

The Paradigm of Information and Communications Technology and Service Delivery in Anambra Broadcasting Service, Awka 2014-2019

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Abstract: This paper examines the opportunities and challenges of utilizing Information and Communication Technologies as a means of public service delivery in the Nigerian Public service with specific focus on Anambra Broadcasting Service. The paper adopted the change game theory as its theoretical framework and argued that ICTs present enormous opportunities to enhance public service delivery in Anambra Broadcasting Service. The study therefore, revealed that the utilization of ICTs for service delivery in Anambra Broadcasting Service presents a sustainable and innovative approach to addressing traditional problems of service delivery in the communication sector. The paper also revealed that ICTs initiatives for service delivery in the Anambra Broadcasting Service are hampered by many challenges and problems such as lack of ICTs infrastructure; low ICTs literacy and usage; problem of digital divide; inadequate ICTs funding by the government; Nigeria's epileptic power supply; poor institutional governance structure to drive ICTs, etc. Nevertheless, the paper argues that ICTs remains a veritable instruments of enhancing public service delivery in the public service as they have great potentials of saving costs while improving quality, response time and access to services; improving the efficiency, effectiveness and responsiveness of public administration; increasing transparency in administration due to ease of access to government information, rules and procedures, resulting in openness and accountability; reducing corruption and increasing popular participation; making governments more competitive and reducing bureaucracy; re-engineering administrative processes and modernising service delivery; and bringing about social and economic development.

Keywords: ICT, Public Service Delivery, Efficiency, Effectiveness, Change Game

1. Introduction

Public service delivery in Nigeria has been described as poor, inefficient and ineffective, inconsistent with citizen preferences. It is often subject of ridicule because of its rigidity. These problems are mostly due to lack of accountability, transparency, high cost of administration, wastage and lack of commitment in making services work for the citizenry (World Bank, 2012). Arising from the above, the challenge of service delivery affects all citizens who demand quality services from public service. There is no doubt that the challenges and complexities of service delivery are widening in the Nigerian public sector.

Despite the importance of public services to individuals and countries, the World Bank's World Development Report released in 2004 discovered large disparities in the quality and quantity of public goods and services across developing countries and within countries (World Bank, 2004). In most African countries, including Nigeria, providing public services constitute a huge challenge, which is conventionally perceived as exclusively

government responsibility to offer the needed services. In reality, the challenges and difficulties of service delivery are widening given scarce resources and management challenges; thus, government alone often cannot offer these services at levels that match speedy population growth, and urbanization in Nigeria. In Nigeria, citizen's perception of the government is that the institutionalized systems of service delivery of public services is poor, hence, it lacks required structures, and capability to deliver services that meets and exceed citizens expectations. In particular, running of governments in Nigeria costs too much to deliver what is far below citizens' expectation and increasingly perceived as unresponsive or accountable. More worrisome is the fact that many public bureaucracies were seen as bloated, incompetent and self-centered, motivated essentially by underlying rent seeking tendency which is promoted by traditional administration bureaucracy (Olivier, 2015).

A country's level of socio-economic development depends largely on the quality of its human resources which equally involves ICT knowledge, and not necessarily on the abundance of natural resources. This explains why some country's which are rich in natural resources, still have a huge rate of poverty, unemployment and underdevelopment. Nigeria is a good example of this paradox. The public service is the life-line of any country, as it is the medium through which government policies are made practical/functional. In recognition of this fact, over the years, various governments around the world have shifted their attention to building the human capital and resources within their countries, with impressive results. China is a good example. In Nigeria, both at the State and National level, government has tried to invest massively in training the staff of the various government parastatals, in order to make them continuously relevant in the ever changing world, and engender effectiveness and efficiency in the manner in which they operate.

In Nigeria, various stakeholders, pundits and political office holders, have advocated for attention to be placed on the development of Nigeria's human capital, as a panacea for growth and development. Starting from around 2013, the Anambra State government laid emphasis on public service reforms and proper management. The Anambra state human resource management policy (2013) captures this succinctly. One of the strategic reforms introduced by the government is the Anambra Integrated Development Strategy. According to the ICT Document (2013), the various reforms, requires that Ministries, Departments and Agencies should consider new strategic direction, new ways of thinking and operating, new structures and positions, and new skills/capabilities for their workforce.

Various scholars have written on Information and Communication in Nigeria. However, emphasis is being laid on its potential to engender socio-economic development and not its role in improving the functioning of the medium (public service), through which the socio-economic development can be achieved. For instance, Awopogba (2017, p.157-167) carried out a socio-economic analysis of human capital development in Nigeria. He argued that there is a link between education and selected human development indicators and that education holds the key to socio-economic development. Aluko and Aluko (2012, p. 162-177) also studied ICT development as a sources of comparative advantage in the twenty first century global economy. Similarly, Enyekit, Amaehule and Teerah (2011, p. 63-69) wrote on achieving employee efficiency in Nigeria through vocational education, for the ultimate purpose of nation building.

The focus of this work is to assess the impacts of ICT on efficiency in the public services. The review of literature revealed that the bulk of literature concentrates on the potentials of ICT to bring about socio-economic development. Also, the review of literature showed that specific innovative programmes of the Nigerian government has not been adequately subjected to systematic scrutiny, vis-a-vis its impacts on productivity. Again it was observed that the bulk of literature on the assessment of governments human capital development does not focus on the public sector; government Ministries, Departments and Agencies. With the emphasis on workshop trainings, training on ICT skills, etc as a way of making the public service more effective, it is imperative to also assess the impacts of human capital development in the public service. The unique approach of the Anambra state government towards human resource management, informed the decision to adopt one of its ministries – Anambra Broadcasting Service, as our focus of study.

2. Theoretical Framework

This study is anchored on the theory of Change Games as propounded by Dutton and Guthrie 1991. The major thesis of this work is that the changing world occasioned by the application of ICT has brought about the need for a paradigm shift. The basic tenet of the theory of change games is that it highlights that informal culture and settings of a polity or government organization will change through the use of information technology. New technologies change 'the game' or the 'playing rules'. Taylor and Bellamy (2001), have tried to catch these changing games by making use of the concept of the 'information polity'. The information polity refers to the idea that new institutional arrangements may emerge: existing flows and relationships are rearranged or ended, while new flows and relationship are established, thereby crossing all kinds of boundaries. The information polity idea tries to express that all such changes are direct at the ICT driven re-allocation of intelligence of public services within and outside public sector organizations. Dutton and Guthrie (1991), posits about the change games in terms of "an ecology of games". It not just one game which is played, but the introduction of ICT in public administration leads a collection of closely and loosely related games that are focused on creating change or preventing change. However, these games are embedded in one single organization or one single policy sector.

The idea of a change game is also put forward in the idea of the infocracy (Zuurmond, 1994; see also Zuurmond & Snellen, 1997). The infocracy refers to a paradigm shift from a Weberian reified physical structure of knowledge processing, as a basis for the functions and activities, to a knowledge repository that act as a somewhat indistinct window of opportunity for all kinds of functions and activities that cross organizational borders. As a result of this shift Zuurmond argues that the dominant change game in a government organization or a policy sector is the design of the information infrastructure, which enables the seamless exchange and sharing of information and knowledge within an organization or between organization. As an outcome of this change game also the character of public service bureau cries has changed as well as the role of especially street level bureaucrats within them. Bovens and Zouridis (1999), has demonstrated that due to the dominant role of ICT in the handling of individual cases, street level bureaucracies has changed into system level bureaucracies.

The applicability of the change games theory to this study on ICT and service delivery in the Anambra State Broadcasting service can be deduced from the basic tenets and postulations of the theory which is an attempt to introduce the use of information and communications technology (ICT) into the public organizations to enhance effective and efficient service delivery. Just as Taylor and Bellamy (2001), have tried to catch these changing games by making use of the concept of the 'information polity'. The information polity refers to the idea that new institutional arrangements may emerge: existing flows and relationships are rearranged or ended, while new flows and relationship are established, thereby crossing all kinds of boundaries. The information polity idea tries to express that all such changes are direct at the ICT driven re-allocation of intelligence of public services within and outside public sector organizations. This is the argument of introducing electronic governance to public service delivery which is the changing of the games or better still the status quo will ensure that the delivery of public goods and services are not business as usual instead there will be a drastic change in the way and manner in which services rendered to the masses are executed to align with its name theory of change games.

3. Review of Literature

Information and Communications Technology and Public Service Delivery

In a study conducted by Chika (2015, p.300-304), titled "Capacity Building Practices in Secondary Schools, implications for teachers' professional development in Cross River State, Nigeria", he focused on the level of provision of capacity building practices through seminars, workshops, conferences, in-service training and ICT training, coaching/monitoring. He employed the survey research design for the study. Simple random sampling technique was also used to choose two hundred schools for the study. Data was collected using an instrument

designed by the researchers, called “Capacity Building Practices Questionnaire (BPO)”. Data collected was analyzed using descriptive statistics and population T-test. Findings of the research showed that the most available capacity building practices in secondary schools is coaching, monitoring, workshops, ICT training, conferences, seminars and in-service training being the last in line. Findings also revealed that the level of provision with regards to seminar, workshops, and conferences, in service training, ICT training and coaching/monitoring is significantly low. Deriving from the findings the study recommended that school managers should provide more capacity building programmes in secondary schools for teachers. The management should equally motivate/encourage teachers to participate by funding the trainings.

In collaborative view, Pollyn, Barinua and John Agi (2016, p. 63), carried out a research titled, “human capacity building and sustainable development in Nigeria: a value base analysis”. In the work, they argued that as a means of improving human capital index (HDI), adding value to the socio-economic base and increasing human and organizational productivity, strengthening institutional and legal framework for citizens capacities, countries of the world, backed by bilateral funding from agencies, non-governmental organizations (NGO’s); development agencies like the United Nations family, the African Union, the European Union Commission and other similar agencies, spend millions of dollars in capacity building initiatives to reposition societies for sustainable development. They tried to examine the contributions of capacity building to sustainable development in Nigeria. They assessed the strengths and weaknesses of the initiatives, their costs and benefit, successes and failure of past and present efforts, Nigeria’s capacity building programmes, as well as the policy directives needed for sustaining human capacity building. The paper recommended that for sustainable development to be attainable, there should be corruption free human capacity building development schemes. The programmes or schemes should also be managed efficiently.

In a related study, Dada (2004), posits that there is human capacity building challenges towards improved service delivery in Africa. He noted that no matter the size of an organization, capital, equipment and men constitute the basic factors of production within those organizations. However, he went further to state that of all the resources the human resource personnel have been identified as the most important (Dada, 2004, p 9). Going further, he noted that the public service in Africa has come under intense criticism from within and outside, due to its epileptic service delivery. According to Dada, the citizens perceive the public service as being oppressive, unjust, imposing, non-existent, unproductive and inefficient. He argued that the inability of the public sector to effectively initiate, design, implement and monitor development programmes, projects and policies constitute reasons for the relative backwardness of the continent. He concludes therefore that the dreams of achieving affective service delivery in Africa calls for a deliberate and systematic capacity building initiative for the entire public service. He stated that it requires equipping/empowering everyone with the requisite knowledge, skills and attitude needed for the effectively delivery of services, as a pre-requisite for the transformation of the overall African situation, in terms of service delivery, Dada identified some basic capacity building areas relevant to the effecting delivery of services. These areas include; Strategic Management Policy Development and Management, Ethics of Good Governance, Performance Management, Human Resources Development and Management, Target setting, Bench marking, Project Management, Monitoring and Evaluation, Entrepreneur Development, Team building, Managing and Leading Strategic Change, E-Government and Management Information System, Time Management, Customer Care, Effective Communication Skills, Negotiations skills and Management, Total Quality Management, Business Forces Re-engineering, Change Management, Crisis Management, Creative Thinking, Problem Solving and Decision Making, Poverty Alleviation, Investment Appraisal, Reform Management, Service Delivery, Performance and Customer Focus e.t.c. Dada (2004, p. 9).

Igbaekemen (2014, p. 45-58) carried out a research titled “Capacity building – a tool for increase productivity in Nigeria’s public sector organizations”. According to the writer, in every organization, the aim of every manager is to see that productivity and efficiency is attained. He traces the origin of training and staff development in Nigeria back to the 1970s. He noted that training should take different dimensions such as; general induction programmes, coaching counseling, succession training, and mentoring. He equally observes that capacity building is concerned with acquiring knowledge skills and techniques in relation to a job. It is

based on a need analysis derived from a comparison of an employee's production in relations to set goals of the organization. Furthermore, the author notes that human capacity development is a process that updates old skills and develops new ones. Igbaekemen's work aimed to identify first the procedure through which the organization determines capacity building development needs of the employee's; secondly, to identify the right method of capacity building development; thirdly, to identify capacity building development as a tool for increasing employee productivity and lastly, to identify how capacity building development will translate to the overall objectives of the organization. Findings of the work showed that there is a relationship between capacity building development and organizational productivity. It also showed that employee's development contributes positively to the overall organizational efficiency. Furthermore, it also showed that there is a relationship between adequate capacity building development and survival of the organization. He therefore recommends amongst other things, that training should be seen as an investment rather than an overhead. Training and development should be a continuous process that every organization must maintain for its continuity.

ICT Training and Public Service Delivery

According to Ewuim and Igbokwe-Ibeto, (2016, p. 13), in a study on the role of information and communication technology in improving public service delivery, using Amuwo-Odofin local government council of Lagos State, Nigeria, as a case study. They observed that the public service in Nigeria faces challenges associated with corruption, lack of transparency and accountability, high cost of administration and wastage. The study used a combination of survey methods; specifically personal interview and questionnaires to collect data. Stratified sampling technique was used and data was collected from council staff and their clients. The data was analyzed using tools of inferential statistics. Findings of the work revealed that ICT has significant relationship with delivery of service and that the performance, effective service delivery, transparency and accountability of public service is associated with ICT. Despite this, challenges still abound. The study recommended that the use of ICT should be encouraged and expanded in Amuwo Odofin local government. It also recommended that government should give priority to strategies that increase opportunities for effective and transparent public service delivery.

Ayoade (2017, p.15-28) studied the impact of information and communication technology (ICT) on public service delivery in local governments, using the three local government councils in Oyo township, as a case study. The paper adopted the descriptive survey design methods. Specifically, questionnaires were used to collect data. The population of study constitute of all the staff in the three local government councils in Oyo Township. An incidental random sampling technique was used to select four hundred and fifty (450) respondents from the population of study. Data collected was analyzed using both simple percentage and multiple regression analysis at 0.05 level of significance. The results often showed that there is significant positive effect of ICT on public service delivery. Also, the result indicated that ICT significantly improved public service delivery with regards to cost reduction. Finally, the result revealed that ICT used was significantly affected by challenges like poor infrastructure, poor finance, broadband access ICT expertise, leadership styles, culture and bureaucracy. The study recommends that provisions should be made for continuous training of the local government personnel on ICT, to keep them informed on new development in information communication technology.

Nwachukwu and Pepple (2015) studied information communication technology (ICT) and public service delivery in the Nigerian Federal Civil Service. According to them, the opportunities and challenges of utilizing information and communication technologies (ICTs) as a means of public service delivery in the Nigerian Federal Civil service is enormous. The study adopted the communication theory and argued that utilization of ICTs for public service delivery in the Nigerian Federal Civil Service, presents a sustainable and innovative approach to addressing problems of service delivery in the country. The studies also showed that ICT initiatives are hampered by challenges like; lack of ICT infrastructure, low ICT literacy and usage, problem of digital divide, inadequate ICT funding by government, epileptic power supply, and poor institutional governance needed to drive ICT, etc. Regardless of the identified challenges, the paper argued that ICT remains a veritable

tool for enhancing productivity in the civil service. The authors maintained that it has a great potential to save costs, while improving quality, response, time and access to service, thereby, improving efficiency and effectiveness, and increasing transparency in administration.

Onodugo (2016, p.1-6) studied the impact of information and communication technology (ICT) on teaching and learning in Nigerian tertiary institutions. Specifically, he studied the availability and utilization of information and communication technology (ICT) facilities by teacher educators for effective teaching and learning in Nigeria's tertiary institutions. The descriptive survey research design was adopted. Findings of the study revealed that ICT has a significant impact on teaching and learning in tertiary institution in Nigeria. It was also discovered that the use of ICT facilities makes learning more interesting for the students. However, it was also revealed that ICT facilities were not largely available in Nigeria's high institutions. Therefore, the study recommended amongst other things, that strategies that encourage maximum (ICT) utilization, and that ICT facilities should be made available for effective teaching and learning.

Adeoye, Oluwole and Loto (2013, p.177-183), carried out an appraisal of the role which information communication technology (ICT) plays, as a change agent for higher education in Nigeria. According to them, Information communication technologies (ICTs) have become an integral part of human life. It has fundamentally changed the practices and procedures of nearly all forms of human endeavor, governance and civil service. They further argued that the impacts of ICT in the education sector has not been as extensive, as in other fields of endeavor. However, they noted that changes around world in relations to ICT development have made its application in the education system more important in contemporary times. The study set out to ascertain how efficient information communication technology is in performing its role as a change agent for higher education in Nigeria. Similarly, it also tried to ascertain the constraints to the effective utilization of information communication, as a change agent for Nigerian higher education system. Findings of the research indicate that ICTs have significantly impacted on educational practices in Nigeria's higher institutions. The authors stated that the impact will considerably grow in years to come, if the challenges to its full incorporation in Nigeria's tertiary education system are properly addressed. In order to minimize the cost of the much needed ICT facilities, the paper recommended that government and other relevant agencies/stakeholders should work/partner with industrial establishments, companies and entrepreneurs to make the ICT facilities available to the higher institutions, at an affordable rate.

Olokoba, Abdullahi and Omosidi (2014, p. 60-67) studied the impact of Information Communication Technology (ICT) on the management and performance of secondary school teachers in Kwara State, Nigeria. The study posed three research questions. A sample of three hundred teachers (300), from the three senatorial zones in the state was drawn. Questionnaires were used for data collection. Findings of the work showed that many schools do not have ICT facilities, and in places where they are available, teachers do not use the ICT tools in their instructional activities. It was also discovered that the ICT training(s) received by teachers, are not adequate enough for instructional usage. The study recommended that government should partner with private organizations to provide ICT tools for secondary schools in Kwara State, and that needs assessment should be carried out to determine what and types of training, teachers need, before they are selected to go for ICT training.

Onobrakpeya, Nana and Odu (2018, p. 61-84), studied the approaches to improving service delivery through information communication technology in the Nigerian manufacturing sector. A total of 225 employees from six private listed manufacturing companies in Lagos State were chosen, through a stratified random sampling method. A cross-sectional survey design was adopted and data collected was analyzed using correlation and regression analysis. Findings of the work revealed that electronic mail teleconferencing and telecommuting have had positive effect on service delivery. The study therefore concluded that teleconferencing systems, collectively, with changes in corporate policies and support, can result in reduction in travel and its related costs. It was also revealed that amongst internal users, email is considered to be the most significant application of the internet that supports employees means of communication. Therefore, the paper

recommended that employees should acquire skills on the use of fax machines, computers and communication software, in order to offer efficient services.

Abisilim and Edet (2015), carried out a study on E-governance and its implementation challenges, with regards to the adoption of Information Communication Technology in Nigeria's public service. According to them, E-governance is one reform tool geared towards effective public service delivery. The study relied mainly on analysis of archival materials. Findings of the work showed that some of the challenges faced by E-governance implementation in Nigeria include; lack of trained personnel to handle and operate infrastructure; high cost associated with procurement and training of public servants with ICT skills; lack of government regulatory policy; lack of constant power supply, inadequate funds allocated to E-governance projects; and lack of ICT infrastructure. In line with the findings, the study recommended that government Ministries, Departments and Agencies (MDAs) should set up committees on E-governance to work out modalities for the effective implementation of the idea, and to periodically evaluate the successes and failures, in relations to targets set, as well as feedback mechanism to report implementation effectiveness. Again, it was also recommended that Nigeria should establish ministry of ICT affairs. The ministry is to set up ICT implementation framework evaluation units within the ministries and parastatals with the permanent secretaries as head. Amongst other responsibilities, the ICT ministry is to liaise with implementation committees at the various ministries to evaluate performance as well as feedback to help in its effective implementation. In addition, it was also recommended that government should enact ICT laws aimed at enhancing ICT skills amongst public servants, by making computer literacy skills a compulsory requirement for civil or public servants.

Bassey, Okodoko and Akpanumoh (2009, p. 414-428) studied the role of Information Communication Technologies (ICTs) in the management of education for sustainable development in Africa. According to them, the need for High Tech Information and ICT in Africa arises from the growing complexities of university governance and challenges posed to university managers. The study tried to analyze the role of ICT in students learning, teaching and research; administration and challenges of ICT application in African Universities. On the application of ICT in students learning at the University of Botswana, it was discovered that accessing information was easy for students and using ICT tools saved time. On management, it was found that the use of ICT tools enabled courses to be covered on time, improved the quality of instructional materials and reduced the pressure of attending class constantly. With regards to administration, ICT tools help in management of staff data, planning, resource utilization, e.t.c. Some of the identified challenges of ICT application include; low level of connectivity; lack of substantial online learning resources; inadequate funds; and poor attitude of staff, amongst others. Arising from the findings, it was recommended amongst other things that African universities should integrate ICTs into all areas of university life – teaching and learning, research and administration. It was also recommended that ICT educational initiatives should be adequately funded.

Okwueze (2010, p. 493-511), studied Electronic – governance as a tool for public sector development. She noted that the ultimate goal of the public service is to ensure that services are provided in an equitable and transparent manner, in order to address the service delivery laxity in the public sector. The study is concerned with the assessment of the problems and prospects of E-governance, with regards to development. Some of the problems identified include; little awareness about the internet, especially amongst older people living in poor communities, chronic lack of qualified staff, challenges associated with Cyber crime, e.t.c. However, it was found that the use of ICT tools helps to minimize corruption. The paper recommended a re-assessment of the country's state of E-governance preparedness. It also recommended the application of proactive steps for the purpose of ensuring the adequate supply of electricity and development of human resource capabilities of the populace, with the aim of achieving high-level computer literacy.

Ayuba and Aliyu (2014, p. 1-8) studied the role of Information Communication Technology (ICT) in combating corrupt business activities in Nigeria. Specifically, they studied how ICT has helped to curtail corrupt practices in business activities within Nigeria. A sample of 200 respondents, representing 70 percent of the population

(285) was used for collection of data. The data collected was analyzed using the descriptive statistics and Chi-Square to test the hypotheses. Findings of the study revealed that ICT helps in reducing spending within the organizations, and increasing earnings. It was also discovered that it helps in identification of ghost workers and elimination of corrupt practices of files and cheques, as well as enhancing marketing practice and tracking of financial fraudsters and other fraudulent banking services, which help to ensure accountability, transparency and effective management. Arising from the findings, the study recommended that both public and private business organizations in Nigeria, should ensure that adequate provision of ICT infrastructure such as access to computers and capacity to connect to the internet globally, and also to ensure that the local communities are involved.

Arugu and Chigozie (2016, p. 1-13) carried out a research on the application of Information and Communication Technology (ICT) in social and political systems. The study depended mainly on secondary sources of information. The main thrust of the work was to identify the challenges confronting the application of ICT in social and political systems. Findings of the work revealed that power blackouts, the high cost of connectivity and lack of ICT skills ranked highest amongst the challenges identified. Other challenges mentioned include; poor infrastructure, urban-rural digital divide, lack of basic education, obsolete equipment, and high cost of equipment. In line with the findings, and amongst other recommendations, the study suggested that periodic ICT trainings for public servants and unemployed persons should be conducted. Also, it recommended the full digitization of the political and electoral process, in order to ensure effective democratization.

4. Methodology

This study adopted the survey research design, in which questionnaire were drafted and administered for collection of primary data for the study. Survey research design is used to gather the opinion, belief, and feelings of selected groups of individual often chosen for demographic sampling. These demographic include age, gender, and ethnicity of income levels.

The field investigation was carried out in Anarnbra Broadcasting Service, Awka.

The population of study is (200) two hundred, which is the entire staff of the Anambra Broadcasting Service (ABS), the total population was taken to constitute the study population.

<i>Units</i>	<i>NO of Respondents</i>
Information	35
Film/video	40
Censorship	30
Administration	30
Accounts	35
Planning/ research and statistics	30
Total	200

Source: Field Work,2020

5. Data Presentation and Analysis

This section showcases the presentation and analysis of data as was collected by the researcher;

Table 1: Questionnaire Distribution

<i>Units</i>	<i>NO of Respondents</i>
Information	35
Film/video	40
Censorship	30
Administration	30
Accounts	35
Planning/ research and statistics	30
Total	200

Source: Field Work, 2020

The table above shows the questionnaire distribution in the area of study and according to the table, the Information department received 35 questionnaires, while the Film/Video Unit as well as the Censorship department received 40 and 30 questionnaires respectively. Accordingly the Administration, Accounts and the Planning/Research and statistics Units received 30, 35 and 30 respectively the sum total of the distributed questionnaire is 200.

Table 2: Qualifications

<i>Qualifications</i>	<i>NO of Respondents</i>
FSLC	30
O'Level	40
B.Sc/HND	80
M.Sc	20
PhD	10
Others	20
Total	200

Source: Field Work, 2020

The table above is a reflection of the qualifications of the respondents in the Anambra Broadcasting Service which constituted our case study.

Table 3: Analysis of Distributed Questionnaire

<i>Questionnaire</i>	<i>No of respondent</i>	<i>Percentage</i>
Returned	160	94.11%
Unreturned	10	5.88%
Total	170	100

Source: Field Work, 2020

From the analysis above, it shows that 160 questionnaires were returned out of the total 170 distributed giving a percentage of 94.11, while 10 questionnaires with a percentage of 5.88 were unreturned. Worthy of note equally is that out of the returned questionnaires, 140 questionnaires were properly filled while, 20 of the questionnaires were not properly filled. Based on the foregoing, 140 has invariably become our sample size for the study.

Questionnaire No 1: Do You Agree That Information Dissemination in Anambra State Has Become Faster and More Effective?

Table 5: Respondents answer on whether information dissemination in Anambra State has become faster and more effective.

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
Yes	90	64.3%
No	50	35.71
Total	140	100

Source: Field Work, 2020

From the table above, the researcher has the objective on affirming the claim that information dissemination in Anambra State has become faster and more effective. The respondents gave their candid opinion by ticking 'Yes' or 'No'. Based on the data presented above, 90 respondents out of 140 respondents are of the opinion that information dissemination in Anambra State is faster and more effective at the moment, while 50 respondents with a percentage of 35.71 were of the opinion that such is not the case.

Questionnaire No 2: Do you agree that ICT technology improved the spread of reports around the state and improved communication between the Government and masses about happenings within the State?

Table 6: Respondents answer on whether ICT technology improved the spread of reports around the state and improved communication between the Government and masses about happenings within the State.

Response	Frequency	Percentage
Yes	120	85.71%
No	20	14.3%
Total	140	100

Source: Field Work, 2020

The table above shows that Information and Communication Technology has indiscriminately improved the spread of reports around Anambra State and as well improved communication between the government and the generality of the masses on the happenings within the State. This is evident as the information in the Table above shows that out of 140 respondents, 120 agreed that ICT has been able to improve the spread of reports around Anambra State and as well improved communication between the government and the generality of the masses on the happenings within the State by ticking 'Yes', while an insignificant number (20) of respondents disagreed with such claim by ticking 'No' in the questionnaire.

Questionnaire No 3: Do you agree that the existence of multiple news channels of information gathering and dissemination has helped citizens to get their complaints/opinion/suggestion across to the government faster?

Table 7: Respondent's answer on whether the existence of multiple news channels of information gathering and dissemination has helped citizens to get their complaints/opinion/suggestion across to the government faster.

Response	Frequency	Percentage
Yes	120	85.71%
No	20	14.3%
Total	140	100

Source: Field Work, 2020

From the table 12 above it is clear that the respondents are so much in support of the multiple news channels of information gathering and dissemination which according to them has helped in passing their complaints/suggestions/opinions across to the government faster. This is evident according to the table above as 120 respondents went for 'Yes', while 20 respondents went for 'No'.

Questionnaire No 4: Do you know any Anambra Indigenes living in the Diaspora who agree that the multiple news platforms have improved their access to information on the happenings within Anambra State?

Table 8: Respondent's answer on whether they know any Anambra Indigenes living in the Diaspora who agree that the multiple news platforms have improved their access to information on the happenings within Anambra State.

Response	Frequency	Percentage
Yes	30	21.42%
No	110	78.6%
Total	140	100

Source: Field Work,2020

From the table above, 78.6% percent which is the majority of the respondents are of the opinion that they have no idea of any Anambra indigene in the diaspora who has affirmed that the news platforms have improved their access to information bothering on happenings in the State by ticking 'No'. while 21.42% of the respondents gave their view by ticking 'Yes' in the questionnaire that there are aware of such persons who

claims that such platforms have increased their level of information accessibility on events and happenings in Anambra State.

Questionnaire No 5: In Your Opinion, Do Anambra Indigenes You Know, Living Within And Outside The State, Have More Knowledge About The Happenings Within The State Now, Compare To The Period Before 2014?

Table 9: Respondents opinion on whether Anambra indigenes living within and outside the state, have more knowledge about the happenings within the state now, compare to the period before 2014?

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
Yes	90	64.3%
No	50	35.71
Total	140	100

Source: Field Work, 2020

Table 9 above show that most of the indigenes of Anambra State residing outside the state can now boast of advanced knowledge of the happen stances in the State now compared to period before 2014. This is evident according to the information displayed in the table above as a total of 90 respondents gave the responses in affirmative to confirm that the Anambra indigenes residing outside the state are now better informed than ever by ticking ‘Yes’ while 50 respondents of Anambra State indigenes residing outside the State gave they view by ticking ‘No’ that they are not informed of the website of the ministry of Information and Public Enlightenment.

Questionnaire No 6: Have You Assessed News or Information about the happenings in Anambra State through the Website and Social Media Platforms?

Table 10: Respondents answer on whether they have assessed News and Information about the happenings in Anambra State through the Website and Social Media Platforms.

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
Yes	75	53.6%
No	65	46.4%
Total	140	100

Source: Field Work, 2020

From the information presented above, it is clear that the researcher has the aim of eliciting data on whether the respondents has been able to assess news as well as information concerning Anambra State and the world as a whole through the website or social media platforms of the ABS. The result of the respondents is evident as 53.6% of the respondents agreed that they have assessed news through such platforms by ticking ‘Yes’ in the questionnaire, while 46.4% of the respondents which must be in the category of those unaware of the existence of such platform said they have not assessed news through the said platforms by ticking ‘No’ in the questionnaire.

Questionnaire No 7: Are you aware that the Anambra Broadcasting Service has a Website <https://anambrastat.gov.ng/ministry/moic>?

Table 11: Respondents answer on whether they are aware of the existence of a website for the Ministry.

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
Yes	100	71.42%
No	40	28.6
Total	140	100

Source: Field Work, 2020

Table 11 above shows that a good majority of 71.42% respondents claimed to be in the know of the existence of a website by ticking 'Yes' in the questionnaire for the Ministry of Information and Public Enlightenment Anambra State while 28.6% of the respondent that are not aware give they view by ticking 'No' in the questionnaire .

Questionnaire No 8: Are You Aware that Anambra Broadcasting Service Has Twitter And Facebook Account?

Table 12: Respondents answer on whether they are aware that Anambra Broadcasting Service Has Twitter And Facebook Account.

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
Yes	110	78.6%
No	30	21.41
Total	140	100

Source: Field Work, 2020

From the table above, majority of the respondents are fully aware of the existence of a Twitter and Facebook accounts for the Anambra Broadcasting Service. From the analysis above, a total of 110 respondents went for 'Yes' by ticking 'Yes' in the questionnaire with a significant percentage of 78 In collaborative view, while a total of 30 respondents giving a percentage of 21.41 went for 'No'. It is therefore, clear that most of the respondents are aware of the existence of these social media outlets.

Questionnaire No 9: Did Training on the Use of ICT Facilities increase speed of Information Dissemination?

Table 13: Respondents answer of whether the Use of ICT Facilities increase speed of Information Dissemination, Cost of Operations and Audience Reached

<i>Response</i>	<i>Frequency</i>	<i>Percentage</i>
es	120	85.71%
No	20	14.3%
Total	140	100

Source: Field Work, 2020

The respondents gave their candid opinion by ticking 'Yes' or 'No' in the questionnaire. Based on the data presented above, 120 respondents out of 140 revealed that within the period under review, the Anambra Broadcasting Service organized trainings in the use of Microsoft Packages (MS word and Excel); Trainings in the use of the Internet for information gathering and dissemination, especially with regards to the use of social media. Through the social media platforms, the task of information dissemination has been made easier. Currently, the Anambra Broadcasting Service has a Website, Facebook page, and even a Twitter account, through which it carries out its function of news dissemination, and receives feedback from the citizens.

6. Conclusion and Recommendations

Based on the findings of the paper, it concludes that the capacity building workshops for information officers, organized by Anambra Broadcasting Service has enhanced the quality and quantity of report entry. Again, the trainings on the use of the internet for information gathering and dissemination significantly reduced the cost of operations; and that the use of ICT tools and skills has reduced time wastage. Furthermore, trainings on the use of the internet for news dissemination, especially through the website and social media platforms, have widened the reach of information released. In this regard, it was noted that distance is no more a barrier. The paper equally found out that the trainings on the use of the (ICT) facilities/ tools, has increased the speed of information dissemination, reduced the cost of operations and widened the scope of audience reached.

In line with the above, the paper recommends the following;

1. The capacity building workshops, seminars, and conferences should be intensified. In order to enhance its effectiveness, feedback from the public servants, on the strength and weaknesses of the training programmes, as well as other areas where improvements need to be made or attention given, should be constantly sort.
2. Government should also continuously providing funding for training or acquisition of up-to-date ICT skills as well as other capabilities, in order to make the Nigerian Public service relevant in the ever changing world.

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