INFORMATION COMMUNICATION TECHNNOLOGY(ICT) AND PERFORMANCE OF SELECTED MINISTRIES IN EDO STATE

OYAKHIRE Samuel

Department of Public Administration, University of Benin, Benin City, Edo State

E-mail: soyakhire2013@gmail.com
08054469066
ORCID ID: 0009-0006-3601-0106

ABSTRACT
The study focuses on the Impact of Information Communication Technology (ICT) on Civil Service Performance in Edo State. A Case Study of some Selected Ministries. The specific objectives are to ascertain the scope and the usage of ICT systems in Edo State Civil Service, to determine the level of staff involvement in the usage of ICT tools, to explain the perceived impact of ICT on service delivery and performance, to explain the influence of ICT tools in decision-making. The research adopted a descriptive survey method. The sample consisted of 300 Civil Servants which were randomly selected among Civil Servants in Edo State, Nigeria. The research instrument for the collection of data was 20- items structured questionnaire. Null hypotheses were formulated and tested, at different level of significance. The simple percentage and Chi Square statistical analysis were employed to analyze the data collected. The result revealed that there is a medium positive relationship between the usage of ICT systems and Civil Servants Performance. Recommendations were made for Edo State Government in the areas of acquisitions, development and availability of ICT tools to Civil Servants in all the Ministries, Departments and Agencies (MDAs) in the State.

KEYWORDS: Computer, Communication, Performance, Information, Service and Technology,

INTRODUCTION

The genesis of Information Communication Technology (ICT) has brought changes to human endeavour. The crux of ICT is indispensable in the transition from antique age to the information age. It makes the sending of information simple and easier. The acquaintance and usage of ICT tools can be found in almost every office due to the high standard of the communication network. Nigeria has joined the league of industrialized nation in the acquisition, deployment, consumption and utilization of Information Communication Technology. The usage of ICT tools have assisted and improved on the delivery of services in the public service (Olufemi, 2012).

Since 1990s, Information Communication Technology(ICT) has changed the way government works and how government bodies and civil servants interact with each other, Government is said to have entered the digital age (Hood and Margetts, 2007). ICT affects relationships within the civil service, among civil servants, administrative leaders and with the citizen. (James, 2013). ICT has to do with the combination of computing, telecommunication and video techniques for the purpose of acquiring, processing, storing, disseminating vocal, pictorial, textual, and numerical information. The computing techniques provide the capacity for processing and storing of information, the telecommunication techniques provide the capacity for communicating the information to users and video techniques, the capacity for high quality display of images (Ofurum and Ogbonna, 2008)

Information Technology marries the technology of computers and communications to provide information processing services in the office, homes and around the world. Computer technology refers to tools that can be used to access and process data into information while communication technology refers to tools that can be used to transmit or disseminate data and information from sources to destination. According to Ekanem (2013). ICT is the technology that enable one to access and process data into information as well as disseminates or transports the processed information to recipients irrespective of their locations and distance from each other.

There are multitude of problems plaguing the introduction and effective usage of Information Communication Technology (ICT) systems in Edo State Civil Service, simply because Civil Servants are

used to the old ways of moving files and documents around, learning the new ways of doing things have become an uphill task. Consequently there is a paucity of technical know–how to drive the ICT process. Besides, the rather slow pace of accepting and learning the digital ways of doing things has made Civil Servants cling to their old ways with consequent undue delays in work process and the resultant low productivity in terms of performance. The absence of an effective ICT processes made the cost of governance very high and a preponderance of criminal activities, like the issue of ghost workers and other types of fraud. With the introduction of ICT, this has been effectively checked (Okozie, 2011). The specific objectives are; to ascertain the scope and the usage of ICT systems in Edo State Civil Service; to determine the level of staff involvement in the usage of ICT tools; to explain the perceived impact of ICT on service delivery and performance; to explain the influence of ICT tools in decision-making. The following are the hypotheses posited for the discourse: 1.There is no relationship between the usage of ICT systems and civil servants performance. 2.There is no relationship between ICT and efficient service delivery. 3.There is no relationship between the impact of ICT and the cost of administration. 4.There is no relationship between ICT tools and paperless administration. The scope of this study is to ascertain the impact of ICT systems on civil servants in carrying out their assignment in the selected ministries of Justice (110), Transport (166), Information (125), Education (154) and Finance (43) in Edo State. The major computerization and infrastructure development in the public sector in Edo State has been taking place to replace internal manual work processes by ICT-based automation. With ICT, the culture of looking for files does not arise. There is information flow, greater efficiency, there is value for money and it has reduced the incidence of ghost workers.

LITERATURE REVIEW

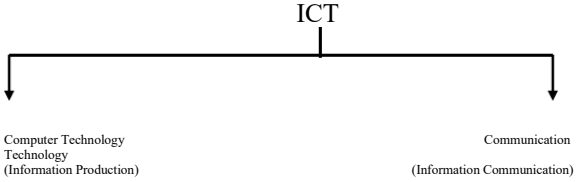
The development of computer machine has spanned through many centuries. There is no single individual that can be said to have invented the computer. It came into existence as a result of continuous technological advancements made by many individual from one century to another. Charles Babbage is credited as the first pioneer in the development of modern computers even though his designed machine was never constructed till he died. Computer traces a historical line that begins with counting methods to calculating devices, subsequently to the calculators and finally to computer (Ekanem 2011).

Blasie Pascal was the first person to developed a machine in 1642 and it later improved upon by Gottfriend Beibitz, a German mathematician who invented a calculating devive that could multiply by a repeated subtraction in 1694. However, Computer Technology has undergone series of changes which reflect big size to miniature size of computer with their increasingly high processing, speed of data into information for decision making (James 2013).

The first electronic computer was slow, gigantic but ground-breaking and it was developed in 1946 by John Macuchly and Prosper Eckert at the University of Pennsylvania. The beginning of management information systems originated during the early 1960s largely through the efforts of Kennedy era, the "Whizkids". ICT has also be referred to as a tool for getting the right information into the hands of the right people at the right time. In its simplest form. ICT contains the activity relating to processing, manipulation, management, transfer of information among media. ICT covers wide range of electronic equipment or devices adopted for communication within and outside the organization. ICT has transformed the ways and manners civil servants interact, react, behave and operate in service delivery (Christensen and Laegreid, 2008). It is a technology that brings together computing and high speed communication links with capabilities for carrying multimedia data from source to destination.

COMPONENT OF INFORMATION COMMUNICATION TECHNOLOGY

ICT is a technology that is born out of the merger of two major technology. Therefore. Computer and communication technology are often regarded as the parents of Information Communication Technology.

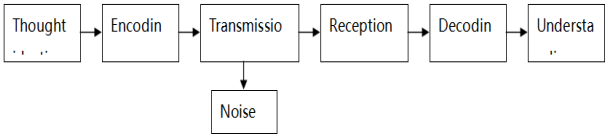


Source: Ekanem 2013

ICT is made up of three terms, which are Information, Communication and Technology. Information is the data that has gone through some form of processing, data is said to be the collection of facts that may include symbols, numbers and letters, it can also be referred to as raw facts or the basic facts regarding an organizations activities which are collected and inputted to a system. For example, Age name, year of employment, departments etc of an employee (Okoro and Ajagun 2000). Information is the data processed for a purpose, it is data that has been processed to have

a particular relevance, meaning and usage, information can be regarded as the live wire of any organization. According to Oladipupo and Ilaboya (2006) information is defined as facts told, heard or discovered about something. It is a collection of facts from which conclusion may be drawn, information is the result of processing, manipulating and organizing data that adds to the knowledge of the person receiving it. Information is the data that has gone through some form of processing. It is obtained by assembling items of data into a meaningful form. Communication can be defined as getting across ideas and information to another person. It originates from an individual and it is transmitted to another person who receives it and acknowledges it. To put differently, Communication is an act of transmitting data and information from a place of source to a place of use. There are various ways by which data and information can be sent. They include manual, oral and computer terminals (Okoro and Ajagun 2000). Communication simply means message sent and a message received, it involves a meaningful interaction, an act that involves a process, clarification and a feedback communication, knowledge, feeling, ideas, emotions and attitude between or among person, organizations, departments or even states. It also involves the art of transmitting the right information, in such a way that it is received by the right person, understood, believed, weighed correctly and result in appropriate action. The transfer of information could be verbal, non-verbal, writing or non-writing forms (Okoh, 2005).

The Communication Process

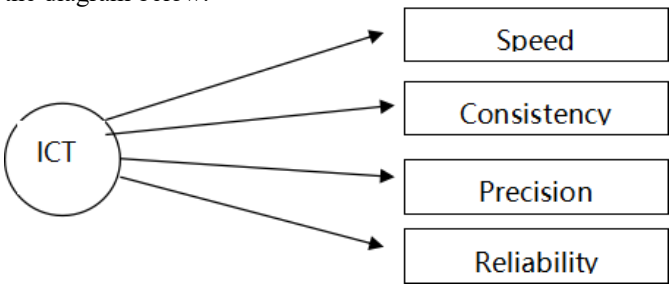


Sources: Okoh, 2005

Technology is the practical application of science to commerce or industry. It can also be seen as the art or science of applying knowledge to practical problems in an organization. Technology, According to James (2013), is the systematic application of scientific knowledge so as to achieve practical results. Technology also entails the combination of different approaches to solve a problem. It is all about methods and the ways people apply them in order to get result.

THE BENEFITS OF INFORMATION COMMUNICATION TECHNOLOGY IN EDO STATE CIVIL SERVICE

The benefits of ICT are information processing speed, consistency accuracy and reliability as illustrated in the diagram below.



Sources: Abaka 2014

Ekanem (2011) posited that ICT has become a way of life. It has invaded all facets of life, turning our world into what is called the virtual world or the e-world (electronic world). Everything in the world now has the prefix, e for electronic in the world. Think of e-learning, e-commerce, e-fund transfer, e-mail, e-dating, e-marriage and e-government. E-World is a word of ICT where inhabitants are not limited by distance. Once you are online, that is being connected to the internet you have access to information and data of interest at your finger tips irrespective of their locations in the globe. ICT has reduced the real world to a mouse click. One can move round the world in seconds with the mouse click. The concept internet is short for international network that is a network of networks globally.

THEORETICAL FRAMEWORK

The theory of cause and effect is adopted in this study. Cause and effect theory explains the relationships between variables. Its earliest proponent was David Hume in 1740. John Stuart Mill again promoted it in 1872. Hume said that "causation is nothing more than the association in the mind of two ideas as a result of experiencing their regular conjunction". Furthermore, Mill stated that "constant conjunction is not sufficient for inferring causation, unless the conjunction is also unconditional". Khoo, Chan and Niu (2002) blew its assumptions. The first assumption of cause and effect theory is that as soon as it is discovered from experience that a phenomenon categorized as 'A' is at all times followed by another phenomenon categorized as 'B', it can be affirmed that phenomenon 'A' is the cause of phenomenon 'B'. The second assumption of cause and effect theory is that phenomenon 'A' is only acknowledged as the cause of

phenomenon 'B' only if two or more instances of a phenomenon 'B' remain the of cause phenomenon 'A'.

RESEARCH METHODOLOGY

The research will employ the survey method of research. The use of this research design is to elicit responses and gather information that may not be available in secondary sources (Osemwotal, et al, 1996). This will entail the use of questionnaire The research will rely on both primary and secondary data. The primary source of data for this study include the use of questionnaire. While the secondary sources of data include books, journal, newspapers and the internet. The population of this study is the total staff strength of the selected ministries. Ministry of Justice (110), Ministry of Transport (166), Ministry of Information and Orientation (125), Ministry of Secondary, Tertiary and Technical Education (154) and Ministry of Finance (43). Total staff stands at 598. The sample size will be three hundred (300) respondents drawn from the Ministry of Justice, Ministry of Information and Orientation, Ministry of Secondary, Tertiary and Technical Education and Ministry of Finance.

S/n	Selected ministries	Staff strength	Sample size
1	Ministry of justice	110	60
2	Ministry of transport	166	80
3	Ministry of information and orientation	125	60
4	Ministry of secondary, tertiary and technical education	154	80
5	Ministry of finance	43	20
Total	Five (5) ministries	598	300

Sources: Adapted from the distribution of staff of Edo State Civil Service by ministries/departments and length of service as at 31st December, 2021.

The 300 respondents to be served the questionnaire will be selected through the stratified method . This means that such respondents are those the researcher consider versed and knowledgeable and also matured enough to discuss and contribute to the phenomenon under investigation. Hence, the respondents to be served the questionnaires must not be less than 18 years of age.

The major instruments for the collection of data for this study are the questionnaire and the in-depth interview schedule. The questionnaire will be structured into two sector, Section A and Section B. Section A will dwell on the socio-demographic profile of the surveyed as age, educational qualification, occupational distribution and religion. Section B will cover issues that related to the subject matter of the research. The questions will be structured along the close end pattern where respondents will be restricted to the unstructured kind of interviews.

The simple percentage and the chi-square (x^2) are the two statistical tools of data analysis that will be applied in the data derived from the administered and retrieved questionnaires. The simple percentage is a descriptive statistical tool of analysis, shall be use in the preliminary analysis while the chi-square which is an inferential statistical tool shall be employed in the testing of the hypotheses generated from the study (Ogbeide, 2011).

The formula for the computation of the simple percentage is given as follow.

$$\% = \frac{Pc}{N} \times \frac{100}{1}$$

Where

Pc = Percentage compliance

N = total number of respondents

100 = common base of simple percentage

The formula for computing chi-square (x2) is thus

$X^2 =$

Where

(x^2) = chi-square

Fo = observed frequencies

Fe = expected frequencies

(Ogbeiede, 2011)

RESULTS AND DISSCUSION

Three hundred (300) questionnaires were administered and two hundred and ninety two(292) were returned. The hypotheses are tested and decisions are made based on the outcome of the analysis.

Table 1

There is no relationship between the usage of ICT systems and Civil Servants performance in Edo State Civil Service

Response	Frequency	Percentage
Strongly Agree	56	19.2
Agree	70	23.9
Undecided	7	2.4
Disagree	61	20.9
Strongly Disagree	98	33.6
Total	292	100

Source: Field Survey, 2024

Hypotheses testing/Discussion of major findings

Hypothesis 1

The null hypothesis (H_0)

Table 1.1

Civil Servants Performance	The usage of ICT Systems					Total
	Justice	Transport	Information	Education	Finance	
Agree	28(a)	30(b)	21©	39(d)	8(e)	126
Undecided	2(f)	1(g)	1(h)	2(i)	1(j)	7
Disagree	28(k)	48(j)	38(m)	35(n)	10(o)	159
Total	58	79	60	76	19	292

Source: Culled from Table1

Calculation of Expected Frequencies (Fe)
Cell a (126)(58)/292 = 25.03
Cell b (126) (79)/292 = 34.09
Cell c (126) (60)/292 = 25.98
Cell d (126) (76)/292 – 32.79
Cell e (126) (19)/292 = 8.19
Cell f(7) (58).292 = 1.39
Cell g (7) (79) /292 = 1.89
Cell h (7) (60)/ 292 = 1.42
Cell I (7) (76)/292 = 1.82
Cell j (7) (19)/ 292 = 0.46
Cell k (7) (159) (58)/292 = 31.58
Cell I (159) (79)/292 = 43.02
Cell m (159) (60)/292 = 32.67
Cell n (159(76/292 = 95.84
Cell o (159) (19)/292 = 10.35
Computation of X^2

Cell	Fo	Fe	Fo –fe	(Fo – fe)^2	$\frac{(Fo - fe)^2}{Fe}$
A	28	25.03	2.97	8.82	0.35
B	30	34.09	-4.09	16.73	0.49
C	21	25.89	-4.89	23.91	0.92
D	39	32.79	6.21	38.56	1.18
E	8	8.19	-0.19	0.004	0.004
F	2	1.39	0.6 1	0.37	0.27
G	1	1.89	-9,89	0.79	0.42
H	1	1.44	-0.44	0.19	0.13
I	2	1.82	0.18	0.32	0.18
J	1	0.46	0.54	0.29	0.63
K	28	31.58	-3.58	12.82	0.41
L	48	43.02	4.98	24.80	0.58
M	38	32.67	5.33	28.41	0.87
N	35	95.84	- 60.84	3701.51	38.62
O	10	10.35	-0.35	0.12	0.01
					45.064

Source: Author's Calculation

X^2 calculated value = 45.06
X^2 critical value = 26.12
Decision: Reject the null hypothesis which states that there is no relationship between the usage of ICT systems and civil servants performance in Edo State Service and accept the research hypothesis which states otherwise. As seen from the above, chi-square calculated value is higher than the critical chi square value at .001 level of significance and degree of freedom of 8, there is a medium positive relationship as seen γ=0.28

RESEARCH RESULT

The Gamma(γ) of + 0.28 indicates that there is a medium positive relationship between the usage of ICT systems and civil servants performance in Edo State Civil Service.
Interpretation
The availability of ICT systems in Edo State Civil Service is a clear indication that there is an enhancement in the selected ministries

Hypothesis 11
There is no relationship between ICT and efficient service delivery in Edo State Civil Service.

Table 2

RESPONSE	FREQUENCY	PERCENTAGE
Strongly Agree	66	22.6
Agree	58	19.9
Undecided	14	4.8
Disagree	69	23.6
Strongly Disagree	85	29.1
Total	292	100

Source: Field Survey; 2024

Table 2.1

Efficient Service Delivery	ICT					Total
	Justice	Transport	Information	Education	Finance	
Agree	24(a)	31(b)	27©	33(d)	9(e)	124
Undecided	2(f)	2(g)	3(h)	5(i)	2(j)	14
Disagree	32(k)	46(j)	30(m)	38(n)	8(o)	154
Total	58	79	60	76	19	292

Source: Culled from Table 2

2 $X^2 = \frac{\sum(fo - fe)^2}{Fe}$

Calculation of Expected Frequencies (Fe)
(124) (58)/292 = 24.63
(124)(79)/202 = 33.55
(124)(60)/292 = 25.48
(124)(76)/292 = 32.27
(124)(19)/292 = 8/07
(14) (58)292 = 2.78
(14) (79)292 =3.79
(14) (60)292 = 2.88

(14) (76)292 = 3.64
(14) (19)292 = 0.94
(154) (58)292 = 30.59
(154) (79)292 = 41. 66
(154) (60)292 = 31.64
(154) (76)292 = 40.08
(154) (19)292 = 10.02

Computation of X^2

Cell	Fo	Fe	Fo – fe	(Fo – fe)^2	(Fo – fe)^2 / Fe
A	24	24.63	-0.63	0.39	0.02
B	31	33.53	-2.53	6.40	0.19
C	27	25.48	-1.52	2.31	0.09
D	33	32.27	0.73	0.53	0.02
E	9	8.07	0.93	0.86	0.11
F	2	3.79	-78	0.61	0.22
G	2	13.79	-1.79	3.20	0.84
H	3	2.88	0.12	0.01	0.003
I	5	3.64	1.36	1.85	0.51
J	2	0.91	1.09	1.19	0.31
K	32	90.59	1.41	1.99	0.07
L	46	41.66	4.34	1.99	0.45
M	30	31.64	-1.64	2.69	0.09
N	38	40.08	-2.08	4.33	0.11
O	8	10.02	-2.02	4.08	0.41
					4.443

Source: Author's Calculation

X^2, calculated value = 4.44

Calculated X^2 (X^2 = 4.44) is smaller than critical X^2 @df = 8 Not statistically significant @$\propto$ =10

Decision: Reject the research hypothesis which states that there is a relationship between ICT and efficient service delivery in Edo State Civil Service and accept the null hypothesis which states otherwise.

As seen from the chi square calculated above, the calculated value is smaller than the critical value X2 @ df = 8, i.e. not statistically significant @ $\propto$ =.10

Research Result

There is no relationship i.e. not statistically significant

Interpretation

There is no sufficient evidence to prove that efficient service delivery is dependent on ICT.

HYPOTHESIS III

There is no relationship between ICT and efficient service delivery in Edo State Civil Service.

Table 3

RESPONSE	FREQUENCY	PERCENTAGE
Strongly Agree	92	31.5
Agree	83	28.4
Undecided	6	2.0
Disagree	58	19.9
Strongly Disagree	53	18.2
Total	292	100

Source: Field Survey, 2024

Table 3.1

Cost of Administration	The Impact of ICT		
	Justice	Transport	Information
Agree	32(a)	43(b)	41©
Undecided	1(f)	1(g)	2(h)
Disagree	25(k)	32(j)	15(m)
Total	58	79	60

Source: Culled from Table 3

$X^2 = \frac{\sum fo - fe)^2}{Fe}$

Calculation of Expected Frequencies (fe)

a. (175) (58)/292 = 34.76
b. (175) (79)/292 = 47.35
c. (175) (60)/292 = 35.96
d. (175) (76)/292 = 44.55
e. (175) (19)/292 = 11.39
f. (6) (58)/292 = 1.19
g. (6) (58)/292 = 1.62
h. (6) (60)/292 = 1.23
i. (6) (76)/292 = 1.56
j. (6) (19)/292 = 0.39
k. (111)(58)/202 = 22.05
l. (111)(79)/202 = 30.03
m. (111)(60)/202 = 22.81
n. (111)(76)/202 = 28.89
o. (111)(19)/202 = 7.22

Computation of X^2

Cell	Fo	Fe	Fo – fe	(Fo – fe)^2	(Fo – fe)^2 / Fe
A	32	34.7	-2. 76	7.62	0.22
B	46	47.35	-1.35	1.82	0.04
C	43	35.96	7.04	49.56	1.38
D	41	44.55	-3.55	12.60	0.08
E	13	11.39	1.61	2.53	0.23
F	1	1.19	-0.19	0.04	0.03
G	1	162	-0.62	0.38	0.23
H	2	1.23	0.77	0.59	0.48
I	1	1.56	-0.56	0.31	0.19
J	1	0.39	0.61	0.37	0.95
K	25	22.03	2.95	8.70	0.39
L	32	30.03	1.97	3.88	0.13
M	15	22.81	-7.61	60.99	2.67
N	34	28.89	5.11	26.11	0.90
O	5	7.22	-2.22	4.93	0.68
					8.8

Source: Author's Calculation

X^2 Calculated value = 8.8

Calculates X2 (X2 = 8.8

Calculate X2 (X2 = 8.8) is smaller than cortical X2 @ df= 8, i.e not statistically significant @(29) $\propto$ =.10
Decision: Reject the research hypothesis which states that there is a relationship between the impact of ICT and the cost of administration in Edo State Civil Service and accept the null hypothesis which states otherwise. As seen form the chi-square calculated above, the critical value is smaller than the critical value X^2@ df =8, i.e. not statistically significant@$\propto$ =.10 Degree of Association: Not applicable since data are not statistically significant.
Research Result: Don't Reject H_0 = > There is no relationship between the impact of ICT and the cost of administration.
Interpretation: There is no sufficient evidence to prove that the impact of ICT is dependent on the cost of administration in Edo State Civil Service.

HYPOTHESIS IV

There is no relationship between ICT tools and paperless administration in Edo State Civil Service
Table 4

RESPONSE	FREQUENCY	PERCENTAGE
Strongly Agree	29	9.9
Agree	21	7.2
Undecided	4	1.4
Disagree	103	35.3
Strongly Disagree	135	46.2
Total	292	100

Source: Field Survey, 2024
Table 4.2

Paperless Administration	ICT Tools					Total
	Justice	Transport	Information	Education	Finance	
Agree	11(a)	5(b)	5©	8(d)	5(e)	50
Undecided	1(f)	- (g)	1(h)	- (i)	2(j)	4
Disagree	46(k)	58(j)	54(m)	68(n)	12(o)	238
Total	58	79	60	76	19	292

Source: Culled from Table 4
2(d) $X^2 = \frac{\Sigma(fo - fe)^2}{Fe}$

Calculation of Expected Frequencies (fe)

a.	(50) (58)/292	=	9.93
b.	(50) (79)/292	=	13.52
c.	(50) (60)/292	=	10.27
d.	(50) (76)/292	=	13.01
e.	(50) (19)/292	=	3.23
f.	(4)(58)/292	=	0.79
g.	(4)(79)/292	=	1.08
h.	(4)(60)/292	=	0.82
i.	(4)(76)/292	=	1.04
j.	(4)(19)/292	=	0.26
k.	(238)(58)292	=	47.27
l.	(238)(79)292	=	64.39
m.	(238)(60)292	=	48.90
n.	(238)(76)292	=	61.95
o.	(238)(10)292	=	15.49

Computation of X^2

Cell	Fo	Fe	Fo – fe	(Fo – fe)^2	$\frac{(Fo - fe)^2}{Fe}$
A	11	9.93	1.07	1.14	0.11
B	21	13.52	7/48	55,95	4.14
C	5	10.27	-5.27	27.77	2.70
D	8	13.01	-5.01	25.10	1.93
E	5	3.25	1.75	3.06	0.94
F	1	0.79	0.21	0.04	0.05
G	-	1.08	-1.08	1.17	1.08
H	1	0.82	0.18	0.03	0.08
I	-	1.04	-1.04	1.08	0.04
J	2	0.26	1.74	3.03	11.65
K	46	47.27	-1.27	1.61	0.03
L	58	64.39	-6.39	40.83	0.63
M	54	42.90	5.1	26.01	0.53
N	68	61.95	6.05	36.60	0.59
O	12	15.49	-3.49	12.18	0.79
					26.25

Source: Author's Calculation
Decision: Reject the null hypothesis which states that there is no relationship between ICT tools and paperless administration in Edo State Civil Service and accept the research hypothesis which states otherwise. As seen fro the calculated chi square value at .001 level of significance and degree of degree of freedom of 8. There is a medium positive relationship as seen γ =0.23

RESEARCH RESULT

There is a medium positive association between ICT tools and paperless administration at the Gamma γ of + 0.23.

INTERPRETATION

The availability of ICT tools in Edo State Civil Service is a clear indication that it will lead to a paperless administration.

CONCLUSION

Information Communication Technology (ICT) is a tool for getting the right information into the hands of the right people at the right time. Available literature show that ICT has made sending of information from one source to the other easier and simple. In this discourse, relevant literature were consulted and data were collected from various sources including primary and secondary sources. In this regards, questionnaires were administered. Simple percentages and chi square were employed in analyzing the data

generated in the study. The null hypothesis were stated and tested.The followings were arrived at: The availability of Information Communication Technology (ICT) system in Edo State Civil Service has enhanced the civil servants performance. It was discovered that since the introduction of Information Communication Technology (ICT), the culture of looking for files does not arise. The introduction of Information mmunication Technology (ICT) has helped to truncate the incidences of ghost workers through the Biometrics enrolment of Edo State employees and pensioners. It was discovered that Information Communication Technology(ICT) tools contributed extensively to the paperless administration in Edo State Civil Service.

By implication, the following were also revealed in the discourse:The slow pace of accepting and learning the digital ways of doing things has made civil servants cling to their old ways with consequent undue delays in work process and the resultant low productivity in terms of performance. There is slow pace in the acquisition and deployment of Information Communication Technology (ICT) tools by Edo State Government to the ministries.

RECOMMENDATIONS

The government of Edo State should emphasize the usage of ICT systems in all the ministries so as to enhance a better performance.

Edo State Government should be actively involve in the areas of acquisitions, and availability of ICT tools to Civil Servants in all the Ministries, Departments and Agencies (MDAs) in the State.

The government should embark on continuous training and development of staff on ICT tools in all the Ministries, Departments and Agencies (MDAs) in the State, so as to have better administration.

LIMITATIONS AND SUGGESTIONS FOR FUTURE STUDIES

These are the limitations that surfaced in the study particularly in the process of making inquiries during field survey. Many respondents were apathetic to be involved in this study. This was engendered by the large to the commitment of civil servants to the oath of secrecy, anonymity, and confidentiality which are elements of the sworn professional ethics of civil service. The researcher was however prepared to conquer these challenges by promising to keep responses of respondents confidential. Also, the prevalent aversion of respondents to accepting and responding to stipulated items on the questionnaire was another limitation in this study. The researcher was also prepared to overcome this snag by means of insistent persuasion and plea until a significant sum of the respondents provide responses. It is via the aforementioned strategies of administration of research questionnaire that a towering return rate of completed questionnaire was guaranteed. The study will definitely no capture all the areas, researchers are admonished to lookup for those areas for further study

REFERENCES

Abaka, M.S. (2014) "Foundation of Information Communication Technology". In Course Ware Course Code. CIT 701, National Open University of Nigeria Retrieved 28th May, 2014 www.non.edu.ng

Aibieyi S. (2011) "The Origin and Development of Nigerian Civil Service". In Aibieyi, S (ed). *Introduction to Nigerian Public Administration.* Benin City: Ethiope Publishing Corporation.

Anyaele J.U (2013) *Comprehensive Government for Senior secondary schools.* Lagos: Johnson Publishers Ltd.

Arowolo, D. (2012) "Ethics, Motivation and Performance in Nigeria's Public Service in Public Policy and Administration. Retrieved 24th May, 2024. www.iiste.og.

Azelama J.U (2000) *An Introduction to Comparative Public Administration.* Benin City: Ambik press.

Christensen. T. And Laegried, P. (2008) "ICT Tools in Central Government: Scope, Effects and Driving Forces". Paper Prepared for presentation at the EGPA Annual Conference, the Study Group on Governance of Public Sector Organization, Erasmus University, Rotterdam, September 3-6.

Deutsch, K. (1973) *National and Social Communication.* New York: MLT Wiley Press.

Edigin, L.U (1994) "The Bendel State Civil in the Context of the Weberian Postulations on Bureaucracy". In Edigin, L.U (ed). *The Dynamics of comparative public Administration.* Benin City: Uniben Printing Press.

Ehkator, S.I (2006) *Fundamentals of the Principles and Practice of Public Administration.* Benin City: Gift Print Associates.

Erhurun, H. and Chigbufue, H.N (2012) *Public administration with Emphasis on Development.* Benin City. Justice Jeco Printing.

Ikelegbe, A.O. (2006) *Public Policy Analysis Concepts, Issues and Cases. Lagos:* Imprint Services.

Imhanlahimin, J.E and Edosa, E. (2010) "The Nigerian Civil Service, Prior to and since the Babangida Civil Service Reforms of 1988 in Nigerian Political system". In Ola, R.F and Imhanlahimin. J.E (eds). *Nigerian Political System Trends and Perspectives.* Benin City. Uniben.

James, Buseni (2013): "Effects of Information and Communication Technology on secretaries Performance in contemporary Organization in Bayelsa state, Nigeria". Retrieved 24th May, 2014 www.iiste.org

Momoh, M.A and Majoro-Majesty, H.O. (2008): ICT Government Bureaucracy and peace Building in Nigeria". Retrieved 20th May, 2014. http:allafrica.com/Nigeria/.

Ogbeide, U. (2011) *Statistical Techniques for Social and Management science.* Lagos Amfitop Books.

Okoro, F and Ajagun, S.O (2000) *Computer in public Management.* Benin City: Witmer Commercial Press.

Oladipupo, A.O. and Ilaboya, O.J (2006) *Information Processing System, Theory and Practice* Benin City: Minder Publishing.

Olufemi, T.M. (2012): "Impact of Computer of computer Use on the Efficiency of Civil Servants in Ekiti State Nigeria" European Journal of Business and Social Sciences. Vol (2) p 59.

Okozie, L (2011) 'How Governor Oshiomhole is Repositioning Edo Statw.' Retrieved 24th July, 2014. www.edpdetaportal.fil///F1ao/news1.html

Tonwe, D.A. (1998) *Public Administration, an Introduction. Lagos: Amfitop Books.*