E-Governance and Effective Job Delivery of Staff in Public Service: A Select of Captain Elechi Amadi Polytechnic, Rumuola, Rivers State, Nigeria

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Article History	Abstract
  	The paper cursorily examined E-Governance and Effective Task Delivery of Staff in public institutions in Nigeria, a select of Captain Elechi Amadi Polytechnic, Rumuola Port Harcourt. It sees e-governance as luxury in part, and a necessity in the other. The paper considered that public institutions such as the listed area of concern could implement e-governance to enhance its staff effective task delivery. Areas of implementation of e-governance included digital correspondence management. E-governance is possible only upon the availability of internet, its ancillaries such as wifi, local networking, resource sharing. The Paper aligned its philosophy to the theories of Diffusion Innovation by Joseph A. Schumpeter and the Modernization Theory by Max Weber. Based on the x-rayed reviews and scholarly empiricism the paper summed that e-governance is a major contemporary evolution which has to be implemented to the letter by the management and Council of the Polytechnic. Full implementation of e-governance in Captain Elechi Amadi, would ensure electronic management of documents, e-payments, whether for vendors or students. It would encourage digitalized routine administration. Staff and student's records, including personnel tracking, students, transcripts may be processed, consummated digitally, reducing delays. The paper proffered among others that Staff of the Captain Elechi Amadi Polytechnic should involve more in self-development, especially on digital skills and that Management of Captain of Elechi Amadi Polytechnic should train and retrain staff in the use of or implementation of e-governance at intermittent or reasonable periods, among others. ***Keywords***: *E-Governance, Digital, Effective Task Delivery, Captain Elechi Amadi Polytechnic, Staff, Management*

Introduction

E-governance in today's public service appears to be like the oxygen of service. The link between e-governance and effective task delivery is time and the availability of digital resources. The ability of a staff to deliver a task within allowed or permitted official timeline and with available resources can be termed effectiveness. It is so because the manual or traditional processes of carrying out tasks are steadily becoming out of clock. It might sound hazy to think of speedy and across process of getting tasks done in a red-tepist dominated environment, of public service. Public service is known for bureaucratic bottle necks which may be a clog in the wheel of the implementation of this discourse. This paper has however insisted that e-governance or digital processing of tasks or roles should be implemented so that the staff and management of concerned institutions are not left behind in the scheme of the contemporary world.

E-governance concerns itself with the use of Information and Communication Technologies in carrying out activities, in this case government activities. Since e-governance has to do with carrying out of activities, in administration, transparency, accountability and public administration, it therefore linked naturally linked to task delivery. Task delivery is the receiver point of e-governance. The fulcrum of e-governance in public service is for effective service delivery (Abell, 2011). The reason for the adoption of e-facilities is to facilitate or hasten service to citizens.

The moderating variable or phenomenon for e-governance and task delivery in public service is the management. A moderating variable, which is also known as a moderator or effect modifier, is a variable that influences the strength or direction of the relationship between an independent (E-governance, the factor that will cause task delivery) and dependent variable (Task delivery, factor that depends on e-governance to operate or achieve) (Wemen, 2020). Independent variable in this circumstance is the management is identified in his paper as the moderator because of its enormous role in ensuring the implementation and sustenance of e-governance. Management is the employer and the owner of the business who should align with the global developmental imperatives to create value and achievement for its business (Nweke, 2022). This paper considers e-governance achievement in the light of Exams and Records, Routine Administration, Correspondence/ Documentations, and payments.

The essence of e-governance is to ensure effective job delivery of assigned roles of staff in public service. When a public officer is able to adopt, adapt information and communication facilities to carry out his or her roles, then e-governance is said to have taken place. We shall look at the various areas e-governance centres may be adopted in carrying out tasks by public officers. Public officers who employees in any government establishment. An example of government establishment is Captain Elechi Amadi Polytechnic, Rumuola, Port Harcourt, Nigeria.

Theoretical Foundation

This paper duly considered the historical narratives of e-governance which is juxtaposed with traditional methods and contemporary work environment and adopted the Diffusion Innovation and the Modernity Theories. While Diffusion Theory concerns itself with communication channels and characteristics of such channels, Modernity Theory debunks the Bureaucratic, cast-on-stone approach, stereotyped methods of getting jobs done.

Diffusion of Innovations Theory

The Diffusion of Innovations theory, developed during the mid-1900s by Joseph. A. Schumpeter, and cited in Hornby (2006). The study chose the theory because of its link to innovation. The diffusion of innovations theory is extensively used by business minded persons to promote the adoption of their products. This implies that managers of Technical and Vocational Education may adopt this theory to foster or establish functional learning system between entrepreneurship and Technical Education

Modernization theory by Max-Weber in 1890

Modernization theory was established to explain a progressive transition from a pre-modern, traditional, rural and agrarian to a secular, urban, industrial or modern society. The theory was originated from the idea of German sociologist Max-Weber (1864-1920) which provided the basis of the modernization paradigm developed by Harvard sociologist Talcott Parsons (1902-1979). An American economist Whalt Whitman Rowston in 1960 established and suggested that development should be seen as an evolutionary process in which countries progress up 5 stages of a development ladder.

Based on modernization theory which suggests that traditional societies will develop as they adopt more practices. Kendell, (2007) the economic progress of countries originated from technological changes. According to this theory, increased technological development can make a country more modernized. This theory tried to explain why some countries had success and why some did not. It maintained that as long as traditional customs and culture prevents individuals and societies from gaining achievement, they would remain underdeveloped (Soheila, 2015).
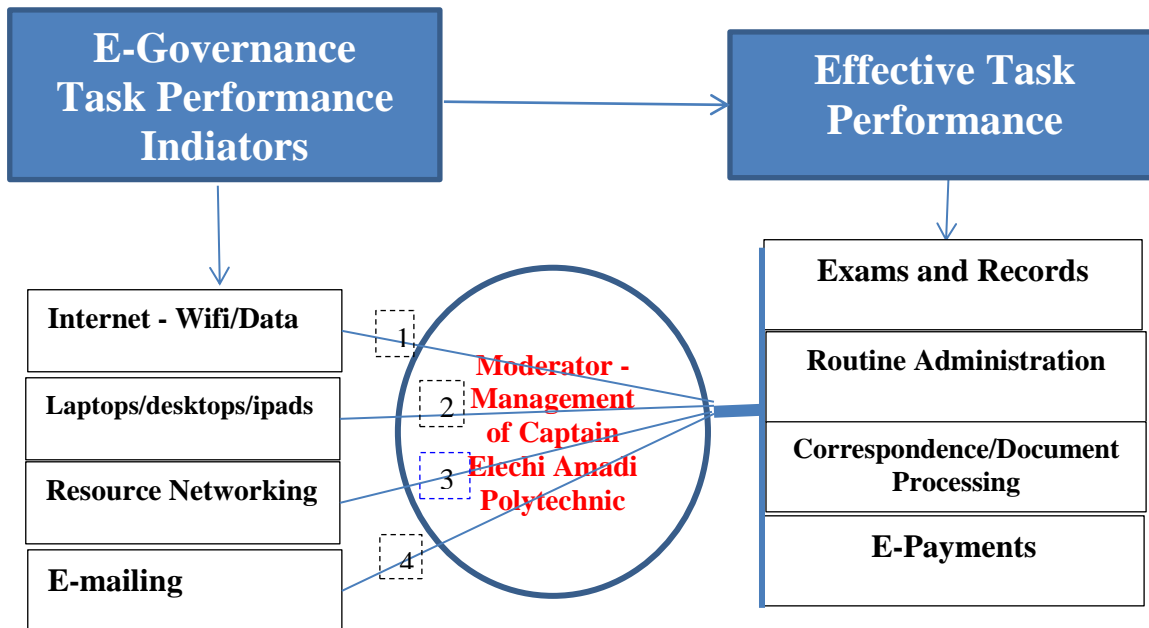
Conceptual Clarifications

Fig. 1: Source: Nweke, 2025

Zhang (2003) defines e-governance as E-governance, or electronic governance, refers to the use of information and communication technologies (ICTs) to enhance government operations and service delivery to clients, vendors and business stake holders, and interrelated entities. It aims to improve efficiency, transparency, and citizen participation in the governing process (Nweke, 2023).

What E-Governance Entails:

E-governance involves leveraging ICTs like the internet, mobile computing, and networks to transform how governments operate and interact with the public. It's about using technologies to initiate and complete processes, provide online services, and facilitate communication between management and staff, businesses, and other government agencies. The goal is to create a more efficient, transparent, and accountable government (Toquero, 2020).

Key aspects of e-governance:

Service delivery:

E-governance can enable online access to government services, such as applying for licenses, paying bills, or accessing information.

Information access:

It facilitates the dissemination of public/official information through designated websites and online platforms.

Citizen participation: E-governance can empower stake-holders by providing platforms for feedback, participation in decision-making processes, and engagement with public service.

Transparency and accountability:

By making information more accessible and processes more transparent, e-governance can help reduce corruption and increase public trust.

Internal government processes:

ICTs can also be used to improve internal government operations, such as record-keeping, communication, and workflow management.

Benefits of e-governance:

Increased efficiency:

Automation of processes and online service delivery can save time and resources for both government and citizens.

Improved transparency:

Accessible information and online processes can reduce opportunities for corruption and increase accountability.

Enhanced Stake holders' engagement:

Online platforms can facilitate citizen participation in decision-making and provide avenues for feedback.

Reduced costs:

Online services can be more cost-effective than traditional paper-based systems.

Economic growth:

E-governance can contribute to a more efficient and business-friendly environment. In essence, e-governance is about using technologies to modernize and improve the way operations, interact with customers, colleagues, and deliver services effectively (Andrew, 2017).

Effective Task Delivery

Task delivery by staff deals with an organization's strategy (including the adoption and implementation of e-governance), policy and practices with respect to establishing performance expectations for its employees, along with measuring and monitoring the results. Task delivery is said to be effective when it is delivered within timeline and with available resources (Nweke, 2022). Effectiveness of task delivery can be facilitated with the use or implementation of e-governance. Jennifer and George (2006), argued that the performance of workers contribute directly to an organization's level of effectiveness, efficiency and even towards the achievement of administrative goals. It also stated that a corporation's failure to certify that its workers are motivated has a negative influence on its organizational effectiveness and efficiency thereby affecting employee's productivity levels concerning expected goals and objectives. According to Antomioni (1999) a worker's level of productivity is reliant on the extent at which workers believe that certain motivational desires will be fulfilled stating that workers become demoralized as such less productive once they perceive that their desires can't be met or gratified.

Mathis and John (2003) suggested that productivity refers to a measure of the quantity and quality of work done, bearing in mind the cost of capital used. The greater the level of organizational productivity, the greater the competitive edge. This is because the costs associated with the production of goods and services are lesser. Better productivity ratios does not automatically mean that more output is manufactured; it could also mean that less workers or less financial resources and time were utilized in producing the similar output. McNamara (2003) stated that task

delivery may be denoted in form of quality, quantity, time and cost.

E-Governance Indices in Captain Elechi Amadi Polytechnic, Rumuola, Port Harcourt Nigeria.

Captain Elechi Amadi Polytechnic is an emerging top-notch technology institution in the Nigerian circle. The Polytechnic is nomenclaturally new in the comity of Polytechnics in Nigeria. The Polytechnic management, in conjunction with its staff may implement e-governance in the following dimensions (See Fig. 1).

Document/Correspondence Management

F-governance canvasses e-correspondence. Nweke (2024) states that e-correspondence involves the dissemination of documents through electronic modes. It involves the use of emails, Whatsapps, other electronic forms. E-correspondence and documentations cannot proceed or effect without the use of internet.

Electronic documentation refers to information stored and managed in a digital format, as opposed to traditional paper-based documents. It encompasses various types of digital files and systems used for creating, storing, sharing, and managing information electronically.

Key Aspects of Electronic Documentation:

Digital Format:

Electronic documents exist as data files on computers or other digital devices, rather than physical paper. Physical papers are no longer efficient tender in today's public offices. Your laptops are now your new file cabinets, folders. Cloud filing serves as secured keep of documents with interference or even pilfering (Nweke, 2024).

Versatility:

They can be created, stored, accessed, and shared using various digital tools and platforms.

Examples:

Common examples include word processing documents (like Microsoft Word or Google Docs, One-Drive), spreadsheets (like Microsoft Excel or Google Sheets), PDFs, emails, and digital images.

Specialized Systems:

Electronic documentation also extends to specialized systems like Electronic Document Management Systems (EDMS) and EHRs, which are used for managing large volumes of digital documents and patient health information, respectively.

Electronic Document Management Systems (EDMS):

These systems provide a centralized repository for storing, organizing, and managing digital documents, often with features for version control, access control, and search capabilities.

Electronic Health Records (EHRs):

EHRs are used in healthcare settings to store and manage patient medical records, including diagnoses, medications, lab results, and treatment plans, enabling better communication and care coordination among healthcare providers (Ifeka, 2019). It is of note that admin at the Polytechnic sick-bay should have health records of history of every staff of the institutions. This is important in the handling of emergencies and/or medical referrals.

Benefits:

Electronic documentation offers numerous advantages, including increased efficiency, improved accessibility, enhanced security, and reduced costs associated with paper-based systems.

E-signatures:

Signatory officers of the polytechnic may learn or possess their specimen signatures and that of their secretaries for facilitated documentations. Electronic documents can be legally binding with the use of e-signatures, which are digital signatures that authenticate the document and the signer. In essence, electronic documentation represents a shift from traditional paper-based processes to digital workflows, offering a more efficient, secure, and accessible way to manage and share information (Andriyani & Sani, 2020).

Exams and Records

E-Governance elaborately enhances exams and record-keeping processes in educational institutions. IT-based systems offer improved efficiency, accuracy, and accessibility for both students and administrators. This includes features like online assessments, electronic gradebooks, and digital record storage, all of which contribute to better overall management and data security (Burks & Synder, 2009). Captain Elechi Amadi Polytechnic can be its student's records, such as transcript and earn revenue without man-hour loss. There is available possibility to transmute staff annual assessment via electronic mode and teaching staff publications assessed online for greater organizational visibility.

Routine Administration

Routine administration involves day to day running of the offices in any organization Routine administration may involve activities such as store management, replenishment of stationery, meetings and committee briefs (Kindie, 2017). Routine administration has a lot do with regular, standardized processes used to manage and organize tasks, information, or resources within a system or organization. It encompasses a wide range of activities, from managing paperwork and scheduling meetings to implementing established procedures and policies. Essentially, it's about maintaining consistent and predictable operations through established practices. Routine administration according to (Liverpool, Marut &Mathan, 2025) may entail,

Standardization:

Establishing uniform processes and procedures for common tasks is crucial. This ensures consistency and predictability in how things are done.

Planning and Scheduling:

Organizing and coordinating activities, events, and resources to ensure smooth operations. This can involve scheduling meetings, managing deadlines, and allocating resources effectively.

Record Keeping:

Maintaining accurate and organized records of information, documents, and transactions. This can include physical files, digital databases, and other forms of documentation.

Communication:

Ensuring clear and efficient communication within the organization and with external stakeholders. This involves both internal communication channels (e.g.,

emails, meetings) and external communication (e.g., customer service).

Resource Management:

Managing resources effectively, including personnel, materials, and equipment. This involves tasks like inventory management, procurement, and allocation of resources.

E-payments

Payments in public institutions such as Captain Elechi Amadi Polytechnic can be supported using e-governance facilities such as payment platforms, internet, payment applications. E-payments, in Isah, (2018) refers to as electronic payments or digital payments, refer to financial transactions completed through electronic means, rather than with cash or checks. They encompass various methods like online payments, mobile payments, and bank transfers, facilitating the transfer of funds between accounts without physical currency. Can't CEAPOLY students pay school fees via POS and confirmation issued instantly? It is possible.

How to Implement E-Payments in CEAPOLY

E-payments involve using electronic devices and systems to make or receive payments. They are a modern alternative to traditional payment methods like cash and checks. E-payments can be used for various transactions, including online shopping, bill payments, and money transfers.

Examples of E-payment methods:

Online Payments:

Transactions made through websites, often involving credit/debit cards or payment gateways like PayPal.

Mobile Payments:

Transactions completed using smartphones or other mobile devices, often through apps or mobile banking.

Bank Transfers:

Transfers of funds between bank accounts, which can be initiated online or through other electronic channels.

Electronic Funds Transfers (EFT)**:**

Transfers of funds between banks electronically, including options like NIBSS Instant Payments (NIP) and Nigeria Electronic Fund Transfer (NEFT).

Point of Sale (POS) Transactions:

Payments made at physical stores using electronic terminals (e.g., card readers).

Automated Teller Machines (ATMs):

While primarily used for cash withdrawals, ATMs also facilitate electronic fund transfers and other banking transactions.

Conclusion

Captain Elechi Amadi Polytechnic is a premier urban Polytechnic in Rivers State, Nigeria. Its location positions it as conspicuous, implying that its activities are easily noticeable by citizens. In the awareness of this, a major contemporary evolution such as e-governance has to be implemented to the letter by the management and Council of the Polytechnic. Full implementation of e-governance in CEAPOLY, would ensure electronic management of documents, payments, whether vendors or students. It would encourage digitalized routine administration. Staff and student's records, including personnel tracking, students, transcripts may be processed, consummated digitally, reducing delays. The polytechnic document typology can be unique via e-governance.

Ways Forward/Suggestions

Based on the conclusion of the paper and varied scholarly inputs on the term, E-Governance, the following suggestions have been made:

1. Staff of the Captain Elechi Amadi Polytechnic should involve more in self-development, especially on digital skills

2. Management of Captain of Elechi Amadi Polytechnic should train and retrain staff in the use of or implementation of e-governance at intermittent or reasonable periods

3. Management should include members of Senior Staff Association of Polytechnics in the Tertiary Education Trust Fund (TETFUND) attendance of conferences and seminars within and outside Nigeria.

Appreciation

This is a rare privilege to speak to Senior Staff of a

highly reputed tertiary school as Captain Elechi Amadi Polytechnic. Permit me mention Comrade Sam George for finding my nomination worthy. I hope you were not disappointed.

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