Full Length Research

Computer self-efficacy as determinants of use of e-governance information portal by selected civil servants in Lagos state, Nigeria

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Electronic governance information portals are modern-day means through which the government delivers its societal development policies to the people and garner mandates from them. Civil servants drive e-governance information platforms as they aid quick and easy access to data, increase the efficacy of service presentation to the people, create cooperation among the employees, foster transparency, provide public data and boost the citizens' confidence in the government. Therefore, it is imperative that civil servants are skilled in the use of the computer to drive e-governance portals effectively. The study investigates self-efficacy as a factor predicting the use of e-governance information portal by civil servants in Lagos State, Nigeria. The study adopted the descriptive survey method, with the population consisting of 3902 civil servants with the Lagos State Government. The two-stage sampling technique was used for the study. At the first stage, 60% of the 24 ministries in the Lagos State Civil Service were selected; this returns 14 ministries, while a 10% sampling fraction was used for the second stage. This resulted in 316 civil servants being used in the study. The questionnaire was the primary data collection instrument; data were analysed using percentages, tables and Pearson Product Moment Correlation (PPMC). Findings were presented using tables and figures. Findings revealed that the level of computer self-efficacy of the civil servants in Lagos State was high (mean=33.41). Majority of the respondents used the e-governance portal to share vital information (mean=2.94). There was a significant relationship between computer self-efficacy and use of e-governance portal (Df= 314, N= 316, r= .203**, P < 0.05). It was concluded that a high level of computer self-efficacy will give the civil servants the needed drive and confidence to access information from e-governance portals. Thus, the government should improve access to e-governance information portal by ensuring that the requisite infrastructures like computers, fast internet facilities and stable power supply are provided.

Keywords: computer self-efficacy, e-governance information platform, Lagos State Civil Servants.

INTRODUCTION

Governance is an ingrained phenomenon whose importance in human society cannot be overemphasised.

Deriving its foundations from the social contract, its absence will lead to a dreadful and brutish society that will become grossly unbearable for the vast majority. Bevir (2012) described governance to entail all processes

of administering an organised society, regardless of whether a government or a network undertakes it and whether it is done through that society's powers, norms, or laws. According to Fukuyama (2013), the task of making and enforcing rules in order to deliver services successfully is what constitutes governance. Likewise, governance refers to the institutional capacity of public organisations to provide public and other goods demanded by a country's citizens or the representatives thereof in an effective, transparent, impartial, and accountable manner, subject to resource constraints (Katsamunska, 2016).

Government functions require implementation, and the people who translate the decisions of the members who hold the society's trust into governance are called civil servants. In addition, civil servants discharge the day-to-day activities geared toward providing the public good that the government is instituted to deliver (Huber and Ting, 2016). Hence, it is affirmable that good governance requires good government, and good government requires good civil servants. In the same vein, the efficiency of the civil servants will also be greatly amplified with the availability and use of the right tools. One of such tools that is becoming pivotal in the discharge of duties by civil servants is the e-governance information portal.

The term e-governance is not a new phenomenon. It was coined over a decade ago (Bannister and Connolly, 2012; Chatzoglou, Chatzoudes and Symeonidis, 2015), with its popularity surging in the last few years. A contraction of electronic governance, this concept describes the application of Information and Communication Technology (ICT) geared towards transforming government's interaction with businesses, varying arms of government, and citizens, in the quest to elicit and dispense information, as well as deliver services (Chowdhury and Zaidi, 2013). Ojo (2014) also confirmed that e-governance is a broad concept that examines the impact of technology on government administration and the connection between public staff and the extended society. It usually aims to fulfil specific objectives, which include boosting government operation, especially in the public sector, strengthening public services delivery and inciting adequate participation of citizens in a country's decision-making process.

The simplified categorisations of the e-governance delivery model are Government-to-Citizen (G2C), Government-to-Business (G2B), Government-to-Government (G2G), and Government-to-Employee (G2E) (Basu, 2004; Ciborra and Navarra, 2005; Kumar et al., n.d.; Maheshwari et al., n.d.). Although some categorisations make a distinction between G2G and G2E, most often combine the two and consider G2E as part or, in fact, not distinct from G2G. Civil servants are mostly both government employees and citizens of the country, denoting that they belong in the, and are very

likely to use, G2C and G2E delivery models more. As citizens, they have expectations that government must meet in terms of accountability, democracy and improvement of public services. They also relate with the government and other agencies, whether through receipt of government information or sending suggestions, complaints, and feedback.

The significance and benefits of e-governance have become even more critical in developing countries given the need to tackle corrupt practices, including non-remittance, squandering of funds, contract award bias, etc. E-governance aids in automation of erstwhile manual service delivery and results in improved services in all facets of governance, be it education, finance, agriculture, health, public policy, policing, trade and investments, etc., and better information gathering and dispensing. The government has achieved relative growth in the integration of IT investments across government bodies around citizens. A large percentage of these developments have been attained via the adoption of e-government projects (Olatubosun and Madhava, 2012), and Nigeria is gradually transforming her public-sector structure to be in tandem with the changing surroundings, with the knowledge of the benefits of e-government preparedness and improvement of the delivery system of the public service to citizens. Lagos State government took the cue of the benefits and launched a portal known as Lagos State Citizens Gate. The Citizens Gate is a web and mobile-based e-governance application to serve the people of Lagos.

It is expected that civil servants, who double as both citizens and employees, will be deeply involved in the use of the information portal to foster an all-inclusive development through the implementation of e-government portals. However, Abasilim and Edet (2015) surmised that the civil servants oppose the implementation of e-governance due to lack of requisite skills, and inadvertently, loss of their jobs. Moreover, being a technological innovation, e-governance requires a high level of computer self-efficacy to attain an appreciable level of use. Therefore, civil servants are expected to possess a high level of computer self-efficacy to use e-governance platforms/technologies effectively.

According to Compeau and Higgins (1995), computer self-efficacy refers to a person's ability to utilise a computer. It is less concerned about achievements; instead, it focuses on judgment of the feats that can be attained in the future. Nwobu, Oyewole and Apotiade (2016) stressed that even though skills in the use of computer related devices are important, computer self-efficacy focuses more on confidence exhibited in deploying those skills effectively. Abbas and Ahmed (2014) opined that computer self-efficacy of civil servants dictated the effectiveness of e-government and also possessed an impact on the utilisation of e-governance

portal of information by government staff. They added that the government ought to ascertain that the computer self-efficacy degree of civil servants is high the before planning to make e-government widespread.Therefore, a civil servant who possesses a high level of computer self-efficacy might have the confidence and ability to access and use an e-governance portal to advance governance through the duties and delegated responsibilities. Invariably, a low level of computer self-efficacy by a civil servant could lead to the refrainment of an e-governance portal, which is very likely to affect the discharge of responsibilities negatively.

The necessity of ICT in handling and managing government's business is no longer a question up for debate. However, from observation of the e-governance information portal phenomenon, despite the vast possibilities that e-governance information portal portends in enhancing information dissemination and communication, as well as delivery of service, civil servants are apprehensive in the implementation of this tool; thus, the use of e-governance information portal is yet to attain an appreciable level.

Research Questions

The research questions derived from the specific objectives were:

1. What is the level of computer self-efficacy by civil servants in Lagos State, Nigeria?
2. What is the purpose of the use of an e-governance information portal by civil servants in Lagos State, Nigeria?
3. What is the perception of civil servants on the usefulness of e-governance information portal in Lagos State, Nigeria
4. What is the relationship between computer self-efficacy and the use of e-governance information portal by civil servants in Lagos State, Nigeria

Literature Review

According to Fountain (2007), improved public service demands an initially well-thought-out re-examination and rechecking of public service structure and the prospects of producing value by navigating across to facilitate possible benefits of restructured services in terms of cost and delivery speed. Increased efficiency of public service delivery is attainable through the aid of ICT. This suggests that empowerment of the civil servants can be achieved via ICT to boost their service delivery. Al-Haderia (2013) research offered empirical proof that self-efficacy positively impacts the intention-behaviour towards the realistic adoption of technology in Yemen's

public sector. Wangpipatwong, Wichian and Borworn (2008) argued that the discovery that perceived ease of use and usefulness positively impacted the intention to adopt e-government services. It also posited that self-efficacy also enhanced citizens' continued intention to use e-government services.

Mensah and Mi (2017) discovered that persons withsubstantial computer efficiency would be confident and competent in employing various computer hardware and software. Meanwhile, a person with low computer efficacy believes that everyone will experience challenges in utilising computer hardware or software at one time or another. Further, Ertmer et al. (1999) stated that civil staff that possess higher computer efficacy would probably be more lively and eager to use technology in performing their obligations than those with lower levels of self-efficacy. Therefore, the scholars concluded that civil servants' individual opinions about their computer proficiency are the core factors determining whether they will utilise computers in dispatching their obligations and noting that numerous newly employed civil staff possess more computer proficiency than their older colleagues do.

Computer efficacy has a significant effect on individuals' expectations of the results of utilising computers, as well as their emotional response to computers in terms of effect, anxiety and their actual use of a computer. Shah, Hassand and Embi (2012) proffered suggestions that self-efficacy can possibly be an essential factor connected to gathering computer skills. Computer efficacy is a particular form of self-efficacy that is described as confidence in one's capacity to organise the motivation, cognitive resources and action required to achieve a specified situational demand (Oyadeyi, 2016).

Bonsón et al. (2015) argued that the use of e-governance social media platforms to access active content design through cooperative participation to connect with other users and create sustainable relationships. According to Linders (2012), governments make use of the social media presence on city portals to stimulate citizens' engagement and ensure that they participate in administrative processes. Additionally, it fosters an appreciable it fosters higher levels of straightforwardness and progresses citizens-to-government connections. As a result of the growing citizen's interest owing to the transformation of online user habits and inclinations, the provision of services using e-Government can lead to endless possibilities.

Susanto and Goodwin (2010) conducted a study that gathered data via web-based survey, paper-based questionnaire, and phone-call interviews, and collected 159 responses from 25 countries on the use of e-governance portal via Short Messaging Service (SMS). The results showed that the respondents (20.8%) had a favourable perception of the e-government services as they perceived it to be easy to use, 12.6% also felt that

there was perceived value for money and perceived responsiveness when it comes to the use of SMS based e-governance. In addition, a number (11.9%) and (9.4%) perceived SMS based e-governance to be useful and convenient. In the study carried out by Al-Jaghoub, Al-Yaseen and Al-Hourani (2010), the majority of the respondents were very interested in using their electronic systems to access e-governance services. This is an indication that these individuals have a positive mental image of e-governance information portals. The study by Netheti, Shrivastava and Shukla (2015) also discovered that a significant number of the respondents had the feeling that the services provided in the e-governance system were user-friendly. Because of this, the authors reported that they were prioritising the use of these services as against the manual systems.

Abbas and Ahmed (2014) posited that the computer self-efficacy of civil servants dictated the effectiveness of e-government and possessed an impact on the utilisation of e-governance portal of information by government staff. They added further that the government ought to ascertain that the computer self-efficacy degree of civil servants is high before planning to adopt widespread e-government.

Computers are utilised to help with carrying out functions in an organisation. These include administrative coordination and planning, budgeting, staffing, reporting, controlling and directing. Fountain (2007) stated that a more efficient civil service firstly demands a total re-examination and rethinking of its structure and the exploitation of value creation possibilities through working across boundaries and authorities that will facilitate prospective gains from redesigned services in the area of speed and cost.

Efficiency is a feature required for both state and federal civil servants as it evaluates task performance as expected to be done (Tenibiaje, 2012). Similarly, Ajayi and Ayodele (2002) clarify that efficiency entails utilising the minimum resources to attain the highest output. In all firms, efficiency is considered an essential tool for returns of excellent service. Therefore, the degree of production volume inevitably increases in any firm that efficiency is regarded as a critical tool, which resultantly increases the rate of economic growth. Thus, the adoption of office digitisation and information technology has aided

information empowerment and service delivery. Therefore, in the words of Bhuiyan (2011), significant computerisation and growth of infrastructure in Bangladesh's civil service have continued to take over internal manual work activities by ICT-related automation.

Likewise, the effects of computer self-efficacy on the level of efficiency of civil servants in Ekiti State, Nigeria, cannot be overstated as civil servants require education in the aspect of ICT, so that the utilisation of typewriters, documenting information on papers in cabinets, storing up documents and letters in paper files can all become updated digitally. In addition, the E-governance information portal is a form of automation that can be inculcated into the civil service to boost administrative efficiency and functionality (Tenibiaje, 2012).

METHODOLOGY

The descriptive survey research design is employed for the study. The study focused on civil servants within the ministries in Lagos State. According to the data retrieved from the Lagos State Civil Service Website, there are 24 ministries in Lagos State; the two-stage sampling technique was used for the study. At the first stage, 60% of the 24 ministries in the Lagos State Civil Service were selected at random with the use of the balloting method. This gives a total of 14 ministries (Home Affairs, Transportation, Agriculture, Tourism, Arts and Culture, Energy and Mineral Resources, Commerce, Industry and Cooperatives, Economic, Budget and Planning; Environment, Housing, Health, Science and Technology, Women Affairs and Poverty Alleviation Finance, Information and Strategy). At the second stage, a sampling fraction of 10% was used to determine the sample size from the selected ministries. The justification for this sampling fraction came from Gay and Airasan (2003), who averred that the sampling fraction in descriptive research should be between 10%-20% of the selected population. The sample size for the study was 493 civil servants in Lagos State Secretariat. The questionnaire was the primary data collection instrument, and data analysis was done using the frequency counts, percentages, the mean and standard deviation and correlation analysis.

Results

Table 1. Demographic data of respondents

Variables		Frequency	Percentage
Highest Qualification	O' Level	4	1.3
	ND	41	13.0
	HND	113	35.8
	BSc	112	35.4
	MSc	42	13.3
	PhD	4	1.3
Grade Level	3	3	.9
	4	2	.6
	5	1	.3
	7	41	13.0
	8	170	53.8
	9	68	21.5
	10	20	6.3
	12	5	1.6
	13	2	.6
	14	3	.9
	16	1	.3
Year(s) in service	1-5	36	11.4
	6-10	116	36.7
	11-15	42	13.3
	16-20	27	8.5
	21-24	64	20.3
	25-29	28	8.9
	30 and above	3	.9
Age	Below 20	5	1.6
	20-24	2	.6
	25-29	17	5.4
	30-34	32	10.1
	35-39	66	20.9
	40-44	42	13.3
	45-49	32	10.1
	50-54	50	15.8
	55-59	70	22.2
Gender	Male	171	54.1
	Female	145	45.8
	Total	**316**	**100.0**

Table 1 shows that the highest number of respondents, 113 (35.8%), had HND certificates, while only 4 (1.3%) of the respondents had O 'Level results and PhD degree certificates, respectively. The table shows that most of the respondents, 170 (53.8%), were in level 8, while 1 (0.3%) were in 5 and 16, respectively. From the information in the table, the majority of the respondents, 116 (36.7%), have spent 6-10 years in service, and only 3 (0.9%) of the respondents have spent 30 years and above in service. On the age of the respondents, the majority, 70 (22.2%), were between 55and 59 years of age; however, only 2 (0.6%) were within 20-24 years of age. The result indicated that the majority of civil servants are elderly. The table reveals that the majority, 171 (54.1%), of the respondents were male, while the remaining 145 (45.8%) were female. These respondents cut across all the ministries under study.

Answers to research questions

Question 1: What is the level of computer self-efficacy possessed by civil servants in Lagos State, Nigeria?

Table 2. Computer self-efficacy of civil servants in Lagos State, Nigeria

S/N	Computer self-efficacy of civil servants	SA	A	D	SD	Mean	S.D
i.	I have the ability and I am confident with working on a computer	86 (27.2)	145 (45.9)	73 (23.1)	12 (3.8)	2.97	.810
ii.	I am competent in using computer to enter and save data into a file	83 (26.3)	152 (48.1)	36 (11.4)	45 (14.2)	2.86	.965
iii.	I always feel confident in retrieving information from the computer	96 (30.4)	131 (41.5)	64 (20.3)	25 (7.9)	2.94	.907
iv.	I am knowledgeable about handling all the files on the portal correctly	66 (20.9)	141 (44.6)	76 (24.1)	33 (10.4)	2.76	.901
v.	I find understanding terms/words relating to computer easy	88 (27.8)	134 (42.4)	66 (20.9)	28 (8.9)	2.89	.913
vi.	Learning advanced skills within the specific software come easy to me	65 (20.6)	147 (46.5)	71 (22.5)	33 (10.4)	2.77	.894
vii.	I always feel confident making selections from an on-screen menu	65 (20.6)	157 (49.7)	64 (20.3)	30 (9.5)	2.81	.869
viii.	I can copy information to any storage device without hassle	52 (16.5)	161 (50.9)	64 (20.3)	39 (12.3)	2.72	.884
ix.	Adding and deleting information from a data file is not difficult for me	71 (22.5)	164 (51.9)	52 (16.5)	29 (9.2)	2.88	.862
x.	I can competently use the computer to access vital information	49 (15.5)	184 (58.2)	50 (15.8)	31 (9.8)	2.80	.820
xi.	I feel confident managing the data files	48 (15.2)	178 (56.3)	52 (16.5)	38 (12.0)	2.75	.858
xii.	I always feel confident troubleshooting computer problems	30 (9.5)	68 (21.5)	173 (54.7)	45 (14.2)	2.26	.819

Table 2: shows the level of computer self-efficacy possessed by civil servants in Lagos State, Nigeria. The majority, 231 (73.1%) respondents, have the ability and confidence with working on a computer (Mean=2.97). The civil servants feel confident in retrieving information from the computer (Mean=2.94), they understand terms/words relating to a computer (Mean=2.89), they can add and delete information from a data file (Mean=2.88). The civil servants are competent in using computers to enter and save data into a file (Mean=2.86). Many of the civil servants can competently use the computer to access vital information (Mean=2.80) and can confidently make selections from an on-screen menu (Mean=2.81). However, not all civil servants can troubleshoot computer problems (Mean=2.26) and copy information to any storage device without hassle (Mean=2.72).

Moreover, in order to rate the level of civil servants computer self-efficacy, a test of the norm was conducted. There are twelve statements in the scale used to measure computer self-efficacy habits and four measures (Strongly Agree, Agree, Disagree, and Strongly Disagree). The twelve statements were multiplied by the four measures, which gives a score of 48. The division of 48 by 3 returns 16. Thus, the scale between 0-16 shows that the level of computer self-efficacy of the civil servant is low/poor, the scale between 16.1 - 32 indicates that the level is moderate/fair, and the scale between 32.1- 48 signifies that the level of computer self-efficacy of the respondents is high/good. Therefore, the overall mean for the respondents is 33.41, which falls between the 32.1- 48 scale, indicating that the computer self-efficacy of the civil servants of Lagos State Government is high/good.

Question 2: What is the purpose of the use of an e-governance information portal by civil servants in Lagos State, Nigeria? Please use this response scale: Strongly agree(SA), Agree(A), Disagree(D), Strongly disagree(SD).

Table 3. Purpose of use of e-governance information portal by civil servants in Lagos State, Nigeria

S/N	Purpose	SA	A	D	SD	Mean	S.D
	For acquiring necessary information	77 (24.4)	170 (53.8)	36 (11.4)	33 (10.4)	2.92	.878
	I use it to check for promotion	60 (19.0)	189 (59.8)	28 (8.9)	39 (12.3)	2.85	.868
	To share vital information	78 (24.7)	171 (54.1)	38 (12.0)	29 (9.2)	2.94	.856
	To share files	70 (22.2)	175 (55.4)	35 (11.1)	36 (11.4)	2.88	.881
	For exchanging ideas among colleagues	61 (19.3)	162 (51.3)	65 (20.6)	28 (8.9)	2.81	.848
	For getting related resources	49 (15.5)	167 (52.8)	56 (17.7)	44 (13.9)	2.70	.895
	For searching information and resources not available	45 (14.2)	163 (51.6)	72 (22.8)	36 (11.4)	2.69	.854
	To research for vital information	54 (17.1)	173 (54.7)	51 (16.1)	38 (12.0)	2.77	.873
	For leisure and entertainment	45 (14.2)	112 (35.4)	119 (37.7)	40 (12.7)	2.51	.889
	For communication	50 (15.8)	130 (41.1)	94 (29.7)	42 (13.3)	2.59	.909
	To know more about new government policies	54 (17.1)	147 (46.5)	76 (24.1)	39 (12.3)	2.68	.899
	I use it to know about government programmes	59 (18.7)	190 (60.1)	27 (8.5)	40 (12.7)	2.85	.871
	I use it to give suggestions to government	49 (15.5)	111 (35.1)	140 (44.3)	16 (5.1)	2.61	.807
	I use it to search for vacancies	52 (16.5)	180 (57.0)	56 (17.7)	28 (8.9)	2.81	.814
	I use it to know more information about my department	79 (25.0)	167 (52.8)	35 (11.1)	35 (11.1)	2.92	.894

Table 3 shows the purpose of use of e-governance information portal by civil servants in Lagos State, Nigeria. Most of the respondents, 249 (78.8%), agreed that they use the portal to share vital information with (Mean= 2.94). Similarly, they use it to acquire necessary information (Mean=2.92), learn more about the department (Mean=2.92), share files (Mean=2.88), check for promotions (Mean=2.85) and learn about government programmes (Mean=2.85). However, the number of civil of who use the portal for leisure and entertainment (Mean=2.51) and as a means of communication (Mean 2.59) is lower.

Question 3: What is civil servants' perception of the usefulness of e-governance information portal in Lagos State, Nigeria?

Table 4.Perception of civil servants on the usefulness of e-governance information portal in Lagos State, Nigeria

S/N	Perception of the usefulness of e-governance platform	SA	A	D	SD	Mean	S.D
i.	I can access reliable information from the government through portal	82 (25.9)	168 (53.2)	54 (17.1)	12 (3.8)	3.01	.764
ii.	The information portal brings governance closer to me	85 (26.9)	121 (38.3)	74 (23.4)	36 (11.4)	2.81	.962
iii.	The provision of the information portal is a means to increase my quality of service in the government work	70 (22.2)	145 (45.9)	57 (18.0)	44 (13.9)	2.76	.952
iv.	This app always improves my communication and interactions between me and the government	75 (23.7)	114 (36.1)	70 (22.2)	57 (18.0)	2.66	1.032
v.	The use of the information portal could bring about the delivery of more dividends of democracy	52 (16.5)	109 (34.5)	53 (16.8)	102 (32.3)	2.35	1.098
vi.	The information portal will give me the opportunity to commend, complain and suggest areas of improvement to the government	64 (20.3)	123 (38.9)	79 (25.0)	50 (15.8)	2.64	.978
vii.	The provision of the information portal could boost my confidence in the government	69 (21.8)	140 (44.3)	58 (18.4)	49 (15.5)	2.72	.974
viii.	The information portal will give opportunity to urgently report matter that needs immediate attention to the appropriate government quarters	61 (19.3)	149 (47.2)	73 (23.1)	33 (10.4)	2.75	.885
ix.	This information portal could be used to get updates about job opportunities in the state civil service	67 (21.2)	132 (41.8)	68 (21.5)	49 (15.5)	2.69	.976
x.	This information portal helped me get necessary information in all government sectors	63 (19.9)	135 (42.7)	77 (24.4)	41 (13.0)	2.70	.934

Table 4 shows civil servants' perception of the usefulness of e-governance information portal in Lagos State, Nigeria. The majority, 250 (79.1%), of the respondents agreed that they could access reliable information from the government through the portal with (Mean=3.01). They also believe that it brings governance closer to them (Mean=2.81); they perceive that the provision of the information portal is a means to increase my quality of service in the government work (Mean=2.76). Furthermore, the civil servants believe that the portal will allow them to urgently report a matter that needs immediate attention to the appropriate government quarters (Mean=2.75). It is capable of boosting their confidence in the government (Mean=2.72). Conversely, they are not overwhelmingly optimistic that the portal could yield more dividends of democracy (Mean=2.35).

Question five: What is the relationship between computer self-efficacy and the use of e-governance information portal by civil servants in Lagos State, Nigeria?

Table 5.PPMC summary table showing the relationship between computer self-efficacy and use of e-governance information portal by civil servants in Lagos State, Nigeria

Variables	N	Mean	Std. Dev.	Df	R	P	Sig.
Computer self-efficacy	316	44.6614	11.25220	314	.203**	.000	Sig.
Use of e-governance information portal	316	46.8861	7.75864				

Table 5 shows a moderate computer self-efficacy on use of e-governance information portal by civil servant in Lagos State, Nigeria (Df= 314, N= 316, r= .203**, P < 0.05). Based on this, the null hypothesis is rejected. Therefore, there is a significant relationship between computer self-efficacy and the use of e-governance information portal.

Discussion of the findings

Level of computer self-efficacy of civil servants

The level of computer self-efficacy of the civil servants in Lagos State is high. This level of confidence in the use of computers and related devices could havebeen attained as a result of training programmes organised for the civil servants by the government or through self-development. This agrees with findings from Mohamed and Al-Haderi (2013) study on the role of computer self-efficacy in the acceptance of technology by individuals in the public sector in Malaysia. They discovered that most of the respondents had the capacity to use technology, indicating a high level of computer self-efficacy.

Purpose of use of e-governance information portal by civil servants

Most of the respondents used the e-governance information portal to check for promotion, share vital information, and know about government programmes. This connotes that the civil servants are more concerned about issues related to their upward mobility in the system, which implies salaries, remuneration, financial and career advancements. Besides, by the virtue of their work, civil servants also needinformation and become aware of programmes by the government who doubles as their employer. This agrees with the result of the study by Gberevbie, Ayo, Iyoha, Duruji and Abasilim (2018), which reported that citizens use e-governance platforms to get information on the structure of government and impression of the state, emergency phone numbers for citizens, to interact with government officials, publiciseoccasions and programmes in the state, regular circulars about government activities and the likes. Similarly, Bonson et al. (2015) believed that the e-governance portal, especially the aspect relating to the social media to access active content design through cooperative participation to connect with other users and create sustainable relationships.

Perceived usefulness of e-governance information portal by civil servants

The majority of the civil servants perceived the e-governance information portal to be useful. This testifies to the fact that most civil servants derive benefits from the use of the e-governance information portal. For example, the respondents know that they could get information about their promotions and share information with colleagues through the portal. This finding aligns with the conclusion made by Oyewole, Omotayo and Nwobu (2018) in a study on e-governance information portal carried out in Lagos State. They concluded that the success of e-governance initiatives is dependent not only on the awareness of the citizens but also on their perception. Thus, if the citizens perceive the e-governance platform as beneficial, they might be willing to use the platform for various purposes and even share their experiences with their followers on social media.

Relationship between computer self-efficacy and use of e-governance information portal by civil servants

There was a significant positive relationship between computer self-efficacy and the use of e-governance

information portal by civil servants. The more confident the civil servants are in using computers, the more they will be willing to use a computer and related devices to access information on the e-governance portal. This is because they have the psychological strength and balance to navigate and access the needed information. This finding supports Mensah and Mi (2017) assertion that computer self-efficacy possessed significant influence on the ease and adoption of using computer for e-governance. Similarly, Arfat et al (2018), in their study discovered a significant relationship between computer self-efficacy and intention to continually use e-government portals. Therefore, it is expected that if a civil servant possesses a high level of computer self-efficacy, such an individual should be able to use the computer to achieve basic tasks, agreeing with Cocorada (2014) submission that the phenomenon is connected to boosted performances in the course of interacting with computers.

Conclusion and recommendations

A high level of computer self-efficacy by civil servants in Lagos State will give the civil servants the needed drive and confidence to use and access information from e-governance portals. The study recommends that to sustain the high level of computer self-efficacy, the government should regularly organise capacity building workshops on the use of Information and Communication Technologies (ICT) tools and devices in the public service. ICT experts in academia and society could be used as facilitators. In addition, the government should ensure that ICT and infrastructural facilities like computers, fast internet facilities and stable power supply are provided.

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