



FACULTY OF ADMINISTRATION

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And Sustainability In Governance

FOR COMPETITIVENESS IN 2020 AND BEYOND

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BOOK OF ABSTRACT

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ELECTRONIC GOVERNANCE AND PUBLIC SERVICE DELIVERY IN NIGERIA: A REVIEW OF LITERATURE AND SUGGESTIONS FOR FURTHER STUDIES

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Abstract

The paper provided a detailed review of the literature and theoretical framework on e-governance and Public Service Delivery. The paper relied solely on secondary sources for its data from google scholar search engine. The study adopted thematic analysis from various relevant literatures. The findings from the data collected show the indispensable role of e-governance adoption in ensuring appreciable public service delivery. Based on the findings, recommendations were made. The paper concluded that e-governance creates an enabling environment for the effective delivery of public services.

Keywords: Electronic Governance, Governance, Information and Communication Technology, Public Service, Service Delivery