Electronic Governance and Public Policy in Nigeria: Problems and Prospects

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Abstract
This paper aims to investigate the potential roles, prospects, and challenges associated with technology-driven governance in Nigeria. The focus is on exploring how technology can be harnessed to address Public policy issues within the Public Policy making sector. The Nigerian government's liberalization of the telecommunications sector and the widespread adoption of smartphones have significantly increased internet usage across the country. The review primarily focused on secondary sources of data such as journals, textbooks and internet sources. The study adopts the Gartner's group model (2000) as its theoretical framework, the model delineates the evolutionary stages of e-governance strategies, providing a framework to understand how technology adoption and policy implementation intersect within the context of public administration. Examining the problems encountered in public policy and e-governance implementation, this study highlights issues like weak policy formulation, resource constraints, and collaboration challenges. Conversely, it illustrates the promising prospects, emphasizing streamlined information management, improved transparency, collaborative partnerships, and increased citizen participation. This synthesizes a myriad of scholarly perspectives, providing a robust foundation to comprehend the nuanced dynamics of e-governance, public policy, and service delivery, underpinning their critical role in modern governance structures.
Keywords: E-governance, Public Policy, Service Delivery, ICT

Introduction
Trends in technological advancement have changed the way decisions and actions taken by governments to solve problems are distributed among citizens. E-governance and public policy are interconnected. E-governance in general refers to how governments use technology in performing its multiple responsibility (Holzer and Schwester, 2011), Public policy on the other hand refers to an agreement or equilibrium reached in a group struggle at a given point in time and it is largely a representation or demonstration of what the contending forces or groups constantly strive to achieve thereby converting such opportunities to their favour (Lathan cited in Dye 1987).

This section serves the purpose of familiarizing readers with the landscape of electronic governance (commonly known as e-governance) within the public sector. Its aim is to provide an understanding of the concept and practices associated with employing electronic solutions in governmental operations. The primary goal is to enhance your understanding of the evolving approach of governmental policy, particularly through the utilisation of information and communication technology(ICT). Essential background information will be presented and discussed to effectively meet these objectives:

1. Establish clear definitions and conceptual boundaries between E-Governance and Public Policy to delineate their distinct roles and interactions.
2. Examine and integrate the core principles, objectives, and service delivery frameworks characterizing E-Governance within the realm of public policy
3. Examine the Objectives of E-governance in Policy, enhancing the standards of living and Policy making.
4. E-governance and public policy: Problems and Prospects.

Definition of Terms
Conceptual Clarification between E-governance and Public Policy
E-governance in Nigeria was established through the Nigerian National Policy for Information Technology in March 2001, as highlighted by Onwunyi and Okoli (2017). The primary objectives included improving public access to administration, enhancing government transparency, creating virtual platforms for citizen engagement, and fostering interaction between citizens and the government.

This pivotal step aimed to promote transparency, accountability, and the advancement of democracy within the governance structure.

In another vein, E-government is the use of ICT tools by government agencies to communicate and relate with citizens, businesses and other government arms (World bank 2009; Heichlinger 2004). E-government is propelled by the New Public Management (NPM), which incorporates methodologies from the private sector. However, as an evolution of NPM, Digital Era Governance (DEG), as proposed by Dunleavy et al. in 2006, introduces a future-oriented approach to public management. DEG is characterized by adaptable principles such as reintegration, holism, and digitalization. The primary objective is to facilitate improved public management practices.

E-governance has become widely accepted as it is basically the use of computers and the internet by the government to make things easier for people. Its objective is to engage, enable and empower the citizens (www.unesco.org). It helps the government provide services online, communicate better with citizens and do their work more efficiently. This is affirmative by Kurama (2021) defined e-governance as the application of electronic links to foster interaction between government and citizens and government and businesses, as well as in internal government operations to simplify and improve democratic, government and business aspects of Governance. Oghuvbu, Gberevbie and Oni (2022) in their own part defined e-governance as simply the use of ICTs in the operations of government businesses. The authors emphasized that the primary aim of e-government is to enhance the ease and simplicity of citizen-government interactions.

Conceptualizing E-Governance, Dahiru, Yusuf and Yerima (2022) defined e-governance as the process of improving government process through the use of technology for automation and harmonization of government activities. The authors also added that it is a modern way of managing and improving the public service process. Umar and Ikechukwu (2022) defined e-governance as an enablement or a key instrument that allows effective service delivery to the public through the adoption of ICT. E-governance is the process of modernizing conventional governance through the use of ICT facilities and applications to improve service delivery to the members of the public.

E-governance offers citizens a platform to access reliable information, fostering transparency and enhancing public trust in the government. According to Ezeobele, Anselem and Nwoha (2021), e-governance is a unification of information and communication technologies (ICT) in all the operations to augment the potentials of the government to satisfy the requirement of the local public. Furthering, Ezeobele et al (2021) e-governance is an interconnected system in which the government interacts with citizens and provides augmented services to them through electronic applications.

In formulating the concept of E-governance, Adelana (2020), defined e-governance as the application of ICT by the government to enhancing accountability, creating awareness and ensuring transparency in the management of government activities. It involves employing electronic devices within the public sector to enhance their operations, aiming for improved service quality and delivery. Ahmed (2018) also defined e-governance as the application of Information and Communication Technology to the processes of government functioning in order to bring about accountability and transparency in service delivery to members of the public.

E-governance offers a platform for citizens to engage and obtain information from diverse government agencies. Sami, Mustafa and Sevkie (2021) noted that e-governance is characterized as a reengineering of information provision to citizens by the public administration to achieve added value through ICT facilities. This corroborates the definition of Mohammed (2017) "e-governance as the use of ICT to assist in the administration or management of government affairs".

E-governance signifies the digital accessibility to governmental information or services. Ata-Agboni and Olufemi (2021) defined e-governance as the application of information communication technologies like the internet, and other mobile computing devices like handset in transferring information between and among citizens, businesses, and other organs of government. E-governance is

the process of improving access to government information, operation and services through the use of innovative devices. Anak (2020) defined e-governance as the process of distributing information and services to people or enterprises or other government departments by national or local government over the Internet or any other digital means. The authors further emphasized that e-government involves leveraging information and communication technologies to enhance government's efficiency, effectiveness, transparency, and accountability.

According to Coleman (2008) E-governance entails the digitized coding, processing, storage and distribution of data relating to three key aspects of governing societies: the representation and regulation of social actors; this has to do with Public service delivery, the creation and distribution of official information. In other words, E-governance involves handling digital data related to key aspects of societal governance: managing social entities, delivering public services, and disseminating official information. It emphasizes the digitized processing and distribution of data to effectively regulate, serve, and inform within governance frameworks.

E-governance, drawn from various viewpoints, embodies using technology to streamline government operations. It's about using ICT tools to manage social entities, deliver public services, and share official information digitally. The core goals are to enhance citizen-government interactions, promote transparency, and modernize governance through ICT integration. In essence, e-governance digitizes government processes for better service, accountability, and transparency.

Public Policy
Public policy lacks a universally agreed-upon definition, often viewed diversely by scholars based on their ideological perspectives. Defining public policy in a straightforward manner remains contentious due to its multifaceted nature. Obo, Eteng, and Coker (2014) highlighted the complex nature of defining public policy, echoing the challenges in delineating its boundaries. They noted the difficulty in determining whether the concept should encompass governmental decision-making intentions or actions. On the contrary, Egonmwam (1991) supported the idea that public policy pertains specifically to decisions made within government circles, devoid of external influences or group interests. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions (World Bank, 2011) (www.worldbank.org).

According to Thomas Dye, Public policy can be defined as "whatever governments choose to do or not to do, emphasizing the choices made by governing bodies and institutions in their actions or inaction towards societal issues. Corroborating this, Lathan (cited in Dye, 1987) in his group thesis as a theoretical guide positioned that what constitutes public policy is actually the agreement or equilibrium reached in a group struggle at a given point in time and it is largely a representation or demonstration of what the contending forces or groups constantly strive to achieve, thereby converting such opportunities to their favour.

In developing countries like Nigeria, public policy is super important because it sets the path for development. It's like the bridge that turns government plans into real actions. However, certain definitions not only encompass government actions but also inactions as noted by Lasswell and Kaplan (1970), Sharkansky (1970), Lowi (1972), Dror (1973), Jenkins (1978), Gordon (1986), Starling (1988), Dye (2004). Additionally, Abdulsalami (cited in Ezeani, 2006) has viewed the concept of public policy differently. His perspective regarding the implications of public policy is similar to the allocation of societal resources among competing interests. Abdulsalami asserts that public policy delineates concrete resource allocation through projects and programs aimed at addressing identified societal issues necessitating governmental intervention. This viewpoint underscores that public policy reflects governmental actions rather than intentions. His critique emphasizes that government announcements or aspirations do not inherently translate into public policy outcomes (Ezeani, 2006).

One of the key focuses of public policy involves the management and distribution of societal resources through regulation and redistribution. Robert and Clark as cited in Dahida and Maidoki state that

Policymaking is: Series of steps taken by a government to solve problems, make decisions, allocate resources or values, execute policies and fulfill the general expectations of their constituencies.

Empirical Studies

Pedawi and Alzubi (2022) conducted a study investigating the impact of e-governance policy on healthcare systems management. The research involved 435 employees in Iraq's tourism industry. Findings indicated a significant influence of E-government policy on healthcare crises, with job insecurity negatively predicting these crises. Additionally, the study revealed that social support moderated the relationship between E-government policy and job insecurity.

Obike (2022) explored the role of e-governance in combating corruption in Nigeria. Employing a survey research design, the study relied on secondary sources like internet materials, textbooks, newspapers, conference papers, and government documents. The research highlighted the effectiveness of e-governance as a tool against corruption, particularly in developed countries.

Dahiru, Yusuf, and Yerima (2022) investigated the correlation between e-governance and service delivery in Nigeria, focusing on stakeholders' roles. Utilizing a correlation research design, the study targeted selected e-governance compliant federal government institutions and 100 members of the general public using e-governance for public services in Nigeria. Data analysis involved mean, standard deviation, Pearson correlation, and multiple regression, revealing the effectiveness of e-governance in improving services with stakeholder involvement. The study emphasized effective communication, organizational skills, and robust ICT infrastructure as crucial factors for successful e-governance implementation in Nigeria.

Akpan, Dung, and Ibegbulam (2020) investigated the influence of e-governance strategic implementation on service delivery in Nigeria, focusing on 10,000 Corp members with a sample size of 324. Utilizing mean score, standard deviation, and single regression analysis, the study found that e-Administration significantly impacted service delivery by enhancing job performance in NYSC offices, aligning with organizational goals, connecting the government globally, and encouraging citizen participation in government.

Ramya (2016) conducted a study focusing on the correlation between awareness of e-governance and attitudes towards sustainable development. Utilizing a descriptive survey design, the study involved 60 randomly selected secondary school teachers. Data collection included administering a researcher-developed rating scale measuring Attitude towards Sustainable Development and Awareness of E-governance. Results indicated a significant relationship between the two variables among the sampled secondary school teachers.

Laila, Sadiq, Mehmood, and Fiaz (2020) explored e-governance roles in achieving good governance, particularly in Digital Punjab. The study centered on the digital divide between urban and rural areas in Pakistan, revealing hindrances in e-governance implementation.

Umar and Ikechukwu (2022) conducted research on the impact of e-governance on service delivery at the Joint Admissions and Matriculation Board (JAMB). Employing a mixed-method approach involving questionnaires, interviews, observations, and content analysis, the study involved 46 valid questionnaires administered to JAMB staff. Face-to-face interviews were conducted with selected stakeholders, revealing that e-governance had improved service delivery at JAMB. However, findings also highlighted infrastructure inadequacies, such as the lack of electricity, posing significant challenges to e-governance implementation within JAMB.

Chukwuemeka, Okeke and Onwuchekwa (2018) conducted a study on correlation between e-governance and service quality using descriptive survey research and questionnaire, interview and group discussion for data collection. The data that were retrieved were calculated using mean, standard deviation and Pearson Product moment correlation. The results of the study revealed among others that there is a significant relationship between E-governance and service quality. Based on the findings, it

was recommended among others that public sector organizations in Nigeria should avail themselves of the windows of opportunities that E-governance provides. A study on e-Governance and bureaucratic corruption in Nigeria was carried out by Adelana, (2020). The instrument for data collection was questionnaire and frequency tables, simple percentages, t test and Chi-square were utilized for data collection. The results of the study revealed among others that bureaucratic corruption is visible and rampant in Nigeria and a great number of people are of the view that e-governance can help in curbing bureaucratic corruption in the country. It was concluded that the problem of the public bureaucracy in Nigeria is further compounded by corruption, and posits that e-governance has the potential role to mitigate bureaucratic corruption in the country.

The review of empirical studies provides a comprehensive overview of e-governance influence across various sectors and contexts. These studies, using diverse research methods, highlight the substantial impact of e-governance on healthcare, corruption combat, service delivery enhancement, and sustainable development. They underscore the significance of implementation strategies, stakeholder engagement, and robust ICT infrastructure. Challenges such as infrastructure limitations, bureaucratic corruption, and urban-rural digital disparities are also identified. Overall, the studies indicate the transformative potential of e-governance while acknowledging the obstacles that need addressing for its effective implementation.

Theoretical Framework
Given the diverse nature of research on E-governance and Public policy across different academic fields, a comprehensive assessment of theoretical advancements becomes essential. This endeavor aims to assist present and future researchers in grasping inherent knowledge gaps within existing literature. Additionally, it seeks to investigate strategies to effectively address these gaps. The assessment of e-governance impact on organizational development highlights the significance of certain models. Notably, the United Nations' E-governance Progress Measurement Model (2002) and the Gartner Group's E-governance Maturity Model (2000) have been particularly influential. This discussion will primarily focus on the Gartner Group's model (2000), adopting it as the theoretical framework for analysis.

In the year 2000, the renowned international consultancy firm, the Gartner Group, introduced a four-phase e-governance model. This model positions governments and stakeholders within the broader context of an e-governance strategy's evolution and efficacy (Patil, 2011). According to Savic (2006), the government initiates the dissemination of basic wire news, gradually progressing to address public requests and more complex internal services. ICT governance projects are systematically and progressively implemented to cater to these evolving demands. It's crucial to highlight that the implementation of these phases is not interdependent, meaning one phase doesn't require completion for the subsequent phase to commence (CDT, 2002). Each phase incorporates retrospective evaluations within feasible time and budget constraints, as the model delineates e-governance maturity across these four distinct phases. Notably, the model is designed to meet the essential requirements of all e-governance stakeholders at each stage (Patil, 2011)
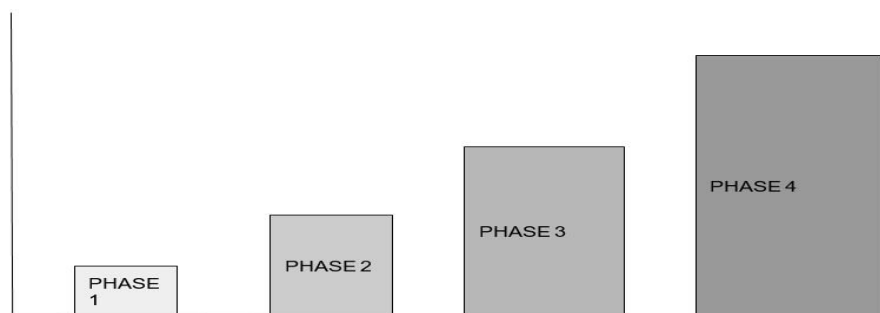

Figure 1: E-Governance maturity model.

Savic, D. (2006). E-governance: Theoretical Foundations and Practical Implications (pp. 38).

1. Information(Phase 1) - In this initial stage, the Policy makers establish a web presence by creating dedicated websites for various ministries, departments, and agencies (MDAs). These sites serve as platforms to disseminate government initiatives, providing information on official working hours, citizen-oriented forms, business regulations, economic reviews, budgetary allocations, and government spending. Similar to informational leaflets, these websites aim to offer accessible information to the general public (Savic, 2006; Patil, 2011).

2. Interaction(Phase 2) - This phase marks the commencement of interactions between Policy makers and its stakeholders, such as citizens, businesses, and MDAs, indicating progress. Online activities replace the need for physical visits to government offices during working hours. This phase introduces navigational tools for smoother interactions and incorporates search engines to facilitate information retrieval and document downloads (Savic, 2006), despite advancements, citizens and businesses continue to rely on physical visits to government offices to finalize transactions, often involving the submission of evidence or signing paperwork. Meanwhile, within MDAs, communication and data exchange occur through Local Area Network (LAN) intranets and email systems

3. Transaction(Phase 3) - Despite advancements in Phases 1 and 2, Savic (2006) highlighted that citizens and businesses still find themselves visiting government offices to complete transactions by providing evidence or signing documents. Within MDAs, Local Area Network (LAN) intranets and email systems facilitate internal communication and data exchange.

Before Phases 3 and 4 commence, the foundational information established in Phases 1 and 2 needs continual support, particularly from technical staff. At this stage, as e-governance technology becomes more intricate, citizens, businesses, and MDAs can initiate and conclude transactions online, eliminating the necessity of physical visits to government offices. However, Patil (2011) cautioned that achieving this phase requires restructuring internal processes and implementing new regulations to facilitate legitimate online business. Processes like payments, licensing, digital signatures, online procurement, and tax returns become feasible at this stage (Savic, 2006).

4. Transformation (Phase 4) - This final phase represents the ultimate objective of e-governance, aiming for maximum cost savings, efficiency, and customer satisfaction. It stands out as all government information systems unify, allowing citizens and businesses to access all necessary services through a single virtual platform. However, achieving this phase requires significant cultural shifts, process reengineering, and redefinition of responsibilities within government institutions (Savic, 2006).

The significance of Gartner's (2000) e-governance maturity model to our study lies in its depiction of a gradual and consistent evolution of e-governance strategies, determining their effectiveness. In essence, the model proposes that e-governance evolves through the sequential stages of information (ICT infrastructure), interaction (ICT utilization), transaction, and transformation.

Research Methodology
This study employed a content analysis approach as its primary research method. Content analysis was chosen to provide a systematic and rigorous analysis of the extensive materials utilized in this study. Content Analysis is a valuable research technique used for the comprehensive and qualitative interpretation of information with objectivity. The data utilized in this study were gathered from various sources including academic journals, published books, online resources, official government publications, United Nations and World Bank documents, and other pertinent materials related to the implementation of public policy in Nigeria. Additionally, direct observation was utilized to augment the available data.

Principles and Objectives of E-Governance and Public Policy
Theodore J. Lowi extensively discussed the principles and categorization of public policies. Lowi's work delved into different policy typologies and the influence of interest groups on policy outcomes. Lowi categorized policies into three main types:
1. Redistributive Policies: These policies involve significant redistribution of resources or benefits among different groups in society. Examples include taxation policies or social welfare programs.

2. Regulatory Policies: These policies aim to regulate behavior, industries, or sectors within society. They set rules and standards for various activities, such as environmental regulations or industry standards.

3.Distributive Policies: These policies focus on allocating resources or benefits to specific groups or areas without substantial redistribution among society as a whole. Examples include infrastructure development or funding for specific communities.

The core principles of e-governance, as highlighted by Holzer and Schwester (2011), encompass building services centered around citizen choices, enhancing government accessibility, promoting social inclusion, disseminating information responsibly, and optimizing the efficient use of taxpayers' resources. Considering the objectives of e-governance, as noted by Ojo (cited in Maduabum, 2008:670), they include:

I. Ensuring transparency in government operations.

II. Enhancing efficiency, objectivity, accountability, and speed in delivering services and information to the public.

III. Offering qualitative and cost-effective services.

IV. Establishing a unified platform for all government services.

V. Developing a responsive administration.

VI. Providing a user-friendly, faster, and efficient interface.

VII. Eliminating intermediaries.

Objectives of E-Governance in Public Policy: Enhancing The Standards of Living and Policy Making

Objectives of ICT policy

1. The standard of living of the people will be improved by the state through use of IT in all sectors as a mechanism to strengthen efficiency and optimal utilisation of resources and through full exploitation of the employment potential of the IT sector.

2. Establishment of an information infrastructure comprising a high-speed broadband communication backbone, nodes, access network, distributed data warehouses and service locations to cater to the needs of trade, commerce, industry and tourism and also to enhance the delivery of government services to the people.

3. Facilitating the flow of direct investments. Development of human resources for ICT through increased use of ICT in educational institutions and through academic and training programmers that improve the employability of educated youths in the ICT sector. Facilitation of decentralized administration and empowerment of people through the application of ICT (Basu, 2004:118)

ICT and Policy-Making ICT

This provides the potential to allow policy-makers to go directly to users of services and those at whom the policy is aimed to seek their input. Citizens may be able to have greater influence on policy content through consultation earlier in the policy making process rather than later. It can be argued that consultation at the stage of a draft policy document (stage 3) requires citizens to have the communication skills to interpret the typical legalistic terminology of the document before commenting appropriately. In contrast, it will be of utmost importance, if a broader audience is allowed to provide feedback before the policy making phase, more importantly that they are duly informed, simplifying and presenting information in a more accessible and comprehensible manner (Macintosh, 2004).

Enhancing government processes (Public policy), fostering citizen connectivity (e-citizens and e-services), and promoting external interactions (e-society) as outlined by Heeks (2001)—Godse & Garg (2009) emphasize the multifaceted considerations vital for successful e-governance implementation. They underscore the importance of decision-making, effective leadership, organizational structures, resource allocation, accountability, performance measurement, telecommunications infrastructure, internal agency systems, intergovernmental systems, service access points, internet availability, skilled personnel, improved service delivery to citizens, enhanced business interactions, citizen empowerment

through information access, and efficient government management. It's crucial to note that e-governance signifies more than just digitizing governmental processes; it embodies a belief in technology's potential to significantly advance various governmental aspects, thereby transforming the dynamics between governments and citizens (Dada, 2006).

Service Delivery in E-Governance and Public Policy
Thomas Hobbes in his state of nature that in the absence of a government system, human life existed in a state of nature characterized by brutality, brevity and unpleasantness. Hobbes (1994). This concept suggests a social contract in which individuals relinquish certain rights to a sovereign authority to safeguard their lives from potential harm. Consequently, the government assumes the duty of safeguarding citizens' lives and properties against both real and perceived threats, ensuring their protection from physical harm or danger. Service delivery encompasses the interactions involving public administration, where citizens seek information, manage their affairs and fulfill tax obligations (Vilfan et al., 2018). Service delivery refers to the extent to which the services provided by the listed sectors meet or exceed the expectation of the beneficiaries who are the general public Shittu, 2020).

To actualise this task, Christopher Hood (1991) identified the various types of service delivery in Public policy, Hood has extensively discussed various types of service delivery mechanisms and models in public policy. Some of the concepts and typologies he has addressed include:
1. Bureaucratic Delivery
   - Hood explored traditional bureaucratic mechanisms of service delivery through government agencies and departments. He focused on hierarchical structures, rules, and procedures governing service provision by public organizations.
2. Market-Based Delivery
   - Hood examined the introduction of market-oriented mechanisms in service delivery. He discussed the use of competition, privatization, contracting out, and public-private partnerships as methods to improve efficiency and quality in service provision.
3. Networked Delivery
   - Hood also discussed networked or collaborative approaches to service delivery. He highlighted the involvement of various stakeholders, including non-profit organizations, community groups, and private entities, in delivering public services through collaborative networks.
4. Digital or E-Governance Delivery:
   - Hood has explored the advent of digital technologies and their impact on service delivery. He examined the use of electronic governance tools, online platforms, and technological innovations to enhance service provision and citizen engagement.
Hood's work provides insights into the different modes and models of service delivery within public administration. He emphasizes the diverse approaches adopted by governments to provide services and the implications of these delivery mechanisms on efficiency, effectiveness, and citizen satisfaction.
E-government however, has been seen to have four primary delivery tracks namely: Government-to-Citizen or Government-to-Customer (G2C); Services and interactions provided by the government directly to individual citizens, such as online portals for accessing services or information.
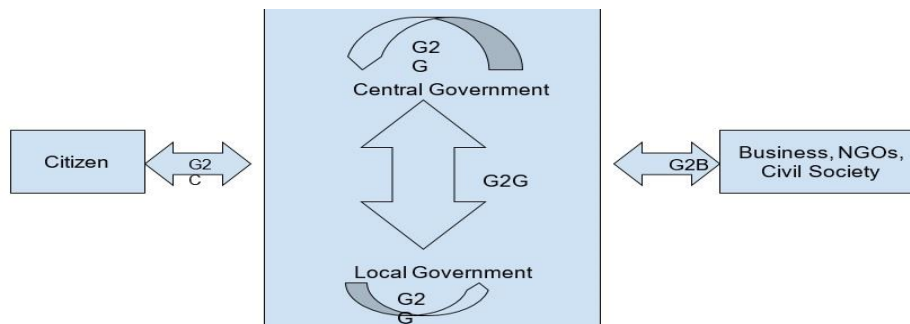

Figure2: Interactions Among the three target groups, Source Backus (2001).

Government-to-Business (G2B); Government interactions and services aimed at supporting businesses, like licenses, permits, or business-related information. Government-to-Government (G2G); interactions and services between different government agencies or levels, involving cooperation and information sharing for effective governance. Government-to-Employee (G2E); Communication and services provided by the government to its employees, covering internal processes, HR services, and employee support. (Adeyemo, 2011). These delivery tracks are also known as the models of e-governance, which refer to the interaction that exist between and among government, citizens, business, employees and Non-Governmental Organizations (NGOs) respectively (Ayo, 2009 and Rabiah & Vandijct, 2011). From the above definitions, both concepts share the same features, they rely on the application of information technology to achieve their goals with a view to achieve effective with a view to ensuring effective, efficient, transparent, accountable service delivery from the public service.

E-Governance and Public Policy: Problems and Prospects
Problems
According to Kumar (2020), Dwivedi and Bharti (2005), Heeks (2009), and Mittal and Kaur (2013), several factors including increased manpower costs, organizational resistance, poverty, language dominance, legal infrastructure, leadership challenges, and strategic limitations hinder effective e-governance. These obstacles encompass socio-cultural, economic, political, and institutional realms, shaping the complexity of implementing e-governance. Additionally, concerns about privacy and security emerge as latent consequences of e-governance initiatives.

Ayo & Ekong (2008) emphasize the critical role of well-trained personnel in effectively coordinating and managing ICT infrastructures for successful e-governance implementation. Similarly, Galal-Edeen (2008) highlights the essential contribution of skilled workers proficient in ICT for the successful execution of e-governance in the public sector.

Challenges related to the adoption of ICT in Nigeria persist due to prevalent perceptions associating computer literacy with fraudulent activities and the perceived complexity of computer usage among the populace. This reluctance to embrace ICT stems from the prevailing notion that computer literacy remains enigmatic and potentially associated with fraudulent behavior. Moreover, the exorbitant cost of personal computers, which can be up to five times the average monthly wage, coupled with high subscription costs for internet access, further hampers the widespread acquisition of ICT knowledge among Nigerians. These financial barriers significantly impede the integration of e-governance initiatives into society.

Additionally, the resistance to e-governance by political leaders within government spheres poses a substantial obstacle. Some political leaders actively impede the implementation of e-governance initiatives to perpetuate their access to the country's resources. This resistance is evident in the neglect and inadequate resource allocation toward developing ICT infrastructure, reflecting a deliberate effort to thwart the government's ICT goals.

The absence of essential infrastructure and inconsistent power supply pose significant challenges to the adoption of ICT in public offices, forcing many to rely on manual paper-based processes. Gberevbie, Ayo, Iyoha, Duruji, and Abasilim (2015) advocate for the establishment of requisite infrastructure, including telecommunications and computer hardware, reliable internet connectivity, consistent power supply, and optical fiber cables, as critical prerequisites for the successful implementation of e-governance. Okwueze (2010) also underscores the pivotal role of adequate power supply in enabling effective e-governance within Nigeria's public service.

Moreover, the inadequacy of government regulatory policies remains a critical barrier. Despite existing policies concerning ICT and e-governance, the absence of robust regulatory oversight means that government ICT services lack sufficient regulation and governance.

Prospects

E-governance and Public policy present significant administrative and democratic enhancements, aiming to achieve the following objectives:

I. Streamlined and cost-effective information management and processing.

II. Seamless information exchange among government departments and layers.

III. Support for professional administrators via standardized electronic decision-making systems.

IV. Delivery of services based on impartial rules rather than personalized arrangements.

V. Enhanced transparency, especially concerning government service procurement.

VI. Collaborative partnerships with the private sector to modernize governmental processes.

VII Improved communication between the government and citizens.

VIII. Reinforcement of intermediary democratic institutions like parliaments, local governance bodies, civil society organizations (CSOs), and independent media. This fosters increased citizen participation in policy development.

IX. Opportunities for blending traditional and modern accountability methods (Okeke et al., 2014).

Challenges of public policy

Certainly, in Nigeria, implementation is generally a function of administration and politics in cooperation with the people (citizenry). According to Ezeani (2006), the problems arise as a result of little attention given to the subjects during policy implementation by decision makers in Nigeria. There is a gap between the general Population and the process of policy formulation and implementation in Nigeria poses a significant challenge mostly resulting in recurring instances of policy failure. As a result this situation has inflicted several hardships on the populace as service delivery has been in the place of paralysis. According to Adamolekun(1983) the stratified nature of the society has exacerbated the issue stemming from class struggles among the elites themselves. Presently in Nigeria these differences manifest in inter and intra-party conflicts, ethnic religious and regional division among other factors. Moreover, in Nigeria there is limited consultation and mobilization of the public coupled with inadequate education regarding public policies.Policy continuity is a challenge even with the high frequency of change in administrations. Scrapping of past policies by incumbent governments has become a norm or tradition in Nigeria. There is no nexus connecting former policies to present ones. For instance, Greene Eleagu (2019) observed that in the agriculture sector alone, there were no fewer than seven policies between 1976 and 2001 addressing the same issue of poverty alleviation or eradication. These policies were only renamed in most cases.These initiatives encompass Operation Feed the Nation (OFN) launched in 1976, Free and Compulsory Primary Education (FCPE) introduced in 1977 and Green Revolution 1980. Others include the establishment of the People's Bank of Nigeria (PBN), Community Development Bank (CDB), Nigeria Agricultural Cooperative and Rural Development Bank, Family Economic Advancement Programme (FEAP), among others. Nevertheless, a considerable number of these initiatives proved unsuccessful due to corruption, discontinuity, inadequate implementation and insufficient supervision. etc. (Okoye and Onyeukwu, 2007, Quoted in Eleagu, 2019).

Problems of Public Policy Failure in Nigeria

The inadequate approach to policy formulation and implementation in Nigeria has resulted in the inability of numerous policies to achieve their intended objectives, such policy shortcomings has resulted in various severe consequences Samson & Stanley (2014) identified some of these consequences to include:

1. Underdevelopment: Any country that is underdeveloped cannot feed her citizens nor provide jobs for all. When citizens are prosperous, they actively contribute to the country's growth and development, the support provided by the country to its citizens significantly reflects its level of development.

Suffice to say that the state of any economy directly reflects the lifestyle of her citizens.

2. Less patriotism by citizens: These days a lot of people are no longer interested in the things that happen in Nigeria due to lots of failure in policy implementation.

3. Non-improvement on human capital: Public policies, besides solving the problems of the people, are also meant to improve on the human resources of the society. Human Capital forms the core of nations driving their progress. Policy failure hampers its development.

4. Waste of resources: Public policy failures are waste of human and materials resources that were put into it during and after formulation. The entire process of public policies is no mean task.When policies don't meet their goal, the significant resources invested from planning to implementation are wasted. Redirecting these resources could address more pressing national needs. It is the people's resources or commonwealth that are used in making and implementing policies.

Conclusion

E-governance and public policy play vital roles in modern governance. E-governance focuses on leveraging technology for efficient government operations and engaging citizens for better service delivery. Meanwhile, public policy involves governmental decisions aimed at addressing societal issues and distributing resources. This technological advancement enables policy makers to optimize both time and cost involved in e-governance. Both e-governance and public policy aim for transparency, efficiency, and improved citizen satisfaction. Challenges like weak formulation, resource limitations, bureaucratic hurdles, and digital disparities hinder their effective implementation. The study concludes that e-governance notably improves the overall performance of policy makers in the public sector. However, despite its advantages, limitations and challenges persist, indicating the need for further enhancements in fully harnessing this technology. Ultimately, both e-governance and public policy seek to transform governance through technology and effective decision-making. Overcoming challenges and leveraging technology are key to enhancing service delivery and governance structures.

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