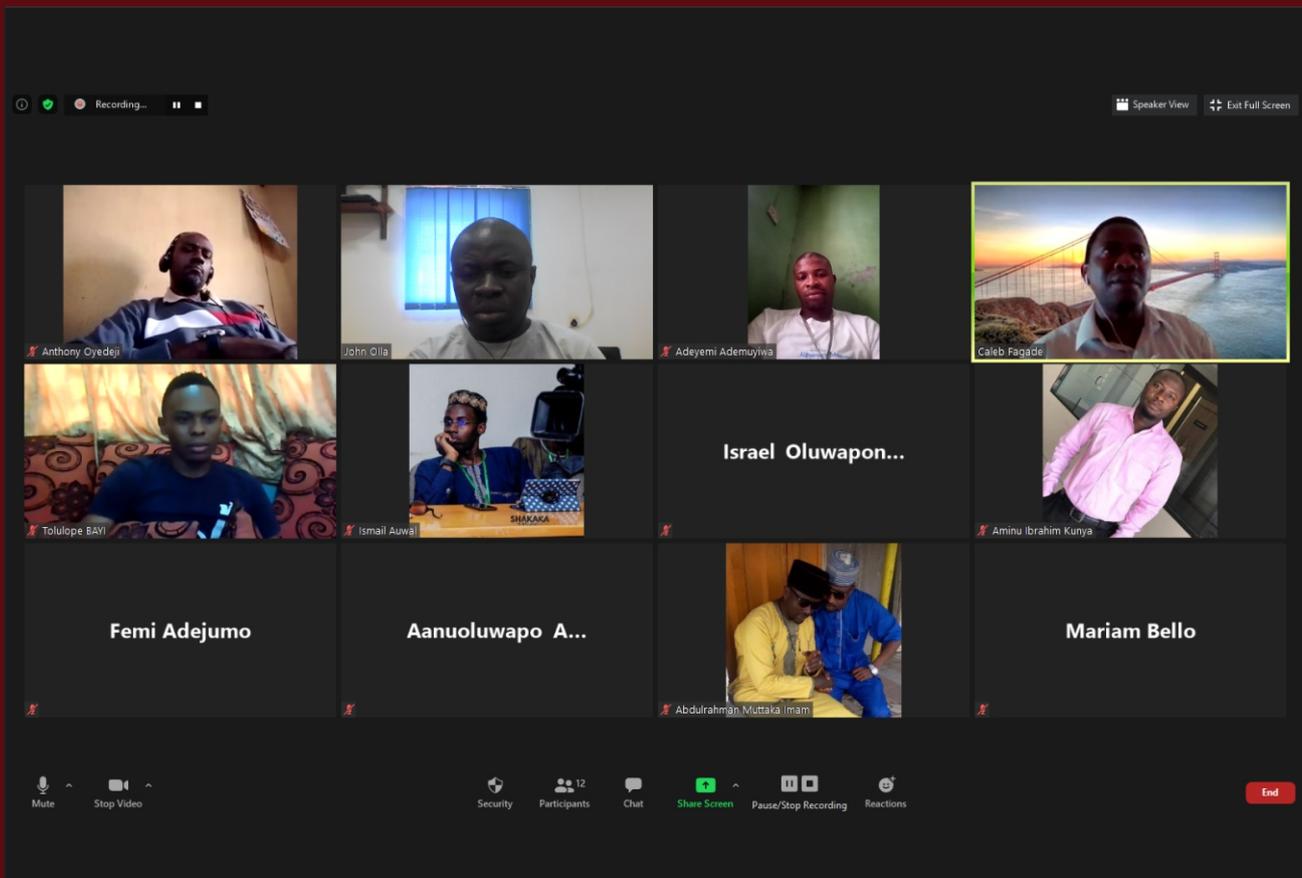




# “THE E-GOVERNANCE POLICY DIALOGUE

e-Governance: exploring current limitations  
in Nigeria's democracy

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# COMMUNIQUÉ

Act Hub Africa held her signature programme The Policy Dialogue on her live platform tagged “The Chat” The event took place virtually on Saturday, June 27, 2020, with a focus on the topic; “e-Governance: exploring current limitations in Nigeria's Democracy”.

The discussants at the events are representatives of various networks, Non-Governmental Organization (NGO) and Private entities. The representatives include Brave Consulting Engineering Limited, Justice, Development and Peace Commission; Ibadan, Endogamous Transformation Global Initiative (ETGIN), Bode Akindele Yield Initiative (BAYI), BudgIT, Tracka, EcoQuest Lab, Critical Path Leadership Initiative (CPLi), African Center for Transparency and Anti-Corruption Advocacy (AfricTaad), with John Oluwafemi OLLA, the team lead for Act Hub Africa an Accountapreneur with Accountability Lab Nigeria as the host and moderator.

The dialogue brought together interested stakeholders in the issue of e-governance, how the government can go about adopting this type of process, how to mitigate against the impending challenges and how best MDAs can work together to achieve Their mandates for an effective service delivery at the grassroots.

The event started at 1.00 pm and ended at around 3.00 pm. One of the highlights of the events was listing of services that E-governance can help the government

## IDENTIFIED CHALLENGES

1. Lack of IT literacy and awareness regarding the benefits of e-governance



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2. Underutilization of existing ICT infrastructure
3. The attitude of Government Ministries, Departments and Agencies
4. Lack of coordination between government agencies and solution developers
5. Resistance to the re-engineering of government processes
6. Lack of Infrastructure for sustaining e-governance projects in government

## POTENTIAL OPPORTUNITIES OF E-GOVERNMENT

1. Efficiency
2. New and improved services
3. Improved National Information Infrastructure

## RECOMMENDATIONS

**Infrastructure:** There is need for government to consciously invest in infrastructure in other to prepare the ground for Information and Communication Technology (ICT) driven government and economy. The infrastructure in this sense was mainly centred on ICT infrastructure and how the government can unify the investment into infrastructural deployment which will help strengthen as centralized one that will be effective for all and in turn improve the present experience in terms of internet provision.

They further discussed that if all these networks can come together instead of spending individually on infrastructure which will cost less and will deliver more to the Nigerian people.

They also suggest that government can take up the provision of ICT infrastructure

which will give room better performance in the quest for ease of doing business which will not only encourage investors but will also turn government into ICT market enabler. The participant never failed to put a clause that the government must be sincere and deliberate about doing this the right way.

**Contracting and procurement:** The discussants agreed that contracting, and procurement are areas where corruption is assumed to reign supreme. Therefore, if structures can be put in place by using ICT to automate the process of contracting and procurement then the issue of corruption will be reduced.

It was also said, procurement and contracting should be made open. To make contracting and procurement opens, there is a need to deploy a platform where all this information about the contracting process and procurement can be posted and processed in real-time using an open and dynamic electronic information system.

**Election:** The participants believed that one thing that formed the basis for good governance was how the candidate got into the office of power and that if people assume power true illegal means the tendencies is that, they may not do well in a position the assumed against the will of people they want to serve.

Therefore, to erase all these inadequacies and the negative perception of people about the

election, the government at all levels must deploy e-voting system so that the election process can be automated as well as give the people the opportunity witness elections that will be characterized by transparency.

**Filing and documentation:** During the dialogue, the discussants believe that the process of the digitization will have to start in earnest, this is necessitated by the fact that the process of filing and archiving will be made very easy and it will also increase the efficiency of the process which will make documents accessible at a reasonable time compared to what we have presently.

Digitization process also made the process paperless and cost-effective for the government. It will also give room for the safekeeping of documents and file can be kept for a longer time.

**Education:** In the dialogue, it was said that Nigeria must address the issue of digital education and it has to be addressed from the foundation and this Foundation must be (primary to secondary school) with proper rejig of the curriculum which must take into consideration the true essence of digital education in a real sense.

School children should be taught on how to make use of the internet, basic software and how to do basic programming as these are the basic requirement in the present generation.

**Health:** The discussants believed that health wouldn't do well without database management and therefore it is important for the health sector to think

about health management system as it is obtainable all over the world.

They further suggested that health management system should not be limited to agencies that are performing for-profit services of the government alone but the whole of the health sector in every state. They further suggested that government at all levels should be digitized their records and deployed management system that can give information act real-time, manage and archive information for future reference. Easy retrieval of medical history will be seamless

**Revenue collection:** revenue collection was discussed as one of the issues combating all levels of governments in Nigeria. It was also mentioned that the amount of internally generated revenue collected in the state are often missing in transit and are not properly accounted for. Therefore, to combat this problem of the unaccounted fund, there is an urgent need to deploy technology that can track these funds to channel them to appropriate quarters.

If this can be deployed at all levels of government, there will be increased in the internally generated revenue at the Federal, State and Local government level. This can also serve tax collection purposes.

**Contracting and Procurement:** Federal government procurement should be decentralized for easy accessibility for others in faraway places. This will ensure inclusion irrespective of how far the potential contractors are based in the country and this can only be achieved using an Information System dedicated

to Procurement and Contracting

**Key Performance Indicator:** With ICT being deployed in the process of governance, it will be possible for the government as the employer to measure the performance of workers using the best practice obtainable around the world and tailored towards our realities.

**Education and Governance:** Human Capital development: Students should be trained on how best they can use the social media, therefore, the trainers and instructors alike must be trained on how to use these technologies in achieving teaching and learning.

**Government-Civil Society collaboration:** Government and civil societies should collaborate more on the issue of development as this will help the government to understand the level of acceptance of the proposed policies and actions.

**ICT Capacity of Teachers and Instructors should be built:** In a world where innovative education is the order of the day, there is need for teaching curriculum to be design in line with the new ICT enable learning techniques.



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