



# Information Management and Citizens' Orientation Towards Civic Obligation: The Imperative of Edo State Government Drive towards Sustainable Revenue Base

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## Abstract

This essay examines the information management practices used by the Edo State Government to motivate people to carry out their civic responsibilities, particularly in creating a stable source of income. The government uses a range of tactics, such as social media, data analytics, capacity building, and digital platforms, to efficiently distribute information. Enhancing citizen engagement, openness, and efficiency in governance are the goals of these initiatives. The way that citizens view their civic responsibilities is essential to the growth of the state. In addition to paying taxes, residents take part in governance, demand transparency from public servants, and fund community initiatives. Citizens' orientation is influenced by many factors, such as cultural values, education, perceptions of government performance, and trust in the government. Using technology and media effectively also has a big impact on how someone develops their civic orientation. Both socioeconomic progress and governmental operations depend on a stable revenue basis. To do this, the Edo State Government needs to increase information management, develop trust and accountability, and diversify its sources of income outside oil. Promoting voluntary compliance and guaranteeing fiscal sustainability require open communication and community involvement. This study offers insights into how efficient information management might improve individuals' orientation towards civic duties and help Edo State develop a sustainable income base by using secondary data and the Information Processing Theory as a theoretical framework.

**Keywords:** Information Management, Civic Obligation, Edo State Government, Sustainable Revenue, Citizens' Orientation.

## I. Introduction

In the modern world, efficient information management is crucial in determining how citizens

view their civic responsibilities, which in turn affects how governments raise money. For governments like Edo in Nigeria, information management holds the key to opening the treasure trove of efficient governance and long-term revenue generation. Similar to having a map in a dense forest, you risk getting lost if you don't have one. Likewise, in the absence of appropriate information management, governments may become entangled in a maze of inefficiencies and financial difficulties.

Within an organisation or government, information management entails the meticulous management of data and knowledge to facilitate decision-making processes (Ram, 2023). It includes gathering, preserving, analysing, and disseminating data pertinent to public administration in the framework of governance. Information management is a vital instrument for guiding the governance ship towards success in Edo State, Nigeria, where resources are plentiful but their efficient use is difficult.

The understanding, attitudes, and behaviours of citizens towards their responsibilities as members of society are referred to as their orientation towards civic obligation. It includes things like paying taxes, taking part in community development initiatives, and following rules and laws. There is a strong connection between citizens' orientation and information management. Robust information management systems enable the efficient dissemination of government policies and initiatives, which can impact people's attitudes and behaviours related to carrying out their civic responsibilities.

The foundation of contemporary governance is information management, which offers the framework for effective decision-making, accountability, and transparency. It is essential for revenue generation since it tracks expenses, maximises tax collection, and pinpoints areas that require investment. An example of this may be found in a study conducted in 2023 by Bappi, Umar, and James, which emphasised the value of integrated information systems in improving tax



administration in Nigerian states. Through the utilisation of technology, governments may increase revenue mobilisation efforts and seal leakages by optimising tax processes and enhancing data accuracy.

Moreover, trust in government institutions and citizen involvement are promoted by efficient information management. Citizens are more likely to actively participate in development projects and pay their taxes when they are informed about government policies and efforts (Callaway, 2023). Edo State's sustainable governance is based on the interdependence of revenue generation, citizen orientation, and information management. To better understand how the Edo State Government handles information on revenue and governance, this article will do just that. Through examining their processes, we can determine what is effective and what needs to be improved. Second, we want to investigate how citizens' attitudes towards civic responsibilities, such as paying taxes and abiding by the law, are influenced by their knowledge of and perceptions of government information. Acknowledging this relationship can facilitate improved public-government relations and promote civic engagement. Lastly, we look at ways to improve the state's revenue base and examine how information management affects revenue creation.

Methodologically, the paper adopted documentary source of data collection which has to do with information gathered from textbooks, journals, articles, newspapers and official documents. Report and data collected was analyzed utilizing content analysis. As such the information employed for analysis in the study were carefully extracted from logical chains of evidence presented in journal papers, conference papers, periodic papers, edited books, documentary materials among others. The presentation and interpretations of data were carried out with the use of bar charts and simple percentage respectively.

## **II. Literature Review**

An important component of government that has a big impact on how residents perceive their civic duties is information management. Scholars define information management as the methodical arrangement, preservation, retrieval, and distribution of information within a community or organisation to facilitate knowledge exchange, decision-making, and problem-solving (Davenport & Prusak, 1998). It includes the procedures and tools needed to efficiently gather, organise, and apply information to meet the aims and objectives of the company (O'Brien, 1999).

Information management, according to Laudon and Laudon (2016), includes a range of tasks like gathering, analysing, interpreting, and presenting data. The goal of these initiatives is to convert unstructured data into insightful knowledge that decision-makers can utilise to tackle problems and take advantage of opportunities. Organisations may make well-informed decisions and develop strategic plans by using effective information management to obtain insights into their operations, consumers, and market trends (Laudon & Laudon, 2016). The significance of information management in augmenting organisational performance and competitiveness is underscored by McLeod and Schell (2007). They contend that companies with strong information management practices are better able to foresee emerging trends, innovate in response to market needs, and adjust to changing circumstances. Organisations can increase overall efficiency, cut expenses, and streamline operations by utilising information effectively (McLeod & Schell, 2007).

Turban et al. (2018) also emphasise how information management promotes cooperation and communication among stakeholders. They contend that efficient information management systems make it easier for teams, departments, and people to share knowledge and skills, improving coordination and collaboration. Furthermore, by giving stakeholders access to precise and timely information, information management systems can improve accountability and transparency (Turban et al., 2018).

A vital component of how organizations operate is information management, which enables organizations to use information for stakeholder engagement, operational efficiency, and strategic decision-making. Through the implementation of suitable procedures and technology for information management, businesses can enhance their competitiveness and promote long-term expansion.

The term "citizen orientation" describes how people view and carry out their civic obligations in a community. It includes the attitudes, convictions, and actions that influence how people engage with government agencies, engage in the community, and participate in decision-making. Numerous academics have examined this idea from various angles, illuminating its importance for efficient government and the advancement of society.

Lipsky (1980) asserted that a citizen's orientation is impacted by their degree of faith in public institutions and their government. Citizen compliance with civic duties is more likely when



people believe that government acts are fair, transparent, and sensitive to their needs. This emphasises how crucial it is to establish credibility and trust in governance procedures to promote a pro-citizen mindset. In a similar vein, Putnam (1993) highlights how social capital shapes citizen orientation. The networks, norms, and trust that promote collaboration and group activity within a community are referred to as social capital. Residents of communities with high social capital tend to be more involved in the community and to feel a greater sense of duty to the common good. Therefore, efforts to enhance social capital can contribute to fostering a positive citizen orientation.

According to Norris (2002), a society's level of democracy is directly related to its citizen orientation. Citizens are more likely to develop a sense of civic duty and engagement in democracies that are marked by high levels of political participation, inclusive decision-making processes, and protection of civil freedoms. On the other hand, citizen orientation may suffer in countries where there are democratic inadequacies, such as a lack of political freedom or widespread corruption, which can result in apathy or mistrust towards governmental institutions.

To shape citizen orientation, Verba, Scholzman, and Brady (1995) emphasize the significance of civic education. They contend that people are more likely to be actively involved in civic life if they are aware of political procedures, rights, and obligations. Consequently, funding civic education initiatives can be extremely important for encouraging a pro-citizen mindset and giving people the tools they need to make a good impact on their communities.

The duty or responsibility that citizens have to their community and government is known as their civic obligation. It's about paying taxes, abiding by the law, being involved in the community, and generally making an effort to improve society. Numerous academics have gone into great detail about this idea, highlighting its significance and ramifications. According to Egbo (2024), it is a socially responsible action that contributes to the orderly social and economic growth of a country. In the hands of the populace, it is a true instrument for realising their ideal nation. Furthermore, civic obligation is just morally motivating yet simple to carry out, unlike civic duty, which is required. Civic obligations can be avoided without consequence in the aftermath of weak institutions, but persons who neglect their civic duties suffer severe costs.

Beetham (1991) highlighted the importance of civic duty in preserving a democratic society. He argued that it is the moral responsibility of citizens to respect others' rights and actively participate in political processes to sustain democratic norms. This means keeping up with current events, casting a ballot, and holding elected people responsible for their deeds in addition to participating in elections. Levi examines the concept of civic duty under the framework of the social contract. According to Levi (1996), people support the government and acquiesce to legal requirements implicitly in exchange for the defense of their rights and interests. According to this perspective, civic duty is a mutually beneficial relationship in which citizens and the state have obligations to uphold.

Putnam investigates the relationship between civic duty and the robustness of social networks in a community in his work on social capital. Putnam (2000) argues that citizens are more likely to carry out their civic responsibilities when they actively participate in volunteer associations and have faith in their fellow community members. Building social capital through civic involvement can thereby encourage cooperation and a sense of shared responsibility among residents. Skocpol (2003) draws attention to how laws and initiatives can either promote or inhibit public involvement. A culture of civic duty, for example, can be fostered by programmes that offer opportunities for civic education and volunteerism; on the other hand, bureaucratic obstacles or a lack of transparency may impede public participation.

According to Ahmed (2010), revenue generation encompasses all monies received by a government from outside sources, particularly those accumulated from outside government net funds, investment sales, insurance proceeds, debt repayments, agency or private trust transactions, and intergovernmental transfers. Obichinna (2010) agreed that all of the government's financial gains, which comprise the majority of its revenue, are connected to funds that are generated or mobilised within the economy. According to Siddig (2010), governmental revenue is made up of taxes as well as money received from administrative activities including penalties, fees, levies, grants, and gifts. These can be broadly divided into two categories: tax and non-tax, as well as revenue from oil and non-oil sources. Improving the welfare of a nation's population while concentrating on economic growth and development initiatives is the fundamental goal of revenue creation (Bello and Mackson, 2022).

The importance of revenue creation for governments was highlighted by Adam Smith in his



influential book "The Wealth of Nations." According to Smith, tax income creation is essential for paying for public goods and services like defence, infrastructure, and education. He supported a tax structure that is efficient, fair, and has the least amount of an adverse effect on economic activity. Smith (1776) established the foundation for contemporary conceptions of government finance and taxation.

In "The General Theory of Employment, Interest, and Money," Keynes highlighted the role of government intervention in economic management, particularly the creation of income. To boost demand and encourage economic recovery, governments should engage in deficit spending during economic downturns, according to Keynesian economics. Keynes maintained that government expenditure might successfully reduce unemployment and stabilise the economy if it were funded by revenue-generating strategies like taxes and borrowing (Keynes, 1936).

A proponent of free-market economics and monetarism, Friedman offered insights on income generation in "A Monetary History of the United States." Friedman maintained that excessive government expenditure might cause inflation and economic instability if it is funded by revenue-generating strategies like inflationary monetary policy. To preserve price stability and long-term economic progress, he promoted minimal government involvement and stressed the significance of managing the money supply (Friedman & Schwartz, 1963).

Sen, an economics Nobel laureate, wrote a book titled "Development as Freedom" that examined the connection between income creation and social development. Sen contended that efficient income production should give equal weight to improving peoples' capacities and freedoms as well as funding government spending. He emphasised how crucial it is to distribute opportunities and resources fairly to promote sustainable development and lower poverty. The larger societal objectives that revenue-generating should support are highlighted by Sen's capabilities approach (Sen, 1999).

Information management and citizen orientation work together harmoniously. Information management provides timely and reliable data that enlightens and empowers people, acting as a catalyst for influencing citizens' orientation towards civic obligations. Citizens can make educated decisions and recognise the significance of their contributions to the general advancement of society when they have access to

pertinent information on public services, taxation, and government policies (Adenekan and Halisu, 2019). Furthermore, citizens' feeling of civic responsibility and duty is fostered by transparent and easily accessible information, which also builds trust and confidence in government institutions.

Citizenship orientation affects people's desire to pay taxes and participate in public goods and services, which in turn affects revenue collection. Higher rates of tax compliance and voluntary donations to public initiatives are correlated with a strong citizen orientation, which is defined by high levels of civic knowledge and participation (Dom et al. 2022). People are more inclined to pay their taxes and support revenue-generating projects when they recognise the value of their contributions to society's development and have faith in government institutions (Kumagai, S. and Iorio, 2020). Thus, there is a reciprocal relationship between revenue creation, citizen orientation, and information management; each aspect influences and reinforces the others.

For example, Al-Ttaffi, Bin-Nashwan, and Amrah's (2020) research discovered that efficient information management tactics put in place by governments can have a big impact on how the public feels about paying taxes. Governments can encourage voluntary compliance among residents and increase revenue generation and public service quality by making information about tax policies and spending easily accessible and open.

Information management, citizen orientation, and revenue production have a mutually reinforcing and interconnected relationship. Transparency, accountability, and public engagement are encouraged by effective information management, which results in a more positive outlook on civic duties and higher income collection for sustainable development.

### **Theoretical Framework**

The theory of information processing (IPT) examines how individuals perceive, comprehend, and apply information. It functions as a kind of blueprint for how our minds process everything we encounter daily. Think of your brain as a computer that is always processing information from the environment. IPT enables us to comprehend how this occurs. IPT's central thesis is that human brains function similarly to information processors. Our brains go through several processes when we get information, such as when we read a book or watch a movie, to process it. Paying attention, storing the knowledge in our memory, and then retrieving it when required are some of these processes.



George A. Miller is a prominent person in IPT; he is a psychologist who popularised the term "chunking." Chunking is the process of organising disparate pieces of knowledge to facilitate retention. For instance, we might divide a lengthy string of numbers like "781942316" into smaller groups like "781-942-316" rather than attempting to recall it all at once.

The public is continuously inundated with information by the government regarding taxes, public services, voting, and other topics. However, citizens' minds must digest it to comprehend and act upon it, just like they would with any other sort of information. Therefore, the government must take into account how people process information if it hopes to perform citizens' civic duties, such as paying taxes or taking part in community projects. Are they focusing on the appropriate things? Can they retain and comprehend the knowledge that is being imparted to them? Are they inspired to take action?

The Edo State government can better plan its communication strategies and make sure that residents are getting, comprehending, and acting upon the information necessary to accomplish their civic duties by having a better grasp of IPT. For example, the government may utilize chunking techniques to divide information on taxes into smaller, easier-to-digest bits rather than hammering the public with lengthy, complex statements. Infographics and films are examples of visual aids that could be used to assist people in comprehending difficult subjects.

The goal of information processing theory is to comprehend how information is processed by the human brain. We may investigate how the Edo State administration might enhance its communication tactics to guarantee that residents are knowledgeable and capable of carrying out their civic duties by using this idea in this paper.

### **Information Management Strategies of Edo State Government**

The Edo State Government has made the use of digital platforms as one of its main methods for disseminating information. The state has made investments to create an integrated digital platform that makes it easier for its citizens to receive information, realizing the revolutionary power of digital technologies. The public can be informed about forthcoming government initiatives, tax obligations, civic duties, and other topics using these venues. By making it easier to obtain information and services from the government, this project hopes to improve efficiency and transparency. The

Edo State Government, for example, has implemented online tax payment and registration platforms that streamline citizen processes and enhance data management security and accuracy (Edo State Government Bulletin, 2021). A state website and departmental portals have also been established as part of the shift to digital platforms. These platforms act as archives for public papers, policy changes, and information about government operations. By providing individuals with access to these resources, they can become better-informed citizens who can participate more actively in their civic responsibilities (Civic Hive, 2024).

To gather and analyze data, which is essential for making strategic decisions and formulating policies, Edo State has made investments in building these capacities. The government can better satisfy the requirements of its residents and improve civic duty compliance by customizing policies and services through the analysis of data about social behaviours, economic activity, and demography. For instance, resource allocation, environmental management, and urban planning can all benefit from the usage of Geographic Information Systems (GIS) and other data analytics tools (Ejemeyovwi, 2019; Akenzua, 2024). With the help of these technologies, the government may make deft judgements based on up-to-date information, which promotes better public satisfaction and more efficient governance.

The Edo State Government understands the value of information management capacity building. Government employees who handle information are provided with training programmes and workshops to improve their communication, information technology, and data analysis skills. This guarantees that staff members have the skills needed to handle and distribute information efficiently. Also, Edo State has used a variety of outreach initiatives and social media channels to reach a larger audience, especially young people. The government disseminates important information on civic responsibilities and public services via social media platforms including Facebook, Twitter, and Instagram (Ogbe and Ojie, 2020). Town hall meetings and community forums are also frequently held to interact directly with citizens and get their input on government programmes and policies.

The government instituted diverse information management tactics to augment the civic duty awareness of its populace and guarantee a viable income stream. Through the utilisation of digital platforms, data-driven decision-making, capacity building, and transparency, the government hopes to increase citizen participation, enhance the



efficacy of governance, and accomplish sustainable development.

### **The Attitude of Citizens towards Civic Obligation**

A key component of government and public administration, especially in a state like Edo, is the attitude of citizens towards civic duty. The state's capacity to increase its revenue base sustainably may be greatly impacted by comprehending and strengthening this perspective. The Edo State Government has been moving in the right direction in recent years in trying to build a stable revenue base. This project is essential to the state's overall prosperity and economic growth. The payment of taxes is one of the main ways that citizens can support the revenue base. The government depends on taxes for funding many of its key services, including social assistance, healthcare, education, and infrastructure (Salawu, 2023; Adeleye, A., Nwabuzor, E. and Oyedokun, 2024). By paying their taxes promptly and honestly, citizens are fulfilling their civic duty and supporting the development of the state.

The inclination of citizens towards civic duty, however, extends beyond merely filing taxes. It also entails actively engaging in state governance, holding elected officials responsible, and encouraging accountability and openness in public administration (Okafor, 2023). Engaged and knowledgeable citizens can build more effective and efficient revenue-generation strategies through their important comments and input regarding government policies and decisions. Additionally, community service and voluntary contributions show a citizen's perspective towards civic duty (Bradya, Chaskinb, and McGregor, 2020). Numerous residents of Edo State are already actively engaged in a range of philanthropic endeavours, environmental conservation programmes, and community development initiatives. These voluntary contributions not only benefit the community but also help to strengthen social cohesion and foster a sense of belonging and pride among citizens.

It must be pointed out that the orientation of citizens towards their obligations reflects their willingness to contribute to the state's development and can be influenced by various factors including education, awareness, trust in government, and perceived government performance.

First and foremost, increasing people's attitudes towards their civic responsibilities requires education and knowledge (Alozie, 2019). Knowledgeable people are more likely to recognise

the significance of their contributions to the advancement of society. Civic education-focused educational programmes have the power to significantly influence how people think about and behave when it comes to their civic duties (Okuonghae and Omatseye, 2021). Programmes that clarify the connection between tax income and public services, for example, can improve taxpayer compliance and morale. Public awareness campaigns can also teach people the value of abiding by the law and taking part in community development.

A key factor in evaluating a citizen's dedication to their civic responsibilities is their level of trust in the government. Citizens are more inclined to voluntarily carry out their civic duties when they have faith in their government to be open, and accountable, and to manage public resources efficiently (Mansoor, 2021). This trust can be damaged by perceived inefficiency and corruption in government, which can result in fewer people complying with civic obligations like paying taxes. The establishment of trust necessitates persistent government initiatives to enhance transparency, tackle corruption, and include citizens in the political process.

One additional important aspect that significantly influences civic orientation is the perception of government performance. The sense of duty among citizens to support government projects grows as they witness observable improvements in infrastructure and public services (Oikhala, 2022). When public services are provided effectively, citizens are reassured that paying taxes and fulfilling their civic responsibilities result in tangible advantages, which encourages ongoing and improved participation.

Cultural influences can have a big impact on how residents view their civic responsibilities. The idea of contributing to the welfare of the community is well ingrained in the social fabric of many African countries, where communal values are highly valued (Kanu, 2010). Increasing civic duty among residents, community leaders and established organisations can be useful in leveraging these cultural norms.

Furthermore, it is impossible to ignore how media and technology shape civic orientation. Social media and digital technologies are becoming more and more commonplace, and this has changed how citizens engage and how information is disseminated. These are tools that governments can use to encourage citizens to be more informed and involved. Social media platforms can be utilised to solicit opinions on government policies and



activities as well as to spread important messages about civic duties (Mahiuddin, 2018). Moreover, cultural norms and beliefs may also affect how Edo State residents view their civic duty. Many different ethnic groups, each with its customs and beliefs, may be found living in the state. These cultural factors can shape citizens' attitudes towards authority, community, and collective responsibility, which in turn can impact their willingness to engage in civic activities.

### **The Imperative of Sustainable Revenue Base**

Edo State Government activities are reliant on a steady stream of income. It offers the monetary means required for the execution of plans and initiatives meant to improve the welfare of the populace. Governments find it difficult to fulfil their responsibilities in the absence of a steady funding stream, which leads to subpar service delivery and deteriorating infrastructure. The unique requirements and difficulties of the state make sustaining a healthy revenue base especially important for the Edo State Government. To solve urgent concerns and advance socio-economic growth, the government must wisely distribute finances for everything from infrastructure development to healthcare and education.

The Edo State Government must diversify its revenue streams beyond oil-related income to maintain sustainability. The state is subject to changes in the price of oil globally and is exposed to economic volatility and external shocks when it depends too much on oil revenue (Gylych et al. 2022). Therefore, to lessen reliance on oil revenue and improve fiscal resilience, it becomes crucial to investigate alternate revenue streams like taxes, agriculture, tourism, and industry.

Good information management is essential to raising citizens' awareness of their civic duties related to income production. The Edo State Government can encourage a voluntary compliance culture among citizens by providing accurate and transparent information regarding tax policy, revenue collection methods, and government expenditure (Dibie&Dibie, 2020). Public awareness campaigns, online platforms, and community engagements are examples of transparent communication channels that can help spread knowledge and encourage involvement in income-generating activities.

Citizens' trust and confidence in the government's capacity to use public money wisely is essential for a sustainable revenue base. To gain the public's trust, the Edo State Government must manage revenue resources with accountability,

openness, and sound governance procedures (Ojo, 2022). Through the implementation of efficient fiscal policies, the fight against corruption, and public participation in decision-making processes, the government may foster a sense of accountability and ownership among the people about contributing to the tax base.

The Edo State Government must have a stable source of funding. The maintenance of fiscal sustainability and socioeconomic development necessitates the following: improving information management, developing trust and accountability, and diversifying sources of income. By giving these projects top priority and involving the public as active participants, the government can set the stage for Delta State to have a prosperous and resilient future.

### **III. Conclusion**

To sum up, the Edo State Government has implemented information management systems that have improved individuals' awareness of their civic responsibilities and guaranteed a steady stream of income. The government uses digital platforms, data-driven decision-making, capacity training, and social media outreach to increase governance effectiveness, encourage citizen engagement, and accomplish sustainable development.

The attitude of the populace towards civic duty is essential to the state's economic growth. In addition to paying taxes, residents show their dedication to society's advancement by actively supporting transparency, actively participating in governance, and making voluntary contributions. The willingness of citizens to carry out their civic responsibilities is influenced by several factors, including education, cultural values, government performance perception, and trust. For government activities to continue, a sustainable revenue basis must be maintained. The first stages towards fiscal sustainability and socioeconomic development include promoting openness, developing trust and responsibility, and diversifying revenue sources beyond oil-dependent income. The Edo State Government can create a successful future by giving these programmes top priority and involving the public as active stakeholders.

### **IV. Recommendations**

**1. Enhancing Digital Platforms for Information Dissemination:** The Edo State Government should continue investing in and improving digital platforms for sharing information with citizens. This includes maintaining user-friendly websites and utilizing social media



platforms like Facebook and Twitter to reach a broader audience. By making information readily accessible, citizens can stay informed about their civic duties and government activities.

**2. Strengthening Data Collection and Analytics:** The government of Edo State should further develop its capabilities for collecting and analyzing data. By understanding demographic trends and social behaviors, the government can tailor its policies and services to better serve the needs of the people. Geographic Information Systems (GIS) can be particularly useful for urban planning and resource allocation.

**3. Investing in Capacity Building:** Continued training programs and workshops for government officials responsible for managing information are essential. By enhancing their skills in data analysis and communication, officials can effectively disseminate information and engage with citizens. This investment ensures that personnel are equipped to handle the demands of information management in the digital age.

**4. Promoting Civic Education and Awareness:** The government should prioritize civic education initiatives to inform citizens about their civic responsibilities and the importance of contributing to the state's revenue base. Programs that highlight the connection between tax payments and public services can boost taxpayer morale and compliance. Public awareness campaigns can also emphasize the significance of community participation and adherence to laws.

**5. Building Trust and Accountability:** To foster citizens' trust in government, transparency and accountability must be prioritized. Efforts to combat corruption and improve governance practices are crucial. By involving citizens in decision-making processes and demonstrating prudent use of public funds, the government can instill confidence and encourage active participation in revenue-generating activities.

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