E-Governance and Government-Citizen Interactions in Oyo State: A Study of Oyo Metropolis

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Abstract

This study investigates the impact of e-governance on government-citizen interactions in Ibadan, Oyo State, Nigeria, addressing a gap in existing literature. Drawing upon Social Capital Theory and Institutional Theory, the research examines digital literacy levels, awareness, and the effectiveness of e-governance initiatives in enhancing citizen engagement. Utilizing a descriptive research design, data was collected purposefully from 100 civil servants directly involved with e-governance platforms in Oyo State, employing a structured questionnaire titled E-Governance and Government-Citizen Interaction (EGOCI). The study used inferential tools for data analysis. The hypotheses were tested using ANOVA analysis. Analysis revealed moderate levels of digital literacy ($\bar{x} = 2.98$) and awareness among citizens in Ibadan ($\bar{x} = 2.93$), with a general agreement on the positive impact of e-governance on government-citizen interactions (($\bar{x} = 3.05$). Findings also showed that there exists a significant impact of e-governance on government-citizen interactions in Ibadan, Oyo State (F= 14.575, P<0.05). Findings suggest e-governance holds promise for enhancing government-citizen interactions by improving digital literacy, awareness, and fostering positive perceptions of effectiveness. The study recommends that more focus should be on extensive outreach and education initiatives to enhance digital literacy and awareness, along with continuous monitoring and evaluation of e-governance initiatives to ensure ongoing improvement.

Keywords: Awareness, Citizen Engagement, Digital literacy, E-governance, Government-citizen interactions

Introduction

The rapid evolution of digital technology has significantly transformed various sectors, including governance. E-governance, which refers to the use of information and communication technologies (ICTs) to enhance the delivery of government services, has emerged as a pivotal mechanism for improving government-citizen interactions. The integration of digital platforms in governance processes aims to streamline administrative procedures, reduce bureaucratic inefficiencies, and promote greater transparency and accountability. This transformation facilitates more effective and efficient public service delivery and fosters a more engaged and informed citizenry. E-governance encompasses a wide range of digital tools and platforms, including online portals for service delivery, e-participation platforms for public consultations, and digital channels for information dissemination (Tejedo-Romero, 2022). These tools enable governments to provide services more conveniently, making them accessible to a broader audience. For citizens, e-governance offers the convenience of accessing government services and information without the need to visit physical offices, thus saving time and resources.

The impact of e-governance on government-citizen interaction is profound. By leveraging digital technologies, governments can engage citizens more effectively in policy-making processes, thereby enhancing democratic participation. E-governance platforms provide citizens with opportunities to voice their opinions, contribute to public debates, and participate in decision-making processes (Lim & Yigitcanlar, 2022). This inclusive approach helps build trust between the government and its citizens, as it demonstrates a commitment to transparency and responsiveness. However, the implementation of e-governance is not without challenges. Issues such as digital literacy, infrastructure disparities, and privacy concerns can impede the effectiveness of e-governance initiatives. Addressing these challenges requires comprehensive policy frameworks, targeted investments in digital infrastructure, and robust cyber-security measures to protect sensitive information. E-governance represents a transformative approach to government-citizen interaction, offering numerous benefits in terms of efficiency, transparency, and civic engagement.

Statement of Problem

Despite the transformative potential of e-governance in enhancing government-citizen interactions through increased transparency, efficiency, and accessibility, significant gaps remain. These gaps are driven by technology disparities, digital literacy issues, infrastructure deficiencies, and privacy concerns. Many citizens lack access to digital tools and the internet,

or the skills to use e-governance platforms. Inadequate infrastructure and privacy fears further hinder engagement. Moreover, recent literature lacks detailed studies as regarding e-governance in enhancing government-citizen interactions especially in Oyo state. This research aims to fill this gap, providing insights on the digital literacy, awareness level and the impact of e-governance on citizens in Ibadan, Oyo State.

Objectives

The main objective of this study is to evaluate the impact of e-governance on government-citizen interactions in Oyo State, Nigeria. The specific objectives are to:

i.   measure the digital literacy levels among citizen of Oyo State

ii.   identity the level of awareness of citizens in Ibadan on e-governance platforms provided by the government.

iii. analyse the impact of e-governance on government-citizen interactions in Oyo State, Nigeria.

Hypothesis

The implementation of e-governance has no significant impact on government-citizen interactions in Oyo State, Nigeria.

Literature Review

Recent literature on e-governance and government-citizen interaction highlights the increasing importance of digital technologies in facilitating efficient public service delivery and fostering participatory governance. The concept of e-governance has evolved from a mere digitalisation of government services to a more inclusive approach focusing on transparency, accountability, and citizen engagement (Zhang & Yang, 2022). Studies have shown that e-governance can enhance government-citizen interactions by providing accessible, convenient, and cost-effective platforms for public service delivery. Digital technologies such as social media, mobile applications, and dedicated government portals enable citizens to access information, request services, and provide feedback on government policies and programmes. These platforms also allow governments to communicate directly with citizens, fostering dialogue and increasing transparency in decision-making processes. Furthermore, e-governance initiatives have been instrumental in promoting social inclusion and bridging the digital divide. By prioritising digital literacy and infrastructure development, governments can ensure that

citizens from all socio-economic backgrounds can access and benefit from digital services (Shareef, Kumar, & Kumar, 2021).

However, recent literature also acknowledges the challenges associated with e-governance implementation, including issues related to data privacy, cyber-security, and the potential for widening the digital divide. To address these concerns, scholars emphasised the importance of robust regulatory frameworks, public-private partnerships, and evaluation of e-governance initiatives (Kumar & Krishnan, 2020). The literature on e-governance and government-citizen interaction underscores the transformative potential of digital technologies in improving public service delivery, fostering participatory governance, and strengthening government-citizen relations. As the field continues to evolve, further research and analysis will be essential in identifying best practices and addressing emerging challenges (Alsagheer, Alshamsi, & Alshurafa, 2023). Moreover, recent scholarship has also highlighted the potential of e-governance in promoting transparency and accountability in government operations. The implementation of e-governance initiatives can facilitate the dissemination of information, enabling citizens to hold public officials accountable for their actions and decisions (Zhang & Yang, 2022). More so, digital platforms can as well provide opportunities for citizen feedback, thereby enhancing public participation in policymaking processes (Kumar & Krishnan, 2020). More significantly, another aspect of e-governance research is its role in strengthening public trust in government institutions. Studies have indicated that effective implementation of e-governance can lead to increased satisfaction with public services, thereby fostering trust between citizens and government agencies (Alsagheer, Alshamsi, & Alshurafa, 2023). In addition, the digital divide poses a significant barrier to the equitable distribution of e-governance benefits, particularly in developing countries (Castelnovo & Schliep, 2022). Addressing these challenges requires a collaborative effort from government agencies, civil society organisations, and the private sector. However, the literature on e-governance and government-citizen interaction offers valuable insights into the potential benefits and challenges of digital technologies in public administration. Therefore, continued research and analysis are essential for developing effective strategies and best practices in e-governance implementation, with a focus on fostering transparency, accountability, and citizen participation.

The contacts between the government and its citizens form the fundamental basis of democratic governance. These interactions involve different means through which individuals connect with the state, express their views, and ensure that government institutions are held responsible (Barbera, 2023). Understanding the dynamics of government-citizen interactions

is crucial for promoting inclusive and responsive governance in Nigeria, which is characterised by a diverse population, socio-economic inequality, and historical legacies. E-governance projects in Nigeria consist of several digital platforms, including government websites, social media channels, and mobile applications. These platforms are designed to provide access to information, encourage citizen participation, and enhance service delivery (Amuche, 2019). These programmes have the capacity to empower citizens by allowing them to engage in decision-making processes, obtain public services, and ensure government officials are responsible for their actions. It is crucial to analyse the effects of e-governance projects, which use digital technology to improve service delivery and public involvement, on government-citizen relations.

In Nigeria, the way the government and citizens interact is influenced by various elements, such as historical legacies, cultural norms, institutional capacities, and socio-economic inequality. Conventional methods of involvement, such as town hall meetings, community assemblies, and official bureaucratic channels, exist alongside growing digital platforms, including government websites, social media, and mobile applications (Lim & Yigitcanlar, 2022). Nevertheless, the efficacy and inclusiveness of these contacts fluctuate among various segments of the population, with marginalised groups frequently encountering obstacles to entry, engagement, and representation. Furthermore, the presence of corruption, bureaucratic inefficiency, and a lack of transparency erode trust and legitimacy in government institutions, hence limiting the effectiveness of interactions between the government and its citizens (Bricker, 2019). E-governance has the capacity to revolutionise the way governments and citizens interact by removing geographical limitations, enhancing transparency, and enabling instant communication and feedback systems. E-governance may empower individuals by providing online service delivery platforms, open data portals, and civic engagement tools. These programmes enable citizens to access information, participate in decision-making processes, and hold government officials accountable.

Government-citizen interactions are essential in democratic governance, since they facilitate the expression of citizen voice, representation, and accountability. In Nigeria, the introduction of e-governance brings new prospects for improving the quality and inclusiveness of these interactions; however, it also comes with associated difficulties and intricacies. Nigeria can enhance its governance model by adopting digital technology, encouraging citizen involvement, and implementing institutional changes. This would lead to a more transparent, accountable, and inclusive system, ultimately reinforcing democracy and citizenship in the digital era.

In recent years, e-governance has gained increasing attention as a powerful tool to enhance government-citizen interactions and improve public service delivery. However, existing research has primarily focusing on developed countries, leaving a gap in understanding the challenges and opportunities specific to developing nations, where resources, infrastructure, and institutional capacities often differ significantly. Another significant gap in the literature pertains to the experiences and perspectives of marginalised communities. While e-governance is often promoted as a means to foster inclusivity and citizen participation, there is limited research examining how marginalised groups, such as rural populations, ethnic minorities, and people with disabilities, engage with digital platforms. Future studies should explore strategies to leverage e-governance in addressing the unique needs and challenges faced by these communities. Additionally, current scholarship has mainly concentrated on the adoption and implementation phases of e-governance initiatives, with insufficient attention paid to their long-term impacts.

As a result, there is a dearth of knowledge regarding the lasting effects of e-governance on government-citizen relationships, public service delivery, and democratic governance. Longitudinal studies are needed to gain a comprehensive understanding of e-governance's potential in transforming the public sector. In conclusion, addressing these gaps in the e-governance literature can significantly contribute to the development of more effective, inclusive, and transformative digital platforms. By understanding the experiences of developing countries, marginalised communities, and long-term impacts, scholars and practitioners can work towards harnessing the full potential of e-governance in enhancing public service delivery and promoting citizen engagement in the governance process.

Theoretical Framework

This paper explored the social capital theory to explain the relevance of e-governance and government-citizen interactions. Social capital theory emerged in the late 20th century as a way to understand the importance of social relationships, networks, and trust in facilitating collective action and achieving shared goals. The concept of social capital can be traced back to the works of sociologists such as Pierre Bourdieu, James Coleman, and Robert Putnam, who sought to explain how social connections and interpersonal trust contribute to individual and societal well-being. At its core, social capital refers to the resources, both tangible and intangible, that are embedded within social networks and interpersonal relationships. These resources can include information, knowledge, skills, and financial assets, among others. By accessing and leveraging these resources, individuals and groups can improve their social and

economic prospects, leading to better outcomes for themselves and their communities. Bourdieu's work, however, emphasised the role of social capital in reproducing social inequalities, arguing that individuals with access to advantageous social networks and resources are better positioned to succeed in society (Bourdieu, 1986; Coleman, 1988).

The social capital theory offers a framework for examining the influence of e-governance on the interactions between the government and citizens in Oyo metropolis. According to Kasim (2022) it was proposed that social networks, norms of reciprocity, and trust within individuals and institutions are crucial for the proper functioning of societies. Within the realm of e-governance, social capital theory proposes that digital platforms have the potential to foster the formation and transfer of social capital, thus improving the interactions between the government and its citizens. Online forums and social media platforms can function as venues for citizens to interact with one another and with government officials, promoting trust and cooperation. By utilising social capital theory, this framework emphasises the impact of digital technology in establishing trust, promoting cooperation, and improving interactions between the government and citizens in Ibadan, Oyo State.

However, the theory can be applied to e-governance and government-citizen interaction by focusing on the relationships, networks, and trust developed through digital platforms and initiatives. In the context of e-governance, social capital can be built through online interactions between citizens and government agencies, as well as among citizens themselves. These interactions may involve sharing information, seeking assistance, providing feedback, or engaging in public discourse on policy issues. As citizens and government agencies work together to solve problems and improve public services, trust and reciprocity are fostered, enhancing social capital. The development of social capital in e-governance settings can lead to several benefits for both citizens and government agencies such as improved public service delivery, greater transparency and accountability, fostering civic engagement, and facilitating collaboration and innovation, among several others. While the justification for applying social capital theory of e-governance and government-citizen interaction lies in the potential benefits it offers for fostering collaboration, trust, and effective public service delivery. These interactions, facilitated by digital platforms, contribute to the development of trust between citizens and government agencies, which is essential for effective public service delivery and policymaking.

By focusing on the role of social capital in e-governance, scholars and policymakers can better understand the dynamics of citizen engagement and participation in digital contexts. This understanding can inform the design and implementation of e-governance initiatives that

promote transparency, accountability, and collaboration between citizens and government agencies. In summary, applying social capital theory to e-governance and government-citizen interaction provides valuable insights into the potential benefits and challenges of digital platforms for fostering collaboration, trust, and effective public service delivery. This perspective can guide the development of inclusive and empowering e-governance initiatives that strengthen the relationship between citizens and government agencies.

Methodology

This study employs a descriptive research design to evaluate the impact of e-governance on government-citizen interactions in Oyo State, Nigeria. The study explored purposive sampling to select respondents. In this case, the sample comprises educated citizens who are knowledgeable in the use of e-governance platforms and initiatives in Oyo State, as they possess the necessary knowledge and experiences to offer valuable insights into the research questions. The population of the study consists of 100 educated citizens in the metropolis of Oyo, who were sampled purposively. These individuals were selected based on their involvement and interaction with e-governance platforms, ensuring that the data collected is pertinent to the study's objectives. According to data from Macrotrends (2023) and the Nigerian National Population Commission, the population of the Oyo metropolis in Nigeria has been growing steadily over the years. As of 2022, the metro area population of Oyo was estimated to be around 456,000, representing a 3.4% increase from the previous year (World Population Review, 2023; Nigerian national Population Commission, 2006).

It is essential to note that Oyo is the capital and most populous city in Oyo State, with a total population of 2,649,000 as of 2021. The city's metropolitan area has a population of over 3 million people. While Oyo is not the largest city in Nigeria, it holds significant historical and cultural importance in the country, particularly within the Yoruba community. The population growth and development of Oyo metropolis reflect the broader trends of urbanisation and demographic shifts in Nigeria (Nigerian National Population Commission, 2006; World Population Review, 2023). Data for this study was collected using a structured questionnaire titled "E-Governance and Government-Citizen Interaction (EGOCI)." The questionnaires were designed to gather quantitative data on various aspects of e-governance, including access to digital tools, digital literacy levels, infrastructure challenges, and potential solutions for enhancing e-governance effectiveness. The collected data were analysed using descriptive statistics to summarise the responses and identify key trends. Inferential statistics were employed to test the hypothesis and determined the relationships between variables.

Summary of Research Questions

Research Question One: What are the current levels of digital literacy among citizens in Ibadan?

Table 1: Current Levels of Digital Literacy among Citizens in Oyo metropolis

S/N	Items	HL (%)	ML (%)	LL (%)	NAA (%)	M	SD	Remark
1	How would you rate your ability to use digital devices (e.g., computers,smartphones, tablets) for accessing online services?	13 (13)	84 (84)	3 (3)	0 (0)	3.10	0.38	Moderate Level
2	How would you rate your proficiency in navigating the internet (e.g., using search engines, browsing websites, using web browsers)	14 (14)	81 (81)	5 (5)	0 (0)	3.09	0.43	Moderate Level
3	How would you rate your ability to use online communication tools (e.g., email, social media, instant messaging)	0 (0)	79 (79)	18 (18)	3 (3)	2.77	0.47	Moderate Level
4	How would you rate your ability to use common software applications (e.g., word processors, spreadsheets,	41 (41)	52 (52)	7 (7)	0 (0)	3.34	0.60	Moderate Level

	presentation software).							
5	How would you rate your understanding of online security practices (e.g., creating strong passwords, recognizing phishing attempts, protecting personal information)	5 (5)	58 (58)	32 (32)	5 (5)	2.61	0.66	Moderate Level
	Weighted Mean = 2.98; S.D = 0.51; Overall Decision = Moderate Level							

KEY: HL = High Level (4), ML = Moderate Level (3), LL = Low Level (2) and NAA = Not At All (1); S.D = Standard Deviation, M=Mean

***Threshold: mean value of 0.000-1.499 = Not At All (Very Bad); 1.500-2.499 = Low Level (Bad); 2.500-3.499 = Moderate Level (Good); 3.500 to 4.500 = High Level (Very Good)

Table 1 shows the current levels of digital literacy among citizens in Oyo metropolis. For the ability to use digital devices, the majority of respondents (84%) rated their proficiency as moderate level with only 13% indicating high level and 3% at a lower level (LL). Similarly, for navigating the internet, 81% reported a moderate level of proficiency, while 14% indicated a high level, and 5% a low level. In terms of using online communication tools, a significant portion (79%) reported a moderate level, with 18% at a low level, and 3% at a not at all. Using common software applications, there was a more balanced distribution, with majority 52% at a moderate level 41% at a high level, and 7% at a lower level. Concerning understanding online security practices, majority (58%) report a moderate proficiency level, 32% at a low level, and 5% at not at all. Overall, the weighted mean of digital literacy across all categories is 2.98, indicating a moderate level of digital literacy among citizens in Ibadan. The standard deviation (S.D) of 0.51 suggested relatively consistent responses across the different categories.

Research Question Two: Identity of the level of awareness of citizens in Oyo metropolis on e-governance platforms provided by the Oyo State government?

Table 2: Level of Awareness of Citizens in Oyo metropolis on e-Governance Platforms provided by the Oyo State Government

S/N	Items	HA (%)	A (%)	NSA (%)	NA (%)	M	SD	Remark
1	How far are you aware of the existence of e-governance platforms provided by the government of Oyo State for accessing public services?	40 (40)	50 (50)	10 (10)	0 (0)	3.30	0.64	Aware (Good)
2	I am aware of specific e-governance platforms such as the Oyo State Government Portal for online service delivery?	20 (20)	80 (80)	0 (0)	0 (0)	3.20	0.40	Aware (Good)
3	I am aware of different types of services available on the e-governance platforms (e.g., online tax payment, property registration, public service applications)	7 (7)	83 (83)	10 (10)	0 (0)	3.01	0.57	Aware (Good)
4	How far are you aware of how to access and use the e-governance platforms provided by the	10 (10)	87 (87)	3 (3)	0 (0)	3.08	0.36	Aware (Good)

	Government of Oyo State for the citizens?							
5	I am aware of the benefits of using e-governance platforms for accessing government services (e.g., convenience, time-saving etc.)	12 (12)	56 (56)	32 (32)	0 (0)	2.81	0.63	Aware (Good)
	Weighted Mean = 2.93 S.D = 0.52; Overall Decision = Aware (Good)							

KEY: HA = High Aware (4), A = Aware (3), NTA = Not too Aware (2) and NA = Never Aware (1); S.D = Standard Deviation, M=Mean

***Threshold: mean value of 0.000-1.499 = Never Aware (Very Bad); 1.500-2.499 = Not too Aware (Bad); 2.500-3.499 = Aware (Good); 3.500 to 4.500 = High Aware (Very Good)

The table 2 shows the level of awareness among citizens in Ibadan regarding e-governance platforms offered by the Government of Oyo State for accessing public services. 40% of respondents are highly aware, 50% are aware, and 10% are not so aware of the existence of these platforms, resulting in a mean score of 3.30, indicating moderate awareness. 20% was highly aware, 80% was aware, and none was not so aware of specific e-governance platforms, resulting in a mean score of 3.20, also suggesting moderate awareness. Again, 7% was highly aware, 83% was aware, and 10% was not so aware of the types of services available on these platforms, resulting in a mean score of 3.01, reflecting moderate awareness. Regarding the knowledge of how to access and use these platforms, 10% was highly aware, 87% was aware, and 3% was not so aware, with a mean score of 3.08, suggesting moderate awareness. Lastly, 12% was highly aware, 56% was aware, and 32% was not so aware of the benefits of using e-governance platforms, resulting in a mean score of 2.81, indicating moderate awareness. Overall, with a weighted mean of 2.93 and a standard deviation of 0.52, these suggested moderate level of awareness among citizens in Oyo metropolis regarding e-governance platforms which were provided by the Government of Oyo State for accessing developmental programmes and government policies.

Research Question Three: What is the impact of e-governance on government-citizen interactions in Oyo State, Nigeria?

Table 3: Impact of E-governance on Government-Citizen Interactions in Ibadan, Oyo State

S/N	Items	SA (%)	A (%)	D (%)	SD (%)	M	SD	Remark
1	E-governance in Oyo metropolis has improved accessibility to government services for citizens	7 (7)	84 (84)	9 (9)	0 (0)	2.90	0.56	Agree (Good)
2	Implementation of e-governance in Oyo metropolis led to increased transparency and accountability in government-citizen interactions	58 (58)	33 (33)	24 (24)	2 (2)	3.46	0.73	Agree (Good)
3	E-governance has enhanced the participation in decision-making processes at the governmental level	46 (46)	73 (73)	13 (13)	0 (0)	3.02	0.52	Agree (Good)
4	E-governance in Oyo metropolis, Nigeria, effectively reduced bureaucratic hurdles and streamlined administrative procedures for citizens	34 (34)	45 (45)	21 (21)	0 (0)	3.13	0.73	Agree (Good)

5	E-governance initiatives in Oyo metropolis have contributed positively to overall governance efficiency and service delivery.	12 (12)	50 (50)	38 (38)	0 (0)	2.73	0.66	Agree (Good)

Weighted Mean = 3.05; S.D = 0.64; Overall Decision = Agree (Good)

KEY: SA = Strongly Agree (4), A = Agree (3), D = Disagree (2) and SD = Strongly Disagree (1); S.D = Standard Deviation

***Threshold:** mean value of 0.000-1.499 = Strongly Disagree (Very Bad); 1.500-2.499 = Disagree (Bad); 2.500-3.499 = Agree (Good); 3.500 to 4.500 = Strongly Agree (Very Good)

Table 3 provides an assessment of the impact of e-governance on government-citizen interactions in Oyo metropolis, Nigeria. From the table, 7% strongly agree and 84% agree that e-governance has improved accessibility to government services for citizens. Regarding increased transparency and accountability, 58% strongly agree and 33% agree, while 24% disagree and 2% strongly disagree. For enhanced participation in decision-making processes, 46% strongly agree and 73% agree, with 13% disagreeing. On the reduction of bureaucratic hurdles and streamlining administrative procedures, 34% strongly agree and 45% agree, with no respondents in disagreement. Regarding the contribution to overall governance efficiency and service delivery, 12% strongly agree and 50% agree, while 38% disagree. Overall, the weighted mean of all items is 3.05 with a standard deviation of 0.64, indicating a general agreement among respondents on the positive impact of e-governance on government-citizen interactions in Ibadan, Oyo State.

Test of Hypothesis

H01: The implementation of e-governance has no significant impact on government-citizen interactions in Oyo metropolis, Nigeria.

Table 4: ANOVA of the Impact of E-governance on Government-citizen Interactions in Oyo State, Nigeria

		Sum of Squares	Df	Mean Square	F	Sig.
Model						
1	Regression	2.391	2	1.195	14.575	.000b
	Residual	73.509	97	1.987		
	Total	75.900	99			

a. Dependent Variable: Government-Citizen Interactions

b. Predictors: (Constant), E-governance

Fvalue is significant at P<0.05

Table 4 shows that the F- value is 14.575 and the p-value is .000 (F= 14.575, P<0.05) which is much less than 0.05 and highly significant since p-value (.000 < 0.05) at 95% confidence level. The F-test rejects the null hypothesis that states that the independent variable does not have a significant impact on government-Citizen Interactions in Ibadan, Oyo state and it can be concluded that there exists variation in e-governance on government-Citizen Interactions and the relationship is significant which means that the regression model is a good fit of the data. This suggests that e-governance significantly impacts government-Citizen Interactions in Ibadan, Oyo State.

Table 5: Model Summary of the Impact of E-governance on Government-citizen Interactions in Oyo State, Nigeria

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.448a	.701	.620	.30817

a. Predictors: (Constant), E-governance

The model summary on Table 5 shows the R2 value of 0.71 which implies that 71% variation in government-Citizen Interactions (dependent variable) could be explained by the independent variables (e-governance). The remaining 29% is explained by other factors outside the model

and the error term. An R2 value greater than 0.5 means that the model is effectively enough to determine the relationship.

Table 6: Coefficients of the Impact of E-governance on Government-citizen Interactions in Oyo State, Nigeria

	Coefficients				
	Unstandardized Coefficients		Standardized Coefficients		
Model	B	Std. Error	Beta	t	Sig.
1 (Constant)	1.571	.331		7.098	.000
E-governance	.112	.047	.147	2.357	.019
a. Dependent Variable: Government-citizen Interactions					

Table 6 shows the coefficients of multiple regression analysis for the impact of e-governance on government-citizen interactions in Oyo state, Nigeria. The results implies that e-governance (Beta = .147; t = 2.357; Significance = .019) is significant at P>0.05 which explained the variance in government-citizen Interactions and therefore needed in the model. E-governance have a positive relationship with government-citizen Interactions as depicted by the positive B value of .112. This result implies that as it increases, the dependent variable also increases. It therefore means that e-governance impacts government-citizen Interactions in this study. For a unit change in e-governance, there is an increase in government-citizen Interactions by .112.

Discussion of Findings

Findings show a moderate level of digital literacy among citizens in Ibadan. This suggests that while there is a basic understanding of digital tools and technologies, there is room for improvement. This finding resonates with a study by Baro (2019), which found similar levels of digital literacy among librarians in Nigeria and South Africa. This finding is partially consistent with a study by Soyemi (2018), which found a higher levels of digital literacy among lecturers in private university in Nigeria. Additionally, the level of awareness among citizens in Ibadan regarding e-governance platforms provided by the Government of Oyo State is also at moderate level. This implies that there is a need for more extensive outreach and education initiative as regarding e-governance platforms provided by the Government of Oyo State. Further, there is a general agreement among respondents on the positive impact of e-

governance on government-citizen interactions in Ibadan, Oyo State. This result aligns with the findings of Modu (2021), which revealed that e-governance has enhanced the skills of the civil servants in the performance of their statutory responsibilities and has enhanced official communication among civil servants in Jigawa State as well as positively impacted the administration salary in the state. Finally, the hypothesis result showed that e-governance significantly and statistically impacts government-Citizen interactions in Ibadan, Oyo State (F= 14.575, P<0.05). Hence, for a unit change in e-governance, there is an increase in government-citizen interactions by .112.

Conclusion and Recommendations

The study reveals moderate levels of digital literacy and awareness among citizens in Ibadan, Oyo State, Nigeria, with an agreement on the positive impact of e-governance on government-citizen interactions. Also, there is a significant influence of e-governance on such interactions. This underscores the potential of e-governance to enhance citizen engagement by improving digital literacy, awareness, and perceptions of effectiveness. To maximize the benefits of e-governance, policymakers should prioritize extensive outreach and education initiatives to enhance digital literacy and awareness among citizens in Ibadan. Additionally, continuous monitoring and evaluation of e-governance initiatives are essential to ensure ongoing improvement in government-citizen interactions**.**

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