



Elderly Residents' Usage Patterns of E-Government Services in Lagos Urban Centers: An Analysis

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Abstract

The elderly population in urban centers of Lagos, Nigeria is increasingly utilising electronic government (e-Government) services for administrative tasks such as pension payments and public health records updates. A mixed-methods approach was employed, combining quantitative survey data from 300 participants aged 65 and above with qualitative interviews to explore perceptions and experiences of service usage. Elderly residents predominantly accessed e-Government services through smartphones (78%) rather than computers. Half reported encountering technical difficulties, which were mitigated by assistance from community members or local government staff. This study reveals a significant gap in digital literacy and support infrastructure for the elderly population within Lagos urban centers. Implementing targeted training programmes and improving accessibility features on e-Government platforms are recommended to enhance service uptake among this demographic group. Model estimation used $\hat{\theta} = \text{argmin} \{ \theta \} \text{sumiell} (y_i, f\theta(\xi)) + \lambda | \text{Vert} \theta |$, with performance evaluated using out-of-sample error.

Keywords: *Sub-Saharan, GIS, longitudinal, ethnography, digital divide, participatory, accessibility*

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