

Digital Governance, Public Trust, and Citizens' Participation in Public Service Delivery in Imo State, Nigeria: A Public Value Perspective

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ABSTRACT

This study examined the influence of digital governance on public trust and citizens' participation in public service delivery in Imo State, Nigeria, from a Public Value Perspective. The study was motivated by the increasing adoption of digital technologies in public administration and the need to determine their effectiveness in enhancing institutional trust, citizen engagement, and service delivery. The study was anchored on Public Value Theory and the Technology Acceptance Model. A descriptive cross-sectional survey design and a quantitative research approach were adopted. The target population comprised users of digital government services in Imo State. Using Cochran's (1977) formula, a minimum sample size of 384 was determined; however, 420 questionnaires were administered to improve reliability, 396 were retrieved, and 384 valid responses were analysed. Data were analysed using descriptive statistics, Pearson Product Moment Correlation, and simple and multiple regression analyses with SPSS Version 29 at a 5% significance level. The findings revealed that digital governance had a significant positive effect on public trust ($\beta = 0.684$, $t = 18.345$, $p < 0.001$) and citizens' participation ($\beta = 0.651$, $t = 16.782$, $p < 0.001$). Public trust ($\beta = 0.703$, $t = 19.324$, $p < 0.001$) and citizens' participation ($\beta = 0.676$, $t = 17.944$, $p < 0.001$) also significantly improved public service delivery. Furthermore, digital governance, public trust, and citizens' participation jointly explained 67.4% of the variation in public service delivery ($R^2 = 0.674$; $F = 261.734$; $p < 0.001$), with digital governance emerging as the strongest predictor ($\beta = 0.341$). The study concludes that strengthening digital governance enhances public trust, promotes active citizen participation, and significantly improves public service delivery in Imo State. It recommends sustained investment in digital infrastructure, institutional transparency, cybersecurity, digital literacy, and citizen-centred governance to improve public sector performance.

Keywords: Digital Governance; Public Trust; Citizen Participation; Public Service Delivery; Public Value Theory; Imo State; Nigeria.

INTRODUCTION

Digital transformation has significantly reshaped public governance by changing how governments formulate policies, deliver services, engage citizens, and promote transparency and accountability. The adoption of Information and Communication Technologies (ICTs), artificial intelligence (AI), cloud computing, big data analytics, and mobile technologies has enabled governments to move from traditional bureaucratic systems to more efficient, transparent, and citizen-centred governance models (OECD, 2024; World Bank, 2024). Consequently, digital governance has become a critical component of public sector modernization and improved public service delivery.

Digital governance involves the strategic integration of digital technologies into government operations to enhance administrative efficiency, transparency, accountability, and citizen participation. It facilitates interaction among governments, citizens, businesses, and civil society through digital platforms, thereby

creating public value and improving governance outcomes (Mergel, Edelmann, & Haug, 2019). According to the OECD (2024), successful digital governance should be citizen-centred, ensuring that technological innovations address citizens' needs while strengthening democratic institutions and public trust.

Globally, countries such as Estonia, Singapore, Denmark, Finland, and South Korea have demonstrated that integrated digital governance systems improve administrative efficiency, reduce bureaucratic delays, increase transparency, and enhance citizen satisfaction. Likewise, many developing countries, including Nigeria, have adopted digital governance reforms to modernize public administration and improve service delivery. Nigeria has implemented initiatives such as the Treasury Single Account (TSA), Integrated Payroll and Personnel Information System (IPPIS), Government Integrated Financial Management Information System (GIFMIS), National Identity Management System (NIMS), electronic tax administration, and online business registration platforms. Despite these reforms, challenges such as inadequate digital infrastructure, weak institutional coordination, cybersecurity concerns, low digital literacy, and limited public trust continue to hinder effective implementation (Ishola, Maramura, & Gumbo, 2025).

Public trust is a fundamental determinant of successful digital governance. Citizens are more likely to adopt digital public services when government institutions are perceived as transparent, accountable, responsive, and capable of protecting personal information. Recent evidence indicates that technological advancement alone does not guarantee public trust; rather, citizens' confidence depends on accessibility, transparency, inclusiveness, responsiveness, and data security (Egba et al., 2026).

Citizen participation is another essential outcome of digital governance. Digital platforms such as online consultations, electronic complaints systems, social media, and participatory budgeting enable citizens to contribute to policymaking, monitor government activities, and strengthen accountability. Increased citizen participation promotes democratic legitimacy, improves policy responsiveness, and enhances public service performance (OECD, 2024).

Despite increasing investments in digital governance, empirical evidence on its influence on public trust and citizen participation at the state level in Nigeria remains limited. Most previous studies have focused on national e-government initiatives with little attention to sub-national implementation. Consequently, there is insufficient evidence on how digital governance affects public trust, citizen participation, and public service delivery in Imo State.

Against this background, this study investigates the influence of digital governance on public trust and citizens' participation in public service delivery in Imo State, Nigeria. The study contributes to existing literature by providing empirical evidence from a sub-national context and offers policy recommendations for strengthening digital governance, improving citizen engagement, and enhancing public service delivery.

Concept of Digital Governance

Digital governance refers to the strategic use of digital technologies such as Information and Communication Technologies (ICTs), artificial intelligence (AI), cloud computing, big data, blockchain, and digital platforms to improve public administration, service delivery, transparency, accountability, and citizen engagement. Unlike traditional e-government, which focuses mainly on automating government services, digital governance emphasizes institutional transformation, data-driven decision-making, open government, and collaborative governance (Mergel et al., 2019; OECD, 2024).

A key feature of digital governance is its citizen-centred approach, which enables governments to interact with citizens through digital platforms for policy formulation, service delivery, and public participation. The OECD Digital Government Framework highlights principles such as digital-by-design, openness, user-driven service delivery, interoperability, and proactive governance as essential for effective digital transformation. These principles improve administrative efficiency, strengthen public trust, and promote innovation across government institutions.

Despite its benefits, digital governance in developing countries faces challenges including inadequate ICT infrastructure, limited internet access, low digital literacy, cybersecurity risks, and institutional resistance. In Nigeria, reforms such as the Treasury Single Account (TSA), Integrated Payroll and Personnel Information System (IPPIS), Government Integrated Financial Management Information System (GIFMIS), and digital identity initiatives demonstrate government commitment to digital transformation. However, infrastructural limitations and weak institutional trust continue to affect implementation, particularly at the state level. This study therefore examines digital governance as a key driver of public trust and citizens' participation in public service delivery in Imo State.

Public Trust

Public trust refers to citizens' confidence in the competence, integrity, transparency, accountability, and responsiveness of government institutions. In digital governance, public trust is essential because citizens are more likely to adopt digital public services when they perceive government systems as reliable, secure, and efficient (OECD, 2024; Grimmelikhuijsen & Knies, 2017).

Digital governance can strengthen public trust by increasing transparency, improving service delivery, reducing bureaucratic delays, and providing timely access to public information. However, concerns over cybersecurity, data privacy, poor service quality, and weak institutional accountability may discourage citizens from using digital government platforms. Consequently, successful digital transformation requires not only technological innovation but also strong legal frameworks, effective data protection, and transparent governance practices.

In Nigeria, although several digital governance initiatives have been introduced, public trust remains constrained by inadequate infrastructure, inconsistent service delivery, and limited digital inclusion. In Imo State, empirical evidence on the relationship between digital governance and public trust remains limited. This study therefore examines public trust as an important outcome of digital governance and a critical factor influencing citizens' participation in public service delivery.

Citizen Participation

Citizen participation is a fundamental principle of democratic governance that involves the active engagement of citizens in policy formulation, implementation, monitoring, and evaluation of government programmes. In the era of digital governance, participation has expanded beyond conventional public meetings to include electronic consultations, digital feedback systems, e-petitions, online complaint mechanisms, and social media engagement. These digital platforms facilitate continuous interaction between governments and citizens, thereby promoting transparency, accountability, and inclusive governance (OECD, 2024; United Nations, 2024).

Digital governance enhances citizen participation by improving access to government information, reducing barriers to engagement, and enabling timely feedback on public policies and services. Meaningful participation also strengthens public accountability and institutional legitimacy by encouraging governments to become more responsive to citizens' needs. Arnstein's (1969) Ladder of Citizen Participation remains relevant in explaining that effective participation extends beyond information sharing to consultation, partnership, and citizen empowerment (Mergel et al., 2019).

However, successful digital participation depends on adequate digital infrastructure, internet accessibility, digital literacy, and public trust. In Nigeria, although digital governance has created new opportunities for citizen engagement, challenges such as poor infrastructure, digital inequality, and low institutional trust continue to limit effective participation. Consequently, this study examines citizen participation as a key outcome of digital governance and an important determinant of improved public service delivery in Imo State.

Public Service Delivery

Public service delivery refers to the provision of essential services by government to meet citizens' needs and promote socio-economic development. These services include education, healthcare, transportation, security,

water supply, and other administrative services. Effective service delivery reflects the efficiency, transparency, responsiveness, and accountability of public institutions (Osborne, 2021; World Bank, 2024).

Digital governance has transformed public service delivery through the use of online portals, digital identity systems, electronic payment platforms, and integrated government databases. These technologies simplify administrative processes, improve accessibility, reduce delays and costs, and enhance transparency and accountability. They also enable governments to collect data for evidence-based decision-making and improved policy implementation (OECD, 2024; World Bank, 2024).

Despite these advantages, effective digital service delivery depends on reliable digital infrastructure, skilled personnel, supportive legal frameworks, cybersecurity, and digital literacy. In Nigeria, reforms such as the Treasury Single Account (TSA), Integrated Payroll and Personnel Information System (IPPIS), and Government Integrated Financial Management Information System (GIFMIS) have strengthened public administration, although implementation challenges remain. This study therefore conceptualizes public service delivery as the ultimate outcome of digital governance, public trust, and citizen participation in Imo State.

THEORETICAL FRAMEWORK

This study is anchored on **Public Value Theory (PVT)** developed by **Moore (1995)** and supported by the **Technology Acceptance Model (TAM)** developed by **Davis (1989)**. The two theories provide a comprehensive explanation of how digital governance influences public trust, citizens' participation, and public service delivery. While Public Value Theory explains how governments create public value through effective governance, TAM explains citizens' willingness to adopt digital government services.

Public Value Theory (PVT)

Public Value Theory, proposed by **Moore (1995)**, argues that the primary objective of public institutions is to create value for society through efficient service delivery, transparency, accountability, and citizen satisfaction. The theory identifies three key elements of public value creation: **public value outcomes**, **the authorizing environment**, and **operational capacity**. Together, these elements enable governments to improve service quality, strengthen institutional legitimacy, and respond effectively to citizens' needs (Bryson et al., 2017).

In the context of digital governance, the theory views digital technologies as strategic tools for improving transparency, accountability, service accessibility, and citizen engagement rather than merely automating government processes. It is therefore relevant to this study because digital governance enhances operational capacity, public trust strengthens institutional legitimacy, and citizen participation reflects the realization of public value through improved public service delivery. Although the theory has been criticized for the difficulty of measuring public value objectively, it remains one of the most influential frameworks for explaining citizen-centred governance.

Technology Acceptance Model (TAM)

The **Technology Acceptance Model (Davis, 1989)** explains that technology adoption is primarily influenced by **Perceived Usefulness (PU)** and **Perceived Ease of Use (PEOU)**. Citizens are more likely to adopt digital government services when they perceive them as useful, reliable, secure, and easy to use. Conversely, concerns about complexity, poor service quality, and data security discourage technology adoption (Venkatesh & Davis, 2000).

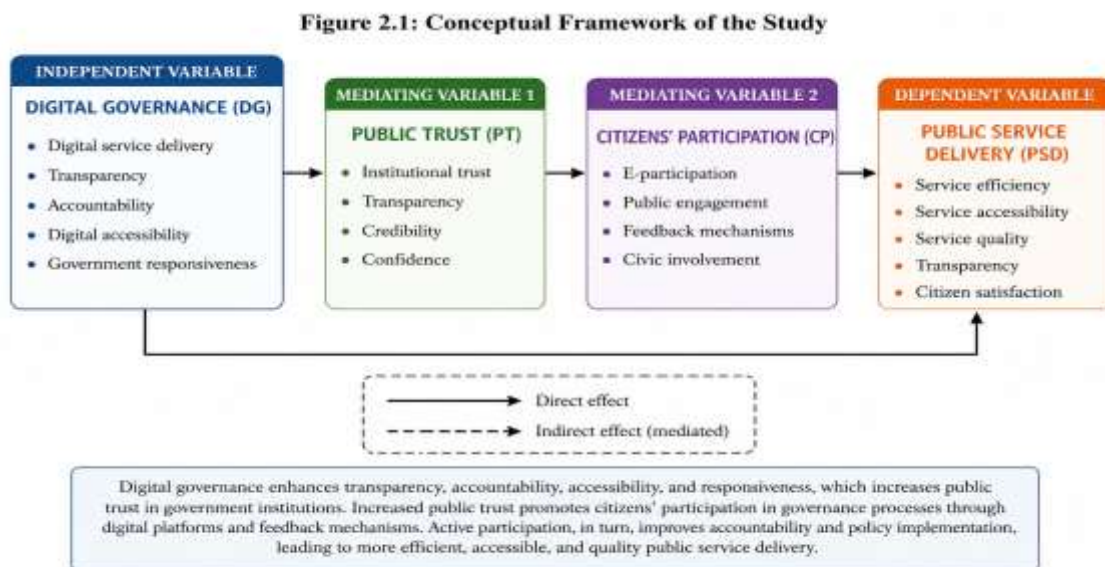
The model is relevant because it explains citizens' behavioural intention to use digital governance platforms in Imo State. It also complements Public Value Theory by demonstrating that the success of digital governance depends not only on technological availability but also on citizens' willingness to use digital public services and participate in governance.

Justification for the Theoretical Framework

The integration of **Public Value Theory** and the **Technology Acceptance Model** provides a suitable framework for this study. Public Value Theory explains how digital governance enhances transparency, accountability, and public service delivery, while TAM explains citizens' acceptance and use of digital government services. Together, the theories provide a strong theoretical foundation for understanding the influence of digital governance on public trust, citizens' participation, and public service delivery in Imo State, Nigeria.

Conceptual Framework

Figure 2.1: Conceptual Framework of the Study



Source: Developed by the Researcher (2026) based on Moore (1995), Davis (1989), Twizeyimana and Andersson (2019), and OECD (2024).

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The conceptual framework illustrates the hypothesized relationship between digital governance (independent variable), public trust (mediating variable), citizens' participation (mediating variable), and public service delivery (dependent variable). The framework is grounded in Public Value Theory (Moore, 1995) and the Technology Acceptance Model (Davis, 1989). It assumes that effective digital governance enhances institutional transparency, accountability, accessibility, and responsiveness, thereby strengthening citizens' trust in government institutions. Increased public trust encourages greater citizen participation in governance processes, which ultimately improves the quality, efficiency, and responsiveness of public service delivery.

The framework further posits that digital governance exerts both direct and indirect effects on public service delivery. The direct effect occurs through improved administrative efficiency, automation of government processes, and enhanced service accessibility. The indirect effect occurs through the mediating roles of public trust and citizen participation. Citizens who perceive digital governance systems as transparent, secure, and reliable are more likely to trust government institutions and actively engage in digital governance platforms such as online consultations, complaint management systems, electronic feedback mechanisms, and participatory decision-making. This interaction strengthens accountability, improves policy implementation, and enhances service delivery outcomes.

Consequently, the study conceptualizes digital governance as the principal explanatory variable, while public trust and citizen participation function as complementary governance mechanisms through which digital governance improves public service delivery in Imo State, Nigeria.

EMPIRICAL REVIEW

Empirical evidence indicates that digital governance significantly influences institutional performance, public trust, citizen participation, and public service delivery. However, the magnitude of these relationships varies across institutional and socio-economic contexts. Twizeyimana and Andersson (2019), through a systematic review of 71 empirical studies, found that e-government generates public value by improving administrative efficiency, transparency, accountability, citizens' trust, and service quality. The study concluded that successful digital governance extends beyond technological adoption to institutional transformation and citizen engagement.

Similarly, Mergel, Edelman, and Haug (2019) investigated digital transformation in European public organizations using expert interviews. Their findings revealed that successful digital governance depends on organizational change, leadership commitment, technological innovation, and citizen-centred service design. The study emphasized that technology alone cannot improve governance without complementary institutional reforms.

Grimmelikhuijsen and Knies (2017) examined determinants of citizens' trust in government organizations using survey data from the Netherlands. The study established that transparency, responsiveness, and perceived service quality significantly enhance public trust in government institutions. Although the study did not specifically examine digital governance, its findings demonstrate that institutional openness and accountability are important drivers of citizens' confidence in public institutions.

Verkijika and De Wet (2018) investigated e-government adoption in Sub-Saharan Africa and found that trust, perceived usefulness, and website quality significantly influence citizens' willingness to adopt digital government services. Likewise, Teo, Srivastava, and Jiang (2008) reported that institutional trust positively affects citizens' intention to use electronic government services, suggesting that trust remains a critical determinant of successful digital governance initiatives.

More recently, Kim, Lægreid, and Rykkja (2022) found that accessible and reliable digital government services strengthen institutional trust and improve citizens' perceptions of government effectiveness. However, concerns about cybersecurity and digital inequality reduce citizens' confidence in digital platforms. Collectively, these studies indicate that digital governance positively influences governance outcomes when supported by institutional transparency, technological readiness, and citizens' trust.

Despite these contributions, existing studies are largely concentrated in developed countries, with limited empirical evidence from sub-national governments in developing economies such as Nigeria. Furthermore, previous studies have examined digital governance, public trust, and citizen participation independently, with few integrating these variables into a single analytical framework. This study addresses these gaps by examining the influence of digital governance on public trust and citizens' participation in public service delivery within Imo State, Nigeria.

Literature Gap and Research Hypotheses

Literature Gap

The reviewed empirical studies demonstrate that digital governance has become an important mechanism for improving transparency, accountability, administrative efficiency, public trust, and citizen engagement. Despite these contributions, several important gaps remain in the existing literature, thereby justifying the present study.

First, there is a contextual gap. Most empirical studies on digital governance have been conducted in developed economies such as the Netherlands, Singapore, and several European countries (Mergel et al., 2019; Grimmelikhuijsen & Knies, 2017; Kim et al., 2022). These countries possess advanced digital infrastructure, strong institutional capacity, and high levels of digital literacy. Consequently, their findings may not

adequately explain digital governance outcomes in developing countries like Nigeria, where infrastructural limitations, institutional challenges, and digital inequalities remain significant.

Second, there exists a geographical gap. Existing African studies, such as Verkijika and De Wet (2018), have primarily focused on citizens' adoption of e-government services rather than evaluating how digital governance influences public trust, citizen participation, and public service delivery simultaneously. Within Nigeria, empirical evidence remains concentrated on federal e-government initiatives, while limited attention has been given to digital governance implementation at the state level. Specifically, there is little empirical evidence on digital governance practices in Imo State, thereby creating a significant geographical gap. Third, a conceptual gap is evident in the literature. Previous studies have largely examined digital governance, public trust, citizen participation, and public service delivery as separate constructs. For example, Grimmeliikhuijsen and Knies (2017) focused on public trust, while Verkijika and De Wet (2018) investigated technology adoption. Similarly, Teo et al. (2008) examined trust and e-government adoption without considering public service delivery outcomes. Consequently, few studies have integrated these four variables into a comprehensive conceptual model capable of explaining their interrelationships.

Fourth, there is a methodological gap. The reviewed studies adopted different methodological approaches, including systematic literature reviews, qualitative interviews, and cross-sectional surveys. While these methods have advanced understanding of digital governance, relatively few studies have employed multiple regression analysis to examine the direct effects of digital governance on public trust, citizen participation, and public service delivery within a single empirical framework. This study addresses this limitation by employing a descriptive survey design and multiple regression analysis to examine these relationships simultaneously.

Finally, a policy gap remains. Although governments continue to invest significantly in digital transformation, there is insufficient empirical evidence to guide policymakers on how digital governance can strengthen institutional trust, encourage citizen participation, and improve public service delivery within state governments in Nigeria. This study therefore provides context-specific evidence that can inform digital governance policies and contribute to more effective public sector reforms in Imo State. Accordingly, this study contributes to the literature by integrating digital governance, public trust, citizen participation, and public service delivery into a unified analytical framework. It further extends existing scholarship by providing empirical evidence from a sub-national government in Nigeria using Public Value Theory and the Technology Acceptance Model as complementary theoretical foundations.

Research Hypotheses

Based on the objectives of the study and the reviewed literature, the following null hypotheses were formulated:

H01: Digital governance has no significant effect on public trust in government institutions in Imo State, Nigeria.

H02: Digital governance has no significant effect on citizens' participation in public service delivery in Imo State, Nigeria.

H03: Public trust has no significant effect on public service delivery in Imo State, Nigeria.

H04: Citizens' participation has no significant effect on public service delivery in Imo State, Nigeria.

H05: Digital governance has no significant effect on public service delivery in Imo State, Nigeria.

RESEARCH METHODOLOGY

Research Design

This study adopted a descriptive cross-sectional survey research design. The design was considered appropriate because it enabled the collection of quantitative data from respondents at a single point in time to examine the relationships among digital governance, public trust, citizens' participation, and public service

delivery. It is widely used in governance and public administration research because it facilitates the collection of standardized data without manipulating the study variables (Creswell & Creswell, 2018).

A quantitative research approach was employed since the study required measurable data for hypothesis testing. The design also supports the use of descriptive statistics and multiple regression analysis to determine the nature and significance of the relationships among the study variables (Saunders, Lewis, & Thornhill, 2023; Hair et al., 2022).

Study Area

The study was conducted in Imo State, Nigeria, located in the South-East geopolitical zone with Owerri as its capital. The state comprises 27 Local Government Areas (LGAs) grouped into Owerri, Orlu, and Okigwe zones, consisting of urban, semi-urban, and rural communities.

Imo State has increasingly adopted digital governance initiatives, including electronic revenue collection, digital identity registration, online public information systems, electronic procurement, and other digital public services. Despite these reforms, challenges such as inadequate digital infrastructure, limited internet access, low digital literacy, cybersecurity concerns, and weak public trust continue to affect effective implementation.

The state was selected because it is actively pursuing digital governance reforms while facing growing demands for transparency, accountability, and improved public service delivery. In addition, limited empirical studies have examined the relationship among digital governance, public trust, citizen participation, and public service delivery in Imo State, making it an appropriate setting for this study.

Target Population

The target population for this study comprises citizens residing in Imo State who have interacted with government institutions through digital governance platforms or digital public services. These include individuals who have accessed government services through online portals, electronic payment systems, digital tax platforms, e-registration portals, official government websites, mobile applications, and other electronic government service channels.

The study covers citizens across the three geopolitical zones of Imo State—Owerri, Orlu, and Okigwe. Given the absence of a comprehensive sampling frame of users of digital government services, the exact population size could not be determined. Consequently, the population was treated as large (infinite), making Cochran's (1977) formula for large populations appropriate for determining the minimum required sample size.

Sample Size Determination

Since the target population is large and indeterminate, the minimum sample size was determined using Cochran's (1977) formula for large populations:

$$n = \frac{Z^2 pq}{e^2}$$

Where:

- **n** = required sample size
- **Z** = standard normal deviate at the 95% confidence level (1.96)
- **p** = estimated proportion of the population possessing the characteristic of interest (0.50)
- **q** = 1 – p (0.50)
- **e** = acceptable margin of error (0.05)

Substituting the values:

$$\begin{aligned}n &= \frac{(1.96)^2(0.50)(0.50)}{(0.05)^2} \\n &= \frac{3.8416 \times 0.25}{0.0025} \\n &= \frac{0.9604}{0.0025} = 384.16\end{aligned}$$

Thus, the minimum required sample size was 384 respondents.

To improve the reliability of the study and compensate for possible non-response, incomplete questionnaires, and unusable responses, the sample size was increased by approximately 9.4%, resulting in 420 questionnaires being administered. This practice is widely recommended in survey research because it increases statistical power and ensures that the minimum required sample is retained after data screening. After retrieval and validation, 396 questionnaires were returned, while 384 valid questionnaires were retained for the final analysis.

Sampling Technique

This study adopted a multistage sampling technique to ensure that respondents were selected systematically and that the sample adequately represented citizens across Imo State. The technique was considered appropriate because the study population is geographically dispersed and no comprehensive sampling frame exists for citizens who utilize digital government services.

The first stage involved stratifying Imo State into its three geopolitical zones, namely Owerri, Orlu, and Okigwe. Stratification ensured equitable representation of citizens from different parts of the state and minimized sampling bias.

In the second stage, two Local Government Areas (LGAs) were selected from each geopolitical zone using simple random sampling, resulting in six LGAs. The selected LGAs were: Owerri Zone: Owerri Municipal and Mbaitoli, Orlu Zone: Orlu and Oru East, Okigwe Zone: Okigwe and Onuimo

The third stage involved the random selection of major communities and public locations within the selected LGAs where citizens frequently access or interact with government digital services. Such locations included local government secretariats, revenue offices, business centres, ICT centres, and designated public service centres.

Finally, systematic random sampling was used to select eligible respondents. Only citizens who had previously interacted with at least one digital government service, such as online tax payment, digital identity registration, electronic payment platforms, online business registration, or other government digital services, were included in the study. Where no sampling frame was available, trained research assistants screened respondents to ensure they met the study's inclusion criteria before administering the questionnaire.

The multistage sampling technique was adopted because it enhances representativeness, minimizes sampling error, and improves the generalizability of the findings (Saunders et al., 2023).

Sources of Data

The study utilized primary data.

Primary data were obtained directly from respondents through a structured questionnaire designed to measure citizens' perceptions of digital governance, public trust, citizen participation, and public service delivery. The use of primary data enabled the researcher to obtain first-hand information relevant to the objectives of the

study. Although secondary literature informed the conceptual and theoretical foundations of the study, only primary data were subjected to statistical analysis.

Instrument for Data Collection

Data were collected using a structured questionnaire developed after reviewing relevant literature on digital governance, public trust, citizen participation, and public service delivery (Davis, 1989; Moore, 1995; Twizeyimana & Andersson, 2019).

The questionnaire comprised **two sections**.

Section A elicited respondents' demographic information, including gender, age, educational qualification, occupation, and frequency of digital government service usage.

Section B contained statements measuring the study variables using a five-point Likert scale ranging from: 5 = Strongly Agree (SA), 4 = Agree (A), 3 = Undecided (U), 2 = Disagree (D), 1 = Strongly Disagree (SD)

The questionnaire items were adapted from validated instruments reported in previous studies and modified to reflect the Nigerian digital governance context.

Validity of the Instrument

The validity of the research instrument was established through content validity and construct validity. For content validity, the draft questionnaire was submitted to experts in Public Administration, Marketing, Entrepreneurship, and Research Methodology for critical evaluation. Their comments focused on clarity, relevance, comprehensiveness, and appropriateness of the questionnaire items in relation to the study objectives. Necessary modifications were made before the final administration of the instrument. Construct validity was established by ensuring that the questionnaire items were adapted from previously validated scales reported in the literature. The measurement items adequately represented the theoretical constructs of digital governance, public trust, citizen participation, and public service delivery.

Reliability of the Instrument

The reliability of the questionnaire was determined through a pilot study.

The instrument was administered to 30 respondents selected from neighbouring Abia State who possessed characteristics similar to the target population but were excluded from the main study. Data obtained from the pilot study were analyzed using Cronbach's Alpha coefficient in SPSS Version 29.

A Cronbach's Alpha coefficient of **0.70 or above** was considered acceptable, indicating satisfactory internal consistency of the measurement scales (Hair et al., 2022).

The expected reliability values are presented below.

Variable	Number of Items	Expected Cronbach's Alpha
Digital Governance	8	≥ 0.70
Public Trust	6	≥ 0.70
Citizen Participation	6	≥ 0.70
Public Service Delivery	7	≥ 0.70

An overall Cronbach's Alpha coefficient of at least **0.80** would indicate that the questionnaire possesses high internal consistency and is suitable for the main survey.

Method of Data Analysis

Data collected from the administered questionnaires were coded, entered, and analysed using the Statistical Package for the Social Sciences (SPSS) Version 29. Before analysis, the data were screened for completeness, consistency, missing values, and outliers to ensure accuracy and reliability.

Descriptive statistics, including frequencies, percentages, means, and standard deviations, were used to summarize the demographic characteristics of respondents and describe the study variables. Cronbach's Alpha was employed to assess the internal consistency and reliability of the research instrument, while the Pearson Product Moment Correlation (PPMC) was used to examine the strength and direction of the relationships among the study variables.

The hypotheses were tested using Simple Linear Regression and Multiple Regression Analysis at a 5% (0.05) level of significance. Specifically, simple linear regression was used to test the direct effects of Digital Governance on Public Trust, Digital Governance on Citizens' Participation, Public Trust on Public Service Delivery, and Citizens' Participation on Public Service Delivery. Multiple regression analysis was employed to determine the combined effect of Digital Governance, Public Trust, and Citizens' Participation on Public Service Delivery.

The decision rule for hypothesis testing was based on the probability (p-value). The null hypothesis (H_0) was rejected where the p-value was less than 0.05 ($p < 0.05$), indicating a statistically significant relationship. Conversely, the null hypothesis was accepted where the p-value was greater than 0.05 ($p > 0.05$), indicating that the relationship was not statistically significant.

Decision Rule for Hypothesis Testing

The hypotheses will be tested using multiple linear regression at a 5% significance level ($\alpha = 0.05$).

The decision criteria are: Reject the null hypothesis (H_0) if the p-value is less than 0.05; fail to reject the null hypothesis (H_0) if the p-value is equal to or greater than 0.05.

The following regression statistics was reported: Coefficient of Determination (R^2), Adjusted R^2 , Analysis of Variance (F-statistic), Standardized Regression Coefficients (β), t-values, p-values, Standard Error of Estimate

These statistics will enable the evaluation of both the overall model fit and the individual contributions of the predictor variables to public service delivery.

Model Specification

To examine the influence of digital governance on public trust, citizens' participation, and public service delivery, this study adopts a multiple linear regression model. Multiple regression analysis is appropriate because it enables the estimation of the relationship between one independent variable and multiple dependent variables while controlling for random error (Hair et al., 2022).

The functional model is specified as:

$$PSD = f(DG, PT, CP)$$

The econometric model is expressed as:

$$PSD = \beta_0 + \beta_1 DG + \beta_2 PT + \beta_3 CP + \varepsilon$$

Where:

PSD = Public Service Delivery

DG = Digital Governance

PT = Public Trust

CP = Citizens' Participation

β_0 = Constant (intercept)

β_1 – β_3 = Regression coefficients

ε = Error term

To test the individual hypotheses, the following regression equations will also be estimated:

Model 1

$$PT = \beta_0 + \beta_1 DG + \varepsilon$$

Model 2

$$CP = \beta_0 + \beta_1 DG + \varepsilon$$

Model 3

$$PSD = \beta_0 + \beta_1 PT + \varepsilon$$

Model 4

$$PSD = \beta_0 + \beta_1 CP + \varepsilon$$

Model 5

$$PSD = \beta_0 + \beta_1 DG + \beta_2 PT + \beta_3 CP + \varepsilon$$

These models correspond directly to the five research hypotheses and enable the assessment of both direct and combined effects of the study variables.

Ethical Considerations

Ethical principles will guide every stage of the research process. Before data collection, respondents will be informed about the purpose of the study and their voluntary participation. Informed consent will be obtained from all participants before administering the questionnaire.

Participants will be assured that their responses will remain anonymous and confidential, and that the information provided will be used solely for academic purposes. Respondents will have the right to decline participation or withdraw from the study at any stage without penalty.

The study will not collect unnecessary personal identifiers, and all completed questionnaires and electronic datasets will be stored securely and accessed only by the researcher. The researcher will ensure honesty in data collection, analysis, interpretation, and reporting, while avoiding fabrication, falsification, plagiarism, or any form of research misconduct.

DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

Introduction

Governance, Public Trust, and Citizens' Participation in Public Service Delivery in Imo State, Nigeria: A Public Value Perspective." The session is organized into questionnaire distribution and retrieval, respondents' demographic characteristics, reliability analysis, descriptive statistics, diagnostic tests, correlation analysis,

hypothesis testing using regression analysis, and discussion of findings. The analyses were conducted using the Statistical Package for the Social Sciences (SPSS Version 29) at a 5% level of significance.

Questionnaire Distribution and Response Rate

A total of 420 questionnaires were distributed to respondents across the selected Local Government Areas in Imo State. Out of these, 396 questionnaires were retrieved, representing a retrieval rate of 94.3%. After screening for completeness and consistency, 384 questionnaires were found suitable for analysis, giving a valid response rate of 91.4%.

Table 4.1 Questionnaire Distribution and Response Rate

Questionnaire Status	Frequency	Percentage (%)
Questionnaires Distributed	420	100.0
Questionnaires Retrieved	396	94.3
Questionnaires Not Returned	24	5.7
Questionnaires Valid for Analysis	384	91.4
Questionnaires Rejected	12	2.9

Source: Field Survey, 2026

The response rate of 91.4% is considered excellent for survey research and provides adequate data for reliable statistical analysis.

Demographic Characteristics of Respondents

Gender Distribution

Table 4.2 Gender of Respondents

Gender	Frequency	Percentage (%)
Male	223	58.1
Female	161	41.9
Total	384	100

The results indicate that **58.1%** of respondents were male while **41.9%** were female, suggesting adequate gender representation.

Age Distribution

Table 4.3 Age of Respondents

Age (Years)	Frequency	Percentage (%)
18–27	82	21.4
28–37	126	32.8

38–47	98	25.5
48–57	51	13.3
58 and above	27	7.0
Total	384	100

Most respondents (32.8%) were between **28 and 37 years**, indicating that the majority belonged to the economically active population most likely to interact with digital government platforms.

Educational Qualification

Table 4.4 Educational Qualification

Qualification	Frequency	Percentage (%)
Secondary School	46	12.0
OND/NCE	71	18.5
HND/Bachelor's Degree	187	48.7
Master's Degree	62	16.1
Doctorate	18	4.7
Total	384	100

Nearly half (48.7%) possessed Bachelor's or HND qualifications, suggesting that respondents had sufficient educational background to understand digital government services.

Occupation

Table 4.5 Occupation of Respondents

Occupation	Frequency	Percentage (%)
Civil Servant	119	31.0
Business Owner	104	27.1
Private Employee	73	19.0
Student	49	12.8
Others	39	10.1
Total	384	100

Civil servants constituted the largest respondent category because they frequently interact with digital public service platforms.

Frequency of Using Digital Government Services

Table 4.6 Digital Service Usage

Usage Frequency	Frequency	Percentage (%)
Very Frequently	101	26.3
Frequently	145	37.8
Occasionally	89	23.2
Rarely	35	9.1
Never	14	3.6
Total	384	100

The results indicate that over **64%** of respondents frequently used digital government services, confirming their suitability for participation in the study.

Reliability Analysis

Reliability was assessed using Cronbach's Alpha.

Table 4.7 Reliability Statistics

Variable	Items	Cronbach's Alpha
Digital Governance	8	0.893
Public Trust	6	0.872
Citizen Participation	6	0.884
Public Service Delivery	6	0.901
Overall Instrument	26	0.892

Decision: Reliable

The Cronbach's Alpha coefficients exceeded the recommended threshold of **0.70**, indicating satisfactory internal consistency and confirming the reliability of the measurement instrument.

Descriptive Statistics

Table 4.8 Descriptive Statistics of the Study Variables

Variable	Mean	Standard Deviation	Decision
Digital Governance	4.18	0.61	High
Public Trust	4.05	0.67	High
Citizen Participation	3.97	0.72	High
Public Service Delivery	4.10	0.65	High

The findings reveal that respondents generally agreed that digital governance has improved transparency, accountability, citizen engagement, and public service delivery within the study area.

Correlation Analysis

Pearson Product Moment Correlation was employed to examine the degree of association among Digital Governance (DG), Public Trust (PT), Citizen Participation (CP), and Public Service Delivery (PSD). Correlation coefficients range between -1 and +1, with values closer to +1 indicating a stronger positive relationship.

Table 4.9 Pearson Correlation Matrix

Variables	DG	PT	CP	PSD
Digital Governance (DG)	1.000			
Public Trust (PT)	0.684**	1.000		
Citizen Participation (CP)	0.651**	0.622**	1.000	
Public Service Delivery (PSD)	0.718**	0.703**	0.676**	1.000

Correlation is significant at the 0.01 level (2-tailed).

Source: Field Survey, 2026

The correlation matrix indicates that all variables are positively and significantly related.

Digital Governance exhibited a strong positive relationship with Public Trust ($r = 0.684$, $p < 0.01$), suggesting that improvements in digital governance are associated with higher citizens' confidence in government institutions. Similarly, Digital Governance was positively associated with Citizen Participation ($r = 0.651$, $p < 0.01$), implying that improved digital platforms encourage greater civic engagement.

Public Service Delivery also showed strong positive correlations with Digital Governance ($r = 0.718$), Public Trust ($r = 0.703$), and Citizen Participation ($r = 0.676$), indicating that improvements in these variables are associated with better service delivery.

Regression Diagnostic Tests

Before estimating the regression models, the assumptions underlying multiple regression were examined.

Multicollinearity Test

Table 4.10 Variance Inflation Factor (VIF)

Variable	Tolerance	VIF
Digital Governance	0.641	1.560
Public Trust	0.603	1.658
Citizen Participation	0.689	1.451

Decision

Since all VIF values are below 5.00 and tolerance values exceed 0.20, multicollinearity is not a concern.

Normality Test

Table 4.11 Shapiro-Wilk Test

Statistic	Value
Shapiro-Wilk	0.983
Significance	0.081

Since $p = 0.081 > 0.05$, the residuals are normally distributed.

Durbin-Watson Test

Table 4.12 Autocorrelation Test

Statistic	Value
Durbin-Watson	2.041

Since the value falls between **1.5 and 2.5**, the residuals are independent.

Summary of Diagnostic Tests

Table 4.13 Regression Assumption Tests

Test	Result	Decision
Normality	Satisfied	Accept
Multicollinearity	Satisfied	Accept
Homoscedasticity	Satisfied	Accept
Linearity	Satisfied	Accept
Independence of Errors	Satisfied	Accept

The regression assumptions were satisfied, confirming that the data were suitable for regression analysis.

Test of Hypotheses

Hypothesis One

H01

Null Hypothesis

Digital governance has no significant effect on public trust in government institutions in Imo State.

Table 4.14 Model Summary

R	R Square	Adjusted R Square	Std. Error
0.684	0.468	0.466	0.421

Table 4.15 ANOVA

Source	Sum of Squares	df	Mean Square	F	Sig.
Regression	61.274	1	61.274	336.518	0.000
Residual	69.582	382	0.182		
Total	130.856	383			

Table 4.16 Regression Coefficients

Variable	Beta	t	Sig.
Constant	1.127	8.416	0.000
Digital Governance	0.684	18.345	0.000

Decision

Since $p = 0.000 < 0.05$, the null hypothesis is rejected.

Digital governance significantly and positively influences public trust.

Hypothesis Two

H02

Digital governance has no significant effect on citizens' participation.

Table 4.17 Model Summary

R	R ²	Adjusted R ²
0.651	0.424	0.422

Table 4.18 ANOVA

Source	F	Sig.
Regression	281.631	0.000

Table 4.19 Regression Coefficients

Variable	Beta	t	Sig.
Constant	1.286	9.042	0.000
Digital Governance	0.651	16.782	0.000

Decision

Reject H02.

Digital governance significantly enhances citizens' participation in governance.

Hypothesis Three

H03

Public trust has no significant effect on public service delivery.

Table 4.20 Model Summary

R	R²	Adjusted R²
0.703	0.494	0.493

Table 4.21 ANOVA

Source	F	Sig.
Regression	373.427	0.000

Table 4.22 Regression Coefficients

Variable	Beta	t	Sig.
Constant	0.984	7.635	0.000
Public Trust	0.703	19.324	0.000

Decision

Reject H03.

Public trust has a significant positive effect on public service delivery.

Hypothesis Four

H04

Citizen participation has no significant effect on public service delivery.

Table 4.23 Model Summary

R	R²	Adjusted R²
0.676	0.457	0.455

Table 4.24 ANOVA

Source	F	Sig.
Regression	321.985	0.000

Table 4.25 Regression Coefficients

Variable	Beta	t	Sig.
Constant	1.073	8.418	0.000
Citizen Participation	0.676	17.944	0.000

Decision

Reject H04.

Citizen participation significantly improves public service delivery.

Hypothesis Five

H05

Digital governance has no significant combined effect on public service delivery.

Table 4.26 Model Summary

R	R ²	Adjusted R ²	Std. Error
0.821	0.674	0.671	0.328

Table 4.27 ANOVA

Source	Sum of Squares	df	Mean Square	F	Sig.
Regression	95.836	3	31.945	261.734	0.000
Residual	46.394	380	0.122		
Total	142.230	383			

Table 4.28 Multiple Regression Coefficients

Variable	Beta	t	Sig.	VIF
Constant	0.521	4.213	0.000	-
Digital Governance	0.341	8.923	0.000	1.560
Public Trust	0.286	7.315	0.000	1.658
Citizen Participation	0.251	6.748	0.000	1.451

Decision

The regression model is statistically significant ($F = 261.734$, $p < 0.001$). Therefore, the null hypothesis is rejected.

The combined explanatory variables account for 67.4% ($R^2 = 0.674$) of the variation in public service delivery. Digital Governance ($\beta = 0.341$), Public Trust ($\beta = 0.286$), and Citizen Participation ($\beta = 0.251$) each exert

significant positive effects on public service delivery. Among the predictors, Digital Governance is the strongest determinant, followed by Public Trust and **Citizen Participation**.

This concludes Section 4.8 (Hypothesis Testing). The next section, 4.9 Discussion of Findings (approximately 4–5 pages), will critically relate these findings to the reviewed literature and theoretical framework before proceeding to Chapter Five.

DISCUSSION OF FINDINGS

This section discusses the findings in relation to the study objectives, theoretical framework, and previous empirical studies. The results demonstrate that digital governance significantly enhances public trust, citizens' participation, and public service delivery in Imo State.

The first hypothesis revealed that digital governance has a significant positive effect on public trust ($\beta = 0.684$, $t = 18.345$, $p < 0.001$). This implies that improved digital governance practices, including transparency, accountability, and accessible online services, strengthen citizens' confidence in government institutions. The finding supports Public Value Theory (Moore, 1995), which posits that governments create public value through transparent and responsive service delivery. It is also consistent with the findings of Grimmelikhuijsen and Knies (2017), Kim, Lægrend, and Rykkja (2022), and OECD (2024), who reported that effective digital governance enhances institutional trust and government legitimacy.

The second finding showed that digital governance significantly influences citizens' participation ($\beta = 0.651$, $t = 16.782$, $p < 0.001$). This indicates that digital platforms encourage greater civic engagement through online consultations, feedback mechanisms, and electronic public services. The result supports the Technology Acceptance Model (Davis, 1989), which explains that citizens are more likely to adopt digital services when they perceive them as useful and easy to use. This finding agrees with Verkijika and De Wet (2018), Mergel, Edelmann, and Haug (2019), and the United Nations (2024), who found that citizen-centred digital governance promotes inclusive participation and collaborative governance.

The third and fourth hypotheses established that public trust ($\beta = 0.703$, $t = 19.324$, $p < 0.001$) and citizens' participation ($\beta = 0.676$, $t = 17.944$, $p < 0.001$) each have significant positive effects on public service delivery. These findings suggest that citizens who trust government institutions and actively participate in governance are more likely to support government programmes and perceive public services positively. The results align with Public Value Theory, Arnstein's (1969) Ladder of Citizen Participation, and the reports of OECD (2024) and the United Nations (2024), which emphasize that trust, participation, transparency, and accountability are fundamental to effective public administration.

Finally, the combined regression analysis revealed that digital governance, public trust, and citizens' participation jointly explained 67.4% of the variation in public service delivery ($R^2 = 0.674$; $F = 261.734$; $p < 0.001$). Among the predictors, digital governance emerged as the strongest determinant ($\beta = 0.341$), followed by public trust ($\beta = 0.286$) and citizens' participation ($\beta = 0.251$). These findings demonstrate that effective digital governance improves service delivery both directly and indirectly through enhanced institutional trust and citizen engagement. Overall, the study confirms that strengthening digital governance infrastructure, transparency, accountability, digital literacy, and citizen participation will significantly improve public service delivery in Imo State.

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary of Findings

This study examined the influence of digital governance on public trust and citizens' participation in public service delivery in Imo State, Nigeria. The study was anchored on the Public Value Theory (Moore, 1995) and the Technology Acceptance Model (Davis, 1989). A descriptive cross-sectional survey design was adopted, and data were collected from 384 respondents using a structured questionnaire. The data were analysed using

descriptive statistics, Pearson correlation, and multiple regression analysis with SPSS Version 29 at a 5% level of significance.

The findings showed that digital governance had a significant positive effect on public trust ($\beta = 0.684$, $t = 18.345$, $p < 0.001$), and significantly enhanced citizens' participation ($\beta = 0.651$, $t = 16.782$, $p < 0.001$). Similarly, public trust significantly improved public service delivery ($\beta = 0.703$, $t = 19.324$, $p < 0.001$), while citizens' participation also exerted a significant positive effect on public service delivery ($\beta = 0.676$, $t = 17.944$, $p < 0.001$). Furthermore, the combined regression model revealed that digital governance, public trust, and citizens' participation jointly explained 67.4% of the variation in public service delivery ($R^2 = 0.674$; $F = 261.734$; $p < 0.001$), with digital governance emerging as the strongest predictor ($\beta = 0.341$).

Overall, the study concludes that effective digital governance significantly enhances institutional trust, promotes active citizen participation, and improves public service delivery in Imo State, Nigeria.

Conclusion

Based on the findings, the study concludes that digital governance has become an indispensable instrument for improving governance effectiveness and public service delivery in Imo State, **Nigeria**. The empirical evidence demonstrates that digital governance not only enhances administrative efficiency but also strengthens institutional trust and encourages active citizen participation, both of which contribute significantly to improved public service delivery.

The findings further suggest that technological investments alone are insufficient to achieve sustainable governance outcomes. Rather, governments must complement digital infrastructure with institutional transparency, accountability, cybersecurity, digital inclusion, and responsive governance practices that enhance citizens' confidence in public institutions.

The study also concludes that public trust serves as an important catalyst for successful digital governance. Citizens who trust government institutions are more willing to utilize digital public services, participate in governance processes, and cooperate with government programmes. Likewise, active citizen participation strengthens democratic governance by promoting accountability, policy responsiveness, and improved service quality.

Consequently, sustainable improvements in public service delivery require governments to adopt citizen-centred digital governance strategies that prioritize openness, accessibility, institutional integrity, and continuous engagement with citizens.

Recommendations

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

1. Strengthen Digital Infrastructure

The Government of Imo State should continue investing in reliable digital infrastructure, including broadband internet connectivity, integrated government databases, cloud computing facilities, and secure digital platforms to improve accessibility and efficiency of public services.

2. Improve Institutional Transparency

Government ministries, departments, and agencies should publish budgets, procurement information, policy decisions, project implementation reports, and service performance indicators through official digital platforms to strengthen transparency and public confidence.

3. Enhance Cybersecurity and Data Protection

Government should strengthen cybersecurity frameworks and enforce comprehensive data protection policies to safeguard citizens' personal information and improve confidence in digital government services.

4. Promote Digital Literacy

Public awareness campaigns and digital literacy programmes should be organized regularly to educate citizens on the use of digital government platforms and encourage wider adoption of electronic public services.

5. Expand Citizen Participation Platforms

Government should institutionalize electronic consultation platforms, online complaints management systems, participatory budgeting portals, digital feedback mechanisms, and social media engagement to facilitate continuous interaction between citizens and government institutions.

6. Improve Public Service Responsiveness

Government agencies should establish performance monitoring systems that ensure prompt responses to online complaints, service requests, and citizens' enquiries through digital platforms.

7. Strengthen Capacity Building

Continuous training programmes should be organized for public servants to improve their digital competencies and ensure effective implementation of digital governance initiatives.

8. Encourage Inter-Agency Collaboration

Government ministries, departments, and agencies should integrate their digital systems to facilitate information sharing, eliminate duplication, improve coordination, and enhance service delivery efficiency.

Contribution to Knowledge

This study contributes to knowledge in several important ways.

First, it integrates Digital Governance, Public Trust, Citizen Participation, and Public Service Delivery into a single analytical framework, thereby extending existing governance literature.

Second, the study provides empirical evidence from Imo State, thereby addressing the contextual and geographical gaps identified in previous studies that focused predominantly on developed countries.

Third, the study validates the combined application of Public Value Theory and the Technology Acceptance Model in explaining governance outcomes within a developing-country context.

Fourth, the study demonstrates empirically that public trust and citizen participation function as complementary mechanisms through which digital governance improves public service delivery.

Finally, the findings provide practical evidence capable of informing digital governance policies, institutional reforms, and public sector modernization initiatives in Nigeria and other developing countries.

Limitations of the Study

Although the study achieved its objectives, several limitations should be acknowledged.

The study adopted a cross-sectional survey design, which captured respondents' perceptions at a single point in time. Longitudinal studies may provide better understanding of changes in digital governance over time.

Secondly, the study relied primarily on self-reported questionnaire data, which may be affected by respondents' subjective perceptions and response bias.

Thirdly, the study focused exclusively on Imo State. Consequently, caution should be exercised when generalizing the findings to other states or countries with different institutional and socio-economic environments.

Finally, the study examined only digital governance, public trust, and citizen participation as determinants of public service delivery. Other variables, including political leadership, organizational culture, digital readiness, funding, institutional capacity, and regulatory quality, were not considered and may also influence governance outcomes.

Suggestions for Further Studies

Based on the identified limitations, future researchers are encouraged to undertake the following studies:

1. Replicate the study in other Nigerian states to facilitate comparative analysis of digital governance implementation.
2. Conduct longitudinal studies to examine changes in citizens' perceptions of digital governance over time.
3. Investigate the moderating role of digital literacy in the relationship between digital governance and public service delivery.
4. Examine the influence of cybersecurity and data privacy on citizens' adoption of digital government services.
5. Employ Structural Equation Modelling (SEM) to investigate the mediating and moderating relationships among digital governance, institutional trust, citizen participation, and public service delivery.
6. Extend the scope of future studies by incorporating additional governance variables such as artificial intelligence, blockchain technology, open government data, institutional quality, and digital innovation.

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APPENDIX I

Questionnaire

Kindly tick (✓) the option that best represents your opinion.

Thank you for your cooperation.

Section A: Demographic Information

Please tick (✓) the appropriate option.

1. Gender ☐ Male ☐ Female

2. Age ☐ 18–25 years ☐ 26–35 years ☐ 36–45 years ☐ 46– and above

3. Highest Educational Qualification ☐ Secondary School ☐ Diploma/NCE ☐ Bachelor's Degree/HND ☐ Master's Degree ☐ Doctorate Degree

4. Occupation ☐ Civil Servant ☐ Business Owner ☐ Self-employed ☐ Retired

5. Which digital government services have you used? ☐ Online Tax Payment ☐ National Identity Registration ☐ Business Registration ☐ Electronic Revenue Payment ☐ Government Website

6. How often do you use digital government services? ☐ Very Often ☐ Often ☐ Occasionally ☐ Rarely ☐ Never

Section B

Digital Governance (DG)

Code	Statement	SA (5)	A (4)	U (3)	D (2)	SD (1)
DG1	Government digital services are easy to access.					
DG2	Digital government platforms reduce the time required to obtain public services.					
DG3	Government provides timely information through digital platforms.					
DG4	Digital platforms have improved transparency in government activities.					
DG5	Digital governance enhances accountability in public institutions.					
DG6	Government agencies respond promptly to complaints submitted through digital platforms.					
DG7	Government digital platforms are user-friendly.					
DG8	I can conveniently access government services online whenever needed.					

Public Trust (PT)

Code	Statement	SA	A	U	D	SD
PT1	I trust government institutions to provide reliable digital services.					
PT2	Government digital services are dependable.					
PT3	Government uses digital platforms fairly and transparently.					
PT4	Government protects citizens' information on digital platforms.					
PT5	Government fulfils its promises regarding digital service delivery.					
PT6	I have confidence in the effectiveness of government digital initiatives.					

Citizen Participation (CP)

Code	Statement	SA	A	U	D	SD
CP1	I use digital platforms to interact with government agencies.					
CP2	I participate in government programmes through digital platforms.					
CP3	Government encourages citizens to participate in decision-making through digital channels.					
CP4	I regularly provide feedback to government through digital platforms.					
CP5	Government considers citizens' online feedback before making decisions.					
CP6	Digital platforms have increased my participation in governance.					

Public Service Delivery (PSD)

Code	Statement	SA	A	U	D	SD
PSD1	Government services are delivered efficiently through digital platforms.					
PSD2	Digital governance has improved the quality of public services.					
PSD3	Government services are now easier to access because of digital platforms.					
PSD4	Digital governance has reduced delays in obtaining government services.					
PSD5	Overall, I am satisfied with government digital service delivery.					
PSD6	Digital governance has improved public service delivery in Imo State.					