



# IMPERATIVES IN E-GOVERNANCE IMPLEMENTATION

Senator Ibrahim Hadejia





- E Governance implementation in Nigeria has been occurring in a haphazard fashion nationwide with varying degrees of success at the State level and insufficient interface with the federal government to formulate standards and ensure interoperability.





It still remains true today that the push for E-governance has more to do with improved revenue generation than improved service delivery

This is not necessarily a bad thing as the transformation ultimately comes with a corresponding improvement in efficiency and service delivery, but the bias for the underlying architecture is often profit driven which sometimes comes at the expense of optimum service or complete neglect of service delivery centers that are not revenue generating.



The imperative of e-governance from the Nigerian perspective can be predicated on the following:

- Some forward thinking state governments are leading the pack at the moment. **Curbing corruption and plugging leakages (IPPS 50,000 N273B in 2 yrs, despite GIFMIS we still basically run an analog accounting, budgeting & audit process)**
- **Process transparency and improved service delivery which will create end user confidence and justify revenue collection or increase Security**
- **Data collection for planning and targeted social governance delivery**
- **Impact on education especially basic through e-learning initiatives to fill in the yawning teacher quality and availability gap**



# Factors working against e-Governance

- **Implementation** at top management level and the perception by vested interests that deployment will upset the Apple cart.
- Resistance by middle and lower management because of fear of job loss and illicit diverted government revenue. In the extreme this can result in sabotage and creation of administrative bottlenecks to slow or prevent implementation
- Inadequate or complete absence of underlying infrastructure making initial deployment costs prohibitive.
- Obsolescence due to slow implementation
- Digital illiteracy and lack of e-readiness and wide digital divide. Nigeria can easily overcome this because of above average mobile penetration



# leveraging on mobile penetration m-governance

JAN  
2019

## DEVICE USAGE

PERCENTAGE OF THE ADULT POPULATION\* THAT USES EACH KIND OF DEVICE [SURVEY-BASED]



MOBILE PHONE  
(ANY TYPE)



98%

SMART  
PHONE



56%

LAPTOP OR DESKTOP  
COMPUTER



23%

TABLET  
DEVICE



9%

TELEVISION  
(ANY KIND)



84%

DEVICE FOR STREAMING  
INTERNET CONTENT TO TV



4%

E-READER  
DEVICE



1%

WEARABLE  
TECH DEVICE



5%

we  
are  
social



we  
are  
social



we  
are  
social



SMS  
USSD  
AI

# Recommendations for e-Governance

## Implementation

- ICT deployment must start with top level buy in and this must often be heavily incentivized, or penalties applied for noncompliance
- Top level endorsement drives lower level participation , there is no substitute for leadership by example.
- Focus and design must be on efficiency and service delivery, once the customer experiences the difference it will be difficult to revert to the status quo.
- Structured and planned rollout is critical, there must be enough resource to meet demand and eventually all analog options must be foreclosed.



# Recommendations for e-Governance Implementation

- Design and underlying architecture must take cognizance of digital literacy level and even cultural and language considerations. The easier to use the faster its adopted
- Pre launch sensitization is critical otherwise it will be labeled as elitist and discriminatory and this propaganda will be actively pushed by elements in the service that feel threatened by the switch
- A good strategy is to start with government to government (G2G) to assuage employees with genuine fears so they see the advantages in improved efficiency and service delivery. Incentives can be introduced for usage and bonuses for IGR units.

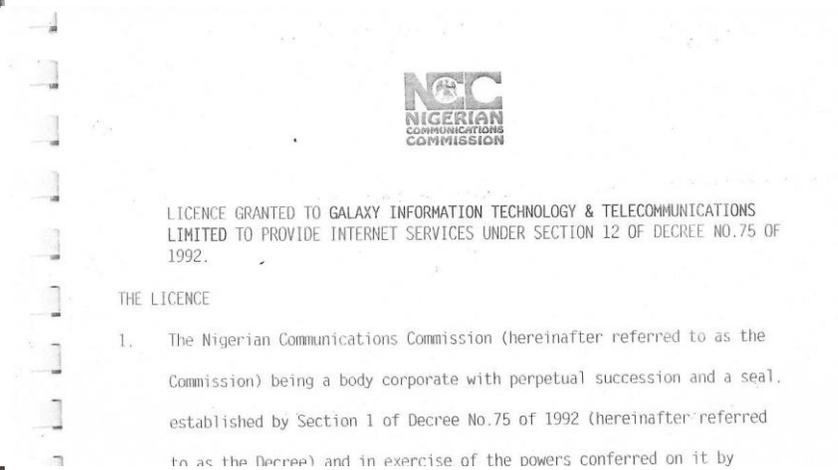


# Recommendations for e-Governance Implementation

- The FGN must play a more dominant role, including omnibus legislation to enforce compliance. We have had ICT4D plan 2004, Nat e-Govt strategy 2011, subscribed to OGP in 2016 for 80% of biz to go online by 2020 & e-Govt master plan 2019
- ICT infrastructure can be in place and still be unutilised.
- The US had to pass the Government Paperwork Elimination Act in 1996 giving a deadline of 2013 for all federal Govt offices to migrate to an electronic and digital platform.
- The proposed presidential imp. Ctee for the EG masterplan excludes the AG and the legislature
- Having ICT infrastructure in place does not guarantee e-governance adoption and implementation. The JIGAWA example



# National ISP license 2003



# Mobile Telephony 2003



LICENCE GRANTED TO GALAXY INFORMATION TECHNOLOGY &  
TELECOMMUNICATIONS LTD  
TO PROVIDE REGIONAL FIXED  
TELEPHONY SERVICES EMPLOYING CABLE AND WIRELESS MEANS  
WITHIN JIGAWA STATE OF NIGERIA  
UNDER SECTION 32 OF NIGERIAN COMMUNICATIONS ACT, 2003

## THE LICENCE

1. The Nigerian Communications Commission (hereinafter referred to as the Commission) being a body corporate with perpetual succession...

# Conclusion

Perhaps our greatest motivation for adopting e governance should be transparency which should impact corruption and enhance data gathering and analysis for planning and execution in social governance, education and health. Improved Service delivery and revenue are bonuses.



EDUCATION

# JAMB CBT: Minister worries over candidates who are not computer literate

Published on March 1, 2016  
By Daily Post Staff



