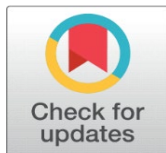


E-GOVERNMENT: IMPLEMENTATION OF ASAN SERVICE MODEL FOR PUBLIC SERVICE REFORM IN NIGERIA AND SUDAN

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ABSTRACT

Despite technological developments, customer acceptability is constrained due to a lack of functional knowledge. E-government growth ambitions do not include administrative simplification, lack of infrastructure and human resource capabilities, there is a mismatch between supply and demand for e-services. The ineffective government regulations, scarcity of technical skills and exorbitant technological costs. Politicians, civil servants, and all public servants are seen as the actual enemy in these two countries, depriving them of progress and national development. This quantitative study proposed that the Azerbaijan ASAN service model be adopted as an alternative public services reform approach for reimagining Nigerian and Sudanese public services sectors. The findings indicate that Strongly Agree (n=3). Agree (N=21) contradicted disagreed (n=17) and strongly disagree (n=9). To summarize, n=25 respondents genuinely disagree that people in their country were aware of e-government services, which runs counter to (n=24). This result showed that almost everyone who participated in the survey agreed and recognized the value of using the Azerbaijan ASAN services model to make it easier for residents to receive government services in a corrupt-free digital environment. In conclusion, the adoption of e-Government services that are more advantageous, user-friendly, effective, and efficient may be significantly impacted by the study's findings, in our opinion. We recommend that the government to adopt and provide electronic services like ASAN service E-government of Azerbaijan.

Keywords: ASAN Service, E-Government, Public-Services, Reform, ICT

1. INTRODUCTION

Civil service reform is defined as an action aimed at improving work performance by developing and applying strategies and mechanisms in a sustainable approach in response to environmental developments. Reform must be combined with administrative and economic changes that are occurring in selected nations of this study. The most difficult task remains to determine a correct sequence of activities that reflects adherence to well-thought-out plans and goals,

as well as effective ties between the government and civil service components. According to [Pesti & Randma-Liiv \(2018\)](#) As part of the European Union's enlargement strategy in the 1960s and 1970s, civil service transformation was seen as a significant aspect of the "administrative competence" requirement for Eastern member states to join the union. Their study suggested that the EU acknowledges that reforming the civil service sector, which is responsible for disseminating government services to the people, is a crucial element for improving people's quality of life and providing high-quality public services. In support of this notion [Brewer & Kellough \(2016\)](#) also stated in their study that Conventional merit-based system regulations have been modified, administrative functions have been decentralized, and agency and administrative discretion has been increased as a result of civil service reforms. Much of the evidence implies that reforms undertaken in the past may have served political and ideological aims better than desired outcomes. We argue for a better understanding of the political motives for reforms as well as the repercussions of such motivations. The failure to reform the civil service has led to a huge number of young people becoming involved in criminal activities, bribery, and corruption, as well as the disintegration of the educational sector. The publication by [Astana Civil Service Hub \(2016\)](#) highlighted the Sustainable Development Goals (SDGs) of the United Nations, which were recently endorsed by the General Assembly, are typically in line with measures taken by countries around the world. Goal 16 emphasizes how elements and occurrences like marginalization, inequality, corruption, injustice, and unlawful financial and armaments trafficking wreak havoc on societies.

1.1. STATEMENT OF PROBLEM

There are numerous serious issues in Nigeria, and they are impacting negatively on the public sector at an alarming rate. It has resulted in increased administrative burden in offices, roads police extortion, and highway traffic congestion. Many believe that corruption is the root of Nigeria's inadequate and inefficient public service delivery [Abdulkareem et al. \(2021\)](#). On the other hand, as cited in [Li \(2014\)](#). UN assessment, Sudan is one of the LCDs countries. Despite this, e-government is hampered by a lack of physical and human infrastructure. Despite technological developments, customer acceptability is constrained due to a lack of functional knowledge. E-government growth ambitions do not include administrative simplification, lack of infrastructure and human resource capabilities, there is a mismatch between supply and demand for e-services. The Ineffective government regulations, scarcity of technical skills and exorbitant technological costs. Politicians, civil servants, and all public servants are seen as the actual enemy in these two countries, depriving them of progress and national development. This is the major reason we believe there is a pressing need for public service reform.

1.2. STATEMENT OF PURPOSE

The primary purpose of this quantitative study is to propose that the Azerbaijan ASAN service model be adopted as an alternative public services reform approach for reimagining Nigerian and Sudanese public services sectors.

1.3. STATEMENT OF OBJECTIVES

The objective of this study is:

- To describe the standard of public services quality and delivery in Nigeria and Sudan
- To clarify the urgent need for public service reform in Nigeria and Sudan.
- To propose for the implementation of the Azerbaijan Asan Service in Nigeria and Sudan as an alternate way to improve and deliver high-quality public services to citizens of both countries.

2. LITERATURE REVIEW

Public service is a service offered by the government to individuals residing within its territory, either explicitly through state agencies or by sponsoring private corporations or non-profit organizations to provide services. As stated in the study of [Panchamia & Thomas \(2014\)](#) reforms that substantially undermine the federal structure will require a different approach than reforms that try to make positive changes throughout the spectrum, and a reform that profoundly demands the federal structure of the civil service would need to be designed very differently than one that aims to make some beneficial changes in a limited number of departments or areas. The goal of this research is to suggest a public service reform that would increase accountability in the delivery of government services to citizens. To that end, we suggest an organizational change theory to guide the structure and procedure of this current study.

2.1. ORGANISATIONAL CHANGE MANAGEMENT THEORY

The model of Kurt Lewin of the 1950s [Burnes \(2004\)](#), is divided into three stages; unfreeze, change, and refreeze. This theory examines how things are currently working, present your evidence to personnel, and articulate what needs to change which unfreeze. The next stage of implementation put the change into action and continue to communicate and encourage everyone involved. Then, examine how the new procedures perform and assess how effectively you've met your objectives, then you refreeze to avoid going back to the previous structure as seen in [Figure 1](#) below When an organization transforms from its current structure to a specified viable vision, it undergoes organizational change. Organizational change refers to the true nature of the development that occurs as a consequence of these procedures. The act of planning and implementing change in an organization is known as organizational change management [Sinha \(2014\)](#)

Figure 1

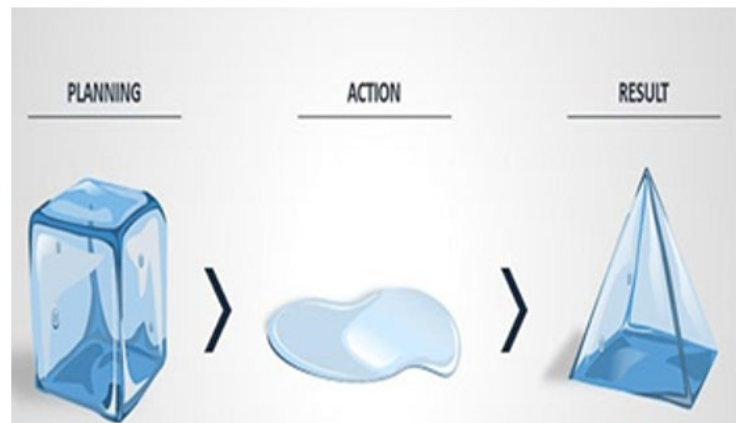


Figure 1 The Model of Kurt Lewin of 1950s Three Stages; Unfreeze, Change, and Refreeze

Figure 2

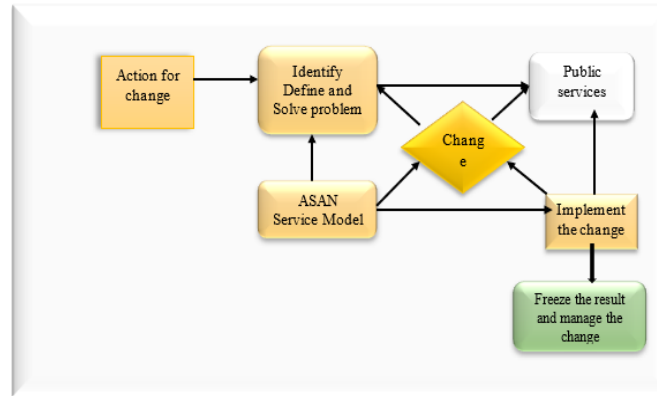


Figure 2 Conceptual Framework for Continuous Change Process Model

2.2. E-GOVERNANCE CHALLENGES

Azerbaijan was one of the countries where misconduct in government departments was at an all-time high. Institutional reforms were the remedy for these challenges in the face of dwindling public trust [Gasimzade \(2020\)](#). Similar challenges are affecting the majority of African states most especially Nigeria. However, this pushed forth the concept of electronic government in Nigeria as a paradigm shift. In the Nigerian Public Service, for example, superior officers employ the same rules and regulations to hinder the execution of innovative ideas. Bureaucracy and Innovation are inseparably linked in the sense that organizations that want to survive and thrive, especially in a volatile environment, must use both principles [Kalu et al. \(2019\)](#). ICT has played a crucial role in the fight against bureaucratic corruption by raising government revenue but not as expected [Abdulkareem et al. \(2021\)](#) Similarly in Sudan, to accomplish a single e-service in Sudan, a citizen will have to open many portals. This thesis document establishes a new security paradigm for the e-government authority and its associated government departments. Its purpose is to act as a reference and a standard for establishing the security level of each department [Ali \(2017\)](#) because they did not utilize the right approach for the implementation of the idea like the case of Azerbaijan ASAN service. [Alguliyev et al. \(2018\)](#) In the case of Azerbaijan, the "ASAN service" system evaluates e-services in government bodies. The evaluation of e-services is based on three pre-determined criteria such as digitalization, information openness and accessibility. The creation of citizen-centred services for government organizations is currently receiving a lot of attention. These three components reveal why Azerbaijan's ASAN service was successful in reducing corruption and improving citizen services. Looking at the theory model that drives this paper, we can see how such an approach may be used in Nigeria and Sudan to unfreeze the current process, make the necessary changes using the Azerbaijan ASAN service model, then review and refreeze the concept in order not to slipped back to previous concept and challenges.

2.3. E-GOVERNMENT

E-government was the use of the electronic telecommunication infrastructure to provide public services to citizens and others in a particular country. The term is used to describe a citizen's digital interaction with their government. Citizens connect with government at all levels, and information and communication

technology as well as business process reengineering are utilized to make citizen participation in governance easier. Digital governance is a new way of organizing and administering public affairs. E-government creates new opportunities for citizens to interact with government in a more direct and convenient manner, as well as for government to give services directly to citizens [Kasemsap \(2015\)](#), as stated in the study of [Alguliyev et al. \(2018\)](#) The amount of modernization and applicability, the extent of communication transparency and availability, and the level of simplicity of use are all considered when evaluating the organization and operating of e-services. The assessment of e-services permits for the improvement of service quality and the implementation of feedback effects. The utilization of digital technologies, communication systems, as well as other internet telecommunication technologies is known as electronic government. "The use of the Internet and the Web for delivering government information and services to citizens" is how e-gov plans are defined. Web-based services help government activities in electronic government systems. The use of computer-based multimedia to modify how governments work is known as transformational government or transformational e-government. The word is widely used to describe a government reform plan that aims to fundamentally alter public perceptions of government. It is frequently associated with a whole-of-government approach that aims to promote cross-departmental cooperation. The use of computer-based multimedia to modify how governments work is known as transformational government or transformational e-government. The word is widely used to describe a government reform plan that aims to fundamentally alter public perceptions of government. It is frequently associated with a whole-of-government approach that aims to promote cross-departmental cooperation [Avotra et al. \(2021\)](#). The fundamental e-government communication models are categorized according to who profits. A structure that affects all consumers is formed when public or private sector portals and platforms are developed. Citizens who need to renew their registration number have a handy way to do so while also meeting the regulatory inspection requirement. The firm delivers what has traditionally been managed by the government and can use this service to earn profit or recruit new clients on behalf of a government partner. The cost and difficulty of processing transactions is removed from government organizations [Kolachalam \(2002\)](#), [Yousfi et al. \(2019\)](#). The use of computers and the Internet to provide public services to residents and other people in a country or region is known as e-government. The word refers to digital contacts between citizens and their governments, governments and other government agencies, governments and citizens, and governments and businesses/commerce. Citizens communicate with all levels of government, and information and communication technology and business process reengineering are used to facilitate citizen participation in governance. E-government opens up new possibilities for citizens to have more direct and convenient access to government, as well as for government to provide services directly to citizens. "Digital government is a new way of organizing and managing public affairs, creating positive transformational processes in management and the structure of the organization chart itself, adding value to the procedures and services given, all through the introduction and continuing appropriation of information and communication technology as a facilitator of these changes," E-government, or the use of the Internet and other communication technologies to provide government services, has become a popular policy instrument. Given the importance of e-government to a country's domestic and international relations, it's critical to comprehend the variables that favour it. Whatever way this social dimension is defined, numerous studies have discovered evidence that higher levels of social

capital, which includes trust, are a catalyst for greater economic growth as stated by [Das et al. \(2011\)](#) while [Mistry & Jalal \(2012\)](#) also reference to [\(Mauro D. Ros 1997\)](#). The specialist technologist Mauro Ros defined the definition of a government's internal transformation. "Digital government is a new way of organizing and managing public affairs, introducing positive transformational processes in management and the structure itself of the organization chart, adding value to the procedures and services provided, all through the introduction and use of technology," he writes in his paper "In Search of a Definition of Electronic Government.

2.4. E-GOVERNMENT LEXICON

Electronic government, Internet governance, digital government, online government, and connected government are all terms used to describe e-government. In its suggestion for the Public Governance Committee's Network on E-Government, the OECD still uses the term digital government and separates it from e-government as of 2014. Several governments have begun to refer to a wide range of services utilizing modern technology such as big data, automation, and predictive analytics as "digital government." The use of information technology, information and communication technologies, and other web-based telecommunication technologies to better public service delivery is referred to as electronic government. "The use of the Internet and the World Wide Web for delivering government information and services to citizens" is how e-gov plans are defined. Web-based services help government activities in electronic government systems. It entails the use of information technology, primarily the Internet, to help the government communicate with its constituents. The use of computer-based information and communications technology to revolutionize the way governments work is known as transformational government. It is frequently related with expectations of reducing corruption in poor countries and attempts to expand the involvement of the private and voluntary sectors in government action in industrialized countries. Firstly, existence, where ICT and usually websites are used to provide information; secondly, interaction, where the government interacts with citizens and departments interact with one another online, particularly via email; thirdly, transaction, where things like paying taxes or licensing are done online; and lastly, transformation, where government functions and how they operate are reinvented. The diagram below in (figure 3) depicts the e-government infrastructure accurately. As observed in the study's conceptual framework. Through the construction of Asan services, Azerbaijan has used internet technology to rebrand and reassure the society of an accountability society with e-government transformation based on people, technology, and government. Government 2.0 refers to policies aimed at leveraging collaborative technology and interactive Internet tools to establish an open-source computing platform that allows the government, citizens, and innovative businesses to improve transparency and efficiency. The goal of Gov2.0 is to "place governance in the hands of citizens." The government's responsibility is to provide infrastructure such as open data, web services, and platforms. Anyone visiting a city website should be able to connect and interact with city employees via the Internet via graphical user interfaces, instant messaging, and audio/video presentations, among other things. Open-source platforms enable the creation of cutting-edge apps, websites, and widgets.

Figure 3

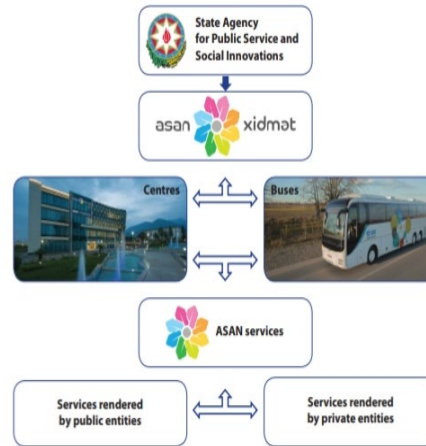


Figure 3 The ASAN Service Concept

Figure 4

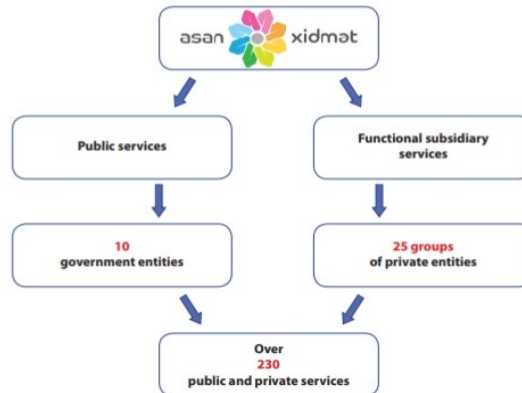


Figure 4 The Description of ASAN Services and Service Providers

Azerbaijan ASAN service offers a single point of access to both public and private services. A lot of public services envision procedures that are outside the scope of government. A person who has obtained a passport from the Ministry of Internal Affairs desk, for example, can choose a vacation destination right away as stated in [Regional Hub of Civil Service in Astana \(ACSH\) & United Nations Development Programme. \(2016\)](#), a one-stop-shop is a wonderful concept that likes of Nigeria and Sudan need to adopt. As stated by [Alguliyev et al. \(2018\)](#) The "ASAN Service," developed by the State Agency, is a cutting-edge method for ensuring inhabitants' universal access to services across the country. It comprises the delivery of services by large, well-equipped buses that travel to rural, distant, and difficult-to-reach locations. The "ASAN service" centres are designed to increase openness, strengthen anti-corruption efforts, reduce additional expenses and time spent by citizens, and provide easy access to government services. The transition to an information society is not restricted to government reforms. It needs the development of democratic ideals, e-democracy, and reconstruction directed by the interests of citizens. In another study by [Anar \(2021\)](#) ASAN Service is an Azerbaijani model of public service delivery that aims to "guarantee the standard and

coordinated implementation of the services to be delivered by the government entities." It operates through its service centres, which are spread across Azerbaijan's provinces and are designed to deliver appropriate and comprehensive services. [Regional Hub of Civil Service in Astana \(ACSH\) & United Nations Development Programme. \(2016\)](#) According to the United Nations, failing to offer a public administration system that transforms from reactive to proactive in the delivery of public services means that all 17 sustainable development targets would be missed. We could conclude that Nigeria and Sudan have failed in this regard, even with 17 sustainable development targets missed. As seen below in [Figure 3](#) is the ASAN Service concept and in [Figure 4](#) is description of ASAN services and service providers.

2.5. DISADVANTAGES OF E-GOVERNMENT

The most significant disadvantages of e-government are the digital divide and digital injustices that hinder some people from fully benefiting from digitization. When they are presented as the only option for obtaining an essential service, those who do not have public access to computers and the internet, or who do not know how to use them, suffer. Other disadvantages include the reliability of internet information as well as issues that may influence and distort public opinion [Müller et al. \(2020\)](#). E-government is still in its beginnings in many countries and jurisdictions. When current institutional processes are conveyed in new means or using new technologies, miscommunication can occur [Shkarlet et al. \(2020\)](#). E-government is challenging to implement in institutionalized government processes. People's trust in the government and the government's assurance in its citizens can both be affected by the automation of institutionalized government services. The effectiveness and efficiency of e-governance are critical. Without safeguards, government entities may share information about citizens. When the government has easy access to a large amount of data about its citizens, personal privacy is jeopardized. Both the government and the public benefit from increased electronic communication and data sharing. Despite the numerous benefits gained by successful e-government adoption, there are an infinite number of drawbacks. The following are some of these disadvantages, which are briefly mentioned in this paper: There is a lack of equality in public internet access. Cyber-crime and a lack of confidence Hyper-observation, Costly infrastructure and a false feeling of transparency and accountability [Gupta et al. \(2012\)](#). According to [Abdulkareem \(2015\)](#) Their research looked into the challenges that public agencies confront in realizing the government's e-government agenda. Despite the government's massive investments in ICT, little progress has been made. Infrastructure gaps, power outages, the digital divide, insufficient ICT knowledge, and theft and vandalism of ICT equipment all contribute to the lack of widespread success.

2.6. ADVANTAGES OF E-GOVERNMENT

One of the most important factors that permits intergovernmental administrations to integrate and share information is trust. E-government is a form of government administration that utilizes electronic information technology. Increased trust and confidence among government entities are closely related to information security [Ali \(2017\)](#). As stated in the study of [Bai \(2013\)](#) The use of information technology, information and communication technologies, and other web-based telecommunication technologies to improve and enhance the efficiency and effectiveness of public service delivery. The concept of electronic government is becoming increasingly popular around the world as information and

communication technology advance. However, with ongoing investment pressure on e-government, analysing its performance has become critical. [Solinthone & Romyantseva \(2016\)](#) People, businesses, and government sectors can use e-government applications to get government information 24 hours a day, seven days a week. There are numerous advantages for citizens, businesses, and government organizations. By reducing and reorganizing operating operations, e-government can cut costs and levels of organizational processes. Furthermore, the usage of E-government technology can increase government agency performance since they will be able to provide effective and efficient public service to all clients. [Gupta \(2012\)](#) further stated that Representative and participatory democracy, transparent, open, and collaborative decision-making, and tight relationship and interaction between government, business, and citizens are all characteristics of e-government. People from all over the country can use the internet to communicate with politicians and public officials and have their voices heard. E-government, according to the International Telecommunication Union (ITU), has the potential to improve transparency, efficiency, effectiveness, and accountability. They can use tools like blogging, chat rooms, and social networking sites. In another study of [Practice \(2021\)](#) To obtain the desired benefits, public sector models must be more productive and successful in meeting the requirements of citizens. This means that the demands of residents should be at the forefront of every government decision. The public sector must clarify its role, increase its customer focus, and develop integrated service delivery models. [Khan & Krishnan \(2019\)](#) states that one of the most crucial and important evolutions in public administration was the development and implementation of e-government. The vast majority of studies have looked at the effects of e-government on corruption, and the vast majority of them show that it can effectively reduce corruption levels in a country. By looking at the impact of corruption on e-government maturity, we explore and add to another promising but underdeveloped area of research.

2.7. E-GOVERNMENT INFLUENCE ON POLICYMAKING

E-government is not a replacement for traditional government; rather, it is a new mode of interaction based on the active use of information and communication technology to increase the efficiency of government services. E-government should not only deliver more efficient and cost-effective administration, but also fundamentally alter the interaction between society and government. E-government is not a replacement for traditional government; rather, it describes a new mode of interaction based on the active use of information and communication technology to increase the efficiency of government services. A stable and powerful ICT environment is a must for achieving firm and strong e-governments stated by [Sadigova \(2015\)](#). According to the study of [Parent et al. \(2005\)](#) Citizens' confidence in their governments has diminished over time. Several North American countries have responded by implementing e-government, or citizen-to-government interaction via the Internet. Rather than constructing better Web sites, e-government efforts might be better focused on citizens with high pre-existing levels of trust. [Lupu & Lazăr \(2015\)](#) study highlighted the influence of e-government by stating out how One of the most crucial and important evolutions in public administration was the development and implementation of e-government. E-governance is used because it is seen as a cost-effective and efficient way to increase public openness and prevent corruption. The study looks at two sets of nations to see if EU membership has aided the fight against corruption through e-Government. However, [Lee et al. \(2018\)](#) stated how corruption affect e-government, how e-

government user position, administration, and rules influence government corruption in each country. Meanwhile, [Melin & Wihlborg \(2018\)](#) goal of study was to identify and discuss the numerous meanings and implications of e-government as a process of public policymaking and an act of information systems (IS) project management. The focus on a model that balances the two academic domains of public policy and analysis, as well as project management in the field of information systems. The purpose, incentives/motivation, input/trigger, and coordinative actor are all identified as key parts of the processes in this model. Their article further demonstrates how the two viewpoints on e-government – public policy and project management – can be matched to get a better long-term result. The case studies examined in this study are compared and used to illustrate these perspectives and their many combinations in the quest for the crossroad. More comparative and conceptual investigations are needed to provide light on the multi-faceted crossroads depicted in this work. To be sustainable and successful, e-government projects should be evaluated in depth, taking into consideration both public policymaking and IT project management. In order to fully understand the role of the e-government on policymaking [Malodia et al. \(2021\)](#) study future of e-government elaborated and stated that citizens' interactions with governments around the world have been significantly disrupted by the information and hyper-connectivity revolutions. To characterize the aspects that must be combined to successfully deploy e-government, we provide an overarching and integrated conceptual framework of e-government based on substantial qualitative research. Citizen orientation is the most important aspect influencing success, followed by channel orientation and technology orientation. Another study conducted by [Relly & Sabharwal \(2009\)](#) stated that the global economy has offered a powerful incentive for countries to be more accessible. Government information policy reform is in line with a global movement of intergovernmental and nongovernmental groups pushing nations to enhance the transparency standard. The global economy has also offered an incentive for reform, since industry executives and donor countries argue that information access is essential for effective markets. They further stated that global reliance on information sharing has resulted in increased contact between governments and multinational corporations, how corporate leaders see government policymaking transparency and general findings of their study show that telecommunications infrastructure and a free press have a positive and considerable impact on public perceptions of government transparency. Whilst e-government and the proper use of information and communication technologies have the potential to transform governance institutions and improve government service delivery, it is unclear what influence they will have on individuals' ability to participate in policymaking. Since the early 1980s, several governments have implemented a series of market-driven reforms, including e-government [Navarra & Cornford \(2003\)](#)

2.8. SUMMARY

The findings of this literature review indicated that some superior officers in the Nigerian Public Service, for example, use the same norms and regulations to impede the implementation of creative ideas and in Sudan, a citizen will have to enter multiple portals to complete a single e-service. ICT has played an important role in the fight against bureaucratic corruption by increasing government revenue to 50% in Nigeria, but not in the way that was anticipated. Azerbaijan ASAN service concept allows users to access both public and private services from a single location. Its objective is to serve as a reference and a benchmark for determining

each department's security level because countries like Nigeria and Sudan did not take the proper approach to implement the concept, as in the case of Azerbaijan the concept slipped back into the previous corrupt system.

3. METHODOLOGY AND DATA

Data about the adoption and use of electronic government (e-government) services can be collected and analysed in an e-government study using quantitative research techniques. This study applied a descriptive survey questionnaire, a Likert scale measurement and analysis, which is a useful method of outlining and condensing data points. The quantitative data analysis presents a visual representation of the raw data for readers to comprehend what the data was trying to communicate. The survey questions were created to elicit information from the participants, who were citizens of Sudan and Nigeria, about their level of agreement on e-government, the availability of e-government services and how well they understand the influence of e-government and the e-government operates in providing effective public services in these two nations. In order to provide answers for the research questions and hypothesis, the survey questionnaire was shared in the two countries (Nigeria and Sudan). The total respondent to the survey were Nigerian (n=30) and Sudanese (n=20) within the period of five months, we decided to close the survey and used the (n=50) sample size for the study.

4. DESCRIPTIVE ANALYSIS

Participants (n=50) respondents to the online survey, (n=30) were Nigerians and (n=20) Sudanese, the spread of the participated in the study. The total of (n=18) respondents from both countries were currently living abroad, while (n=9) respondents resides in Sudan and (n=23) respondents were currently living in Nigeria. The result of the descriptive analysis can be seen below in (Table 1 & Figure 1) participants descriptive analysis. The most frequently observed category of I am from was Nigeria (n = 30, 60.00%). The most frequently observed category of Currently I am residing in was Nigeria (n = 23, 46.00%). The most frequently observed category of the use of technological communications instruments such as computers and the Internet to provide public services to citizens and other people in a country is known as e-government was Strongly Agree (n = 28, 56.00%). The most frequently observed category of in my country we have e government services was Agree (n = 29, 58.00%). The most frequently observed category of the e-government services given in my country are well recognized by citizens and other residents was Agree (n = 21, 42.00%). The most frequently observed category of What are your thoughts on having all the above-mentioned government public services under one roof Notary public services of civil status Obtaining a new driving license Identity card issuance and renewal Passport issuance and renewal for citizens Custom services Instant payment system for services was Strongly Agree (n = 25, 50.00%). Frequencies and percentages are presented in Table 1.

Table 1

Table 1 Frequency Table for Nominal Variables				
Variable	n	%	Cumulative %	
I am from was (Sudan) or (Nigeria)				
Sudan	20	40.00		40.00
Nigeria	30	60.00		100.00
Missing	0	0.00		100.00

I am residing in (Sudan, Nigeria, Abroad)			
Sudan	9	18.00	18.00
Abroad	18	36.00	54.00
Nigeria	23	46.00	100.00
Missing	0	0.00	100.00
The use of technological communications instruments such as computers and the Internet to provide public services to citizens and other people in a country is known as e-government			
Disagree	5	10.00	10.00
Agree	17	34.00	44.00
Strongly Agree	28	56.00	100.00
Missing	0	0.00	100.00
In my country we have e government services			
Strongly Disagree	5	10.00	10.00
Strongly Agree	7	14.00	24.00
Disagree	9	18.00	42.00
Agree	29	58.00	100.00
Missing	0	0.00	100.00
The e-government services provided in my country are well recognized by citizens and other residents			
Strongly Agree	3	6.00	6.00
Strongly Disagree	9	18.00	24.00
Disagree	17	34.00	58.00
Agree	21	42.00	100.00
Missing	0	0.00	100.00
What are your thoughts on having all the above-mentioned government public services under one roof Notary public services of civil status, Obtaining a new driving license, Identity card issuance and renewal Passport, issuance and renewal for citizens Custom services, instant payment system for services?			
Disagree	4	8.00	8.00
Agree	21	42.00	50.00
Strongly Agree	25	50.00	100.00
Missing	0	0.00	100.00
<i>Note.</i> Due to rounding errors, percentages may not equal 100%.			

Note Due to rounding errors, percentages may not equal 100%

Figure 5

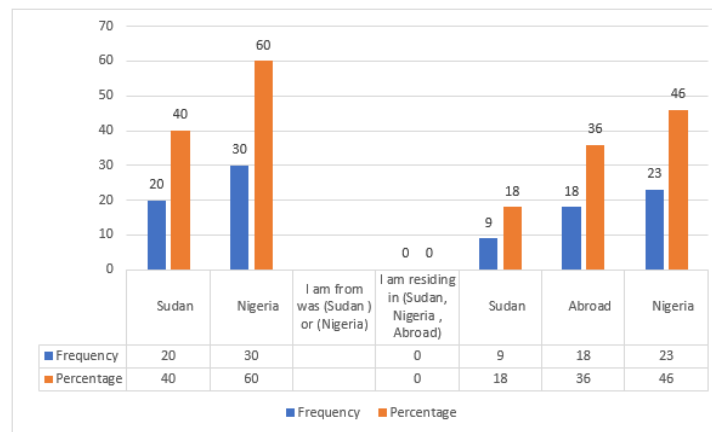


Figure 5 Participants Countries and Where They Currently Reside

Figure 6

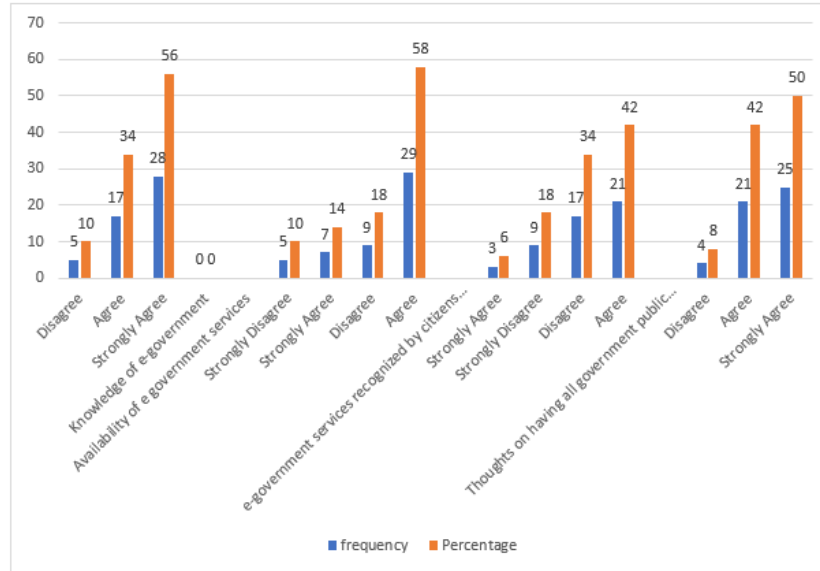


Figure 6 Availability of E-Government Services, Recognized by the Citizens, Perception of Having All Public Services Under One Roof

The result of the correlation was examined based on an alpha value of .05. A significant positive correlation was observed between The use of technological communications instruments such as computers and the Internet to provide public services to citizens and other people in a country is known as e-government and What are your thoughts on having all the above mentioned government public services under one roof Notary public services of civil status, Obtaining a new driving license, Identity card issuance and renewal Passport, issuance and renewal for citizens Custom services ,instant payment system for services? with a correlation of .33, indicating a moderate effect size (p = .019, 95.00% CI = [.06, .56]). This suggests that as The use of technological communications instruments such as computers and the Internet to provide public services to citizens and other people in a country is known as e-government (Knowledge)increases, what are your thoughts on having all the above mentioned government public services under one roof Notary public services of civil status, Obtaining a new driving license, Identity card issuance and renewal Passport, issuance and renewal for citizens Custom services ,instant payment system for services(Thought) tends to increase. There is a statistically significant relationship between we will reject the null hypothesis.

Table 2 and Table 3 presents the results of the correlation.

Table 2

Table 2 Spearman Correlation Matrix Between Knowledge and Thoughts on E-Government Services

Variable	1	2
1. Knowledge	-	
2. Thoughts	.33*	-

Note *p < .05

Table 3

Table 3 Spearman Correlation Results Between Knowledge and Thoughts				
Combination	<i>r</i>	95.00% CI	<i>n</i>	<i>p</i>
Participants Knowledge and Thoughts	0.33	[.06, .56]	50	0.019

5. DISCUSSION

Electronic government refers to the use of information technology, information and communication technology, and other web-based telecommunication technologies to improve the delivery of public services. E-government initiatives are described as "the use of the Internet and the World Wide Web for providing government information and services to citizens." In electronic government systems, web-based services support government operations. It involves the use of information technology, particularly the Internet, to facilitate communication between the government and its constituents. Transformational governance is the application of computer-based information and communications technologies to fundamentally alter how governments operate. It typically has to do with hopes of lessening corruption in developing nations and initiatives to incorporate more private and nonprofit organizations in government action in developed nations. Although the quantity of participants in this study is a constraint, the results nonetheless demonstrate that establishing e-government services based on the Azerbaijan model would be extremely beneficial to both the nation's government and its citizens, as stated by [Alhadid et al. \(2022\)](#) that both the government and the public benefit from electronic government services. From a government standpoint, these services assist cut down on overhead costs by saving time, money, location, electricity, and water. The motive for this study may have something to do with how services were delivered in the COVID era. In the digital age, it is shocking to learn how few African nations still can't offer electronic e-services. The study's participants may speak for the large majority of Nigerians and Sudanese citizens who only desire transparency while asking for a variety of government services from the business sector, the health care industry, and payment systems. Transparency and good governance, which are essential for national development, can be attained by applying for all government services under one roof and using a simple payment method. Carter In order to provide their citizens with online services, several governments all over the world are rapidly leveraging advancements in information and communication technologies (ICTs). The process in question is commonly referred to as "e-government," which is broadly described as the use of ICTs and their applications by the government to provide services and information to a variety of stakeholders, including citizens and companies. The global economy has also provided motivation for reform, with business leaders and donor nations arguing that open access to information is necessary for successful markets. We believe that the ASAN model will be the best option for Nigeria and Sudan, under this model all public government services are provided under one roof , making it easier for the general citizens to receive timely services that are transparent and free of corruption. The study's descriptive analysis revealed that 95% of participants were willing to use this paradigm. However, [Obaid et al. \(2022\)](#) stated that the success of e-government adoption depends on people's willingness to use it, citizens' viewpoints on e-government adoption have received little attention. Government employees in charge of delivering e-government services

may find these insights to be crucial. The adoption elements from earlier technology adoption models have been attempted to be integrated into prior studies on the adoption of e-government [Kumar et al. \(2018\)](#). We think that this ASAN model is more effective and reliable since the government may have attempted or adopted other models in the past that failed. Additionally, we have included Kurt Lewin's three-stage theory from the 1950s in the conceptual framework. This theory offers stability to the implementation process and allows for the possibility of freeze, unfreeze for subsequent implementation, modifications, and refreeze. We would like to recommend this study to the government and key players in the economics and development of the country.

6. CONCLUSION

This study made a positive contribution to the body of knowledge on the implementation of ICT applications for e-government, both theoretically and practically. In contrast to other previously known models, the suggested technology adoption model incorporates preference as a crucial component driving the adoption of e-government. Adoption of e-government services in emerging economies has received little research attention than in industrialized nations. We believe that the study's findings can have a significant impact on the adoption of e-Government services that are more beneficial, user-friendly, effective, and efficient. Government should offer electronic services such as ASAN service E-government of Azerbaijan with relevant information, a clean interface, and well-thought-out content to encourage public adoption. Development cannot take place without the bureaucratic apparatus changing and innovating. Since e-government applications can aid in the success of a state organization, investors are growing more interested in e-government policy efforts.

CONFLICT OF INTERESTS

None.

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