The Impact of Information and Communication Technology (ICT) on Structural Adjustment in Public Service of Nigeria.

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Abstract

The aim of this paper is to examines the impact of Information and Communication Technology (ICT) on structural adjustment in public service of Nigeria. The globalization policy assert that the public service of the developing countries must be restructured to comply with new technology i.e. the information and communication technology for efficiency and productivity. This is to say that the public servants must have a basic knowledge of ICT usage in their organization or otherwise they will lose their job and replace with high skilled employees. The systematic review of relevant literature on ICT and public service restructuring was conducted by this study and come up with methodological result. The findings show that the idea of introduction of new technology the (ICT) in public service was supported by the theory of new public management (NPM). It calls for the rationalization and restructuring of public service in line with globalization. This practice encourages the engagement of highly skilled workers with ICT education to be retained into the public service, to replace low skilled and manual employees. Finally, the paper recommends the need to improve service quality in public sector through the training and retraining of employees in line with new technology.

Keywords: Information and Communication Technology (ICT), Public Service, Restructuring, Employees, Nigeria.

Research Highlights

This research paper analyzed how Information and Communication Technology (ICT) impacted on structural adjustment in public service of Nigeria. The emergence of new technology that is the information and communication technology (ICT) in public service of Nigeria encourage positive relationship among the public servants and good delivery of services. The information technology (ICT) help educate the public on how government operates through the e-government system. Base on systematic review of literature the study found that information technology (ICT) help in bringing transparency and accountability in government by blocking leakages and official corruption. Example introduction of e-payment system assisted in eliminating the ghost workers in Nigerian public service and encourage prudence.
Research Objectives

The main aim and objective of this paper is to examines the impact of Information and Communication Technology (ICT) on structural adjustment in public service of Nigeria.

Methodology

The method employ by this study is systematic literature review. The researchers systemically review the literature that are relevant to this study from secondary source critically. It comes out with methodological result of findings on the impact of information and communication technology (ICT) on public service restructuring in Nigeria.

Results

The Nigerian public service is established before independence as a tool for implementing the administrative structure of the British colonial masters. It has since after independence in 1960 transformed to a gigantic and complex system for harnessing the country’s resources to facilitate economic development (Inyang, 2008). The Nigeria public service role is “to carry out the burden of planning and with the problems of growth and development to transform our natural resources into goods and services that would meet the rising expectations of the people” (Mamser, 2012:298). After independence Nigerian public service bedevilled with many problems. These problems are mostly due to lack of accountability, transparency, high cost of administration, wastage and lack of commitment in making services work for the citizenry (Africa, 2012). In view of the above, the task of good delivery of service affects public who demand for better quality services from public service. There is no doubt that the trials and difficulties of service delivery are broadening in the Nigerian public sector. This call for restructuring of public service for better delivery of service with application of information and communication technology (ICT).

The advent and deployment of information communication technology (ICT) in Nigerian public services presents opportunities for its use to facilitate effective service delivery as many countries have embraced it as a way forward (Ewuim, Nkomah, & Justine, 2016).
To this end, ICT is seen as a tool to support the work of governmental institutions and agencies with the objective of delivering public services and information in a more convenient, citizen-centric and cost-effective manner. Thus, in Nigerian public service, ICT can be an effective tool to ensure increased access to government services, improved value for money as well as increased productivity, transparency and better service delivery (Achimuju, 2010).

Findings

Based on the findings of this study from the literature of information and communication technology (ICT) and restructuring of Nigerian public sector, the new technology (ICT) encourages good delivery of service to Nigerian citizens. It helps in reducing the leakages and corruption in public service through the e-government system. This study also found that information technology application is useful to the public service in Nigeria because it improved performance of personnel.

Finally, the paper recommends the need to improve service quality in public sector through the training and retraining of employees in line with new technology. This is become necessary to avoid employee turnover and waste of public fund. There is need for government to provide adequate infrastructural facilities and adequate skilled manpower and conducive working environment for public service to operate effectively in the country.

References

