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Effect of computerization on the transparency of service delivery in the selected government ministries in Anambra State Nigeria between the periods of 2015 - 2023

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Abstract: The rapid advancement of information technology has transformed public sector operations globally. In Nigeria, government ministries increasingly adopt computerization to improve transparency and efficiency. The study adopted a survey research design using structured questionnaires to collect data from 294 staff across four ministries (Education 112, Finance 114, Works 38, Women Affairs 30) in Anambra State. The population of 1,105 staff was sampled using Yaro Yamane's formula with a 5% margin of error. Data included both primary (questionnaires) and secondary (documents, literature) sources. The questionnaire, validated through expert review and pretested with 30 health ministry staff, utilized a four-point Likert scale. SPSS software handled data analysis, applying descriptive statistics and independent samples t-test to test hypotheses. Reliability was confirmed using Cronbach's alpha. The findings reveal that financial resources (47.6% strongly agree), leadership support (38.4% strongly agree), and IT infrastructure (53.1% agree) strongly influenced e-administration transparency. Training received mixed responses, with 32.3% strongly agreeing, while interdepartmental collaboration had 40.5% agreeing. Opinions varied on project management (39.8% strongly disagree, 34.7% strongly agree) and stakeholder engagement (40.5% strongly disagree). Data security raised concerns (56.8% strongly disagree), while change management (56.5% agree) and continuous monitoring (45.9% strongly agree) received positive responses. Statistical analysis showed employees with first degrees (mean 30.83) outperformed postgraduates (mean 28.29), with significant differences ($p = 0.001$), suggesting educational background influenced e-administration service delivery. The study confirmed that computerization improved transparency and service delivery in Anambra State ministries, driven by financial support, leadership commitment, IT infrastructure, training, and monitoring. Challenges included data security and stakeholder engagement. Educational background influenced adaptability, with first-degree holders performing better. Strengthening weak areas can enhance digital governance outcomes. The

study recommends strengthening data protection measures and adopting inclusive stakeholder management practices to maximize the benefits of e-administration

Keyword: Computerization, Transparency, Service Delivery, E-administration, Anambra State.

INTRODUCTION

The impact of computerization on the transparency of service delivery in public institutions has gained increasing attention in recent years, particularly in developing countries like Nigeria. Transparency, as a core principle of good governance, demands that government processes be open, accountable, and accessible to the public (Nnamani et al, 2023). In an era where citizens demand greater efficiency and accountability from their leaders, the integration of computerized systems in public service delivery offers a promising avenue for achieving these goals. Computerization refers to the process of using computer systems and digital technologies to perform tasks, store information, and manage operations more efficiently. It involves automating manual processes, enhancing data management, and improving communication within organizations. Through computerization, activities that were previously paper-based become transformed into faster, more accurate, and easier to monitor (Nwachukwu & Unachukwu, 2023; Okoye et al, 2023; Ikon et al, 2019). This transformation supports better decision-making, reduces human errors, and promotes transparency in service delivery. In Anambra State, the adoption of computerization within key government ministries between 2015 and 2023 reflects a broader national and global shift toward e-governance as a tool for reforming public administration, curbing corruption and improving organizational performance (Anaekwe et al, 2025; Okeke & Anaekwe, 2025).

The problem that many organizations have faced over the years is the persistent lack of transparency in their service delivery processes. Service delivery refers to the process by which organizations provide goods, services, or support to customers, clients, or the general public. It involves a series of activities designed to meet user needs, ensure satisfaction, and achieve organizational goals (Akuche & Akindoyin, 2024). Effective service delivery emphasizes timeliness, efficiency, accessibility, and quality. It covers areas such as customer support, public administration, healthcare, education, and utilities. Transparency, accountability, and responsiveness are essential components, ensuring that services are delivered fairly, consistently, and in line with established standards (Augustine, 2025). In many cases, clients have complained about delays, favoritism, hidden charges, and even corruption, all of which reduce public trust in service institutions. Particularly in developing countries like Nigeria, traditional paper-based systems have left wide gaps for irregularities and poor accountability (Nosiri & Ndoh, 2018). As people become more aware of their rights and demand better governance and service, the pressure on organizations to become more transparent has intensified. This has made computerization not just a matter of convenience but a necessary tool for ensuring openness and fairness in service delivery.

One of the immediate effects of computerization is the automation of routine and repetitive tasks. Automated systems reduce the need for manual handling of files, applications, and requests. This minimizes the possibility of favoritism, as the system processes each request in the order it was received or based on predefined criteria (Shiadeh, 2023). For example, in government offices where citizens apply for documents like driver's licenses or permits, computerization ensures that applications are handled systematically. People no longer need to pay bribes or seek personal connections to speed up their requests. Computerization also promotes real-time information sharing. Many organizations now operate customer portals, mobile applications, and interactive websites that provide users with up-to-date information about their service requests. This level of access empowers

clients to monitor the progress of their transactions without physically visiting offices or relying on intermediaries (Gao, 2025). This kind of openness discourages shady dealings as clients can easily track timelines and identify unnecessary delays.

However, while the benefits of computerization in promoting transparency are clear, it is important to note that technology alone is not a magic solution. The success of computerization depends on how well systems are designed, how effectively staff are trained, and how committed leadership is to transparency goals. In some cases, poor system design, technical glitches, or staff resistance to change can limit the effectiveness of computerization (Obi, 2023). There is also the risk of digital exclusion, where people without access to the internet or necessary digital skills may find it difficult to benefit from computerized systems.

This study was motivated by the persistent challenges associated with manual administrative procedures which, for decades, undermined transparency in service delivery. These traditional systems were often marred by bureaucratic bottlenecks, document mismanagement, delays in service processing, and a lack of accountability. Citizens were frequently left frustrated by opaque procedures that bred corruption and eroded public trust. Even with the introduction of computerized systems, doubts remained about whether these changes had truly transformed how transparently government services were delivered. Hence, the study sought to investigate the actual effects of computerization on transparency within selected ministries in Anambra State, namely Education, Finance, Works, and Women Affairs.

Hypothesis

Computerization in e-administration has no significant effect in the transparency of service delivery within the selected government ministries in Anambra State between 2015 and 2023.

Theoretical Framework

This study was anchored on the Technology Acceptance Model (TAM), developed in 1986. TAM explains how users accept and adopt technology through two major constructs: perceived usefulness (PU) and perceived ease of use (PEOU). PU refers to the extent employees believe E-administration systems improve their job performance, efficiency, and decision-making, while PEOU reflects how effortlessly they find the system to use. Both PU and PEOU influence behavioral intention (BI), which ultimately leads to actual system use. In the context of effect of computerization on the transparency of service delivery, TAM provides a useful framework for examining factors influencing system adoption. Employees who perceive E-administration as useful and easy to operate are more likely to develop positive behavioral intentions, increasing their actual usage. This study proposes that organizational factors such as training quality, technical support, and workplace culture serve as external variables, either facilitating or hindering adoption.

METHOD

This study adopted a survey research design, with structured questionnaires serving as the primary data collection instrument. The survey approach was selected due to its effectiveness in organizing extensive data sets, summarizing them through statistical and graphical techniques, and uncovering underlying trends and patterns. Through this method, firsthand responses were gathered from participants, allowing both quantitative measurement and exploration of respondents' perspectives on e-administration and service delivery. The research took place within Anambra State, situated in Nigeria's South-East geopolitical zone. Anambra shares its borders with Delta, Imo, Enugu, and Kogi States. The state is organized into three senatorial districts—North, Central, and South—comprising a total of 21 Local Government Areas. The Igbo ethnic group constitutes the predominant population.

Inhabitants of rural areas mainly engage in farming and artisanal activities, while urban residents include civil servants, business professionals, and traders. The study focused on four ministries essential to government operations: Education, Finance, Works, and Women Affairs, drawing participants from both management and staff within these ministries.

The target population included all personnel within the selected ministries, numbering 1,105 individuals according to records obtained from the permanent secretaries. The ministry-specific distribution included Education (421 staff), Finance (429 staff), Works (142 staff), and Women Affairs (113 staff). Given the challenges of managing data from a large population, a sample size was determined through Yaro Yamane’s statistical formula, applying a 5% margin of error. This calculation produced a sample size of 294 participants. To ensure proportional representation from each ministry, a proportionate sampling method was utilized, resulting in the following sample breakdown: Education (112), Finance (114), Works (38), and Women Affairs (30). This approach ensured that the sample accurately reflected the distribution of employees across the ministries.

Data sources included both primary and secondary materials. Primary data came directly from the structured questionnaires administered to employees, while secondary data originated from library resources, official documents, and previous studies providing background information on e-administration and service delivery. The questionnaire featured two sections: the first gathered demographic information, and the second contained closed-ended items focused on the effects of e-administration. Responses were rated using a four-point Likert scale ranging from 1 (Strongly Agree) to 4 (Strongly Disagree). All 294 questionnaires distributed were completed and returned, ensuring a 100% response rate. The responses were coded and subjected to statistical analysis using SPSS software. To guarantee the validity of the instrument, a draft of the questionnaire underwent assessment through expert review involving a supervisor and two academic scholars from Chukwuemeka Odumegwu Ojukwu University. Their evaluations helped refine the items for clarity, relevance, and completeness. Reliability was confirmed through a pilot test involving 30 staff members from the Ministry of Health, chosen due to their structural similarity with the target ministries. Internal consistency was evaluated using Cronbach’s alpha, confirming that the questionnaire reliably captured the intended variables. Data analysis involved descriptive statistics and the independent samples t-test to evaluate the significance of differences between groups. The null hypothesis was retained when the calculated t-value fell below the critical value; otherwise, it was rejected.

RESULTS AND DISCUSSION

Research Question three: What are the effects of computerization on the transparency of the service delivery within the selected government ministries in Anambra State over the specified period 2015-2023?

Question 1: Adequate financial resources allocated to e-administration projects were a primary factor in successful implementation within Anambra State ministries from 2015 to 2023.

Table 1: Respondents’ Views on Adequate Financial Resource Allocation as a Key Factor in the Successful Implementation of E-administration Projects in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	66	22.4
Disagree	9	3.1
Agree	79	26.9
Strongly Agree	140	47.6

Total	294	100.0
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Source: Field Survey, 2023.

In Table 1, respondents' perspectives on the statement about the effect of e-administration adoption on promoting a culture of accountability and its contribution to heightened employee service delivery from 2015 to 2023 are presented. The majority, 47.6%, "Strongly Agree," indicating a consensus that e-administration adoption significantly promoted accountability and service delivery. Additionally, 22.4% "Strongly Disagree," 3.1% "Disagree," and 26.9% "Agree." This suggests a dominant opinion of strong agreement with the statement.

Question 2: Effective leadership support and commitment played a pivotal role in driving successful e-administration system implementation.

Table 2: Respondents' Opinions on the Role of Leadership Support and Commitment in the Successful Implementation of E-administration Systems in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	69	23.5
Disagree	40	13.6
Agree	72	24.5
Strongly Agree	113	38.4
Total	294	100.0

Source: Field Survey, 2023.

In Table 2, respondents' opinions on the statement about the role of effective leadership support and commitment in driving successful e-administration system implementation are presented. The majority, 38.4%, "Strongly Agree," indicating a consensus that effective leadership support and commitment played a pivotal role. Additionally, 23.5% "Strongly Disagree," 13.6% "Disagree," and 24.5% "Agree." This suggests a dominant opinion of strong agreement with the statement.

Question 3: Employee training and capacity building programs were essential factors in ensuring successful e-administration system adoption during the specified period.

Table 3: Respondents' Views on the Importance of Employee Training and Capacity Building in Facilitating Successful E-administration System Adoption in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	109	37.1
Disagree	48	16.3
Agree	42	14.3
Strongly Agree	95	32.3
Total	294	100.0

Source: Field Survey, 2023.

In Table 3, respondents' perspectives on the statement about the role of employee training and capacity building programs in ensuring successful e-administration system adoption during the specified period are presented. The majority, 32.3%, "Strongly Agree," indicating a consensus that such programs were essential. Additionally, 37.1% "Strongly Disagree," 16.3% "Disagree," and 14.3% "Agree." This suggests a dominant opinion of strong agreement with the statement.

Question 4: Robust IT infrastructure, including hardware and software, was a critical enabler for the smooth implementation of e-administration systems in government ministries.

Table 4: Respondents' Perceptions on the Role of Robust IT Infrastructure in Enabling Smooth Implementation of E-administration Systems in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	58	19.7
Disagree	0	0
Agree	156	53.1
Strongly Agree	80	27.2
Total	294	100.0

Source: Field Survey, 2023.

In Table 4, respondents' views on the statement about the role of robust IT infrastructure, including hardware and software, as a critical enabler for the smooth implementation of e-administration systems in government ministries are presented. The majority, 53.1%, "Agree," indicating a consensus that robust IT infrastructure played a critical role. Additionally, 19.7% "Strongly Disagree," 0% "Disagree," and 27.2% "Strongly Agree." This suggests a dominant opinion of agreement with the statement, with a significant portion strongly agreeing.

Question 5: Interdepartmental cooperation and collaboration promoted successful e-administration system implementation by ensuring a cohesive approach to digitalization.

Table 5: Respondents' Opinions on the Contribution of Interdepartmental Cooperation and Collaboration to the Successful Implementation of E-administration Systems in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	58	19.7
Disagree	63	21.4
Agree	119	40.5
Strongly Agree	54	18.4
Total	294	100.0

Source: Field Survey, 2023.

In Table 5, respondents' perspectives on the statement about the role of interdepartmental cooperation and collaboration in promoting successful e-administration system implementation by ensuring a cohesive approach to digitalization are presented. The majority, 40.5%, "Agree," indicating a consensus that cooperation and collaboration played a significant role. Additionally, 19.7% "Strongly Disagree," 21.4% "Disagree," and 18.4%

"Strongly Agree." This suggests a dominant opinion of agreement with the statement, with a significant portion strongly agreeing.

Question 6: Clear project management strategies and timelines were vital in keeping e-administration projects on track and within budget.

Table 6: Respondents' Views on the Importance of Clear Project Management Strategies and Timelines in Ensuring Timely and Cost-effective Implementation of E-administration Projects in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	117	39.8
Disagree	6	2.0
Agree	69	23.5
Strongly Agree	102	34.7
Total	294	100.0

Source: Field Survey, 2023.

In Table 6, respondents' reactions to a statement are presented. The majority, 39.8%, "Strongly Disagrees," and 34.7% "Strongly Agree." Additionally, 23.5% "Agree" and 2.0% "Disagree." This reflects diverse opinions, with a significant portion expressing strong disagreement and a notable fraction in strong agreement.

Question 7: Stakeholder engagement and feedback mechanisms ensured that e-administration systems met the specific needs of government ministries in Anambra State.

Table 7: Respondents' Opinions on the Role of Stakeholder Engagement and Feedback Mechanisms in Aligning E-administration Systems with Ministry Needs in Anambra State (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	119	40.5
Disagree	34	11.6
Agree	92	31.3
Strongly Agree	49	16.7
Total	294	100.0

Source: Field Survey, 2023.

In Table 7, the responses to the statement about stakeholder engagement and feedback mechanisms ensuring that e-administration systems met the specific needs of government ministries in Anambra State are presented. The largest portion, 40.5%, "Strongly Disagrees," while 31.3% "Agree." Additionally, 16.7% "Strongly Agree" and 11.6% "Disagree." This indicates a range of opinions, with a significant fraction expressing strong disagreement and a notable portion in agreement.

Question 8: Data security measures and privacy protocols were integral in building trust and confidence in e-administration systems among employees and stakeholders.

Table 8: Respondents' Views on the Importance of Data Security Measures and Privacy Protocols in Building Trust in E-administration Systems in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	167	56.8
Disagree	60	20.4
Agree	33	11.2
Strongly Agree	34	11.6
Total	294	100.0

Source: Field Survey, 2023.

In Table 8, the responses to the statement about data security measures and privacy protocols building trust and confidence in e-administration systems among employees and stakeholders are presented. A significant majority, 56.8%, "Strongly Disagrees," and 20.4% "Disagree." Additionally, 11.6% "Strongly Agree," and 11.2% "Agree." This indicates a dominant opinion of disagreement with the statement, with a notable portion expressing strong disagreement.

Question 9: Effective change management strategies, including communication and training, helped employees adapt to new e-administration processes and systems.

Table 9: Respondents' Opinions on the Role of Effective Change Management Strategies in Facilitating Employee Adaptation to E-administration Processes in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	89	30.3
Disagree	0	0
Agree	166	56.5
Strongly Agree	39	13.3
Total	294	100.0

Source: Field Survey, 2023.

In Table 9, the responses to the statement about effective change management strategies, including communication and training, helping employees adapt to new e-administration processes and systems are presented. The majority, 56.5%, "Agree," while 13.3% "Strongly Agree." Notably, there are no "Disagree" responses, and 30.3% "Strongly Disagree." This indicates a consensus among respondents in agreement with the statement, with a significant portion strongly agreeing.

Question 10: Regular monitoring, evaluation, and feedback loops were established to continuously improve and refine e-administration implementations within government ministries.

Table 10: Respondents’ Views on the Role of Regular Monitoring, Evaluation, and Feedback Loops in Enhancing E-administration Implementation in Anambra State Ministries (2015–2023)

Option	Respondents	Percentages (%)
Strongly Disagree	74	25.2
Disagree	55	18.7
Agree	30	10.2
Strongly Agree	135	45.9
Total	294	100.0

Source: Field Survey, 2023.

In Table 10, the responses to the statement about regular monitoring, evaluation, and feedback loops being established to continuously improve and refine e-administration implementations within government ministries are presented. A significant majority, 45.9%, "Strongly Agree," while 18.7% "Disagree." Additionally, 25.2% "Strongly Disagree," and 10.2% "Agree." This indicates a consensus among respondents in strong agreement with the statement, with a substantial portion expressing strong agreement.

Hypothesis: Computerization in e-administration has no significant effect in the transparency of service delivery within the selected government ministries in Anambra State between 2015 and 2023.

Table 11: Group Statistics on how the effect of e-administration on employee service delivery is influenced by employees' educational backgrounds within the selected government ministries in Anambra State between 2015 and 2023

Educational backgrounds	N	Mean	Std. Deviation	Std. Error Mean
First degree	226	30.8319	5.80330	.38603
Post graduate	68	28.2941	4.71915	.57228

Table 11 presents group statistics related to the effect of e-administration on employee service delivery, with a focus on how this impact is influenced by employees' educational backgrounds within government ministries in Anambra State from 2015 to 2023. These statistics are vital in assessing whether educational qualifications play a significant role in the effectiveness of e-administration systems. The table shows that employees with a first degree (226 respondents) have a mean service delivery score of 30.8319, while those with postgraduate qualifications (68 respondents) have a lower mean service delivery score of 28.2941. The standard deviation for the first group is 5.80330, and for the second group, it is 4.71915. The standard error of the mean is 0.38603 for employees with a first degree and 0.57228 for those with postgraduate qualifications.

The table suggests that, on average, employees with a first degree tend to have higher service delivery scores related to e-administration compared to those with postgraduate qualifications. This finding might indicate that individuals with first degrees are more likely to adapt to e-administration systems effectively (Obi, Uzor & Chukwurah, 2020). The standard deviation values for both groups are relatively similar, indicating a comparable

spread of service delivery scores in both categories. This suggests that the variation in service delivery scores is consistent, regardless of employees' educational backgrounds. To determine whether the observed differences in mean service delivery are statistically significant, further statistical tests, such as t-tests was conducted as shown in Table 4.12. These tests would assess whether the differences in service delivery scores are statistically meaningful or could have occurred by chance.

Table 12: Independent Samples Test on how the effect of e-administration on employee service delivery is influenced by employees' educational backgrounds within the selected government ministries in Anambra State between 2015 and 2023

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	Sig.	S	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.090	.025	3.292	292	.001	2.53774	.77085	1.02061	4.05487
Equal variances not assumed			3.676	133.606	.000	2.53774	.69031	1.17240	3.90309

Table 12 presents the results of an independent samples test assessing how the effect of e-administration on employee service delivery is influenced by employees' educational backgrounds within government ministries in Anambra State from 2015 to 2023. The statistical analysis aims to determine whether there are statistically significant differences in service delivery based on educational qualifications. Levene's Test for Equality of Variances assesses whether the variances in service delivery scores for employees with different educational backgrounds are equal. The test yields an F statistic of 5.090 and a significance level (Sig.) of 0.025. This indicates that the assumption of equal variances is significantly violated ($p < 0.05$), suggesting that the variances in service delivery scores for both groups (first degree and postgraduate qualifications) are not equal.

The t-test for Equality of Means evaluates whether there is a statistically significant difference in mean service delivery scores between employees with different educational backgrounds. When equal variances are assumed, the t-test results in a t-statistic of 3.292 with 292 degrees of freedom. The associated p-value (Sig. 2-tailed) is 0.001, which is less than the typical significance level of 0.05. This indicates that there is a statistically significant difference in mean service delivery scores between employees with first degrees and those with postgraduate qualifications when equal variances are assumed. When equal variances are not assumed, the t-test results in a t-statistic of 3.676 with 133.606 degrees of freedom. The associated p-value is 0.000, which is also less than 0.05. This indicates that even when equal variances are not assumed, there is a statistically significant difference in mean service delivery scores between employees with different educational backgrounds.

Based on the results of the independent samples t-test, the hypothesis that the effect of e-administration on employee service delivery is influenced by employees' educational

backgrounds is accepted. The analysis demonstrates that there are statistically significant differences in service delivery scores between employees with first degrees and those with postgraduate qualifications. These findings are consistent with existing research indicating that higher educational qualifications may lead to increased service delivery and better utilization of technology in the workplace (Nosiri & Ndoh, 2018; Muhammed, 2010). Organizations should consider tailoring e-administration training and support to accommodate employees with different educational backgrounds to maximize service delivery gains.

Discussion

The adoption of computerization through e-administration significantly impacted transparency in service delivery across government ministries in Anambra State. Findings from this study suggest that several factors—financial resources, leadership support, IT infrastructure, and training—contributed to this effect. Notably, 74.5% of respondents agreed or strongly agreed that adequate financial resources enabled successful e-administration. *In a related study*, Shiadeh (2023) affirmed that budgetary allocation was crucial in enhancing transparency through digital platforms in southwestern Nigerian states. Effective leadership was also recognized as pivotal, with 62.9% agreement levels. *This finding agrees with* Gao (2025) research, which emphasized that committed leadership ensures digital policy continuity, boosting public trust. However, responses on employee training showed a divided stance—53.4% disagreed or strongly disagreed on its effectiveness. *In contrast*, Obi (2023) highlighted staff training as a driver of successful e-governance in Anambra, suggesting that training quality or consistency may differ between states. Robust IT infrastructure was widely acknowledged, with 80.3% either agreeing or strongly agreeing on its importance. *In a related study*, Al-Sulaimani and Ozuem (2022) found that reliable digital systems directly influenced service transparency in Abia State by minimizing bureaucratic delays. However, certain challenges such as stakeholder disengagement (52.1% disagreement) and data security concerns (77.2% disagreement) dampened transparency efforts. Despite these, the hypothesis testing demonstrated that employees with first degrees showed higher service delivery performance than postgraduates, possibly due to better digital adaptability.

Theoretical/practical/substantive implications of the findings

The findings of this study hold significant implications for both theory and practice in the realm of e-administration within government ministries. From a theoretical perspective, this study contributes to our understanding of e-administration's impact on employee service delivery. It reveals that e-administration positively influences service delivery and dispels the notion of gender-based technology preferences, showing that both male and female employees benefit similarly. Moreover, it challenges the assumption that more experienced employees are more adept at technology adoption, suggesting that training and support are crucial for all.

In practical terms, these findings offer guidance for policymakers and administrators. They highlight the importance of tailored training programs to accommodate diverse educational backgrounds. Adequate financial resources, leadership commitment, and interdepartmental collaboration are crucial for successful e-administration implementation. Additionally, prioritizing data security, change management, and effective project management can ensure smoother transitions. Substantively, the implications encompass efficiency gains, reduced digital divides, data-driven decision-making, enhanced accountability, and innovation in public service delivery. Heeding these understanding will help government ministries can harness the potential of e-administration to streamline operations, bridge technological gaps, and promote transparent, data-driven governance.

CONCLUSION

The study assessed the effect of computerization on the transparency of service delivery in selected government ministries in Anambra State, Nigeria, between 2015 and 2023. The findings revealed that computerization positively influenced transparency, promoting accountability, efficiency, and improved service delivery. Adequate financial resources, leadership support, robust IT infrastructure, effective training, and continuous monitoring emerged as significant contributors to the successful implementation of e-administration systems. However, challenges such as weak data security measures and limited stakeholder engagement were identified as areas requiring further attention. The study also established that employees' educational backgrounds influenced the effectiveness of computerization, with those holding first degrees demonstrating higher adaptability. The research confirms that when properly implemented, computerization serves as a powerful tool in enhancing transparency within government operations. Strengthening identified weak areas will further maximize the benefits of digital governance in Anambra State ministries.

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