

E-Governance and E- Participation:

Panaceas for Effective Mobilization of Manpower and Resources in Selected Local Governments in Ogun State.

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"...let us resolve to bridge the Digital Divide between countries, between rural and urban areas, between educated and illiterate populations, and between men and women. And let us act urgently so that all the world's people can benefit from the potential of the ICT revolution...."[1]

Former U.N. Secretary General Kofi Annan

Abstract—E-governance and e-participation are important stages in the advancement of government processes. They both offer great opportunities as well as new challenges despite the opportunities they offer; they also introduce new challenges especially in Nigeria with emphasis on selected local governments in Ogun State. E-governance is a new phenomenon in African countries and Nigeria is fast aligning into it, with the aim of addressing many challenges attached to development in Nigeria. Ado-Odo/Ota, Sagamu, Yewa South, Abeokuta South and Ijebu Ode local governments function primarily along the traditional colonial administrative system. Features of this system are bureaucracy, nepotism top-bottom chain command structure, et cetera. Hence, problems of this age long governance are legion which e-governance presumably appears to solve. Under a full-fledged e-governance, system optimization of resources is paramount. Despite all known benefits of e-governance, many challenges are embedded in the system. Changes are often hindered, due to lack of confidence in the process and there is the perceived displacement of personnel through application of information communication technology (ICT). This study considers sectoral aggregation of local government systems such as personnel, community development or relations, Infrastructural needs, spatial environment, etc. Structured and unstructured interviews will be conducted and questionnaires were administered in order to gather data in areas of education, health, recreation, electricity, water supply, empowerment, waste management, traffic control and security.

This study specifically evaluated the personnel's understanding of ICT application in governance and community or public participation and exercise of civic responsibility. The research design utilized both descriptive and survey approach in its method of data collection. In order to realize the objectives of the current study, the method of data analysis involved both descriptive analysis with the use of frequencies and percentage distributions in analyzing the basic information of the targeted audience. The formulated hypotheses were subjected to statistical validation using multivariate regression analysis. This methodological approach enabled us ascertain whether there exists any significance relationship between e-Governance and effective mobilization of manpower and resources considering the selected local government areas for this study. Judgmental sampling procedure were

adequately utilized in the selection of local governments, which are Ado_Odo/Ota, Sagamu, Yewa South, Ijebu Ode and Abeokuta North. These were based on the distinguishing characteristics of selected sample observations required for this study.

Keywords—Information Communications Technology (ICT); e-governance; e-participation.

I. INTRODUCTION

E-Governance is a growing new phenomenon in African countries and, Nigeria which pride itself as the vastly populated Black Country, largest economy and relatively stable democratic country cannot afford to be alienated. The realization has now dawned on the various local governments in Ogun State, Nigeria that participatory approach to development is superior to any previous approaches because of its firmer ethnical foundation; hence, e-Participation consummates new social contract and a fresh partnership with the people. The people are less agitated and willingly ready to submit to developmental programmes, policies and projects of the government.

All societies have a fair share of resources for sustenance and productivity. Many times these resources are under-utilized and not put into proper use. Reasons for this are legion, ranging from technological incapacitation, inadequate mobilization and transformation of capital resources and ignorance of the benefits.

There are encumbrances in the way of application of ICTs because of attitudes of the people towards changes; hence, changes are often hindered due to lack of confidence in the process by way of perceived displacement of personnel of livelihood through application of information communication technology (ICT). Therefore, as worthy as e-governance and e-participation portend, the realization of its full potentials could be restricted by lack of supportive infrastructure, low educational status of the proposed operators and negative mindset tendencies.

Ogun State is one of the thirty six (36) states in Nigeria, located in the Southwestern part of the country

and often called the gateway state, because of its pioneer efforts in the educational advancement of the country. The State was created in 1976, from the defunct Western region. It is boarded by Lagos, Oyo, Ondo states and Republic of Benin. It has a land area of 16,980.55km square and population of 3,751,140 [2].

On the other hand, manpower resources are inadequately catered for, and so lacking in the potential application. In the age long traditional system of governance in Nigeria, problems embedded include but not limited to bureaucracy, nepotism, top-down chain command structure, et cetera.

The people speak Yoruba and other Local dialects. These people are Egba, Yewa, Ijebu Remo, Awori, Egun and Anogo. They have Socio-economic activities covering farming, calving mining, fishing, pottering, etc.

These are twenty local government areas in the state, For Convenience of administration, these Local Governments are zone into west (5 Local Governments), East (9 Local Governments) and central 6 Local Governments). For the purpose of this research, Ado-Odo/Ota, Sagamu, Ijebu-Ode, Abeokuta North and Yewa South local governments were randomly selected.

Duties, functions and responsibilities of the Local Government administration are provided for in the fourth schedule of the amended 1999 constitution of the Federal Republic of Nigeria. The Nigerian constitution guaranteed local governments as third tier of government under Chapter 1 Part 2, Section 7 (1) and (3). It is pertinent to mention few of the Local Government roles:

- (i) The provision and maintenance of primary, adult and vocational Education,
- (ii) The development of agriculture and Natural Resources, other than the exploitation of minerals,
- (iii) Provision and maintenance of public conveniences, sewage and refuse disposals,
- (iv) Provision and maintenance of Primary Healthcare,
- (v) Establishment, maintenance and regulation of slaughter houses, slabs, Markets, Motor-parks and public convenience etc [3].

Under the Local Government law, manpower/personnel management is under the jurisdiction of statutorily constituted Local Government Service Commission headed by a chairman and commissioners. Professional career staffs run the commission on daily basis. In the same vain, each local Government is concurrently administered by an Executive Chairman, other Executive members, legislative council and Civil Servants led by Head of Local Government Administration (HOLGA), Directors, Unit Heads and Other Staffs. Recruitment, appointment, disciplines and promotion resides in the service commission. It therefore behooves this study, to look at the totality of the application of ICT to service delivery at the Local Governments' level.

A. THE SELECTED LOCAL GOVERNMENT PREVIEW:

1) ADO-ODO/OTA LOCAL GOVERNMENT:

Ado-Odo/Ota local government came into existence on May 19, 1989, following the merger of Ota in the defunct Ifo/Ota Local Government with Ado-Odo/Igbesa axis of Yewa South Local Government. Ado-Odo/Ota Local Government is second largest in Ogun State, with population of 526,565 [2] and an area of 878 Km². The people are mainly Yoruba,-Awori, along with ethnic settlers like Egba, Egun, Yewaetcetera. There traditional occupation is farming. Ota being the headquarters, others towns are Agbara, Igbesa, Ijoko, Ilogbo, Ado-Odo; Atan and Iju.

2) YEWA SOUTH LOCAL GOVERNMENT

Yewa South local government has an area of 629 km² and population of 168,850 [2]. It shares board with Benin Republic. The people speak Yewa and Egun dialects. Important towns under the Local Government are Ilaro, Iwoye, Owode-Yewa, Ajilete, Oke-Odan and Ilobi. The traditional occupation of the people is farming and pottery.

3) ABEOKUTA NORTH LOCAL GOVERNMENT

Abeokuta North local government has a land mass of 808km² and a population of 201, 329 [2]. It is the home of Oyan Dam, an important source of water to Lagos and Abeokuta. This Local Government habited the Egbas. Farming and trading are the major pre-occupation of the people. The headquarters is Akomoje

4) SAGAMU LOCAL GOVERNMENT

Sagamu local government has an area of 614km² and population of 253,412. Headquarters is Sagamu city. Apart from the indigenous Remo people, it is a melting point to the Hausas, Ibos and Beninese who are itinerary travelers and traders. Sagamu possesses accumulation of limestone deposits, used for cement production. Agricultural products of the local government include Cocoa, Kolanuts and other food crops.

5) IJEBU-ODE LOCAL GOVERNMENT

Ijebu-Ode local government was created on March 11, 1938 with the headquarters in Ijebu-Ode city. It has estimated population of 154,032 [2] and area of 192km².

II. CONCEPTUAL FRAMEWORK

A. E-participation

The basis or foundation of socio-economic cum politically inclusive governance is the promotion of participation of the citizens. The purpose of e-participation strategy is for improving the citizen's approach to information and public services; and promotes participation in public decision-making which will subsequently have enormous impacts on the well-being of the individual citizen and the society in general.

E-Participation index (EPI) is derived as a supplementary index to the UN E-Government Survey. It extends the dimension of the Survey by focusing on the use of online services to facilitate provision of information by governments to citizens ("e-information sharing"), interaction with stakeholders ("e-consultation"), and engagement in decision-making processes ("e-decision making") [4].

Therefore, e-participation can be contextualized into this framework:

- 1) *E-information*: this enables participation by providing citizens with public information and access to information without or upon demand
- 2) *E-consultation*: this engages citizens through contributions to and deliberation on public policies and services
- 3) *E-decision-making*: this empowers citizens through co-design of policy option and co-production of service components and delivery modalities [4].

B. E-governance

E-Governance is described as a process of reform in the way government works, shares information, engages citizens and delivers services to external and internal clients for the benefit of both government and the clients that they serve. Specifically, Government harnesses information technologies such as Wide Area Network (WAN), Internet, World Wide Web (www) and mobile computing to reach out to citizens, businesses and other arms of the government [5].

C. E-government

E-government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions [6].

Traditionally, the interaction between a citizen or business and a government agency took place in a government office. With emerging information and communication technologies it is possible to locate service centers closer to the clients. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.

E-government aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, transparent, and inexpensive. In a nutshell, e-government is akin to e-commerce, which allows businesses to transact with each other more efficiently (B2B) and brings customers closer to businesses (B2C).

However, the terms “e-government and e-governance” are often used indistinguishably today, it is commonplace that both concepts can be viewed as one and the same but there are distinctions between both concepts. The Common Market for Eastern and Western Africa (COMESA) distinguishes between both by asserting that; whilst e-Government is a narrower discipline dealing with the development of online government services to the citizen and businesses such as e-tax, e-transportation, e- procurement, e-participation

amongst others, e-governance is a wider concept that defines and assesses the impacts technologies are having on the practice and administration of governments and the relationships between public servants and the wider society, such as dealings with the elected bodies or outside groups such as not for profits organisations, NGOs or private sector corporate entities [7].

e-Government	e-Governance
Electronic Service Delivery	Electronic Consultation
Electronic Workflow	Electronic Administration & Management
Electronic Voting	Electronic Engagement
Electronic productivity	Networked Societal Guidance

Source: Common Market for Eastern and Western Africa (COMESA) <http://egov.comesa.int/e-government-resources/31-relationship-between-e-government-ict-and-e-governance.html> [7]

It should be emphasized that despite the recognition of the importance of information communication technologies, little empirical evidence exists, especially in Nigeria, Africa, on the effects of ICTs on local governance. Decentralisation and locally controlled administration are increasingly identified as basic components of democratic governance and provide an enabling environment in which decision making and service delivery can be brought closer to the people, especially the poor and the marginalised. Community participation in decision making, planning, implementation and monitoring and backed by appropriate institutions and resources; along with effective decentralisation can, through ensuring greater accountability, responsiveness and participation, result in local services that are more efficient, equitable, sustainable and cost-effective [8].

Therefore, the integration of information communication technologies in these processes can greatly enhance the delivery of public services to all citizens and thus, the overall objective of improving the performance of governance systems at all levels, as well as increase the democratic governance framework of the society at large.

But the potential for e-governance in developing countries remains largely unexploited, [9] perhaps because of the difficulty in achieving the revised organisational structures and skills; the degree of decentralisation of decision making; [10] new forms of leadership; transformation toward public-private partnerships; and the effective involvement of stakeholders that is required [11]. Moreover, local governance is in general given little attention within national e-governance policies and strategies.

III. METHODOLOGY OF THE STUDY

In this present study the survey research method was employed. The descriptive design utilized statistical package for social science in data analysis. The researchers employed a self-administered questionnaire for the data collection. For the current study a reliable scale for the variables e-governance and capacity building, e-governance practices, e-participation, manpower and resource mobilization were measured on a

five point Likert scale. The research instrument consists of two main sections. The first part, section A refers to the demographic information the respondents which comprises, respondents department, age and gender distribution, educational qualification for which the audience is expected to indicate the educational attainment whether a graduate and non-graduate, marital status associated with the participants. The second aspect of the research instrument relates to the variables used to measure the relational impact of e-governance and e-participation constructs on capacity building, manpower and resource mobilization focusing on Ogun State Southwest Nigeria. The population of the study includes all local government areas in the state. For precision, accuracy and to reduce cumbersome in the process of carrying out this research the study sample was carried out in four major local government areas of the state. These consist of Abeokuta North, Yewa South, Ijebu Ode, Sagamu and Ado Odo/Ota local governments. In this design the researchers employed simple random sampling in selection the subjects. The study covered 20 departments of the local government areas and four departments in Covenant University, Ota Ogun State, Nigeria. The questionnaires were self-administered to the target audience at the five local governments. Consorted efforts were made to supervise and guide the target audience on the filling of the questionnaire. A total of 166 questionnaires were properly filled, retrieved and analyzed for this present study from a total of 250 research instruments administered. This however, represents 83% response rate. This therefore suggests a good response from the total sample observations though some of the respondents were reluctant in answering some of the questions raised in the instruments. The current study used descriptive and regression techniques to examine the characteristic of the respondents and the impact of e-governance in manpower and resource mobilization in Nigeria.

IV. DATA ANALYSIS

This section deals with the reliability test of the scale variables, descriptive analysis involving frequency and percentage analysis. Multivariate regression technique was utilized to provide empirical support for the study hypothesis.

The alpha coefficient in Table I suggests the degree of the reliability for the scale variables. The result indicates that all the scale variables met the criteria for internal consistency of the research instrument used for the present study.

Note: All percentage and cumulative percentage computations and estimations in tables 2-4 were as approximated with SPSS version 20.

TABLE II. RELIABILITY STATISTICS

Scale	Cronbach's Alpha
Capacity building and Innovation	.612
E-governance practices	.736
E-participation	.808
Manpower and Resource mobilization	.836

Source; Authors' survey, 2015

Table II shows the local government areas covered by the survey, among the five local governments Ado Odo/Ota constitutes the highest population of respondents with 46(27.7%), followed by Ijebu Ode 34(20.5%), 32(19.3%) from Sagamu while Yewa South and Abeokuta North were 28(16.9%) and 26(15.7%) respectively.

TABLE III. LOCAL GOVERNMENTS

	Frequency	Percent	Valid Percent	Cumulative Percent
Abeokuta North	26	15.7	15.7	15.7
Yewa South	28	16.9	16.9	32.5
Ijebu Ode	34	20.5	20.5	53.0
Ado Odo /Ota	46	27.7	27.7	80.7
Sagamu	32	19.3	19.3	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

Table III shows the frequency analysis of the distribution of participants by department in the table, Administration 23(13.9%) and Agricultural 23(13.9%) has majority of the respondents, followed by finance 15(9%), Information, 14(8.4%) and Works 12 (7.2%).

TABLE IV. DEPARTMENT

	Frequency	Percent	Valid Percent	Cumulative Percent
Works	12	7.2	7.2	7.2
Administration	23	13.9	13.9	21.1
Agriculture	23	13.9	13.9	34.9
Information	14	8.4	8.4	43.4
Community Development	7	4.2	4.2	47.6
General services	7	4.2	4.2	51.8
Budget Department	1	.6	.6	52.4
Finance	15	9.0	9.0	61.4
Finance and Supplies	11	6.6	6.6	68.1
Water supplies and environmental sanitation	14	8.4	8.4	76.5
Medical and Health	5	3.0	3.0	79.5
Works and	6	3.6	3.6	83.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Housing				
Nursing	3	1.8	1.8	84.9
Works and Housing	1	.6	.6	85.5
Budget and planning	2	1.2	1.2	86.7
PSIR Department	3	1.8	1.8	88.6
Primary Health Care	8	4.8	4.8	93.4
Physical planning	5	3.0	3.0	96.4
Audit	2	1.2	1.2	97.6
Unions	1	.6	.6	98.2
Sociology	1	.6	.6	98.8
CSIS	2	1.2	1.2	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

The percentage distribution of the respondents by age in Table IV shows that majority 73(44%) were in the age bracket of 36-45 years, 51(30.7%) were between the ages of 26-35 years, 20 (12%) were between 18-25 years and 22(13.3%) were within the ages of 45 and above.

TABLE V. AGE

	Frequency	Percent	Valid Percent	Cumulative Percent
18-25 years	20	12.0	12.0	12.0
Between 26-35 years	51	30.7	30.7	42.7
36-45 years	73	44.0	44.0	86.7
45 years and above	22	13.3	13.3	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

The gender distribution in Table V indicates that the female workers 85(51.2) constitutes over 50 percent of the workforce while the remaining 81(48.8%) constitutes the male work force. It thus indicates that greater proportion of the local government work force were the female folks.

TABLE VI. SEX

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	81	48.8	48.8	48.8
Female	85	51.2	51.2	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

In Table VI a detailed descriptive analysis of the educational qualification of the respondents suggests that most 101 (60.8%) of the local government workers were

graduates while 65(39.2%) are undergraduates. This shows that over 60 percent of the workers are skilled workers.

TABLE VII. EDUCATIONAL QUALIFICATION

	Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate	65	39.2	39.2	39.2
Graduate	101	60.8	60.8	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

The result of the descriptive analysis by percentage frequency as shown in Table VII shows that 45(27.1) of the target audience were singles while majority 121(72.9%) were married.

TABLE VIII. MARITAL STATUS

	Frequency	Percent	Valid Percent	Cumulative Percent
Single	45	27.1	27.1	27.1
Married	121	72.9	72.9	100.0
Total	166	100.0	100.0	

Source; Authors' survey, 2015

A. Empirical Result and Analysis

1) Hypothesis 1

H₁: There is a significant relationship between effective e-governance, manpower and resource mobilization

H₀: There is no a significant relationship between effective e-governance, manpower and resource mobilization

2) Hypothesis 2

H₁: E-governance and e-participation as a holistic government transformation process plays a significant role in capacity building.

H₀: E-governance and e-participation as a holistic government transformation process plays no significant in capacity building.

B. E-governance, Manpower and Resource mobilization

Statistically the model summary in Table VIII provides sufficient evidence of a good fit and indicates that 75.1 percent variability in manpower and resource mobilization is explained by the changes in e-governance practice and e-participation programs and policies of the government of the state.

MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.751a	.563	.558	3.570

a. Predictors: (Constant), E-participation, E-governance practices

Following the evidence from the ANOVA result in Table IX the manpower and resource mobilization model is confirmed significant at 1 percent level as supported by the estimated F-statistic (105.193; F-Sig=0.000). We therefore reject the null hypothesis of model equivalence to zero. The further provided the statistical validity for the analysis of the obtained result.

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	2681.381	2	1340.690	105.193	.000 ^b
Residual	2077.438	163	12.745		
Total	4758.819	165			

a. Dependent Variable: Manpower and Resource mobilization
 b. Predictors: (Constant), E-participation, E-governance practices

The result of the estimated coefficient the above Table X suggests a significant direct relationship between e-governance (0.238; Sig-value=0.005), e-participation (0.536; Sig-value =0.000) and manpower and resource mobilization all significant at 1 percent significance level.

COEFFICIENTS^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.404	1.508		2.921	.004
E-governance practices	.238	.083	.213	2.852	.005
E-participation	.536	.069	.582	7.794	.000

a. Dependent Variable: Manpower and Resource mobilization

C. Capacity building, e-governance and e-participation in the transformation process

The model summary result in Table XI shows that over 67.9 percent of the total change in capacity building is joint explained by e-participation and e-governance constructs within the estimated model. This shows a good fit for the model.

MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.679 ^a	.460	.454	2.263

a. Predictors: (Constant), E-participation, E-governance practices

The ANOVA result in Table XII (F-statistic=69.563, sig 0.000<0.01) certifies the model statistical significance at 1 percent level. This therefore leads us to the rejection

of the hypothesis that the model estimate is statistically equal to zero

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	712.540	2	356.270	69.563	.000 ^b
Residual	834.809	163	5.122		
Total	1547.349	165			

a. Dependent Variable: Manpower and Resource mobilization
 b. Predictors: (Constant), E-participation, E-governance practices

Analysis of the coefficient result in Table XII shows a significant relationship between e-governance practices (0.130), e-participation (0.271) and capacity building. This shows that improvements in e-governance practices and e-participation as a holistic process towards government transformation has a significant impact on capacity building.

COEFFICIENTS^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	12.774	.956		13.366	.000
E-governance practices	.130	.053	.204	2.457	.015
E-participation	.271	.044	.517	6.220	.000

a. Dependent Variable: Manpower and Resource mobilization

V. RECOMMENDATIONS

From the evidences in the current study has proffered the following recommendations:

- Seeing the relevance of e-governance and e-participation towards effective manpower and resources mobilization, for it is therefore important that institutional framework and process be strengthened to efficiently drive the e-governance agenda for all the local governments in Nigeria and the country at large.
- There is urgent need for improved global communication infrastructure and services with adequate arrangement in place for its extension towards grass root mobilization.
- Increased opportunity of e-participation, proposal and decision making process should be encouraged at both the local and national levels of government affairs.
- Adequate provision of communication channels should be available for people and citizens to enquire and lodge complaints online about their human rights.
- Lastly, this study recommends increased awareness of the citizens on ICTs

compliance that will facilitate the on-line communication channels.

VI. CONCLUSION

E-governance in recent years is becoming a holistic process in its transformative changes in government roles, functions, institutional framework and processes. This study focuses on e-governance and e-participation as veritable mechanism for manpower and resource mobilization. The present study empirically examined the relationship between e-governance, e-participation, capacity building, and manpower and resource mobilization. The evidence from the study provides support for the significant role of e-governance and e-participation in effective manpower and resource mobilization. The development of a nation depends mostly in the nation's ability to develop and harness its manpower and mobilize resources necessary for higher creativity and innovation. Therefore the incapability of moving the Nigeria forward bearing in mind the desired targets for vision 20: 20: 20 is determined to a large extent on the effectiveness and magnitude of the manpower skills, effective utilization of resources and level of the economy. This is can be achieved through unrelenting efforts in the drive for e-governance and e-participation with their attendants' socio-economic benefits.

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