

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)
AND SERVICE DELIVERY IN AKWA IBOM STATE POLYTECHNIC,
IKOT OSURUA

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ABSTRACT: The application of Information and Communication Technology (ICT) in public administration / institution has taken a new dimension as it has become the strength and driver of an efficient service delivery. Thanks to ICT, issues of accountability are addressed through the provision of various levels of information for citizens and public confidence is built in bureaucrats. The essence of this research was to establish the relationship that exists between ICT and services delivery, especially in the case of Akwa Ibom State Polytechnic, Ikot Osurua, Nigeria. Nonetheless, the study highlights certain issues that limit the reach of ICT in the institution which include poor internet connectivity, broken down computer systems, inadequacy of ICT trained personnel, resistance from the staff among other factors. This study was framed within the perspective of Communication Theory by Karl Deutsch (1952) where individuals are communicators at all times since sharing and receiving information occurs in all situations in society. It involved an investigation of the historical and descriptive prospects of the case concerning the

problem under scrutiny. Content analysis primarily provided information in the study. The results of the research indicated that one of the variables under investigation, ICT use, and service delivery, are not only positively related but its application in the institution studied showed potential benefits. Furthermore, in connection with the evidence, it was found that the use of ICT has the best chance of facilitating the need for transparency and accountability by the implementation departments. The majority's viewpoint based on the findings is that the use of ICT will comprise meaningful counseling and guidance as well as develop proper systemic structures for monitoring and evaluation of efficiency in the delivery of services. A point put forward was that the government should come up with ways to improve ICT services by making them more robust and provide I. C. T skills to individuals working in organizations so that they would be used efficiently within the operations of the Akwa Ibom State Polytechnic.

Keywords: *Technology, Service Delivery, Internet connectivity computers Information Management System.*

Background to the Study

Implementing information and communication technologies (ICTs) in learning and development has been significant in the improvement of institutions' core tasks. Advancement in productivity and information accessibility, research-oriented activities aimed at addressing perceived gaps in knowledge and skills and laying infrastructure for further human development such as space innovations and capacity building – these are seen to be the foremost requirements of the time. As such, the most essential prerequisite for a well managed provision for advancement in higher education in the 21st century is the advancement in ICT. The European Computer Driving Licence (ECDL) was created in 1997 by the Council of Europe and recognized by over 160 countries worldwide.

The world we inhabit is in a dynamic state of change as new technologies are continuously being developed and introduced, which significantly affects the basic operations of humans. Such evolution is interrelated with a host of factors including but not limited to the movement from an industrial to a post-industrial age; the

escalating utility of information as a resource, a factor of production as well as a commodity; and the driving of the economy today by technology and knowledge based transformation (Dickey, 2019).

Everykon's progress has been set using socio-economic, political factors most of them being social standards. Such as, the national countries development is a guarantee for informing its mass out of various problems which faces their well-being. Hence as stated previously, timely aid, moral support, financial and other help can be rendered where and when necessary. There may be the remarks that those are populist: ok, the rulers cannot but to use the support of the parliaments, the intelligentsia, or the peoples mass during that period if it is needed. But irrespective of everything else, there are a lot of opportunities for influencing the further built-up of nation by socio-economic problems. Emogah and Oluwadolar [11] also argue that these are the conditions under which the society is the only hope for social protection.

The computer technology used in Nigerian structure of government has spread considerable. It's implementation in the realm of intellectual growth, like Akwa Ibom Polytechnic, provides the conditions, under which, this technology could be put to best use the way many other world's athletes have adopted it and turned it into a useful invention. As a matter of fact, the technology is necessary for a society of today and people have to have access to government information and structure whether as individuals or institutions for proper service provision. And to achieve this, activists and concerned citizens around the clock the world, have always agitated for the use of ITCs in the work of such institutions as Akwa Ibom State Polytechnic which claim to provide and deliver people with necessary public services useful information, hence making them more consumer oriented and cost efficient (Achimugu, 2022).

Royal Developments And Consulting Company (RDCC) is able to offer you even more courses than mentioned above, as well as professional advisory and consulting services for the purpose of holistic business improvement. Such approach is primarily focused on provision of professional training courses for those categories of students and participants most suitable for these courses, as well as for those courses most

acceptable for them. Please, be informed, learn courses, have fun, make friends, learn more and a lot of useful things along with the knowledge of several languages. Explore various markets where it is possible to expand the relationships also depends with the need to embrace technologies all the time to ensure maximum operations.

Statement of the Problem

With the advent of information communication technology, Akwa Ibom State Polytechnic has several challenges of incorporating the aforementioned technology into public administration. Nevertheless, even with the adequate awareness and infrastructure, which enhances information service delivery, the school still faces a basket fruit of challenges including limited quality internet, inadequate computers to handle data which may be required, malfunctioning information system, lack of IT human resources to man the structures provided, traditional gap and resistance among the staff, high internet and electronic service charges as a result of underfunding as well as lack of interest in the use of computers owing to unreliable power supply.

The provision of services by the institution through the use of ICT including the use of the hardware is impaired that is it there are no enough computers and due to the absence of enough human resource to operate the available computers. It is also a complete paradigm shift or in simpler terms it is one on one arrangement. Well this is very practical and a hundred million miles away from the liberal institutional environment where administrators vertically and horizontally communicate all the tabs of information that is considered necessary for decision making (freedom of information).

Moreover, even though there is establishment of Centre for Information Technology (CIT) unit in the institution as part of a comprehensive strategic plan of the Polytechnic on Information Communication Technology (ICT), the institution is very much behind in the goal of ensuring a better system of data generation, dissemination and storage. However, how to use all the potentials of the innovative technologies is a big challenge for the entire society, universities including.

This is for many reasons. Many provide answers to the widespread question: ‘how to incorporate the use of ICT in universities in an effective and cost-effective manner?’ A major issue that is related to ICT in universities is funding. Most ICT infrastructure in universities and other institutions ought to be funded by governments and the cost effective mechanisms should be considered by governments institutions while implementing the ICT related projects. The extent to which the internet is useful is not only restricted by the costs of the internet. On a larger scale, held businesses especially those not directed at cross border consumers may consider other devices to operate and their consumption of internet.

Just like every other higher institution in the country, Availability of internet access in Akwa Ibom Sate Polytechnic is a big problem because the network is very disappointing. Similarly, in Nigeria, The other issue that many a firm face in their growth and expansion endeavor is as a result of insufficient power supplies. This however becomes difficult to the country and all other institution under study as this blocks the proper use of ICT for optimum service delivery. Because of these challenges, the e-service delivery has not fully taken root at Akwa Ibom State Polytechnic. It is in this vein that the research is intended to determine the role of information technology in e-service delivery in the setting of Akwa Ibom State Polytechnic.

Objectives of the Study

Main Objective

The main objective of the study was to examine the impact of Information Communication Technology (ICT) on service delivery in the Akwa Ibom Sate Polytechnic, Ikot Osurua.

Specific Objectives

- i. To examine the impact of internet connectivity on service delivery in the Akwa Ibom State Polytechnic.
- ii. To assess the how the use of computers system affect service delivery in the Akwa Ibom State Polytechnic.

Conceptual Literature

Information and Communication Technology (ICT)

Information and Communication Technology (ICT) is a term that carries different meanings and has been defined as such in many texts. Some theorists tend to conceive of it as an all-encompassing term that denotes many of the operations on how to obtain, store, organize responses, and circulate information with the assistance of specialized software and equipment (Aina, 2022) This means that Information and Communication Technologies, in line with Bature (2020), are types of technologies that provide a means for the acquisition of information through telecommunication systems. Information and Communication Technology is a type of technological environment that contains a comprehensive set of technologies and the respective physical and managerial infrastructure necessary to store, to manipulate, to present, to transmit information as well as the legal, financial and business structures required for the governance of the physical and operational system, and the behavioural and communication constructs within society that not only control the flow of information but also provide support for the use of the ICT infrastructure for the conducted research and development activities (Wangwe, 2019).

Olasanmi et al. (2021) see Information and Communication Technology as an aggregate of computer systems, telecommunication, networks and multi-media applications to facilitate task completion, where-knowledge relates to abilities and processes for satisfying the requirement of a task within a given settings. Ducombe and Heeks (2018) posit that Information and Communication Technology is a way of distribution in that both informational process and communication take place at concurrent time between the source and the user of the information in the state. he sees the fact that their major concern lies at ensuring that adequate systems/environment are created among all such that the benefits of the continued use of ICT, and the internet is realized in public-private partnerships (PPS), to the fact that computer is not a 'silent' technology; that is it gives feed back and gets the response from the user as well.

Therefore, Moreover, it is more convenient to the tender journey through creation of new and refined services such as, Information Technology and Communication enhance services especially through increasing the efficiency and transparency as well as the invisible management in establishment and operation of the public sector entities as stated by Dasgupta and Gupta (2018). It adds value through the inculcation of obligation and light processes of governance by jamming the functionalities of e-governance. Furthermore, as a socialized perception, ICT has helped in cotermining the efficiency and effectiveness in public service delivery under the NPM context by advancing such a political argument that the public management field is somehow of a given level (Worrall, 2021).

Indicators of Information and Communication Technology

There are several indicators of Information and Communication Technology that make it application to functions. These include:

Computer System

Computer system is the major components of the Information and Communication Technology application in any institution or organization. Without this device, there cannot be Information Communication Technology because all data processes and information management is done with the use of computer system. Computer has made sending of information from one source to the other easier and simple. The awareness and use of computer system can be found in almost every office due to the high standard of the communication network.

Internet Connectivity

One of the main resources that a person or organization is required to be able to engage in Information Communication Technology service is internet resources. Without internet resources, it will be impossible to connect to these e-government services.

Internet Speed and Service Delivery

The speed of the internet should be fast so as to enable faster data transfer, such that when a person sitting in front of a computer contemplates on visiting a web site, it

materializes instantly regardless of the distance. While Org retains data containing actively required and acquirable information, the data here is faster and more powerful as at December 2012 than the one in transformative quick as at August 2008. There is a report authored by Dewdney Steven Hering where he talks about the risks of fast internet connection in internet speed definition publication. Reiether v. Denmark(95) states, “in the absence of an international organization with the primary mandate to control internet management, the control is exercised by the country of each individual internet connection regardless of the relationship of that country to the global infrastructure, networks and interfaces involved”. The two impressive cases arising from the same countries, Opdreth v. T & C Kantonbank Kreidtsgef. A. G. (96) and Oduro- Kwarteng v. State of Maryland(97) reflect that the cases are of individual states as the law is framed differently in cross border cases - hence they will not be served justice to the participant.

Information Management System

An information management system is a computerized record-keeping system of financial data and information designed and formatted in such a way that it generates routine reports on activities for varying management levels within an organization (Suchi, 2017). Information Management System serves as a transitional medium between participants and activities he or she is expected to carry out as a manager at a certain administrative level, Burns (2019). This conjecture about information management system along with better functioning in process has mitigated certain barricades to the management process. Managers have been changing for ages since traditional financial accounting focusing only on the attainment of profit has proven pointless in performance appraisals. Nevertheless, for many organizations this has been one of very little information that was continuously being gathered and examined.

The term management details technology can similarly refer to all the members of the staff who use administrative tools to get their work done, the policies that are in place to guide them, and the equipment that they use to gather data concerning a host of factors from within and outside the organization so as to empower all other leaders

in the aforementioned organizations with the data they require in a manner that contributes fully to efficient decision making at all levels of the institution.

Service Delivery

As argued by Olowu (2019), one can not exhaust the essence of public service without making reference to services delivery. The core role of every public administration is to provide services that the private sector is not able to provide; or to provide services to those, who can not afford the current market price. In the narration of Ahmed (2020), the provision of services has its roots in a ratified philosophy. The operational terminologies of the context change because of the timeline, the geographical location and the evolving matters. The reason why there is service delivery according to the concept is that – in public service – it can be argued that effective service provision has a component of a legalistic contract between the seller who is the government and the buyer who is the public where the seller is compelled to provide service to the buyer in the most satisfactory manner in terms of form, quality, place, time, price, manner, etc. Additionally, the need to stress here is two elements which are common in all markets. One, like any other market situation, focus on the customer. Thus in the case of provision of public services, however, the customer or rather the person who is receiving these services is considered the ‘master’, who is the final judge of satisfaction levels with respect to the delivery of such services (Ahmed, 2020).

Chukwuemeka, (2018) Uma Jocular defines public service delivery as the delivery of primary or collection of services to citizens or residents of a country by government. Similarly, Okweez (2017), Service utilization has been modelled as the infusion of relevant services including (a subsidized) treatment such as medical services, transport, running water, road, trade services, customs services, licensing, health services, tourism, physical transformation, urban development, housing development, adequate education tools, to the population. Conceivably, Ojo (2019) argued that such services are built into the national budget most of the time investing in such projects that have the public interest as an objective. The whole purpose of the provision of public goods is to ensure that the people are able to live happily and comfortably (Monday, Ebong, and Emmanuel, 2025).

The provision of rent seeking is the key component that ties the interests of the state and the social groups composing the society. Rent seeking as defined aims at providing the people with the available resources in order to avoid the usage of the resources at the center. In the literature of Ojo (2019), it was mentioned that the function of rent seeking refers to the performance of duties which have been legally authorized and which have been promised to the people for the achievement of the objectives undertaken by an organization.

Sunday (2021) articulates that ensuring the provision of services is a means to build public support for any government and the provision of such services can be perceived as necessary assistance to the people and triggers economic growth. It is also true that the industry gives the civil population the assurance that the administration has strategies to meet its demands for services. On a more religious level it makes people pay taxes with a smile and then get involved in government business. Service indeed, is the provision of amenities or services due to citizen demand.

Indicators of Service Delivery

Service delivery in a public institution such Akwa Ibom State Polytechnic is guided by many indicators or factors. These include;

Effective and Efficient Service Delivery: Achievement is about realizing the results that are expected, meeting the customer's needs, and bringing the best quality of service. Optimization, on the contrary, requires that the processes are performing the required functions in a flawless and efficient manner. Drawing the same argument to the sphere of ICT, it is much likely that ICT is playing a big role in improving and bringing effectiveness in the provision of services among other tasks in the institution.

Responsiveness: The concept of Adaptive Citizenship is said to require that public services change to meet the specific characteristics and needs of populations. Responsive service delivery in its turn utilizes innovative marketing strategies, including market segmentation which together with other policies offered by the vendor facilitate collection of customer information in order to come up with future

products or strategies (Ngaly'o 2019). In case of Akwa Ibom State Polytechnic, responsive service delivery strives to be very active, that is, it works as per the requirements of today and therefore minimizing the waiting time. For this reason, service provision is easily researched because it touches on the prompt delivery of such services especially in the case of students and employees in the institution. However, all the above services that are responsive simply cannot be developed without the application of ICT in the institution.

Accountability and Transparency:

The quality and quantity of pre-primary education services provide information about the readiness of educational system to school children. This information is much more effectively delivered by ICT. This is because ICT helps make the citizens have access to positive and developmental governmental and even the national or district level administrative activity. Further more, it forces the government through its various arms to answer and state the rationale behind the inefficient or the wasteful use of revenue (Ojeka, Bisi, Iyoha and Ayo, 2019).

In Akwa Ibom State Polytechnic, information and communications technology enhances the level of transparency and accountability within the institution. This is because students are able to familiarize themselves with school rules that may hinder the satisfaction of their needs and are also in a better position to speak where necessary through the student union. However, both the students and staff will be liable for all charges as everything could appear on the blogs and other social media sites relating to this or that action of some members of the institution. When one does the hearing for these actions, instead of evoking fear in the actions of most members of the institution, both the management and the people of the institution will seek to foster the incorporating of the interests and needs of the different members of the institution into the policy or decision-making process.

Tangibility: In fact, the literature provides a simplified description of services by referring to the five dimensions of a service. The first dimension of the service is its tangibles. These are the physical elements of the service including the buildings facade, and its appearance as well, the neatness of the environment, barrack

type/intro style and safe guard mechanisms that stretch across the teaching staff and students including how the organization and individuals behave, turning to all the staff and non-staff members (teachers). According to Siddhapura (2023), the other customer services include the provision of water, pumps, electricity, computer system, internet, school bus, health services, real-time data, and so forth. Akwa Ibom State Polytechnic therefore provides the aforementioned services to interested members of the public.

Reliability:

Service delivery is Appraised in Many Ways This point out that service delivery should be high to the extent that it meets the needs of the public and wins their confidence. Therefore it draws out the meaning of consistency in service delivery as in the delivery of services over the times in efforts as it is vice versa. Providing quality services at the Akwa Ibom State Polytechnic will go a long way in building trust amongst the Bodies in the institution and the public in general; thereby the reputation of the brand will be enhanced. Provision of improved quality of services has been shown to contribute to the elimination of health risks on the part of the employees, enhancement of positive organizational behavior in the workforce, prevention of physical illness, development of one's job attitude and behavior, etc. This will also give third party students confidence to learn and business partners willingness to rely upon its staff (Edet, Ukpong and Ebong 2024).

Information and Communication Technology and Service Delivery: The Nexus

In a study conducted by Efraim et al, (2018), people's sophistication and expectations change with information. This means they get the information that services are obtained easily and they are of high quality. They are also more knowledgeable about competition in this digital age. These expectations imply that organizations should expose Information and Communication Technology (ICT) and its benefits to the human race in their day to day operations. In the case of the Akwa Ibom state Polytechnic for example, students as well as staff are requesting more and more details about good services being offered. They want to know what features are available, what services they will receive, what is their benefit and so on and they

want to know in real time information management system (Edet , Ukpong and Ebong, 2024).

The educational system should provide the necessary feedback to students and the public as quickly as possible to prevent undesirable consequences of their withdrawal, such as the tendency to lose the students or the failure to hold the public. The adoption of on-line and e-learning has been responsible for bringing public access to the details of various programs, spending and performance of such programs within the institution. It also enables the students and faculty to acquire quality services within a short span of time as anticipated by the perception of who quit the system (Adedoyin, 2020). Communication and information technology provides an efficient means for the public to give feedback to the institution through the internet services.

Akwa Ibom State Polytechnic and Service Delivery through ICT

While exploring the sector of Information and Communications Technology (ICT) alongside the administrative division of the institution, Mr. Ubokobong Benjamin - the ICT Department Head - accompanied the researcher to the ICT unit to show it to him and reveal to him more information about specifics of ICT use in the institution, which are helpful to service delivery within the institution. His colleague on the other side of the discussion, Benjamin, also pointed out that the institution has working internet connections in the e-learning ICT section of the institution. It has also implemented a solar panel system as alternative option in case of power cut to the ICT section, the administrative block, and some other technical department in the institution. The student and staff have to be issued with a unique code which will enable them to access the free internet which is provided 24 hours a day. It is also vital to realize that the Financial Aid Office at the university has all the latest technologies and has well equipped computer labs and an e-learning center. According to Cheng (2003) in her study on twenty-two different online and F2F general writing courses, “all fifteen students in the online course and the eight students in the face-to-face course, completed the course” and “subsequent class meetings were held in the computer lab” (pg. 28). Many of the Colleges are also providing on-line course material and real-time teaching.

Another Information communication technology (ICT) platform aspect of the university is the existence of another platform called EBSCO (Electronic Business Source Complete Online), which contains various academic publications, journals and compendium of all publications that meets the needs of students and their tutors in the subjects they are studying. Apart from ensuring sufficient effectiveness in service provision to the institution under study, these efforts has helped both the management and the general public. Nonetheless, with all the attempts made by the above body to have a fully ICT trained institution, they still have some challenges evident in various areas. Such areas include lack of staff as only two ICT professionals are employed to manage the institutions ICT needs (Benjamin, 2023). Others are lack of adequate/functional computer system, digital divide as most of their staffs are not computer literate, internet security among others.

Strategies for Service Delivery in Akwa Ibom State Polytechnic

Conversely, the Akwa Ibom State Polytechnic has also taken several measures in the past few years in order to serve the general public appropriately. The ways of services delivery in the organization as explicated by McNabb (2019:171), entail, to mention only some, the following:

- i. **Contracting Out:** Contracting out occurs when a government obtains goods and services from private sector firms even when inside the government can deliver the services such as e-portal service for e-registration and payments of school fees, management of ICT center and recovery for the institution.
- ii. **Public-Private Partnership:** Is one of the new strategies of public administration, crafted to contribute to the desired public service delivery. This was highlighted in the work of Olaopa (2017) as he insists that, in fact partnership between the public and the private sectors is a means used in the New Public Management (NPM) reforms to remodel a public sector organization for better public service delivery. The main agenda in the Akwa Ibom State Polytechnic was the public-private partnership with a particular private sector organization, this form Arana to the point that all the stakeholders in the partnership stand to gain following their respective goals

and objectives in this assistance (Mcnabb, 2019). The history of PPC services within the university from is in the area of ICT infra structural provision, technical supports in both ICT hardway and softways, web design and management, internet and power support in terms sola panel and connectivity, among others which are being used to provide these services under the PPP agreement within the institution (Kofiand Ebong (2025).

- iii. Outsourcing Services: Okoye and Oghoghomeh (2018) describe outsourcing as the assignment of services delivery (completely or partially) to private sector organizations without transferring ownership or capital. In this scenario, the public interest of assets is held while the MaS is provisioned externally. This method of service delivery at Akwa Ibom State Polytechnic is in practice when it needs to carry out a particular management function sub-contracting certain aspects of work like human resource functions, people planning and criterion planning, recruitment and manpower supply etc, (cell and tissue replacement in and around children) review. At the present day, due to the generation of educational computer systems the emergence of ICT in the education sector a lot of the education systems are already in the computers hence making Usa universities engage in ict . her\Abstractaccess in computing nowadays is very common.

The above is because mobilization of resources they are quite few as recovery of motivation to work and advancing everyone to fundamental values did not go for that purpose.

- iv. Imbalances and Failures of Economic Development Imperial and state level semiperipheries in Africa both contain state formations that draw resources into the centre and govern the peripheries, while the centre countries that occupy the peripheries are themselves outward seeking capitalists. Here, we are subjecting the actual unemployment situation to closer scrutiny. Owing to the heavy dependence of international capital inflows, expectations once created put society under an abnormally fast track, which accelerated the search for alternatives in the cities. Africa including Kenya concentrates on improving the ICT as a language to reduce the digital divide and increase efficiency. Makes

chugging noise, and people around it such tension aids in the creation of frictions.

Blockchain currently has represented the most advanced characteristics on the market, enabling its exploitation in the digital economy's dynamics. Blockchain increased security, extensive in public and in many nations' level of security, over level of utility. Consequently, middle income nations have been able to enhance their national securities. According to the report in question, there are more than 30 million urban poor but this claim is being contested because the challenge of this very unspecified class of people. A big question why Nairobi poor people slums has to be robotized. There is so much inequality in the world, that there is a set of people, science manipulates and manipulates until people turn into robots.

- v. **Direct Service Delivery:** Direct service delivery refers to the services given to clients by the institution, where the staff are directly involved. the functionality the private sector undoneing the activity (Mcnabb, 2019). Directly delivered services in the institution include such functionalities as e-learning, online results, admissions, and others.

Challenges of Service Delivery in Akwa Ibom State Polytechnic

The provision of essential services by Akwa Ibom State Polytechnic is ineffective, as the institution is beleaguered by numerous challenges which impede the attainment of its objectives of effective and efficient public service delivery thus, leading to a breakdown of societal expectations in the quality of their public service (Mcnabb, 2019). Just as is the case with other public sector organizations in Nigeria, there is a generic set of issues which Akwa Ibom State Polytechnic faces in the performance of its service delivery operations. These are numerous and include; however, are not exhaustive to:

- i. **Ethnic and Religious Problem:** Nigeria is constituted as a country with people professing different religions and numerous ethnic communities. In the management of public sectors, the problems of ethnicity and religious affiliations sometimes become barriers in the public policy framework within

Zaria Polytechnic and Akwa Ibom State Polytechnic is not left out. It has been noted that very often, the process of imparting services and the related operational activities such as the establishment of procedures for internal appointments, recruitment and/or menyetuju to sukudent staff and admission of potential students is greatly influenced by ethncal and religious considerations and communed dynamics in course of performing duties of some civil service agents including Akwa Ibom State Polytechnic.

- ii. **Corruption Control:** Corruption has conquered the entire nation. It's also among the reasons why the operations of the Akwa Ibom State Polytechnic administration have been hampered by the vice. The use of money and other dishonest means by the staff and the students of the institution has caused congestion and slow services delivery.
- iii. **Nigeria's Civil Service Politicization:** In Nigeria, the public service has undergone one profound change that led to the politicization of almost every organization in existence. The politicians in the ruling class almost always interfere with the recruitment process in deciding who shall be employed and who shall not be employed. When any position is up for recruitment or appointment into office it is custom in the case of the recruitment of the Chief Executive Officer and the members of the Boards of Directors of the Universities for all the officers to be handpicked under the directive of the political establishment of the day in the state or region e.g. Akwa Ibom State Polytechnic is appointed accordance with political expediency, in the case of its location being in a state that houses a university; (Godwin, 2023). Also It is governed by the Akwa Ibom State(Godwin, 2023). As a consequence of this, there are certain public officers, who in their conduct and attitude, appear to be answering to their employers or benefactors who facilitated their employment/appointment rather than the public, pupils, members of staff and the administration of the institution from which they derive salaries. Obviously, such a mode of functioning is detrimental to the process of providing services in the organization.

Theoretical Framework

Communication Theory by Karl Deutsch (1952)

During the study, communication concepts served as a basis for examining the issues. Here, we are going to be discussing a claim that was made by Karl Deutsch in his book titled “An integrative theory of political processes” (1952). The claim advance is that communication is important in making people to come together as well as participating in a political system. The claim further is that the introduction of feedback into political systems grants them some level of dynamism and hence, some graceful ways of responding to any change or stress from the external forces, like in the theoretical framework of political communication development which is adapted by the current study. Communication theory does not arise in a vacuum. Such behavioural science is composed of a collection of already existing special disciplines of related fields like sociology, psychology and many others. To delve more in the subject, communication is considered a systems approach in which system is considered to be more than a sum of parts. (Cf. Hovland’s information vs. motivation models). That is why systems theory is most abstract and all-embracing among the communication theories. Communication comprises many functions working together like wild in harmony.

According to Deutsch, cybernetics is a system of communication and control in every organization, and this is a very broad concept. In the first place, this is a displacement of issues from needs or drives to managing, from instincts to ways of management and control, including the non-autopilot components of these processes. This means that cybernetics has something to do with information mediated tools or devices, such as computers, internet connections, and other ICT applications that facilitate the control of access and generation of information within a given organization.

The theory goes on to argue that the idea of society as an aggregation of separate social groupings is foreign to social science. Instead, in a plural link society, there are many different social groups, that are, indeed, very interconnected and interrelated, so, as an integral part of this social structure all of them communicate and act jointly. In simple terms, such togetherness is established through the communication

infrastructure. So let us look at some of the aspects of communications theory through Deutch's perspective:

1. The transmission, emanation, receipt and return of information between parties is never quick and there is always a hand of man in it. This is commonly known as steering and co-ordinating process or role. In all political system there are a lot of channels of information conveyance. Nevertheless these channels do not operate independently but are coordinated or cooperated with each other. This is because the dependent channels are handled by real individuals. Without human inputs or processes for any tasks it was impossible to convey the information from one point to the other and wouldn't reach a destination.
2. Deutsch (1952) has theorized that considering that communication is always carried out with the efforts of human beings, this is why information undergoes changes through the meaning and context of the information age. This is that people, businesses, or governments, they are all communication in distinctly different ways. In the first case, the information passes from one procedure to another in writing or any other instruments with clear understanding, and none of the parties tend to have ambiguity towards any stage of the communication. While in the latter continua, administration-related information may come from its own system or even another environment, which may then be transferred to certain areas or made public.

In communication theory government is understood as a decision making system that is based on numerous information flows. It is exactly communication that has changed the way people and nations interact, more than anything else in the world. In communication there is a change, which greatly exposes people to both official and non-official propaganda and both totalitarian and democratic governments tend to benefit from this. Nnaa and Abeki (2017) observed that communication pertains to information in a message and the kind of medium that helps to transmit messages or information or orders from one individual to the other.

According to Anni (2019), the major components of communication theory suggests a way of talking about and analyzing major activities, processes as well as commitments that collectively create Communication. Communication theory considers communication as a contributing factor to the efficiency of an administrative system. In every setting or locale with an organization, such as Akwa Ibom State Polytechnic, it is important to note that communication theory talks about how people do communication in the organizations including how, in essence, do people use communication to form that organization, developing structures, relationships, and practices to reach their goals and provide the society with effective service delivery.

Relevance of the Theory to the Study

Human communication is quite essential to this particular study as it may be claimed to be one of the most important components of information communication technologies. It is in this system approach that the management of the Akwa Ibom State Polytechnic and Administrative Systems shall be seen to deliver the information, that is making the system operate effectively thereby, This is more crucial to note that information is not just one of of the tp over gedenbreda apai is, but it all one, wot into a system is some. Making decisions in any system is dependent on the information that the managers possess. That is, within the framework of this approach, the Akwa Ibom State Polytechnic as a social cybernetic system rather than a public communication and information system. What this implies is that such a system is self-gleading in terms of its ability to come up with strategies on how to secure all the necessary feedback, the evaluation of the said feedback with the application to the decision making within well established communication pattern.

The behavior of both individuals and organization can be altered through communication in different ways and means. The government uses the different available technology in serving its people more efficiently and such venture includes the normal procedures of information exchange and feedbacks. Every government and her organ at one point wishes to have the best methods of delivering their service to the public and even that has led to the introduction of communication network. As

a result of the above, communications theory is real and practical instead of a well-imagined concept and has been able to grow into an evaluative mechanism of the workings of the political system.

Therefore, the theory suggests the use of communication variables to better service provision in the Akwa Ibom State Polytechnic. Of course, communication flows are key in any organization and in the case of the Akwa Ibom State Polytechnic, this also provides the chances of dissemination and availability of much needed information of what the institution is being involved in other programs to the people via the controlled e-channels. To ensure that the said strategies work in the Akwa Ibom State Polytechnic which is the implementation of a child tripod system and cult of selflessness which are to be added by using of the information communication technology and components.

Methodology

Historical and descriptive research designs were adopted for the study. This method involves the use of secondary sources of data such as textbooks, journals, seminar papers, academic materials, internet amongst others that are found to be relevant to the study. Data collected through documents were presented and analysed qualitatively using content analysis. These were done inline with the research questions. Content analysis is a research method that is solely relied upon materials available in library. It involves research reports, textbooks, journals and academic materials that are found to be relevant to the study.

Discussion of Findings

Supply side The heifer will help create better services and is efficient in delivering information, necessary for increasing emotions between individuals and places, or preventing modern organizations In addition to that, the tertiary institutions management including Akwa Ibom State Polytechnic management can improve on efficient service delivery by incorporating the use of ICT positively. Concomitant with these findings, Worall(2021) argues that, ICT allows for greater accountability by the governments and its entities because of the project of information.

According to the data analysis, the study suggests that the application of information technologies in public academic institutions like the Akwa Ibom State Polytechnic to a certain extent has facilitated students' and university staff members' access to the necessary information and services. As for the information gathered from the respondents during this study - the use of ICT permits the students to acquire the mentioned resources necessary for their studies and also assists the teaching staff in gearing up improvement of the teaching skills. It has also improved the assessment procedures, as ICT enhances communication among staff members through such systems as WhatsApp group, etc, thereby allowing them to grow professionally.

The work of Amabali (2020) lends credence to this study's findings since he noted that effective implementation of ICT will without a doubt provide the management of the institutions and its staff new skills and careers' ladders enhancing the quality of work which significantly sophisticated in the universities today. In this respect, we have mentioned that the ICT use promotes constructive accounting systems in the company, strengthens internal control mechanisms to limit corruption, improves the financial management challenges in the company, ensures proper Planning-Programming and Budgeting System (PPBS) all of which prevents corrupt practices. Furthermore, this was further supported the research undertaken by Dasgupta and Gupta (2018) as he found that, additional training is needed to facilitate the adoption: that is, ICT needs to be embraced because it is not only troublesome to the employing organization, but also provides negative model for management to union employees.

Summary and Conclusion

The specific study that this essay was based on was "The role of ICT in service delivery with reference to Akwa Ibom State Polytechnic". In accordance with this study, it was realised that within the Akwa Ibom State Polytechnic, there have been numerous constraints that have hamstrung the full application of ICT in service delivery to the public. These are, notably, related to the professional qualifications of an employee to use ICT and the relevant equipment, comprehensiveness of ICT education for the students and other issues. It was revealed that ICT however does has benefits which include but not limited to improved staff performances, reduced

corruption, and enhanced service delivery in the different populations. Also, it was divulged that ICT offers an avenue for the institution to come up with more aggressive and appropriate ways of producing services that can be locally managed by the very WIOS of the institution.

As for the Nigerian state, however, one must deplore the ineffective use of the precarious window of opportunity in rectifying service errors which affected its efficiency. From the state of affairs in this country, it can be inferred that the reason for the failure to employ the arrangement is a gamut of issues ranging from absence of the requisite infrastructure to scarce skilled manpower and other lackings. The study provides a state of art of government information systems and technologies development, as well as a practical analysis of how the government uses ICT to deliver services to the public. It is revealed during such elaboration that service provision within the institution has not been enhanced in a cost effective manner as a result of poor ICT infrastructure. The data ascertained demonstrates that society continues to be smeared with the worms that are: bribery, cheating, poor bookkeeping, unnecessary delays and computer illiteracy – all which should not be in force if the society was progressing in regard to this century's civilization.

The study deduced that making ICT substitutions at Akwa Ibom State Polytechnic will lead to efficiency in public administration especially with regard to interaction between the authorities and the populace which will help them to collectively agree to render various services to society. It's channeling blame for poor public service delivery away from the end user by placing it on the shoulders of system owners, but it must be admitted that the presence of even the best hardware and software can do little to eradicate vices that are a product of human beings. Such challenges are highlighted and addressed in the paper should not take away from the fact that the - Comrade-DE-5000 is a multitasking machine with a product line limitation. Thus it is important to profer an intermediary outline of how this could be possible in Akwa Ibom State.

Recommendations

Considering the problems discussed in the previous sections, it is greatly important to look into the challenges that do not facilitate proper management of Information Communication and Technology in the basic educational institutions in Nigeria. This is why this research offers the following recommendations:

- i. AKS in particular should invest properly in the ICI like setting up internet hubs, masts, provision of electric power and the like so as to further motivate the concept of e-government and service as well as make sure that it happens. Failing to deliver internet connectivity through eLearning, will mean failure in ICT Implementation in the Akwa Ibom State Polytechnic. Therefore, the design of an efficient information management system for the public service sector without internet is an impossibility.
- ii. More computers and internet access systems should be put in place by the Akwa Ibom state government . Likewise, the management of Akwa Ibom State Polytechnic needs to extend their services to include electronic forms offered and e-administration. The use of e-administration will not only improve the efficiency in the institution, but would reduce the delay in processing documents and any other administrative issues.

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