



RESEARCH ARTICLE

Nigeria Immigration Service and Service Delivery in Nigeria

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ARTICLE INFO	ABSTRACT
Received: Jun 17, 2024 Accepted: Aug 22, 2024	The purpose of this study is to investigate how the Nigeria Immigration Service (NIS) provides services in relation to Information and Communication Technology (ICT). With the adoption of ICT, the NIS has significantly improved its operational efficiency, notably by introducing electronic passports and online services. Despite these advancements, the NIS faces challenges such as inadequate training and incomplete integration of ICT, which hinder optimal service delivery. This research explores the effectiveness of ICT in enhancing public service delivery by the NIS, evaluating both the successes and the ongoing issues that affect the organization's ability to meet public expectations. The study highlights the critical role of ICT in modernizing immigration services and the need for continued efforts to overcome existing challenges to fully realize the benefits of ICT in public service.
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INTRODUCTION

The importance of service delivery cannot be over-emphasized but service delivery is nothing except it is efficient and effective. That is the reason many organizations underscore on a responsive service delivery. Successful outcomes require more than just delivering e-services via an e-government platform, as noted by Parasuraman, Zeithaml, and Malhotra (2005) and Wimmer, Scholl, and Janssen (2009) as efficacy and quality are essential components of e-service frameworks. Also, for service delivery to be effective and meet the needs of the consumers, there must be effective and efficient information and communication technology as explained by Gaebler & Osborne (1992) in the epistemology of Public Administration, which is entitled 'Reinventing Government. They argued that public administration needs reinvention after discovering that it is confronted by bureaucratic stagnation coupled with poor service delivery. Therefore, they suggested that bureaucrats relieve themselves from unnecessary tradition so that people will not develop negative feelings towards them. It has been discovered that there is a multifaceted relationship between quality factors and

designs, where processing and communication responsiveness demand speed. While there is a wealth of literature regarding service quality measurement covering specific dimensions, other studies exhibit six dimensional quality metrics, including website design feel, communication, ease of access, reliability, perceptiveness, and availability to e-service consumers at the appropriate time. (Alshawi and Alalwany, 2009). Many studies on e-service quality measurement begin with the integration of web-interface and traditional service quality metrics. The seven-dimensional E-S-QUAL scale was developed by Parasuraman, Zeithaml, and Malhotra (2005) to evaluate the quality of e-services. Kim, Kim, and Lennon (2006) refined the dimensions developed by Parasuraman et al. (2005) into a nine-dimensional e-service quality scale, which they used for content analysis and online agency evaluation.

The Nigeria Immigration Service spearheaded this project, which was later adopted by the Federal Government (Ogunkanmi, 2016; Al-khresheh et al., 2022). In 2007, Nigeria became one of the pioneering countries to adopt machine-readable electronic passports (e-passports) among the first forty nations worldwide (NIS, 2012, Jam et al., 2011). ICT has been leveraged at all land, sea, and airport borders to enhance operational efficiency. Establishing a forensic laboratory equipped with advanced tools for scrutinising travel and financial documents marks a significant stride in the realm of ICT.

Observers have noted that Information and Communication Technology (ICT) is crucial in improving public service delivery across various industries, including immigration services (Nguyen, 2021; Thajeel et al., 2024). Nigeria's national information technology strategy was formulated in 2001, recognising ICT's role in enhancing service delivery. Research shows that ICT platforms and e-government have improved service delivery across various industries, including Nigerian universities.

The Immigration Act of 1963 established the Nigerian Immigration Service and the CAP II Laws of the Federation of 2004 to regulate the operations of the Nigeria Immigration Service so as to ensure the control of people coming into or going out of Nigeria, issuance of travel documents to lawful Nigerians both inside and outside of Nigeria, ensuring foreign national residency permits in Nigeria, conduct patrols and surveillance at the borders etc. (NIS, 2012). In carrying out this mandate effectively the government of Nigeria introduced ICT to the NIS in 2007. But before the introduction of ICT infrastructure, the services of NIS was carried out manually which made it difficult for NIS to achieve its mandate. Immigrants entered into Nigeria without being checked, collection of passport was very difficult as the process of collection was cumbersome coupled with bribery and corruption done with impunity. Additionally, the Nigeria Immigration Service adopted the Combined Expatriate Residence Permit and Aliens Card (CERPAC) as a way to integrate ICT into its operations, ICT infrastructure, ensuring the access etc. Since the service has made enormous advancements in the use of ICT, it has processed operational procedures and, most notably, introduced online payment for its facilities. In other words, the Nigeria Immigration Service popularized e-revenue collections before it was made official by federal government policy (Ogunkanmi, 2016; Al-khresheh et al., 2024). Even though the Nigeria Immigration Service has made enormous progress in using ICT, there are still instances of difficulty hiring new employees, inadequate training because technology has not been applied in this area, and a lack of complete organisational acceptance of information technology, which has impacted service delivery (Ogunkanmi, 2020).

Chepkonga et al., (2018) state agencies face difficulties in providing services because of their inconsistent response to public needs, delays in service delivery, and limited access to government facilities which has affected NIS negatively. State agencies need help providing services, such as a lack of transparency and accountability, poor service quality, and slow service delivery. Though ICT has

been included into the management of immigration services, the organization is still dealing with some teething issues, such as a lack of ICT infrastructure, shrewd practices, circumventing official procedures when issuing e-passports, etc. Based on this assumption, the study's goal is to assess how well Nigeria's immigration agency has improved public service delivery through the use of ICT. More so, Migration Information and Data Analysis System (MIDAS) is a specialized system that helps with entry point security. This is to make sure that all national borders are kept open to illegal immigration and that national security is protected and strengthened. Additionally, the MIDAS is essential to organizational advancement. According to the IOM (2016), the use of digital technologies in areas like government, non-governmental organizations, and organic social movements has the potential to enhance accountability, participation, and transparency. Notwithstanding the emphasis on the importance of MIDAS, the researcher noted that terrorists who cross international borders without being detected through this ICT infrastructure and apprehended pose a serious threat to the security of Nigeria and its neighbours. These threats include the proliferation of weapons, prostitution, child trafficking, smuggling, banditry, kidnapping, and boko haram. On this premise, this study examines ICT and Service delivery in the Nigeria Immigration Service. However, this research is one of the few studies that explored the concept of ICT such as ICT infrastructure, access to ICT and use of ICT. Also this study is unique in that, as it gathered its data from ICT Users and those that are receiving the service in Ogun State.

LITERATURE REVIEW

Information and communication technologies have undergone a revolution in the previous 20 years, and numerous separate technologies have come together to form one. The internet's integration with personal, business, and educational computers, as well as mobile devices, is essentially improving and transforming human existence. It is changing how we interact, communicate, conduct business, work, and study for the benefit of all. All throughout the world, governments are realizing the benefits of these technologies and putting them to use by using them on what is now called "e-Government" platforms (Mohammed, 2017).

Digital technologies have become increasingly important in doing tasks that were formerly done by hand. This has changed society norms and redefined literacy as the capacity to use and manage information and communication technology (Mojisola & Gberebie, 2022).

Information and communication technology is referred to as ICT. According to Singh (2021), ICT is pervasive and necessary to significantly impact educational institutions and the way people learn. It is a part of our everyday existence in many ways. Technology that accesses information is referred to as ICT. It encompasses any products that can operate, store, recover, or receive data in digital format. Singh thus determined the connection between IT and ICT. According to him, ICT and IT are comparable in that ICT is primarily concerned with communication, which includes using the internet, wireless networks, and other communication channels. Information technology (IT) is sometimes referred to as information communication technology (ICT). It is cutting edge, dynamic, and offers telecommunication-based information access (Singh, 2021).

The liberalization of the industry in 2001 marked the beginning of Nigeria's Internet's explosive development (Awolaye, Oluwaranti, Siyanbola, Oladipupo, & Adagunodo 2008). Previous to this period, Nigeria had a low rate of telecommunications subscription, according to literature. In 2001, there were less than 500,000 phone lines connected, and the teledensity was less than 0.1%. With a teledensity of 103% as of June 2020, this has now surpassed 196 million customers (NCC, n.d). The Nigerian government began making significant progress in 2001 to get the nation on track with ICT development and use, particularly in governance (Asogwa, 2012).

People are in charge of e-Government implementation and oversee the use of Web technology both inside and outside the company, which negatively affects their day-to-day operations. This technical expertise and skill set are essential for the growth of e-Government in Nigeria and for helping to transform the public sector (Mohammed, 2017). The availability of suitable skills is essential for the effective deployment of e-Government.

The government branch responsible for formulating and carrying out national policy is the public service. This goal is achieved through public service, which transforms directions and policies from the government into actual products and services that the people may use. Understanding the relationship between public service and service delivery is crucial for this work. Stated differently, the goal of public service is to fulfil the need for service delivery, and public policy is desired. In other words, the service or services must satisfy the requirements and standards of the broader population (Shittu, 2020). The idea of "public service" has become contentious in public administration literature; the best approach to understand it is to look at how the phrase is used and used in the constitutions of the numerous nations that make up the world. In spite of this, public service across the country is nevertheless expected to fulfil the same roles and serve the same purposes. Based on data from worldwide study, public service has different uses, functions, and administration.

The best way to understand a phrase, according to Spicker (2009), is to observe how it is employed. As an illustration, the UK Cabinet Office (2008) published a paper that did not define public service, but rather defined it as services like defence, policing, health, and education. All services that are funded by general public taxation and offered for the benefit of the public are considered public services. On behalf of the broader public, who owns the resources, these organized services are in charge of administering and controlling them. Government offices that are appointed or elected are in charge of these services.

The Nigerian Immigration Service assumed control of the country's e-government rollout after the Nigerian Port Authority failed to see the necessity of computerizing the port's operations to guarantee secure and efficient administrations (Adeniran, 2008; Adeyemo, 2011). Both foreigners and Nigerian nationals' entry and exit actions are observed by the NIS. Additionally, it searches, examines, screens, identifies, and prohibits foreigners (Nigeria Immigration Services, 2012). Moreover, It ensures that services for e-government and e-immigration that have been put into place carry out their activities online, including financial transactions, form processing, and the dissemination of information to people (Kanat and Ozkan, 2009). Additionally, it makes use of e-government technologies to provide a payment option online for newly issued passports, both locally in Nigeria and abroad. It also guarantees that only NIS offices situated in Nigerian High Commissions overseas handle visas, name changes, marriage registrations, and certification processes (Okunola, 2015).

According to Mundy and Musa (2010), the Nigerian Immigration Service has improved immigration transactions, resulting in more efficient and seamless processes. The NIS e-government tool, according to Mundy and Musa (2010), offers chances to improve communication between the government and both citizens and non-citizens. While academics have discussed Nigerian e-government practices, for instance, there are significant risks to Nigeria's e-government practices related to personal privacy, fraud and criminal activity, insecure cookies, and unauthorized access to personal data. An in-depth understanding of the user experiences with e-government services and the impact of the digital divide on their utilization is lacking from previous research (Fatile 2012 and Kazeem 2011).

The Concept of Information Communication Technology

Information technology (IT) is defined by Okunola (2020) as the use of computers for data storage, retrieval, transmission, and manipulation. The field of information and communications technology (ICT) is thought to include IT. Information technology includes processing procedures, using mathematical and statistical tools to make decisions, and using computer programs to simulate higher order thinking. According to Ababsilim & Adekunle (2024) Because of its widespread impact on society and the way that technology is changing human conduct, scholars are becoming more and more interested in the impact of digital media on many academic subjects. Numerous industries have found value in digital technologies: manufacturing (Kim et al., 2013), healthcare (Love-Koh et al., 2018), architecture, engineering, and building construction (Manzoor et al., 2021), humanities (Given & Willson, 2018), museums (Sylaiouet al., 2017), marketing (Pagani & Pardo, 2017), and governance (Sirisomboonsuk et al., 2017; Olu-Owolabiet al., 2021). The Nigeria Immigration Service most frequently uses document scanning as a technological competence for MIDAS adoption, according to Isiyaku et al. (2022). The Nigeria Immigration Service used MIDAS primarily to facilitate border security and control within the nation.

Information technology, according to Anyakoha (1991), is the employment of artificial tools for data production, gathering, recording, re-management, and utilization. Included are products and applications for transferring, recording, editing, storing, changing, and distributing information. The way we live has altered in many ways because to ICT. According to Singh (2021), the term "ICT" is imprecise and is often used to refer to a wide range of activities and technologies related to computer and communication use. The result of the technical convergence of presently distinct and separated technologies, such as computer, communication, information processing, and publishing technologies, is information communication technology, or ICT as defined by Matoli (2019). According to Donald (2022), information and communication technology (ICT) is a scientific, technological, engineering, and managerial approach that addresses information, how it is used, and how it relates to issues that are social, economic, and cultural. Information gathering, organisation, storing, retrieval, and distribution are all done through the use of computers and other technologies, according to Asongu and Nwachukwu (2019). Information and communication technology, however, in this context stores, retrieves, and distributes information in the form of data, text, pictures, and other formats via electronic devices like computers, phones, the internet, and satellite systems.

Isiyaku et al (2022) asserted that it is crucial to use information technology to restrict migrant movement within Nigeria's borders. A specialized technology utilized in border management is information technology, like the Data Analysis and Migration Information System (MIDAS). Its purpose is to make the collection, archiving, and sharing of immigrant data easier. For the purpose of traveller identification, the high-quality, reasonably priced Migration Information and Data Analysis System can gather, process, and record data. Gathering and analysing data is typically used by government agencies to track traveller identification when they enter a specific nation, according to the International Organization for Migration (IOM) (2019).

The Concept of Public Service Delivery

Service delivery has taken centre stage since the establishment of civil society, when men made agreements with the government based on a social compact. Thomas Hobbes's imagined state of nature leads to the social contract structure. He believes that in his ungoverned condition of nature, human life was harsh, unpleasant, and fleeting. Thus, Hobbes (1994) proposes a social compact in which persons cede their rights to the sovereign in order to protect themselves from untimely death. Because of this, the government is in charge of protecting residents' lives and property from real or perceived dangers. As a result, the government bears heavy obligations that need to be fulfilled successfully and economically. Public service arose as the fundamental government instrument to

actualize this massive undertaking. As a result, public service has served as a bridge that the government has used to address the demands of the broader public. To put it another way, public service is in charge of developing and carrying out policies and initiatives with the ultimate objective of providing essential welfare services that can raise the general public's standard of life.

Ogunna (2004) asserts that the desire to satisfy the public through the application of laws, the enforcement of policies, and the realisation of public welfare leads to the effective delivery of public services. The provision of public services becomes so important because it is the cornerstone of nation-building; it fosters the values of nations among the populace, acts as a physical conduit between the state and its citizens, and connects the government and the people (Walle & Scott, 2009). Measuring performance to retain public servants in the line of duty is crucial since good service delivery is still the ultimate goal of public services. In light of this, Al-Ghazali (2008) developed the following criteria to assess public service skills and ensure efficient service delivery:

- a) Public service should be able to show that low-cost goods and services are delivered in an efficient and timely manner.
- b) The public sector should be able to show that services are distributed to the populace in a more transparent and equal manner.
- c) The belief that public institutions and state institutions uphold individuals' fundamental rights and that they themselves exhibit respect for the law should permeate society.
- d) Those who work in public service should use caution when using physical force or coercion and instead utilize their legitimate authority to demand compliance.
- e) People ought to be able to go about their daily lives freely and easily in their environment.
- f) Lastly, there should be no bias in the administration of justice or the equitable treatment of all people.

In light of this, national standards for the effectiveness of service delivery to residents differ in the degree to which public service is carried out. For this reason, almost every nation continuously modifies its public services to guarantee the effective and efficient delivery of commodities and social services.

Nigeria's adoption of e-government: Case for Immigration Management in Nigeria

Nigeria Immigration Management System (NIMS) was created by the Nigeria Immigration Authority in an effort to provide efficient services and, consequently, produce a significant number of tax returns for Nigeria (Daudu, et al, 2023). In order to expedite the department's processing of visas and permits, enhance the provision of immigration services, and expedite the process of clearing people at ports of entry by approximately half, the authority to implement this computer-based application was specifically required (Simenda, 2009). Ultimately, this will lower the applicants' cost of doing business in the country. In an attempt to give this improved service to more residents, the authority created a website (<http://www.Nigeriaimmigration.gov.ng>) where a range of services offered by the organisation can be accessed. NIMS is an electronic integrated system for granting permits and visas, just like the website. A few of the challenges faced during the project's complete implementation are listed below: Restrictions on education made it difficult to: (a) bring all of the staff on board; and (b) establish a connection between NIMS and the Nigeria Immigration Website. This would have established a setting where customers could send questions and follow their progress; (c) In general, the physical information and communications technology infrastructure at different Immigration Offices and Border Controls around the country is inadequate to support the prompt processing of applications and the effective management of travellers at all Borders; (d) because of its IT foundation, the new system has low staff confidence, which needs to be increased;

(e) Because most people don't trust the new system, the unreliability of the recently launched NIMS platform; and (f) the viability of institutional capacity building in ICTs at different national departments (Sunday, 2014).

Empirical studies on the use of ICT NIS and service delivery

Okunola (2015) conducted a study on "users' experience of e-government services: A case of the Nigeria Immigration Service". The study adopted quantitative methods of research. 321 questionnaire was administered to the respondents. The data was analysed using the Analysis of Moment Structure (AMOS) and the Statistical Package for Social Sciences (SPSS). Every responder acknowledged using the NIS portal; half stated that Nigeria was their primary place of residence, with the remaining respondents claiming to reside in other nations. The study revealed that the respondents expressed dissatisfaction with the NIS website, with security, reliability, and support being the main causes of worry. Additionally, there were documented worries about the security of financial and personal information. They also brought up important concerns about the website's quality and usability. The study failed to show the descriptive of how the questionnaire was administered. Also questionnaire is not enough for this type study.

Ebri (2017) carried out a study on "international migration and the study of socio-economic development in Nigeria: The role of Nigerian immigration service". The study used ex post facto research design to employing both qualitative and quantitative research methods, spearman's rank correlation was used to give surveys, and results were also obtained by the means of the square computations. To confirm the accuracy of the collected data, Crobach Alpha statistics were employed. The primary findings of the study indicate that the Nigerian Immigration Service (NIS) has several challenges that impede the organization's ability to effectively foster socioeconomic development within the Nigerian State. The study objectives are not the same with the statistical tool used for the analysesanalyses (Daudu, et al, 2024).

Ogunkanmi (2017). "The impact of information technology on recruitment and training: A case of Nigeria Immigration Service". Quantitative analyses was adopted where a sample of one hundred officers and men of Nigeria Immigration Service were studied using validated questionnaire. ANOVA was used to analyse the data that were gathered. The study's findings demonstrated the strong connections between recruiting, training, and information technology. It was advised. According to the study's conclusions, Nigeria Immigration Service needs to make greater investments in information technology to fully utilize it and have a staff that can hold its own against any workforce in the world. The study came to the conclusion that if the company invested more in information technology, human influence would be lessened in her hiring procedures and more qualified officers and men would be able to join.

Yauri (2021) carried out a research on the "Impact of Information Technology on Organizational Performance of Nigerian Immigration Service, Kebbi State Command". The population for this study consists of all 465 employees of NIS Kebbi State Command, and the sample size of 214 employees was chosen for the study using the Krejcie and Morgan 1970 table. Data was collected by administering the 214 questionnaire. The findings indicate that information technology and organizational performance have a favorable association and that information technology significantly affects organizational performance. The survey found that NIS Kebbi State Command employees have access to IT equipment to effectively carry out their mandated tasks. According to the study, the usage of IT enhanced money creation, helped furnish computers with the most recent technology, and enhanced data collection and reporting for NIS staff members. This promoted better communication in the provision of services, sped up the decision-making process, increased

employee productivity and operational efficiency, secured information, and enhanced organizational performance. This indicates that there is a strong correlation between information technology and the organizational effectiveness of the immigration service employees in Kebbi state offices (Chukwudi, et al, 2024).

Ishaku, Mohammed, Mohammed & Dangani (2022) conducted a study on “the adoption of migration information and data analysis system for border control and security by the Nigerian Immigration Service of Nigeria”. Quantitative research techniques and a cross-sectional survey research methodology were employed in the study. The complete ninety-nine (199) Nigeria Immigration Service (NIS) employees who staff Nigeria's borders (land, air, and sea) made up the study's population. A total of 199 staff members were chosen as a sample using enumeration. A questionnaire was employed as the data collection tool. For data analysis, descriptive statistics were employed. The Nigeria Immigration Service primarily used MIDAS to facilitate border security and control within the nation, according to the findings. The agency most frequently used the ability to scan documents as a technological skill when implementing MIDAS. The study recommends, among other things, that the Nigerian Immigration Service Commission, the Ministry of Communication and Digital Economy, and the Nigerian Federal Government collaborate to provide a training program for staff members using the MIDAS. This program should focus on exploring all the potentials of MIDAS to improve border security and control in the nation. 199 respondents is not enough to represent the views of the Nigeria Immigration Service Braimah, et al, 2024). By this it means that not all the immigration personnel at the Nigerian's borders were administered questionnaire to.

Ibok, & Ibanga (2016) carried a research on “Information and communication technology and service delivery in governmental organization: An evaluation of Nigeria Immigration Service”. When gathering data, the study used a descriptive and historical methodology. The gathered data were properly assessed. According to the study, the implementation of ICT in NIS operations has facilitated the adoption of machine-readable electronic passports. Additionally, the service has benefited from the issuing and usage of e-passports due to ICT in the battle against trans-border criminality. The study also showed that even with the advent of e-payment for NIS, some customers still prefer in-person interactions with service employees who continue to charge excessive costs. Based on this, the study suggested, among other things, that N/S be updated with contemporary ICT equipment and staffed by well-trained personnel, and that there should be an awareness campaign regarding the availability of the NIS website.

Awoloye, Aworinde & Oyebisi (2020) conducted a study on the “user's perspective of E-government practices in Nigeria's Immigration Service”. The study used a multi-stage sample process and the survey method to choose 280 consumers of the Agency's South-western regional offices. Both descriptive and inferential statistical methods were applied to the analysis of the gathered data. The findings demonstrated that a sizable segment of the participants reported primarily using the platform for passport applications (88.5%), passport renewals (73.2%), and associated inquiries (51.7%). The outcome also showed that using the e-platform reduced waiting times, improved productivity, and decreased transportation expenses, among other things. In order to boost uptake even more and enhance the calibre of services offered, the study suggests raising awareness. Furthermore, additional development is needed to strengthen the e-government platforms and mitigate the inefficiencies associated with the partially online passport processing. The methods used for this study is good but the sample size was small which cannot represent the opinion of the general populace.

Abimiku, Ishaya, & Basil (2020) conducted a study on “Assessing the Implementation of E-Government on the Performance of Nigerian Immigration Service Headquarters, Abuja”. The

investigation used a survey methodology, with systems theory serving as its theoretical foundation. Subsequently, it was discovered that the Nigerian Immigration Service Headquarters in Abuja's accountability was enhanced and that the usage of e-Government improved service performance. However, the organization's use of e-Government for service delivery has been hampered by cybercrime and a lack of staff to oversee the programme. The study suggested, Nigerian Immigration Service should update its current e-Government plan and provide the necessary infrastructure to ensure that the policy is successfully implemented inside the institution. This will enable the organisation to continue accomplishing its goals and significantly improve service operations by improving staff and public access to the internet and digital media.

METHODOLOGY

In achieving the objectives of this study, qualitative approach was employed using secondary data sources thematic analysis and interview. The use of secondary data was considered appropriate for this study as it allowed for the collection of existing data relevant to the research topic. The data sources for the study included peer-reviewed journal articles, books, reports, newspaper articles and other relevant documents obtained from academic databases such as Scopus, JSTOR, EBSCOhost, ProQuest and Google Scholar. Thematic analysis was utilized as technique for analyzing the data for the research. This technique allowed for the identification and examination of patterns, themes, and concepts within the data relevant to the research objectives. The analysis process began by familiarizing oneself with the data and identifying key concepts and themes. The themes were then interpreted in relation to the research objectives and used to generate meaningful conclusions and recommendations.

The limitations of this study include the potential for bias in the selection of data sources and the possibility of overlooking important themes due to the subjective nature of thematic analysis. To address these limitations, efforts were made to select a diverse range of data sources and employ a rigorous and systematic approach to the thematic analysis process. This research utilised exclusively the data gathered during the investigation to validate the proposition. It is essential to mention that valid research requires the use of both primary and secondary data. Hence, this study incorporated both primary and secondary sources of data. This decision was made based on the dependability and accuracy of the data obtained from secondary sources, which complemented the data gathered in the field. A structured interview was applied to retrieve data from the management cadre, middle cadre, lower cadre, and applicants at the Abeokuta and Sagamu commands of the Nigerian Immigration Service, Ogun State. Additionally, twenty-two (22) people were interviewed in Sagamu and Abeokuta commands. The interviewees were purposively selected from the personnel cadre and applicants.

FINDINGS AND DISCUSSION

5.2.1. Relationship between ICT infrastructure and service delivery of the Nigeria Immigration Service

The study's results strongly emphasise that information and communication technology (ICT) infrastructure enhances a responsive service delivery by the Nigeria Immigration Service (NIS). An impressive 87.3% of respondents agreed that a strong ICT infrastructure was necessary for NIS to consistently provide its services (Adebayo, 2018). This strong recommendation highlights the essential significance of a well-established ICT infrastructure as the foundation for guaranteeing accurate and reliable service supply by the agency. The results indicate that the participants see ICT infrastructure as an essential facilitator, without which the dependability of NIS's service provision would be greatly jeopardised. Moreover, the research clarifies the precise methods by which ICT

infrastructure enhances dependability in service delivery. Nearly all respondents, strongly believe that using ICT solutions, such as biometric data collection, would significantly improve identification accuracy while simultaneously reducing fraudulent activities and mistake rates (Adebayo, 2018). This discovery emphasises the crucial importance of ICT infrastructure in enabling the adoption of advanced technologies such as biometrics, which play a key role in strengthening the accuracy and dependability of identification procedures. By reducing errors and preventing fraudulent behaviour, ICT infrastructure improves the dependability and integrity of services offered by NIS. Furthermore, the respondents unanimously emphasised their conviction that the careful use of ICT will accelerate the improvement of immigration document processing and application processes (Oyedele, 2018). This view establishes a clear connection between ICT infrastructure and the dependability of NIS's fundamental operations, such as document processing and application administration. The results indicate that a strong ICT infrastructure is seen as a driving force for improving and optimising the effectiveness of these important procedures, therefore reducing the chances of mistakes, delays, or discrepancies that might compromise the dependability of service provision (Brammah, et al, 2025). Together, these discoveries provide a convincing portrayal of the mutually beneficial connection between ICT infrastructure and dependable service provision by NIS. The viewpoints of the respondents emphasise that the ICT infrastructure is the foundation on which the agency's capacity to provide reliable, accurate, and reliable services is established. A strong ICT infrastructure is seen as essential for ensuring dependability in NIS's service delivery framework. Implementing cutting-edge technologies, enhancing identification procedures, and streamlining document processing and application administration are all ways to achieve this. More so, question was asked if there is a relationship between ICT infrastructure and enabled reliability in terms of service delivery by the Nigeria Immigration Service. The majority of the respondents believed that an expanded level of service dependability and ICT infrastructure are positively correlated.

Based on its centralised database, Respondent 1 (R1) claims that document processing is more trustworthy with the automated passport system. In line with Oyedele et al (2018) research on e-governance in Nigeria, centralised, automated solutions have been shown to reduce document processing mistakes dramatically. R6 says that adhering to international standards via ICT has improved passport dependability, consistent with Akinwale et al (2021) findings that ICT-enabled standardisation in Nigerian agencies increases foreign credibility and service consistency. R7 states unequivocally that "it is more reliable when the computer is involved," comparing error-prone human handling with computerised support. In Nigerian public services, digitalisation reduces human error and increases dependability, according to Olaopa (2019). Remarkably, Table 3 reflects the unanimous consensus of 100% of respondents that ICT improves the processing of immigration documents. This is consistent with Adebayo et al (2020) poll, which found that 98% of Nigerian public officials considered ICT essential for dependable service delivery (Chukwudi, et al, 2024). Consistency is only sometimes present. In line with Nwabueze et al (2021) argument on the impartiality of ICT in the Nigerian government, R9 believes that ICT is intrinsically trustworthy, saying, "Men are prone to errors. There is no bias with ICT." However, based on antiquated hardware and inadequate internet, R10 concludes that the service is unreliable. Oluwole et al (2022) research indicates that while information and communication technology (ICT) improves dependability by nature, outdated or poorly maintained infrastructure might counteract these advantages. This discrepancy is particularly evident in developing countries.

5.2.2. The relationship between access to ICT and accountability of the Nigeria Immigration Service:

The research results clearly demonstrate a significant correlation between access to ICT and improved accountability in Nigeria Immigration Service (NIS). The consensus among all participants (100%) that integrating NIS's ICT infrastructure with other governmental organisations will enable efficient data interchange and cross-verification methods demonstrates the level of ICT accessibility

(Adegbite, 2021). This discovery emphasises the crucial significance of access to ICT in advancing openness and accountability inside NIS's operations. ICT access allows NIS to verify information, cross-check records, and assure data correctness in their service delivery operations by providing seamless data exchange and cross-verification with other organisations. This feature not only improves the dependability of services but also promotes a culture of responsibility by offering a way to independently check and examine information, thereby decreasing the likelihood of mistakes, inconsistencies, or misconduct. In addition, the vast majority of participants said that the interchange of data across agencies using ICT would be a powerful tool for increasing openness, verifying the accuracy of information, and ensuring that authorities are held responsible (Osimen, et al, 2024).

This impression further strengthens the idea that having access to ICT is inherently connected to improved accountability within the service delivery framework of NIS. ICT access allows for the smooth exchange of information and cross-verification methods. This permits stakeholders, oversight bodies, and the general public to closely examine the operations of NIS, confirm the authenticity of information, and hold authorities accountable for their actions or lack thereof. Ensuring a high degree of openness and accountability is essential for establishing public confidence and ensuring that NIS maintains the highest levels of integrity and ethical behaviour in its service delivery. Moreover, the general agreement about the accessibility of ICT to enhance the efficiency of immigration in document processing and application processes supports its potential to promote accountability (Ibrahim, 2022). With the prevalence of digital transactions, the use of ICT in document processing helps promote accountability by making it easier to identify problems, track the history of applications, and detect instances of misconduct or corruption (Osimen, et al, 2024). Through the process of digitising these procedures, ICT access establishes a thorough record of activities, allowing for the continuous monitoring and examination of each stage. This ensures that actions can be traced and people can be held accountable for any failures or misconduct. The high degree of openness and traceability serves as a strong disincentive against unethical conduct and corruption, as it greatly simplifies the identification and resolution of any abnormalities or departures from established procedures. The study's results clearly show that having access to ICT is crucial to improving accountability in the delivery of NIS. ICT access facilitates the sharing of data, cross-verification, transparency, and the establishment of digital audit trails. This permits stakeholders, oversight bodies, and the public to closely examine operations, verify the veracity of information, and hold authorities responsible for their actions. The increased degree of responsibility not only encourages honesty and moral behaviour but also cultivates public confidence in NIS's service delivery procedures. Unique logins during registration hold officers responsible, according to R1: "If anything goes wrong, the login ID can be traced." In a like vein, R6 says, "Every officer that logs into the system, if any fraud is committed, is easily traced." R5 notes that there is a culture of caution brought forth by this electronic monitoring. Adegbite (2021) ground-breaking research on digital audit trails in Nigerian bureaucracy, which showed that individual digital identities decreased corruption by 30% in test agencies, is substantially supported by these results.

ICT improves systemic transparency in addition to personnel accountability. According to R7, applicants may now "check the stage of our application online," indicating that procedures are more transparent. This aligns with Olaniyan (2020) research, which found that citizen access to online monitoring tools in Nigerian services led to a 45% increase in perceived responsibility. To lessen the possibility of bribery, R8 continues, "Without coming here, I have my proof of payment." Ibrahim (2022) demonstrates that digital payment methods in Nigerian agencies reduce reported bribery incidences by 60%. R7 intriguingly highlights the importance of social media: "We can also report cases... even on social media." This aligns with recent findings of Abbo, Bashir and Bello (2020) on using social media in the Nigerian government as a means of accountability. In Nigeria, for example,

social media has made it feasible to question public officials' personal values and belief systems, which frequently depended on their consciences, in addition to their integrity.

5.2.3. The relationship between the use of ICT and responsiveness of the Nigeria Immigration Service.

The research unequivocally shows that the ICT have greatly improved the ability of the Nigeria Immigration Service to respond effectively. The vast majority of participants revealed that NIS has been much more prompt in responding to public questions and requests on various platforms, with 97 participants specifically attributing this improvement to the incorporation of ICT (Adeyemi, 2021).

The general recognition of ICT's involvement in enhancing NIS's responsiveness highlights its transformational influence on the agency's capacity to swiftly and efficiently address the public's wants and concerns. Through the use of ICT solutions, NIS has likely optimised its communication routes, mechanised procedures, and facilitated instantaneous monitoring and reaction systems, thus improving its overall responsiveness. Moreover, the research highlights certain information and communication technology (ICT) technologies and their perceived advantages in enhancing the responsiveness of the National Information System (NIS). According to the respondent an overwhelming majority of Nigerians believe that using computerised queue management systems will probably decrease waiting times and improve customer satisfaction levels. This discovery implies that queue management systems provided by ICT can to improve service delivery processes, reduce delays, and enhance the overall customer experience. As a result, they contribute to creating a more responsive and efficient service environment. Also, a significant majority of 94.4% of participants expressed the view that modern communication channels enabled by ICT, including online and mobile apps, would provide immediate updates and enhance the accessibility of immigration services (Ogunbiyi, 2022). This perspective emphasises the significant impact of ICT in facilitating smooth and immediate communication and distribution of information, permitting NIS to swiftly address requests, provide timely updates, and guarantee that crucial information is easily available to the public. By using these digital communication channels, NIS can actively tackle complaints, provide information, and answer questions immediately, thereby greatly decreasing response times and creating a more prompt and interactive service delivery experience for stakeholders.

The few opposing opinions on the influence of ICT on responsiveness only emphasise the prevailing view of the technology's ability to promote access, provide timely information, and improve overall responsiveness in NIS's operations. The data clearly show that the Nigeria Immigration Service has greatly improved its responsiveness by adopting and effectively using ICT. Through the optimisation of communication channels, automation of processes, real-time monitoring and response mechanisms, implementation of queue management systems, and utilisation of digital platforms for information dissemination, ICT has enabled NIS to promptly address public inquiries, timely resolve concerns, and provide stakeholders with accessible and current information. This increased level of responsiveness not only enhances the delivery of services but also promotes public confidence and satisfaction with the operations of NIS. More so the interviewees asserted that notwithstanding in some subtleties, the data demonstrates how ICT has significantly increased NIS's response. As R3 stated, applicants can check the readiness of their passports without having to travel: "Now, we inform them... on your portal." This validates the results of. R7 says, "The response rate is now faster. You can even secure an appointment online." ICT has increased NIS's responsiveness. This is consistent with Adeyemi (2021) nationwide poll, in which majority of Nigerians reported receiving quicker answers from ICT-enabled government agencies. Nwachukwu et al (2015) opined that research has linked ICT literacy to a faster query responses in Nigerian bureaucracy, R6 observes

that ICT has made officials more informed and prepared. R10 believes that response is slower in person: "It starts to slow down the moment you walk in."

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