents representing 26.0% said they were strongly agreed, 191 respondents representing 47.8% said they were agreed, 61 respondents representing 15.3% said they were strongly disagreed, 44 respondents representing 11% said they disagreed.

The respondents also gave information on Political challenges, the detail revealed that 140 respondents representing 35.0% said they were strongly agreed, 144 respondents representing 36% said they were agreed, 68 respondents representing 17% said they were strongly disagreed, 48 respondents representing 12% said they disagreed.

Responses on unfriendly and unattractive nature of the user interface revealed that 92 respondents representing 23.0% said they were strongly agreed, 236 respondents representing 59% said they were agreed, 52 respondents representing 13% said they were strongly disagreed, 20 respondents representing 5% said they disagreed.

The interpretation of this data is that respondents are faced with various challenges that have hindered the awareness and use of e government portal among the citizen. This response agreed with a study conducted by Adegoroye et.al (2015) where they agreed that the formulation of new national ICT policy in Nigeria which appears to promote e-government initiatives is moving in the right direction but the main problem continues to be the unavailability of the enabling ICT infrastructure for e-government such as telecommunication facilities. Other problems include lack of stable electricity supply, inadequate Internet diffusion, low adult literacy rate, and political challenges.

## Discussion of findings

The finding of the study it revealed that the level of awareness of e government portal is low. The reason for this may not be unconnected with the problem of low level of computer literacy among citizens, poor accessibility and availability of the internet facility, and general infrastructural deficiencies associated with the developing countries to which Nigeria belongs. However, this current finding aligns with that of Al-Jaghoub, Al-Yaseen and Al-Hourani (2010) who carried out an evaluation of awareness and acceptability of e-government services in developing countries using Jordan as a case study and reported a low level of awareness among the sampled populace. The finding is also in agreement with that of Hettiarachchi and Lakmal (2023) who investigated public awareness and usage of e-Government services in Sri Lanka and reported that most e-government services are not known to citizens. Meanwhile, the current finding contradicts that of Eyupoglu and Kaya (2020) which reported that awareness of e-government services among people living in North Cyprus is high.

The study also found that very few patrons patronized the e government portal for service delivery. This may be due to lack of awareness of not only the import of the e-government facilities but its existence as a result of inadequate infrastructural facilities peculiar to developing nations like Nigeria or mere citizens' resistance to change. However, this finding agrees with the outcome of that of Al-Jaghoub, Al-Yaseen and Al-Hourani (2010) which revealed that there is a demand for e-Government services amongst Jordanian citizens but the percentage of citizens using these services is still modest which suggests that awareness of e-government did not reach the required level. Similar to the current finding is that of Hettiarachchi and Lakmal (2023) which established that most e-government services are not utilized in Sri Lanka which is another developing country. The current finding is further reinforced by that of Adamtey (2022) which indicated that despite the availability of e-portal facilities to citizens and public institutions, the level of participation still turns to be low.

It was also found that the respondents have a positive perception on the benefits of e-government portal and they believe it can be beneficial to service delivery, and it will aid proper service delivery. This finding corroborates that of Almahamid, Mcadams, Al-Kalalkeh and Al-Sa'eed (2010) which established that Jordanian citizens perceive that e-government system is useful, easy to use, and to some extent has a high level of information quality. If e-government services are trustworthy, then the citizens will perceive these services as more worthwhile, and they will expect more net benefits from the use of these services (Rehman, Turi, Rosak-Szyrocka, Alam & Pilař, 2023). This implies that when citizens trust e-portal platforms they will be ready to embrace electronic services and they will feel satisfied with

those services. On the long run their satisfaction and usage experiences will improve their knowledge of the net benefits of e-government. Similarly, Alshehri and Drew (2011), believed that e-government has great benefits regarding economizing and improving of government service operations, including efficiency, reduced transactional costs, increased transparency and increased services for citizens. The current finding also aligns with the outcome of the investigation of Gupta, Singh and Bhaskar (2018) who held that citizens appreciate the economic benefits of using e-governance services because e-governance services are accessible to them at any time and place. The positive perceptions held by the citizens of various developing countries points to the general adoption of e-government facilities for service delivery and effective utilization of government services in the immediate future.

The finding of the study also showed that respondents are faced with various challenges that have hindered the awareness and use of e government portal among the citizen, such as unavailability of the enabling ICT infrastructure for e-government such as telecommunication facilities. Other problems include lack of stable electricity supply, inadequate Internet diffusion, low adult literacy rate, and political challenges. Adamtey (2022) identified challenges such as network and Internet accessibility, resource availability and financing, training and skill development, and adaptability of staff to new technologies. In their own study, Alshehri and Drew (2011) believed that challenges can be loosely grouped as technical barriers such as lack of shared standards and compatible infrastructure among departments and agencies, lack or weakness of ICT infrastructure, privacy and confidentiality and security; organisational barriers which consist of top management support, resistance to change to electronic way, collaboration and lack of qualified personnel and training; social barriers cover issues like digital divide, culture, education and income while financial barriers which bother on high cost of systems hardware and maintenance, softwares, training and education.

## **Conclusion**

The study concluded that if proper awareness is created by public libraries in south west Nigeria, more citizens will enjoy the benefits of using e government portals. The study also concluded that most citizens are still glue to the manual government services, making it very difficult for citizens to use the electronic platforms. The challenges identified have made usage and awareness difficult to achieve thereby hindering citizens and information professionals to take advantage of the e government portal.



## Recommendations

The following recommendations are made based on the findings of the study.

1. Public library should engage in constant awareness service on the benefits of using e-government portals for various government services. This can be possible with constant use of social media platform, user orientation and Current awareness services.
2. Government should adopt hybrid system that will enable them to implement electronic governance in phases.
3. All government portals should be user-friendly and useable. This will enable citizens to engage in enjoying the benefits of using e government portals.
4. ICT infrastructure and internet connectivity is one of the main challenges identified affecting patrons from using e-government portals. Government should expand the available bandwidth to allow more effectiveness and efficiency of the portal.

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