

E-Governance and Public Service Delivery in Akwa Ibom State Local Government Areas in Nigeria

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Abstract

The study was undertaken to examine the effect of e-governance on public service delivery in Akwa Ibom State local government areas of Nigeria. Hence, three research objectives, three questions and hypotheses were formulated for the study. Descriptive and survey research design were adopted for the study. Both primary and secondary data were used for the study. Survey research design through questionnaires was used to obtain data, and descriptive design was adopted to analyze the study's context. The study's population was 4,979,418 people affected by the local government areas services (NPC, 2020 in BudgIT, 2025). 420 respondents were selected as sample size using simple random and purposive sampling techniques. Content validation was done by experts and the internal consistency of the research instrument was 0.76. Data gathered were analyzed using mean and standard deviation to answer the research questions while Pearson Product Moment Correlation Coefficient (PPMCC) and Analysis of Covariance (ANCOVA) were used to test research hypotheses. The results obtained showed that: E-governance adoption influences public service availability in Akwa Ibom State Local Government Areas; E-governance adoption significantly contributed to public service accessibility in Akwa Ibom State Local Government Areas; There is significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas. It was concluded that Akwa Ibom State Local Government Areas should be proactive in implementing E-governance for effective service delivery to the people. It recommended that local government council should establish well equipped ICT centers with internet facilities to provide online public service that are accessible, affordable and timely delivered to the people, train and re-train their staff in order to sensitize them on acquiring ICT skills needed for e-governance; encourage social inclusion and citizens' engagement to bring about public service accountability in all 31 local government areas in the state.

Keywords: Akwa Ibom State, E-Governance, Local Government and Public Service Delivery

Background to the Study

The introduction of the concept of electronic governance otherwise called e-governance into public service in Akwa Ibom State Local Government Areas (AKSLGA) and by extension Nigeria is gathering great momentum to replace the manual intensive office files and paper administrative system in the public service. However, there is great disparity between the developed and developing world in terms of e-government services for effective service delivery. Some of the factors that influence disparities in the adoption of e-government services between the global north and south include; access to technology, infrastructural facilities, change agents' perceptions and skills, and unstable energy supply among others which are critical to successful implementation of e-governance

in public service. It is undeniable that e-governance is of benefit to the public institutions in order to perform their functions efficiently.

Furthermore, the term electronic governance refers to the use of information and communication technologies for digitally transforming governance functions to realize transparency, efficiency, and accountability as well as citizens' engagement. Digitalization refers to the conversion or transformation of the analog process into a digital process. For instance, automation or training people on how to use computers whereas the digitization of the AKSLGA means the conversion of physical objects into digital objects. This process requires organizing information into bits to facilitate computer processing, storage, and retrieval of information from one medium to another medium. In the process of digitization, some paper extracts are converted into different digital formats and stored in a computer for future reference (Monton, 2022, as cited by Williams & Ataire, 2025).

Therefore, e-governance involves extensive use of data analytics and innovative digital software to transform the processes to meet the desired objectives. Digital transformation, on the other hand, is a broad and multi-layered concept, which describes the process of accelerating the adoption of digital technology by businesses to create new business models, cultures, and customer experiences, and disrupt whole industries. Digital transformation requires radical rethinking and reinvention of the ways an organization operates and delivers value to customers (UNESCO, 2026). Udegbum, Igbokwe-Ibeto and Chukwudi (2023) argue that digital transformation consists of profound integration of digital technologies, processes and strategies into all areas of a business, leading to disruption of whole business models and therefore significantly transforming the value delivered to customers. The study focused on the extent to which digital governance could be leveraged to boost public service delivery in the AKSLG system. The researchers looked at the infrastructural profile and relevance to the state economy of the selected local government areas. The study recommends that the AKSLG system should consider the role of digital transformation in promoting transparency, efficiency and citizens' engagement.

Statement of the Problem

Local government services in Akwa Ibom have been often accused of being inefficient and ineffective in services delivery to the grassroots community. From various studies, it is observed that while budgets, especially capital, play a critical role in rural development, local government authorities face great challenges delivering these services (BudgIT, 2025). Akwa Ibom is among the states in Nigeria with substantial revenues from crude oil production, requiring effective management, especially electronic and open data governance, for increased fiscal sustainability.

Consequently, services such as birth and death registration, business registration, and payment of government dues and fees in the State are not delivered efficiently mainly due to the reliance of most citizens on human resources at their local government secretariats for these services. Distance, transportation, and time create several challenges in accessing these services conveniently. Therefore, providing online services to enable people access vital information and services from the comfort of their homes is desirable. It will be advantageous to the locals residing in the rural areas, disabled, and aged, and those living in a hurry to access government services in the morning and evening. Red-tapism and selective application of theories and principles to advance selfish ambitions could be eliminated from public administration as the use of information and communication technology in e-administration, e-democracy, e-voting, commerce, learning, examination, and other fields have significantly improved human behavior in the 31 LGAs in Akwa Ibom State.

The Akwa Ibom people have been complaining about poor service delivery from their local government due to the challenges with e-governance, such as economic, technical, and social barriers, resulting in high levels of poverty, illiteracy, unemployment, and hunger. There are several challenges hindering effective e-governance in Akwa Ibom State Local Government Areas, including economic, technical, and social barriers. The State government has invested heavily in e-governance to provide better service delivery to the people. However, several challenges hinder the State from achieving its goals in providing effective governance through e-government. These challenges include inadequate ICT infrastructure, privacy and security concerns, and slow adoption of new reforms to improve governance. However, the local government councils should be ready to face the emerging challenges of digital transformations such as; inadequate infrastructural facilities, policy inconsistency,

unwillingness to adopt new technology and collaborative efforts amongst stake holders (Okon & Effiong, 2024).

Objectives of the study

The study seeks to investigate the effect of E-Governance on public service delivery in Akwa Ibom State Local Government Areas, Nigeria.

Other purposes of the study include:

1. Examine the influence of e-governance adoption on public service availability in Akwa Ibom State Local Government Areas.
2. Ascertain the contributions of e-governance adoption to public service accessibility in Akwa Ibom State Local Government Areas.
3. Appraise the implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas.

Research Questions

The following questions guided this study:

1. How has e-governance adoption influenced public service availability in Akwa Ibom State Local Government Areas?
2. What are the contributions of e-governance adoption to public service accessibility in Akwa Ibom State Local Government Areas?
3. What are the implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas?

Hypotheses

The following hypotheses guided this study:

- Ho₁** E-governance adoption tend not to influence public service availability in Akwa Ibom State Local Government Areas.
- Ho₂** E-governance adoption does not significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas.
- Ho₃** There is no significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas.

Review of Literature

Concept of E-governance

World Bank (2025) define e-government as the use of information technologies such as Wide Area Networks, the Internet, and mobile computing by government agencies to strengthen their relationships with citizens, businesses, and other government agencies. These technologies can be used to deliver government services more efficiently to citizens, to interact more effectively with businesses and the private sector, to empower citizens through increased access to information or improved government services, and to create new opportunities for innovation. By improving transparency, reducing corruption, increasing convenience, and improving revenue generation, e-government can have positive impacts on the economy, and it promotes cost-saving measures in government operations while providing alternative sources of income. The emphasis is on using information technologies to improve citizen-government interactions while also cutting costs in government operations and finding new and reliable methods of raising revenue that are advantageous to both the government and the people (World Bank, 2025).

Electronic governance, according to the reports by UNESCO (2019) and World Bank (2025), is aimed at promoting digital public infrastructure (DPI) and enabling digital identity, digital payments, and trusted data sharing for digital services and transactions in the public and private sectors. The reports highlight how digital infrastructure can assist government at all levels (Federal, State, and Local Government Areas) in building more extensive, sophisticated, and resilient digital systems that are essential to achieving sustainable development. According to UNESCO (2019), it aims to improve open information communication and service delivery, encourage citizens to participate in decision-making, and increase government accountability, transparency, and efficacy. Electronic governance promotes innovative methods of leadership and policy administration, fresh approaches to debating

and approving policies and allocating resources, new methods of providing education, novel techniques for listening to citizens, and new methods of disseminating information and providing services. It is generally considered to be a more comprehensive concept than e-government because it can have a significant impact on the relationship between citizens and governments, as well as among citizens. Electronic governance encourages new perspectives on citizenship in terms of both rights and responsibilities; it is concerned with engaging, enabling, and empowering citizens (UNESCO, 2019).

UNESCO (2026) views e governance in the public sectors' administration as an opportunity to promote efficient service delivery, increase transparency and accountability, and boost citizens' participation to achieve good governance, effective and equitable service delivery, and digital interaction between government, citizens and business in the country. According to UNESCO (2019), e governance enhances government accountability and citizen participation in decision-making processes. The approach fits into current efforts to strengthen governance processes and make service delivery more cost-effective and timely by leveraging digital technologies such as the internet and information and communication technologies (ICT) (UNESCO, 2026).

E governance therefore entails the digitized coding, processing, storage and distribution of data relating to three key aspects of governing societies: the representation and regulation of social actors; the delivery of public services; and the generation and circulation of official information (Coleman, 2008 cited Onuigbo, 2015). World Bank (2025) asserted that, E-governance is more than just a government website on the Internet. It includes supporting the development of connected government architecture, data hosting solutions, and simplified processes, as well as encouraging innovative uses of technology in areas such as government-to-person (G2P) payments, social protection, health, financial services, agriculture, civil service reforms, education, and other sectors. It emphasizes strengthening government officials' capacity, with a particular focus on the development of training institutions as well as the promotion of e-government research, publishing, networking events, and partnerships.

In addition, the strategic objective of e governance is to facilitate and simplify governance for all stakeholders; government, citizens and businesses. The use of ICTs can connect all these stakeholders and enable the processes and activities that are taking place.

Backus (2001 cited by Ebele et al, 2024) argued that electronic governance promotes interaction among the three main groups in e governance namely; government, citizens and business/interest groups. These three groups form the basis of the modes of operation in governance. They include: Government to Government (G2G), Government to Citizens (G2C), and Government to Business (G2B). These modes of governance operations and service delivery are also practiced by the Local Government Areas in Akwa Ibom State Nigeria as follows:

1. Government to Citizens (G2C): This means government interaction with citizens to access quality government services, resolves on social issues, access to information, tracking of complaints and participate in decision-making. The various portals established by Akwa Ibom State include but are not limited to: Akwa Ibom State Employment Portal dedicated for job opportunities within the state at: www.employment.akwaibomstate.gov.ng. For instance, ARISE MSMEs Grant Portal designed to provide grants to support small, medium and growing businesses in the state at: www.smegrants.akwaibomstate.gov.ng; Akwa Ibom State Procurement Portal for transparency in award of state contracts at: www.procurement.akwaibomstate.gov.ng; Akwa Ibom State Bursary Portal for students aids and intervention grants at: www.bursary.akwaibomstate.gov.ng; Akwa Ibom State Identity Portal (AKeID) for generating electronic identity passport to access state services at: www.identity.akwaibomstate.gov.ng; Public Servants' Portal for unified staff records, payroll and verification at: www.publicservants.akwaibomstate.gov.ng; and the state official website for general access to information, news and official documents at: www.akwaibomstate.gov.ng. (AKSG, 2025)
2. Government to Business (G2B) means government leverage with business for supplies, procurement, proposals and contract biddings and using electronic devices to manage mutually beneficial information. Examples include ARISE MSMEs Grant Portal designed to provide grants to support small, medium and growing businesses in the state at: www.smegrants.akwaibomstate.gov.ng and Akwa Ibom State Procurement Portal for transparency in award of state contracts at: www.procurement.akwaibomstate.gov.ng

3. Government – to – Government (G2G) - Government relates with states and localities in data-sharing, planning, reporting mutual requirements and participates as full partners to render welfare services to citizen. An example is the state official website for general access to information, news and official documents at: www.akwaibomstate.gov.ng
4. Government-to-Employee (G2E)- means government using electronic tools engage employees for resource planning logistics, information system and customer relations management to promote internal efficiency and effectiveness of employees. An example is Public Servants' Portal for unified staff records, payroll and verification at: www.publicservants.akwaibomstate.gov.ng (AKSG, 2025). Studies conducted by Tom, Akpan & Ebong (2024) Bassey, Umana, & Philip (2025) and Atunramu, Babalola & Adeosun (2025) highlighted the challenges confronting the implementation of e-governance include; Policy inconsistency at implementation stage; Lack of political will to implement e-governance policies and programmes in the state. Lack of Resources: shortage of computer equipment and other facilities has become a barrier for its implementation
Therefore, according to UNESCO, the focus of e-governance is on harnessing digital technology to shift from manual processing of information to automated processing of information so as to improve delivery of service such as online filing of tax, registration of businesses, public data access on internet, web pages, and other online forums (UNESCO, 2026). Hence, most governments across the globe have adopted the e-governance system because of its potential in supporting effective service delivery and efficient use of resources. It has the potential of saving time, reducing cost and boosting overall performance of public institutions (Tom et al., 2024, Bassey et al., 2025).
UNESCO (2026) argues that e-governance goes beyond e-government, which simply means making services available online, by involving fundamental changes in organizational structures and processes to support free flow of information within an agency so as to empower citizens. Ebele et al.(2024) argue that e-governance has become a persuasive political tool for evaluating governance performance in many developed countries.
E-governance facilitates timely delivery of services and ensures availability of services to the citizenry. Its implementation has become vital in empowering citizens as well as monitoring and evaluating government projects and programmes, ensuring government transparency and accountability as well as transfer of information between different sectors or departments (Palvia & Sharma, 2007, as cited by Ebele et al., 2024).
UNESCO (2005) as cited by Ebele et al. (2024) explains that e-governance covers leadership styles, decision making and investment process, methods of making education available to citizens, methods of consulting and contacting the citizens and new ways of organizing and presenting information and services. Therefore, the concepts of e-governance in AKSLGA, Nigeria has far – reaching implications some of which include; fostering good governance by providing effective, transparent and efficient government services; covering e-administration (internal efficiency), e-services (service delivery) and e-society (citizen engagement); and the implementation of Electronic Document Management Systems (EDMS), Open Data Portals (data.gov.ng) and more recently it involves smooth implementation of the proposed National Digital Economy and E-Governance Bill 2024 aimed at achieving paperless and digital economy in Nigeria (Tom et al., 2024). E-governance is a move towards embracing more responsive and open government by following global best practices and standards so as to improve interactions with the stakeholders (Tom et al., 2024, Bassey et al., 2025).

Concept of Public Service Delivery

Public service delivery according to UNESCO (2025) is about social justice, human rights, and sustainable development; focusing on equitable access and citizen – centered service delivery with an emphasis on building resilience and ensuring service availability for the vulnerable and poor populations while promoting sustainable development.

In addition, public service delivery emphasizes reforms of public services through digital innovations, creativity, and social accountability to strengthen trust and ensure services reach the intended populations by focusing on essential goods and services (common good); human – centered digital transformation through online data governance to promote access, participation, and inclusion; and achieving responsive, accessible, equitable, and affordable service delivery while operating transparent and accountable social services and supporting public – private partnerships for equitable

social development in the state (Ekpo, Umoh & Utok, 2023; Tom et al., 2024, Ekpo, UNESCO, 2025).

However, the local government system is the closest tier of government to the people in Nigeria and therefore, it is expected to promote accountability and transparency in service delivery to the local communities. Unfortunately, studies have shown that there are challenges in accountability in local governments in Nigeria as conferred by (Tom et al., 2024). This shows the need for new approaches to accountability that are based on digital governance mechanisms.

Theoretical Framework

This study is based on Digital Governance Theory and Public Value Theory (PVT) as follows:

Digital Governance Theory (DGT)

According to (Akpan et al., 2025), the theory of digital governance was first put forward by Richard Heeks in 2000. Digital Governance theory is that digital technologies can help to change the way government and institutions work and become more efficient, transparent and accountable. It encourages the use of digital technologies, such as the Internet and data analytics, to reform governance processes and strengthen the performance of government, increase the participation of citizens, make decision making more effective, and make government more transparent, accountable and accessible to citizens through digital platforms and practices. This theory holds that digital governance can facilitate effective public service delivery, empower citizens and foster good governance.

The theory posit that digital governance seeks to engage citizens, give them feedback, possibilities of participation in decision-making processes and access to government information via online channels. The Digital Governance theory identifies the ways in which digital technologies have the potential to transform the way government works, including by enhancing citizen engagement, transparency and accountability, but also identifies the challenges that need to be overcome to make digital governance effective in a complex and changing technological environment. It offers digital platforms which give government the ability to share information proactively, increase transparency of government action and help citizens hold governments accountable using accessible monitoring tools. This study is relevant for DGT since it discusses the use of digital technologies to improve justice delivery systems, which are more efficient, transparent and accessible.

This study brought up the concept of digital governance theory, which proposes that the use of e-filing systems, e-servicing of administrative records and e-records management systems, as well as electronic evidence collection in public offices can transform the process of service delivery in public offices by minimizing delays and improving the accuracy of resources management. Also, digital government can improve participation and engagement of citizens in the justice process, thereby increasing transparency and accountability. Put simply, the DGT offers a lens to access public service delivery in Akwa Ibom State Local Government Areas (Akpan et al, 2025), and as such provides an understanding of the potential benefits and challenges of using digital technologies in governance and administration.

Empirical Studies

2.3.1 E- Governance and Public Service Availability

Effiong, Imoh-Ita and Atakpa (2025) investigated the effect of local government administration on the accessibility to primary healthcare in Akwa Ibom State. The study revealed that local governments play a significant role in providing essential drugs for accessibility and facilitating immunization programs in primary healthcare institutions in Akwa Ibom State. The study therefore recommends that Local Governments should endeavor to develop strategies for the procurement of essential drugs for the people of Akwa Ibom State; they should ensure the provision of adequate and functional medical equipment for effective diagnosis and treatment of the people at the Local Government levels of Government in Akwa Ibom State.

Akpan, Imoh-Ita and Ekpo (2025) assessed the effect of e-administration on service delivery in the Akwa Ibom State Judiciary. The study found that all the three variables of e-administration had significant effect on service delivery in the Akwa Ibom State Judiciary. Therefore, the study concluded that e-administration has significant effect on service delivery in the Akwa Ibom State

Judiciary. It was further found that e-administration enhances service delivery in the Akwa Ibom State Judiciary through improvement in efficiency, accessibility and cost-effectiveness of services rendered; The study recommends that the Akwa Ibom State Judiciary should continue to provide training to the personnel in all the departments and units to sensitize them on the best way to utilize the electronic service of court proceedings to provide effective service delivery.

E- Governance and Public Service Accessibility

Bassey, Umana & Philip (2025) assessed the likely positive effects of e-governance implementation in Nigeria. The study found that the Federal Government of Nigeria is leveraging on e-governance to provide services to the citizens within and outside the country. The study further reveals that the e governance implemented in Nigeria has helped reduce the workload of the Nigeria civil servant. The implementation of e governance promotes participatory democracy as it provides the much-needed information on the political processes and it speeds up service delivery at the grassroots level. The study further reveals that the implementation of the e-governance by adopting the information communication technology makes governance inclusive, efficient, responsive, transparent and accountable which are the pillars of good governance at the local level. The study recommends among other things that Nigeria public service (MDAs) must demonstrate high levels of e-readiness in their processes. The government should put in place the much-needed infrastructures that will add value to the effective implementation of the e-governance in Nigeria public service. The government must also develop ICT policies that make computer literacy mandatory for all public and civil servants at the local, state and federal levels. The implementation of the E-Government in the 31 LGAs in Akwa Ibom State has helped accelerate the administrative functions thereby reducing the time and cost of accessing public services.

Isah, Chiroma & Dance (2024) assessed the effect of the e-governance implementation process on service delivery of Nasarawa State University, Keffi (NSUK). The study revealed that the online registration has no significant effect on improving service delivery at the NSUK while the online fee payment service delivery is effective and highly utilized by the stakeholders resulting in improved service delivery at the NSUK. Additionally, the study revealed critical insights regarding strategic planning, stakeholder engagement, and readiness for e governance adoption, providing vital recommendations for policymakers, administrators, and practitioners in enhancing public service delivery through technology.

Oluwole and Adeyemi (2021) assessed the effect of e governance on transforming public sector operations in Nigeria. The study used qualitative interviews with senior public servants in Lagos and Abuja to generate findings. The study found that technology reduced communication barriers and increased transparency in public administration. However, the absence of adequate infrastructure and a conducive digital culture hindered optimal adoption. The study recommends that Nigeria should invest more in digital infrastructure and capacity building to actualize the vision of digital governance.

E- Governance and Public Service Affordability

Chukwuma and Etim (2024) assessed the challenges of digital governance implementation in Nigeria's urban centers with special focus on Port Harcourt and Lagos. The study looked at the infrastructural shortcomings that impede effective service delivery in the urban areas of Nigeria. The study found that corruption, lack of motivation and inadequate infrastructural development affects the process of effective service delivery through digital governance in the urban areas of Nigeria. The study therefore concludes that digital governance requires congruence between the systems and human factors if it must contribute to effective service delivery in urban Nigeria.

Methods and Materials

The study area was Akwa Ibom State, the study adopted descriptive and survey research design were adopted for the study. Both primary and secondary data were used for the study. Survey research design through questionnaires was used to obtain data, and descriptive design was adopted to analyze the study's context. The study's population was 4,979,418 people affected by the local government areas services (NPC, 2020 in BudgIT, 2025). 420 respondents were selected as sample size using simple random and purposive sampling techniques. Content validation was done by experts and the internal consistency of the research instrument was 0.76. Data gathered were analyzed using mean

and standard deviation to answer the research questions while Pearson Product Moment Correlation Coefficient (PPMCC) and Analysis of Covariance (ANCOVA) were used to test research hypotheses. The presentation was done under the following subheadings: analyzing research questions and test of hypotheses.

Research Question One: How has e-governance adoption influenced public service availability in Akwa Ibom State Local Government Areas?

Table 1: Mean and Standard Deviation of E-Governance Adoption and Public Service Availability in Urban and Rural Local Government Areas of Akwa Ibom State.

Item No.	Statement	Mean Urban	Mean Rural	SD. (Urban)	SD. (Rural)
1	E-governance has been officially adopted in Akwa Ibom State Local Government Areas as mechanism for public services delivery to the grassroots people.	3.30	2.60	0.65	0.85
2	Public Service available online in Akwa Ibom State Local Government system are as a result of e-governance to serve the people at the grassroots.	3.15	2.70	0.70	0.80
3	The adoption of e-governance enhances LGAs potentials to deliver critical social services as agents of grassroots development in Akwa Ibom State.	3.20	2.55	0.65	0.90
4	Essential services such as e-learning, e-healthcare, sanitation, e-taxing, e-democracy etc. are available in Akwa Ibom LGAs through implementation of e-governance in the state.	3.10	2.60	0.70	0.80
5	E-governance fails to revert poor revenue generation being major obstacle to public service availability in Akwa Ibom LGAs.	3.05	2.50	0.75	0.85
6	Inability to use ICT or new technologies by most AKSLGAs employees to deliver services online contributes to unavailability of e- services to the grassroots people.	3.15	2.65	0.70	0.80
7	Poor electricity supply across Local Government Areas in Akwa Ibom State hinders implementation of e-governance and public service availability.	3.10	2.55	0.70	0.85
8	Digital governance is seen as a catalyst for administrative efficiency and improved service delivery to the people in Akwa Ibom Local Government Areas.	3.20	2.65	0.65	0.80
9	E governance enhances online taxation and allow citizens to pay and file their taxes online in Akwa Ibom Local Government Areas.	3.15	2.60	0.65	0.85
10	Availability e-governance in Akwa Ibom Local Government Areas promotes service rendition to the populaces and support good governance.	3.25	2.70	0.60	0.80

Cluster Mean for E-governance adoption and Availability of Public Service in AKSLGAs:
Urban: 3.20, **Rural:** 2.55

The result in Table 1 above shows the influence of E-governance adoption and Availability of Public Service in AKSLGAs in Urban and rural Areas. Urban areas shows adoption of e-governance enhances LGAs potentials to deliver critical social services such as education, healthcare, water, sanitation among others as agents of grassroots development in Akwa Ibom State, with a cluster mean of 3.20 compared to 2.55 for rural areas. The implication is that Urban LGAs and residents benefit more from e-governance due to greater access to internet, better access to electricity, and ICT technology that support e-governance practices. On the other hand, the lower cluster mean for LGAs in the rural areas suggests limitations in internet access, ICT devices availability, and technical

support, thereby impacting the grassroots e-governance practice and availability of public service in AKSLGA. Addressing these limitations entails availability of internet access, ICT devices, and technological support to the LGAs e-governance in Akwa Ibom State aimed at promoting easy access to service rendition to the populaces and support popular satisfaction and good governance in the state.

Research Question Two: What are the contributions of e-governance adoption to public service accessibility in Akwa Ibom State Local Government Areas?

Table 2: Mean and Standard Deviation of E- governance and Accessibility to Public Service in AKSLGAs

Item No.	Statement	Mean Urban	Mean Rural	SD (Urban)	SD (Rural)
1	Grassroots people in Akwa Ibom State Local Government Areas have more access to public services through adoption of e-governance by the state government.	3.25	2.65	0.70	0.85
2	Online government services (digitalization) make it easy for citizens to access vital information and services from the comfort of their homes in AKSLGAs.	3.15	2.70	0.65	0.80
3	E-governance adoption significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas.	3.20	2.60	0.60	0.85
4	The low level of ICT infrastructure in the LGAs has hampered the success of e-governance in Akwa Ibom State Local Government Areas.	3.10	2.55	0.65	0.80
5	Local government employees in AKSLGAs resist implementation of e-governance due to threat of losing jobs but prefers traditional manual methods.	3.05	2.50	0.70	0.85
6	E-governance foster good governance by making government services accessible to the grassroots people in AKSLGAs.	3.15	2.55	0.75	0.85
7	E-governance promotes a paperless and digital economy in AKSLGAs.	3.10	2.60	0.70	0.80
8	E-governance ensure more access to responsive and open government in AKSLGAs.	3.20	2.65	0.60	0.80
9	E-governance promote access to services such education, healthcare and employment, and make it reach targeted population, like the poor and vulnerable persons in AKSLGAs.	3.15	2.60	0.70	0.85
10	Easy access to government service as a result of adopting e-governance limits bureaucratic delays, paperwork, and inefficient manual processes in AKSLGAs.	3.25	2.70	0.65	0.80

Cluster Mean for E-governance and Accessibility to Public Service in AKSLGAs: Urban: 3.20, Rural: 2.60

The result in Table 4.2 above shows the contributions of e-governance adoption to public service accessibility in Akwa Ibom State Local Government Areas. Urban shows e-governance adoption significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas, with a cluster mean of 3.20 versus 2.60 for LGAs in rural areas. Urban LGAs offers more online government services (digitalization) that make it easy for citizens to access vital information and services from the comfort of their homes in AKSLGAs. It further implies that E-governance promote access to services such education, healthcare and employment, and make it reach targeted population, like the poor and vulnerable persons in AKSLGAs. In contrast, the lower cluster mean for LGAs in rural areas reflects obstacles like no access to government service as a result of bureaucratic delays,

paperwork, and inefficient manual processes of delivering public service in some LGAs in Akwa Ibom State.

Research Question Three: What are the implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas?

Table 3: E-governance and Affordability of Public Service in AKSLGAs

Item No.	Statement on E-governance and Affordability of Public Service in AKSLGAs	Mean Urban	Mean Rural	SD. (Urban)	SD. (Rural)
1	The introduction and adoption of e-governance reduces costs in public service delivery for Akwa Ibomites.	3.25	2.60	0.65	0.85
2	E-governance supports proper utilization of resources and save time wastages in public service delivery in Akwa Ibom State Local Government Areas.	3.20	2.65	0.70	0.80
3	E-governance enhances prompt and rapid public service delivery in Akwa Ibom State Local Government Areas.	3.15	2.55	0.65	0.85
4	Limited internet/online access due to high technology costs across LGAs directly affects affordable public service in Akwa Ibom State Local Government Areas.	3.10	2.50	0.70	0.90
5	E-governance supports public-private partnership to reduce cost of services by promoting equitable social development in AKSLGAs	3.05	2.55	0.60	0.85
6	The use of online data governance encourages cheaper public service delivery in Akwa Ibom State Local Government Areas.	3.15	2.65	0.65	0.80
7	High implementation costs of E-governance contributes to poor service delivery in in Akwa Ibom LGAs.	3.10	2.60	0.70	0.85
8	Low digital literacy among grassroots people contribute to poor service delivery in in Akwa Ibom LGAs.	3.20	2.65	0.60	0.80
9	Affordability of essential services due to adoption of e-governance reduces people's economic burden in Akwa Ibom LGAs.	3.15	2.70	0.65	0.80
10	Adoption of e-governance into Local Government administration enhances public service delivery and poverty reduction among the grassroots people in Akwa Ibom State.	3.25	2.65	0.60	0.80

Cluster Mean for E-governance and Affordability of Public Service in AKSLGAs: Urban: 3.15, Rural: 2.65

The result in Table 3 above shows the influence of E-governance and affordability of public service in AKSLGAs within urban and rural areas. Urban LGAs report a higher level of the use of online data governance which encourages cheaper public service delivery in Akwa Ibom State Local Government Areas, reflected by a cluster mean of 3.15 compared to 2.65 for LGAs in rural areas. This suggests that urban LGAs provide more affordability of essential services due to adoption of e-governance to reduce people's economic burden in Akwa Ibom LGAs. There seem to exist gap LGAs in rural areas'

on the affordability of public service in AKSLGAs. This implies adoption of e-governance into Local Government administration enhances public service delivery and poverty reduction among the grassroots people in Akwa Ibom State. Increasing public service affordability through online services in LGAs in rural areas could help to address the discrepancy in service delivery among LGAs in Urban and rural areas.

Hypothesis One: E-governance adoption tend not to influence public service availability in Akwa Ibom State Local Government Areas.

Table 4: Independent T-Test on the Difference in E-Governance Adoption and Public Service Availability in Urban and Rural Local Government Areas of Akwa Ibom State.

Group	n	Mean	SD)	t-value	p-value
Urban	210	3.20	0.65	7.45	0.000
Rural	210	2.55	0.90		

Table 4 shows the result on the difference in e-governance adoption and public service availability in urban and rural local government areas of Akwa Ibom State. The results indicate a significant difference between e-governance adoption and public service availability in urban and rural local government areas of Akwa Ibom State. Urban LGAs with (M = 3.20, SD = 0.65) reported higher availability of public services compared to rural LGAs with (M = 2.55, SD = 0.90). The **t-value** of 7.45 and **p-value** of 0.000 ($p < 0.05$) show a statistically significant difference, suggesting that LGAs in urban areas are provided with better available of public services as a result of e-governance adoption. The finding reveals that e-governance adoption influences public service availability in Akwa Ibom State Local Government Areas.

Hypothesis Two: E-governance adoption does not significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas.

Table 5: Independent T-Test on the Difference in Contributions of E-Governance Adoption and Public Service Accessibility in Urban and Rural Local Government Areas of Akwa Ibom State.

Group	n	Mean (M)	SD	t-value	p-value
Urban	210	3.20	0.60	6.85	0.000
Rural	210	2.60	0.85		

Table 5 shows the result on the difference in contributions of e-governance adoption and public service accessibility in urban and rural local government areas of Akwa Ibom State. A significant difference exists between LGAs in urban with (M = 3.20, SD = 0.60) and LGAs in rural with (M = 2.60, SD = 0.85) in their access to e-governance and public service. The **t-value** of 6.85 and **p-value** of 0.000 ($p < 0.05$) confirm a significant disparity, suggesting that LGAs urban have greater access to e-governance and public service, including online service such as e-learning, e-healthcare, e-taxation among others in Akwa Ibom State. Although the contributions varies between urban and rural LGAs. Finding shows e-governance adoption significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas.

Hypothesis Three: There is no significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas

Table 6: Independent T-Test on the Difference in significant implications of e-governance adoption on public service affordability in Urban and Rural Local Government Areas of Akwa Ibom State

Group	n	Mean	SD	t-value	p-value
Urban	210	3.15	0.65	7.65	0.000
Rural	210	2.65	0.80		

Table 6 shows the result on the difference in significant implications of e-governance adoption on public service affordability in Urban and Rural Local Government Areas of Akwa Ibom State. Therefore, the implication is there is a significant difference in e-governance adoption and public service affordability in Urban and Rural Local Government Areas of Akwa Ibom State, with urban LGAs ($M = 3.15$, $SD = 0.65$) having more affordable public services than the people in rural LGAs ($M = 2.65$, $SD = 0.80$). The **t-value** of 7.65 and **p-value** of 0.000 ($p < 0.05$) indicate a highly significant difference, pointing to the better affordability of public services due to adoption of e-governance in urban LGAs in Akwa Ibom State. In reality, e-governance enhances prompt and rapid public service delivery in Akwa Ibom State Local Government Areas. Hence, the findings shows there is significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas.

Results and Discussion of Findings

1. E-governance adoption influences public service availability in Akwa Ibom State Local Government Areas.
2. E-governance adoption significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas.
3. There is significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas.

Firstly, the finding revealed that e-governance adoption influences public service availability in Akwa Ibom State Local Government Areas, and this finding was supported by the studies conducted by Effiong, Imoh-Ita & Atakpa (2025) which examined the influence of local government administration on primary health care in Akwa Ibom and recommends the need for local government authorities to provide essential drugs in health centres for easy accessibility and health programmes at primary healthcare centres in Akwa Ibom State.

Availability of services increases accessibility while accessibility increases affordability of the service to the grassroots people. The implication of this finding shows that e-governance significantly contributes to the availability of services to the people in the various LGAs in the state. It is indeed the responsibility of Akwa Ibom State LGAs or third tier of government to provide of essential services such as potable water, sanitation, electricity, market etc. for the sustainable health and welfare promotion of its citizens.

Williams and Ataire (2025) in an opposing view argued that AKSLGAs public service is faced with challenges such as; inefficiency services, limited access to public service and lack of accountability transparency issues, but the adoption of e-governance and digital transformation at the various LGAs make some services available. The results indicate significant differences between e-governance adoption and public service availability between urban and rural local government areas in Akwa Ibom State. Hence, Urban LGAs with ($M = 3.20$, $SD = 0.65$) reported higher availability of public services compared to rural LGAs with ($M = 2.55$, $SD = 0.90$). The **t-value** of 7.45 and **p-value** of 0.000 ($p < 0.05$) which suggests that LGAs located in urban areas are provided with better and available public services as a result of e-governance adoption. Thus, the finding indicates that e-governance adoption influences public service availability in Akwa Ibom State Local Government Areas.

In alignment with the study finding, Adeosun (2025) in his study shows that electronic governance addresses the challenges of public administration in LGAs especially in public policy formulation and implementation. However, its optimal utilization remains unexploited due to low literacy levels and inadequate provision of essential infrastructure by the government. Therefore government at all levels are to implement policies that promotes and accelerates the use of information communication technology, as well as conduct training programmes for government officials on e-governance for sustainable growth in state,

Secondly, the finding revealed that E-governance adoption significantly contributes to public service accessibility in Akwa Ibom State Local Government Areas, and this findings was supported by the study conducted by Akpan et al. (2025) and Effiong et al. (2025) as they posited that e-administration has a significant positive effect on service delivery in the Akwa Ibom State Judiciary and by extension the state civil service. In their opinion, E-governance enhances service delivery by improving efficiency, accessibility and cost-effectiveness, as well as streamlining administrative functions, reducing bureaucratic hurdles and facilitating greater transparency and citizen participation in the Akwa Ibom Local Government system. Isah, Chiroma and Dance (2024) also agreed that E-governance, which involves the use of information and communication technologies (ICTs) in providing government services, has increased efficiency, transparency, and accessibility of public institutions, especially LGAs in Akwa Ibom State.

Grassroots people in Akwa Ibom State Local Government Areas also agreed that they have more access to public services through the adoption of e-governance by the state government, hence, online government services (digitalization) makes it easy for citizens to access vital information and services from the comfort of their homes in AKSLGAs.

On the contrary, Akwa Ibom State Local Government system unlike other LGAs in Nigeria, are facing certain setback in their course of introducing e-governance model in the governing process. Majority of LGAs in the state still have no access to affordable broadband internet connectivity. The dearth of requisite internet infrastructure such as long distance transmission fiber, metropolitan networks and connectivity necessary for bandwidth distribution means that people in LGAs in rural areas pay more for broadband internet services when compared with their counterparts in Urban LGAs. To this effect, economies of Broadband remain out of reach for average rural communities because the fiber needed to move the bandwidth around is limited and mainly found in some cities and urban centers. Also, there are challenges of lack of skilled professionals desired to support massive infrastructural installation in rural LGAs. Other challenges for applying online ICTs for governance in AKLGAs include: lack of legal framework, lack of universal access and usage, high operating costs and lack of local content. Irrespective of these challenges, using ICTs for governance holds a lot of promise in Akwa Ibom State, Nigeria. With the right environment and better skills sets apart, broadband infrastructure access and usage, using ICTs for governance has tremendous opportunities for Akwa Ibomites in terms of participating meaningfully in good governance and promoting socio-economic development and this is supported by (Ebele et al., 2024).

Thirdly, the study finding indicates that there are significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas. This finding was supported by the studies conducted by Dibie & Quadri (2019) which examined the extent to which electronic governance policy has contributed to more efficient service delivery in local governments in southern Nigeria. The finding suggested that there was a negative correlation between the e-governance initiatives and local government service delivery in local governments in southern Nigeria. Thus, pointing out some challenges acting as drawback to the adoption of proactive e-governance practices and recommended appropriate measures for improvement. It is worthy of note that LGAs that offers more public services online, significantly improving citizen access to government services and reducing corruption as conferred by (Isah, Chiroma & Dance, 2024). There exist differences in significant implication of e-governance adoption on public service affordability in Urban and Rural Local Government Areas of Akwa Ibom State. Therefore, despites the existence of significant difference in e-governance adoption and public service affordability in Urban and Rural Local Government Areas of Akwa Ibom State. One thing is certain that e-governance adoption offers the public more opportunity to affordable public service in term of cost reduction than absence of e-governance in Local Government administrative system.

Conclusion and Recommendations

The findings of this study revealed amongst others that; E-governance adoption influences public service availability in Akwa Ibom State Local Government Areas; E-governance adoption significantly contribute to public service accessibility in Akwa Ibom State Local Government Areas; There is significant implications of e-governance adoption on public service affordability in Akwa Ibom State Local Government Areas.

Based on the findings of this study, the following recommendations are made;

1. There is need to create a web page to offload necessary/relevance information about Local Government Areas in each of the local government council, and information management committee headed by the Head of Local Government Service should be set up to manage, screen and check information flow in the LGAs portals.
2. There is need to establish a formidable team or committee made up of experts, academic scholars, professional and technocrats to help in research and documentation for easy reference and accessibility to public services through online governance to the grassroots people across the 31 LGAs in Akwa Ibom State.
3. Establishment of well-equipped ICT center with modern communication gadgets link to the internet for ease of information communication, and affordable public service delivery across the 31 LGAs in the state. Akwa Ibom State Government should establish a comprehensive Local Government Digital Policy Framework aligned with Nigeria's e-Government Master Plan to guide implementation and sustainability of the e-governance programmes.

Contribution to Knowledge

The theoretical and empirical study of this nature provide an insights into how adoption of e-governance or digital tools could improve administrative processes, thereby benefiting both employees and the populace in the 31 Local government Area of Akwa Ibom State.

This study contribute to the growing recognition of digital governance as a catalyst for administrative efficiency and improved service delivery in the state, but its implementation in Akwa Ibom State Local Government Areas, remains oppressed with structural and institutional challenges. Indeed, the implementation of digital governance has been faced with many hurdles including infrastructure deficits, lack of technology, low digital literacy and slow transition process from traditional, manual, paper-based records to digitalization.

On this notes, the AKSLG system revealed persistent gaps in digital infrastructure, policy coherence, and human capital readiness. These issues and many others are identified as the gaps to smooth implementation of e-governance in Akwa Ibom State Local Government Areas. This study provide policy guides to close the gap between knowing and doing as well as theory and the actual practice of e-governance regarding public service delivery in Akwa Ibom State Local Government System. To this effect, local government administrators in the state are pushing for digital transformation (digitalization) as the study reveals the likely increase in efficiency and transparency in Akwa Ibom State local governance processes through adoption of e-governance. As such, the findings of this study will help in making and implementing meaningful economic development decisions and policies that enhances public service delivery at all levels of government.

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