

E-GOVERNANCE AND CAPACITY BUILDING – CASE STUDY OF THE LOCAL GOVERNMENT AREAS IN ILE-IFE, OSUN STATE OF NIGERIA

By

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Abstract

Nigeria is one of the nations in the world who operates the three tiers of government whose central governance is at the Federal level. Thus the Local Government (LG) is regarded as the lower level or the third in tiers of government activities hence, the issues of information dissemination to the citizenry is expected a great deal to be at the grass root or the LG level which is believed to be nearer to the people. With the level of proliferation and awareness of information technologies communications (ICT), it is of high expectation that the information retrieval, and or passage between the government and the governed would have been improved with the technologies in place at the LG areas.

Information Communications Technologies has been described as the tools for changing the world values and making our society a knowledge base environment where everything is done electronically. The Information Society is creating unprecedented conditions for bridging the digital divide through supporting government operations to strengthen the establishment of efficient, effective and transparent governance systems. Electronic tools can significantly improve the services and information flows from administrations to their constituencies. Communication among administrations and citizens and businesses can be enhanced as ICTs offer unique opportunities for the re-use and exploitation of public sector information within the emerging digital economy which in turn create vast economic opportunities for the country at large.

The exploratory study carried out in the five Local government areas of Ile-Ife namely: Ife-East, Ife- North, Ife Central, Ife South and Ife East Area Office, Modakeke, was to evaluate the proliferation and capability investment into the infrastructural and human development of the public workers in the local government areas. The study is expected to be further carried out in some of the LGAs across the nation at least in five LGs in each of the six geo-political zones of Nigeria to be able to assess the impact of ICTs in enhancing e-governance in Nigeria fully.

Meanwhile, the study reveals that there is still a dirge of accessibility as well as made clear the level of illiteracy in ICT that exists among public civil servants in the LGs surveyed which shows that the issues of e-governance in Nigeria is not yet well articulated despite the Federal Government's numerous agitation to bridge the digital divide in the developing nations like Nigeria.

The questionnaire technique was used for data gathering and then analysis using the SPSS tools was adopted as a descriptive measure for the results obtained. At the end of the survey, the analysis shows that amidst the two hundred and fifty questions administered, about two hundred and twenty-four retrievals were made which is about 89.6% and this shows that the issues addressed seems very pressing that the respondents took the opportunity to express their views and agitation to be educated and improve their operational skills.

This paper address the issues of governance in terms of global e-governance practices and addresses how the level of proliferation in terms of ICT infrastructures and literacy in ICTs

especially the use of Computers and internet access has affected the productivity of public workers and hence retards the e-governance activities that should enhance the rural peoples participation in politics, democracy and all of what government would expect to pass across to the entire citizenry of Nigeria.

In the end, policy recommendations as to how the IT policy enacted by the Federal Government of Nigeria which is to be implemented by NITDA, (an agency of the Federal Government) would be reviewed or given better implementation strategy (ies) to enhance performance in terms of human capacity developments and infrastructural provision to develop manpower and encourage e-governance activities in Nigeria.

1.0. Introduction

Information and Communication Technologies (ICT) have become key tools and had a revolutionary impact of how we see the world and how we live. **(Dabesaki, 2005)** This phenomenon has given birth to the contemporary e-commerce, e-medicine and e-education, e-governance- which is the primary focus of this paper.

Information and Communication Technologies (ICTs) provide a powerful tool to help achieve the Millennium Development Goals (MDGs) (e-Africa, 2002). Thus, the “mainstreaming” of ICTs within planning and design of development strategies is pivotal, both at national and regional level. The Information Society is creating unprecedented conditions for bridging the digital divide through supporting government operations to strengthen the establishment of efficient, effective and transparent governance systems. Electronic tools can significantly improve the services and information flows from administrations to their constituencies. Communication among administrations and citizens and businesses can be enhanced as ICTs offer unique opportunities for the re-use and exploitation of public sector information within the emerging digital economy which in turn create vast economic opportunities for the country at large.

Nigeria, a country on the West Coast of Africa, with an estimated population of 140 million (Common Country Assessment, 2006), is the most populous nation in sub-Saharan Africa. It occupies a landmass of about 923,768 square kilometers, and is generally known to have over 274 ethnic groups in the Federation, divided the three major regions into 36 states grouped under six geopolitical zones with a total of 774 local government areas (LGAs).

A breakdown of the statistics available on Nigeria shows the following: More than 55% of the people are female; the poverty rate is about 67.8%, the majority of the people (70%) lives in the rural areas, and over sixty per cent of the young (0-15) are under the age of 15. These statistics indicate that the majority of Nigerians fits the main focus of the Global Forum, which is to reach those who are yet to be reached (the class of the poor, the illiterate, women, the marginalized, and those living in remote areas) through one form of education or the other (whether formal or informal education). In particular, women and minority communities, such as nomads, fishermen, and unemployed youths are examples of these hitherto neglected communities in Nigeria (Jegede, 2002:1).

In terms of its economy, Jegede (2002:1) points out that about 90 per cent of Nigeria's annual revenue comes from petroleum - it exports two million barrels of oil a day - and that it ranks as the country with the seventh largest oil reserves in the world. The country's less-than-desirable

economic growth makes it almost impossible to cope with the resources needed by the huge and fast-growing population to develop the country and upgrade the welfare of ordinary persons, especially in the rural areas. Jegede (2002:1) mentions that only five per cent of the Nigerian population can access online Internet-based material. These groups live in the urban areas and are the people described by Herselman (2002:270) as the "Resource Advantageous (RA)". The majority of the population - about 70 per cent - lives in the rural areas, and this group, according to Jegede (2002:1), has no access to telephone, facsimile, computer or Internet-based services.

Looking at the development in technology, the idea of a mobile telephony system, for example, would have been unthinkable hundred years ago. Who would have foreseen an interactive real-time communication system that the Internet offers some 10 years ago in Nigeria? Various issues affect the development of technologies especially in a developing nation like Nigeria which includes: capacities and or capabilities, economic consideration, adaptability, user friendliness and so forth. Today, technological changes have swept across telecommunications industry and the miniaturization of technological and communication devices has imparted enormously on the ubiquitous diffusion of these technologies.

The digitization of ICT applications has revolutionized development in developing nations of the world. So have the transitions from circuit-switching to packet-switching, from analogue to digital and from fixed to wireless technologies. But as that may be said, Ile-Ife town in Osun State of Nigeria still is not digitized in terms of the basic telephoning infrastructures amongst all other ICTs. This is a major setback for developments through the ICTs and it obviously affects the Local government public servants as the technological devices that ought to encourage capacity building are not available within reach.

Given these challenges and the roles which the advent and diffusion of information and communication technologies and their embodiment into e-Government would play could be an important factor in reforming the States through the Local Government areas. E-Government as a tool can become the embodiment of technology which if utilized by adequate capacity building would work for good governance, development and democracy in Nigeria.

1.2 Issues of Concern and Methods of Exploration

The study reported in this paper is an exploratory survey which looked into the level of diffusion and capability development in ICTs especially computer appreciation and internet usage by Local Government public servants to facilitate e-governance. The considered issues were to identify the level of ICT infrastructures available to the public servants in the local government areas; to examine the level of ICT literacy among the public servants with a view to assess if there is any impact that ICT has made on the knowledge base of the LG workers; to evaluate the level of implementation of e-governance in Nigeria's local government areas; to review the policy provision of human capability and skill acquisition for public workers in governance as contained in the Nigeria's IT policy document with a view to making appropriate policy recommendation for necessary strategic implementation intervention in the deployment of ICTs to the Local government areas in Nigeria.

This study was necessitated as the e-strategies of government has to be largely dependent on the capabilities and infrastructural capacities that exist among the government workers especially those at the grass root which constitute about 70% of the Nigeria's populace. These are supposed

to effectively enhance e-governance through their efficient use of ICT technologies and infrastructures.

1.3. Methodology Approach

The questionnaire technique and oral interviews with some key officers in the local governments under survey was adopted and the research cut across the five local government areas in Ile-Ife and environs which are: Ife-Central, Ile-Ife; Ife-East, Oke-Ogbo; Ife-North, Ipetumodu; Ife East Area, Modakeke; and Ife South, Ifetedo local government areas all in Osun State of Nigeria.

The data obtained was analyzed using the descriptive statistical tools such as percentage, frequency and graph, among others. Inferences drawn from the results obtained are the basis of policy recommendations that is believed would enhance a process for the review of the nation's IT policy implementation in the public sector.

2.0 Definition of e-Government

According to UNESCO, 2004, 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.

Also, according to Nasser and Yared 2005, e-Government is being used extensively nowadays and refers to the use of ICT by government agencies. It is the application of ICT to improve efficiency and effectiveness, create transparency and accountability of informational and transactional exchanges within government, between governments and government agencies at national, municipal and local levels, (G2G), citizens (G2C) and businesses (G2B). It applies to the use of ICT to empower citizens through the interactive access and use of information. The widespread adoption of networks is altering fundamental relationships (Gage, 2002):

1. e-Government is reinventing the business of government through new ways of integrating information and making it accessible over networks and the Internet (engaging in business process re-engineering, procurement and delivering services).
2. It also transforms the nature of governance by affecting the roles and relationship between state and citizens and state and businesses.
3. It informs and engages citizenry, directly and without intermediation, thus providing the foundation of direct democracy. Improved two-way communications between constituents and representatives and better ways for citizens to engage in legislative process are part of becoming an e-Government.

While on-line information and service delivery is the first step in e-Government, it implies much more than delivering services on-line. A broader grasp of e-Government is imperative for leaders to position their governments, citizens, businesses, and communities for sustainable strategic advantage. The goals of e-governance are to improve the internal organisational processes of governments at all levels, provide better information and service delivery, increase government transparency in order to reduce corruption, reinforce political credibility and accountability, and promote democratic practices through public participation and consultation among other functions of governance.

2. 1. E-Government and Good Governance.

One major purpose of this paper is to look at e-Government possibility in Nigeria and considered that, if efficiently, purposefully and strategically implemented, can be an important tool for institutional reform in the public sector for greater efficiency in the provision of public sector goods and services and in government procurement.

Good governance can be seen as the exercise of economic, political and administrative authority to better manage affairs of a country at all levels, national and local. The objective is to make collective decision-making efficient, democratic and transparent, to achieve among other better socio-economic outcomes and economic development and growth prospects.

E-Government as a major instrument for achieving good governance accompanied by important investments in ICT can be an important source of productivity growth and economic growth along with economic development and democracy in the Local Government Areas. It can provide a framework for organising comprehensive e-reform, starting with government and the public sector especially at the rural areas. E-Government and investment in ICT are enabling factors and tools that can and should be used to effect, implement wide-ranging policy reforms (Nasser, 2005).

2.2. The Local Government

By definition, Local governments are administrative offices of an area smaller than a State or Province (Wikipedia online). In many modern nations, local governments usually have less power than state or national governments do and this is a case of Nigeria. They usually have some power to raise taxes, though these may be limited by central legislation. In Nigeria local government is partly or wholly funded by subventions from the Federal government taxation through the states. The question of Municipal Autonomy - which powers the local government has, or should have, and why - is a key question of public administration and governance which is yet to be answered in Nigeria. For financially healthy local governments to exist, responsibilities and functions must be allocated in accordance with their taxing power and ability to generate funds internally. The constitutional provision that recognizes local governments' power in this regard must give them full freedom to operate and this must be well guaranteed and adequately protected by legislation.

2.3. ICTs in the Local Government Areas - Why the focus on the Local Government level

Local governments are close to citizens, and constitute for many the main representation of government. The relationship of citizens and local authorities tends to be one based on proximity as the interests at stake for both parties are clearly entwined concerning issues such as public services, urban development, education, public transport, environmental concerns and local politics. It is at the local level that the impact of ICTs on the relationship between governments and citizens can be most effective. (UNESCO, 2004)

As the levels of local government are decided across nations and seeing the restrictions or limited resources available to this tier of government, a dedicated full time internal resources to conceptualize and implement e-Governance programs is expected to be in place to strengthen technical and management skills of staffs, develop competencies and keep pace with technological advancements, establish mechanism for monitoring and review, establish system by which the local government departments can engage agencies or people for e-Governance initiatives and of course promote better citizenry-governance feedback relationships.

The old model of ICT in government consisted of automating the internal, back-office, and working of government by processing data, similarly to private sector enterprises. The new model is one of ICT supporting and transforming the *external* working of governance by processing and communicating information and data and providing interactive services through multiple channels. Hence, capacity building programme initiatives should be in place to help local authorities develop and deliver successful and sustainable e-Government projects and programmes by assisting authorities in changing their organisation by embedding the governance and capacity that is essential to improve outcomes, deliver to time and budget; and to sustain long term, successful e-Government in today's information and knowledge driven economies

2.4. The Readiness of Local Government Public Servants for e-Governance

The underlying issue in the adoption of e-Government by governments and policy-makers in Nigeria is how and whether e-Government initiatives can help governments achieve better results in realizing their policy goals. In Nasser and Yared report, 2005 they observed that countries around the world - from low income to the highly industrialised are adopting the network revolution and ICT and have introduced e-Government initiatives. The potential benefits of the network readiness of government are as substantial and varied as the importance of government in the lives of individuals, citizens and businesses. A network ready, on-line e-Government allows the:

- Elimination of barriers: to overcome the physical and virtual isolation of individuals and communities, allowing better information about the policies and processes of both the State and Local government
- Promotion of efficiency: through reduced transactions costs and time allocated, and the streamlining of services and processes
- Creation of opportunities: citizens, individuals and business have a wider choice set, more convenience and freedom to choose with government processes and services available 24 hours: .you can go on-line, instead of in-line.
- Minimization of waste and elimination of theft, bribery and corruption, and to increase the transparency of government
- Promote and enhance democracy through increased and improved information, and direct participation.

A number of Arab countries have acknowledged the benefits of e-Government, even if they are only at the first stage, where governments provide information through websites. In half of these countries, more than 50% of ministries have their web presence. Countries such as Jordan, Tunisia, Morocco and the GCC had 100% of their national ministries on line at the beginning of year 2001, whereas others such as Egypt (38%) and Syria (35%) are gradually increasing the number of e-aware ministries (Naser et al, 2005)

However, unlike national ministries, regional and local authorities are almost never present on the web and this is the case of Local government areas in Nigeria. They are systematically under-equipped and under-represented with participation rates ranging around 18%, indicative of the under-development of local government representation and services in the centralised, hierarchical government organisational structures in the country.

2.5. Human Capital Development in ICT

A major building block, a critical factor for success in any country is the country's human capital (Nasser et al, 2005). People need to be able to use ICT, but also to understand, create local content and manage e-initiatives and their environment. Governments can through their public

education policies influence the formation of a new type of human capital: *e-Human capital*. Nigeria should aim to:

- Reform educational curricula to include computer and ICT literacy and through the definition of a core e-literacy curriculum. High quality ICT training opportunities should be set up, including on-the-job-training, and distance learning. ICT education should start in primary schools, thus laying the foundations for a high ICT skill level in the population, which would enhance the creation of e-human capital.
 - The survey carried out in the Local Government areas shows that they are severely under-equipped, with none having a website. The setting up of a website is a typical first step in many projects related to e-human capital and education.
- The other major challenge is for the Federal Government of Nigeria (FGN) to generate the financial resources for human capacity building, for e-human capital.

2.6. Elements of Capacity Building

Capacity Building consists of three (3) elements namely; establishing institutional framework, engaging personnel with requisite experience, upgrading skill sets – through training. (NEGAP, 2005)

Institutional framework: Federal and State e-Governance projects are supposed to provide leadership and vision for the local e-Governance Plan in terms of capacity building. These should be informed by the National Policy on IT and its implementation procedures. There should also be a committee in the LGAs that would map out strategies that is suitable to achieve policy directions and oversee the programme to ensure co-ordination and accountability.

Internal Human Resource (HR) capacity building departments in the Local government areas are to be engaging agencies of government like NITDA, IT & Management agencies and NGOs experienced resources with scaling up capabilities strengthen from outside Government, the private sector and NGO's in training workshops for their staffs to develop them.

Infrastructure and related hardware for effective training and capacity development should be on ground and functioning.

3.0. Analysis of Results

3.1. The Socio-economic Background of the Local Government Public Workers

The total number of questionnaire administered was 250 but the number retrieved was about 224 which is about 89.6%.

In it all, the age brackets of the respondents are given in Table 1 below where thirty four (15.4%) people fell between the age 15 and 25. One hundred and eleven (50.2%) are between the ages of 25 and 36. Seventy six (34.4%) people were above 36 years. It is obvious that the highest frequency of the ages were staffs between 25 to 36 years; this shows that there are many young hearts and brain in the Local government offices that should have the opportunity to be trained and enhance the e-governance programmes.

The gender difference in sex is also given as ninety-six (45.9%) people were males while one hundred and thirteen (54.1%) people were females; this confirms the higher representation of women at the public service of the Local Government, issues about the female dominance and participation in ICT for development shall be treated adequately well in another paper. Nevertheless, it reflects the level of illiteracy as many of the respondents are OND school leavers

and there is no trace of pursuance of any higher degree as at the time the survey was carried out.

| S/No | | Frequency | Valid Percentage |
|------|--|-----------|------------------|
|------|--|-----------|------------------|

It has been observed that most of the OND graduates who are suppose to go for a one year industrial training (IT) end up going along with the jobs after the one year IT thereby loosing the focus of continuing their education. The survey reflect the following result in the educational attainments of the respondents: five (2.3%)

people had Primary education as the highest degree, thirty nine (17.4%) people had Secondary education as the highest degree attained, twelve (5.5%) people had N.C.E as the highest degree attained, sixty-eight (31.2%) people had O.N.D as the highest degree attained, forty-one (18.8%) people had H.N.D as the highest degree attained, thirty-eight (17.4%) people had B. Sc as the highest degree attained and fifteen (6.9%) people had M. Sc. as the highest degree attained.

It is worth mentioning that just a very few staffs at the local government areas in the five LGAs surveyed were graduates from the University, these in effect has much to say about the level of exposure and intellectual skills attainment of the public workers that are supposed to stand in between the Federal government and the citizenry.

The level of skills required to build a dependable capacity in ICT is very crucial as many of this public workers are potential content developers if exposed to better trainings that would facilitate their productivity and deliver the objectives of government to the public online. It therefore mean that there is the need to introduce a course on ICT at the basic levels in all of the tertiary institutions where most people in Nigeria would have a benefit of learning and getting acquainted with these global issue for better future utilization and relevance.

| | | | |
|-------------|---|------------------|-------------------------|
| 1 | Age | | |
| | 15 – 25 | 34 | 15.4 |
| | 26- 36 | 111 | 50.2 |
| | 36 Above | 76 | 34.4 |
| | Total | 221 | |
| | Missing | 3 | 3.1 |
| | Total | 224 | 100.0 |
| S/No | Highest Degree Attained | Frequency | Valid Percentage |
| 1 | Primary | 39 | 17.4 |
| | Secondary | 12 | 5.4 |
| | N.C.E | 61 | 27.2 |
| | O.N.D | 46 | 20.5 |
| | Holder | 21 | 9.4 |
| | Missing | 15 | 6.7 |
| | Total | 224 | 100.0 |
| | Total | 6 | |
| | Missing | 224 | |
| | Total | | |
| 4 | Position and Rank of Officers Interviewed. | | |
| | Director | 12 | 6.4 |
| | Deputy / assistant director | 42 | 22.4 |
| | Secretary | 3 | 1.6 |
| | Administrative Officer | 33 | 17.6 |
| | Technical officer | 6 | 3.3 |
| | Typist | 9 | 4.8 |
| | Others | 82 | 43.9 |
| | Total | 187 | 100.0 |
| | Missing | 37 | |
| | Total | 224 | |
| 5 | Years Of Employment | | |
| | 0 -5 | 108 | 53.5 |
| | 6 – 10 | 42 | 20.8 |
| | 11 – 15 | 28 | 13.9 |
| | 16 – 20 | 4 | 2.0 |
| | 21 – 25 | 8 | 4.0 |
| | 26 – 30 | 12 | 6.0 |

Table 1: Socio-economic status of respondents

3.2 The Level availability of ICT Infrastructure at the Local Government Areas

The deployment of infrastructures to the rural areas in Nigeria is still low as this is reflected in the results obtained. However, the few available is seen to be utilized by a very few key staffs who claim to use it for mere typing, and have little or no knowledge of the systems. Again, the response shows that the mobile phone which seems to be very much available now is not yet owned by the workers due to affordability.

| S/No | | Frequency | Valid Percentage |
|------|--|----------------------------|-------------------------------|
| 1 | Do you have Computer or any other ICT Infrastructure in your workplace or at home Yes No Total Missing | 113 96 209 15 | 54.1 45.9 100.0 |
| 2 | Mention any ICT equipment you have around you to work with. Computer Telephone Others Total Missing | 15 7 30 52 172 | 28.8 13.5 57.6 100.0 |
| 3 | Has the local government any computer facility Yes No Total Missing | 179 34 213 11 | 84.0 16.0 100.0 |
| 4 | If Yes, how many 1 – 5 6 - 10 11 Above Total Missing | 136 23 3 162 | 84.0 14.2 1.9 100.0 |

Table 2: Level of Availability of ICT Infrastructure.

3.3. Level of ICT literacy and e-Readiness for e-Governance.

Eighty-seven (41%) had knowledge of ICT while one hundred and twenty five (59%) knew nothing about it. Of those that claimed to know something about ICT, only sixty-seven (77%) actually knew about it.

Seventeen (36%) of those who were illiterate of ICT were because of financial constraints while thirty (64%) were because of lack of access and opportunity. On inquiry about what ICT tools

were, twenty four (96%) chose computer while only one person chose radio. In separate findings, all respondents in the local government areas (100%) chose radio.

From those that claimed to have used before, twenty-one (42%) chose handsets, three (6%) indicated computer, one (2%) television, ten others (20%).

Ninety-one (41%) of the two hundred and nineteen claimed computer literacy. Six (3.9%) people believed computers are used for personal reasons while one hundred and forty nine (96.1%) believes they were for official reasons.

On inquiry, ninety-nine (78%) determined to use ICTs for personal reasons while the remaining twenty eight (22%) opted for official purposes.

This shows that the deployment of ICT infrastructures especially the computer system to the LGs has been very poor and hence affecting the learning or literacy of use the PCs not to begin to expect that the LGs would be thinking of e-governance. The level of expectation that is expected from the adoption of ICTs for development has since been envisaged to affect the rural living conditions of the developed nations like Nigeria, but the know-how to these technologies and the political will to deploy the facilities for the use of the public workers has not yet seen the light of day.

| S/No | | Frequency | Valid Percentage |
|------|---------------------------------------|-----------|------------------|
| 1. | Do you have knowledge of what ICT is? | | |
| | Yes | | |
| | No | 87 | 41.0 |
| | Total | 125 | 59.0 |
| | Missing | 212 | 100.0 |
| | | 224 | |
| 2. | If yes, what is ICT? | | |
| | Right | 67 | 77.0 |
| | Wrong | 20 | 23.0 |
| | Total | 87 | 100.0 |
| | Missing | 137 | |
| 3. | If No, why? | | |
| | Financial constraints | 17 | 36.0 |
| | Lack of access and opportunity | 30 | 64.0 |
| | Total | 47 | 100.0 |
| | Missing | 177 | |
| 4. | What are the ICT tools you aware of? | | |
| | Computer | 24 | 90.0 |
| | Radio | 3 | 6.0 |
| | Television | 2 | 4.0 |

| | | | |
|----|--|-----|-------|
| | Missing | 195 | |
| | Total | 224 | 100.0 |
| 5. | Have you ever used any? Name them. | | |
| | Handsets | 21 | 42.0 |
| | Computer | 50 | 6.0 |
| | Television | 1 | 2.0 |
| | Radio | 10 | 20.0 |
| | Others | 15 | 12.0 |
| | Missing | 127 | |
| | Total | 224 | 100 |
| 6. | Do you know how to use the computer? | | |
| | Yes | 91 | 41.6 |
| | No | 128 | 58.4 |
| | Total | 219 | 100.0 |
| | Missing | 5 | |
| 7. | For what purposes are they used for? | | |
| | Personal | 6 | 3.9 |
| | Official | 149 | 96.1 |
| | Total | 155 | 100.0 |
| | Missing | 69 | |
| 8. | What would you do with ICTs such as computer if you have an access to own one? | | |
| | Personal | 99 | 78.0 |
| | Official | 28 | 22.0 |
| | Total | 127 | 100 |
| | Missing | 97 | |

Table 3: Level of ICT literacy

3.4. In it All

The analysis of the survey reveals that the impact of e-readiness in designing an e-government programme for governance at the LGs is obvious as very low human ICT capacity is a major impediment in the implementation of the program. Also lack of infrastructure and information about ICT, knowledge of the use of internet, its access and usefulness to bridge the gap between the government and the citizens together with low funding is the reason for the under-development in terms of e-governance practices.

4.0. Interventions on Sensitization and Capacity Development

The National Centre for Technology management (NACETEM), a Parastatal of the Federal Ministry of Science and Technology and located in Obafemi Awolowo University campus in Ile-Ife has been trying to get to the capacity development aid of this local government public workers in terms of sensitization and capacity building as an agency of government saddled with the responsibility of managing technology; building capacities in the middle to high level manpower in the public and private service as well as carrying out policy research that would assist the legislators in formulating appropriate policies and interventions for the nation's development.

NACETEM collaborated with some the Nigerian High Tech Women(NHTW) - an NGO recognized nationally and set up to build ICT capacity in Nigerian Women to organize an awareness seminar firstly to one of the Local Government areas i.e. Ife-East Local Government, Oke-Ogbo Ile-Ife; and there about eighty five (85) participants of which 60 were women and 15 were men attended the seminar which was meant to highlight the importance of ICT to the governance of the people ,their work life as well as the socio-cultural well being of all. This seminar was an eye opener to the conduct of the survey described above which was later followed up with a training workshop.

The intervention after the response and willingness of the staff of these local government areas as highlighted in the above sections necessitated the five days workshop that was jointly organized by the duo of NACETEM with the NHTW NGO which was titled "Harnessing ICT to eradicate and leverage educational and economic poverty in Nigeria". This was extended to all the 30 Local Government areas of Osun State and was well attended. Although the participants were predominantly women, some men from the LG offices showed up and all were taken through the basic computer appreciation knowledge, word processing, internet basics as well as opening of e-mail accounts for themselves.

Through this training, it was realized that a lot of this women would like to have the PC they can use at work and learn better by constant use. We made contact with the Chairmen of each local government especially the five chairmen within Ile-Ife- our survey targets to seek their commitment towards the development of the human capacities as well as given priority to the issue of equipment procurement in ICTs for the promotion of e-government in Nigeria.

5.0. Conclusions and Policy Recommendations

It is a serious matter of concern to note that the issues of development through ICT as a tool is yet to be fully integrated into the working culture of the civil servants at the local government areas in Nigeria. It is of high hope that within the next one year, as the Federal Government of Nigeria has been aiming at the Computer for all Nigerians (CANNI) project soon, the issues of illiteracy in ICT would become very reduced if not completely eradicated within the public service at all levels.

Notwithstanding, the commitment of the leaders at the local government and state level of governance to e-government and ICT education should be paramount and given dedicated attention as nothing meaningful can be achieved without the political will and support of the chairmen and their executives at all the levels of governance.

The overall campaign on sufficient knowledge of e-government and advanced knowledge of the internet, and web tools should be paramount for the e-government strategies agency in Nigeria and the National Orientation agency of Nigeria (NOA) to implement and this should be well funded by the Federal Government including organizing workshops for the Local Government Chairmen on the issues of access and connectivity's in the Local government areas of Nigeria.

Review of the strategies of implementing the capacity building and or human development objective of the national IT policy enacted in 2001 should be looked into as the impact of ICT has not been felt on e-governance.

ICT student loan packages and investment tax credits for investment in ICT skills and education for public servants at all levels of government can and should be designed and set-up. Similarly, distance learning, regional and international educational alliances and networks which can promote investment in e-human capital should be further encouraged with foreign development partners.

The Advisory Council (NITAC) which involves stakeholders from the IT/ ICT industry in Nigeria that is already set up by the Hon. Minister of Science and Technology through NITDA (the agency of Government in charge of IT policy implementation) should be empowered to work with the top political leaders at the Local Government areas to jointly develop the human and infrastructural capacities across the Local areas in Nigeria.

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