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# Examining Mobile Services Adoption Indicators For Legislative Functions: A Nigerian Legislators' Perspective

Osang, F. B., Aliyu, A.B., Oyewande, O.V., Oluyide, O. P. & Garki, F.S.

<sup>1,3,4,5</sup>Department of Computer Science, National Open University of Nigeria, Abuja, FCT, Nigeria

<sup>2</sup>National Institute for Legislative and Democratic Studies (NILDS), National Assembly, Abuja, Nigeria

E-mail: <sup>1</sup>fosang@noun.edu.ng; <sup>2</sup>abubakar.aliyu@nils.gov.ng

## ABSTRACT

The study investigated mobile services adoption indicators for legislative functions in the National Assembly of Nigeria using the Unified Theory of Acceptance and Use of Technology (UTAUT) model. Through a survey, the views of 110 federal legislators and the staff of the National Assembly were sought using stratified random sampling technique, and analyzed using structural equation modeling (SEM - Smart PLS). The result revealed that three out of the four constructs (performance expectancy, facilitating conditions, and social influence) had a positive effect on behavioural intention to accept mobile services for legislative functions with (t-value 3.164,  $P < 0.02$ ), (t-value 2.244,  $P < 0.025$ ), (t-value 7.809,  $P < 0.00$ ) respectively. This study also reported a positive effect between behavioural intention and use behavior with (t-values 5.933,  $P < 0.00$ ). The study can serve as a precursor for adequate planning and adoption ICTs for policy making within National Assembly and the country at large.

**Keywords:** UTAUT, National Assembly (NASS), Legislative functions, Mobile services, Legislators etc.

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## 1. INTRODUCTION

The mobile technology has continued to bind people together in somewhat unimaginable ways. With the projected global mobile subscriber base of 5.9 billion smartphone users by the end of 2025 (representing 71% of the world's population) and 3.1 billion from developing economies in Asia, Sub-Saharan Africa and South America as reported by GSM Association (2018 p. 6), mobile technology remains a viable tool already in the hands of majority of the populace. The new technologies like e-mail, social media networks, and other Web 2.0 applications are already being harnessed to bridge the gap between peoples, citizens and their leaders as well as businesses. In governance, Abu-Shanab, Al-Dalou' & Talafha (2018) opined that the advent of the internet has opened channels between the executives and legislatures, the government and citizens, the legislatures and their public base.

The legislative institutions around the world have embraced ICT to strengthen weak citizens-representative interactions, particularly, in developing countries (Oni, Adewoye, & Eweoya, 2016). It is perhaps for this reason that the United Nations Development Programme (UNDP), as cited by Minishi-Majanja, et al. (2009) refers to ICT as a "powerful enabler of development" because of its significant impact on the economic, scientific, academic, social, political, cultural and other aspects of life.

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The high patronage of ICT for legislative functions in Britain, South Africa, Portugal, Brazil and the USA has impacted positively on the performance of legislative functions in strengthening participation of citizens in governance; engendering growth of democracy; enhancing dialogue with constituents, representation and oversight of executive functions. In fact, only the parliaments of Angola, Zambia, Tanzania provided online submissions platforms such as petitions and questions or comments to the speaker.

Reverse is the case in Nigeria, as hard copies of sheaves of papers are still being distributed on the floor of the National Assembly, with legislators having to read through hundreds of pages to access, draft or sponsor bills Gbolahan (2014). Consequently, several legislative work hours are wasted when hard copies of draft bills or sponsored bills are not made available to legislators to digest before parliamentary debates. This often results to cancellations or postponements of plenary sessions.

Several barriers have been adduced to reaping the full capacity and advantages of e-parliament among African nations. Among these challenges include infrastructural deficit, poor vision and lack of strategic plan for, and access to best practices in ICT. Orchestrated largely by poor governance and corruption, most African States lack the capability to provide necessary infrastructural facilities for e-parliament implementation. Inadequate infrastructure occurs in two ways; citizens limited access to ICT tools needed to take advantage of multiple channels of political participation that e-parliament offers and government incapacity to drive full-fledged e-parliament implementation by not giving enough resource allocation to full implementation of e-parliament (Bwalya, 2012).

In some instances where huge investment on ICTs have been made by the National Assembly administration, the legislatures are not utilizing ICTs facilities effectively as those in developed countries. The National Institute for Legislative Studies (2014) noted the underutilization of ICTs deployed by the National Assembly administration for legislative functions. The implications of not including ICTs in legislative roles are that, citizens will be denied access to the full range of opportunities available by newer technologies, and their policies will not meet people's current needs. As a result, legislative roles in Nigeria will be unable to have an effect on national growth.

Assuming that part of the reason for the underutilization is the non-mobile nature of most ICTs (in offices), with the availability of smartphones in the hands of all legislators, aids and staff, what are the indicators that can drive e-parliament adoption in Nigeria? This study investigated mobile adoption indicators for supporting legislative functions in the National Assembly of Nigeria using UTAUT constructs as theoretical framework.

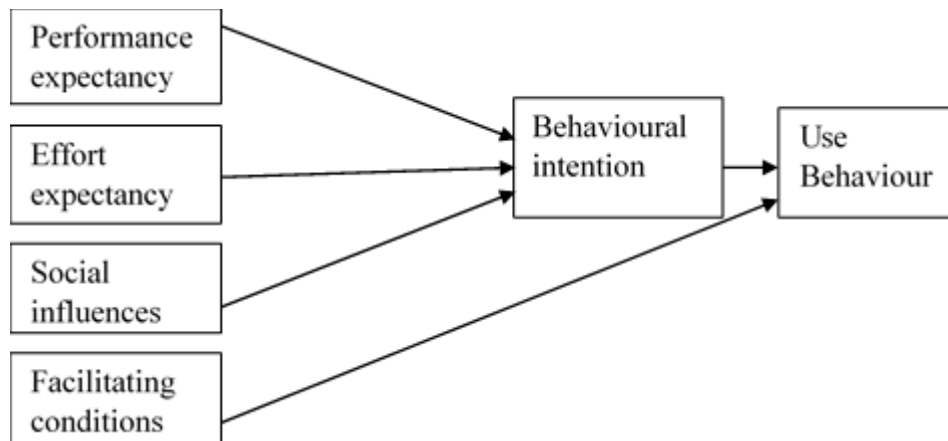
The objectives of the study were as follows:

- a. Investigate the causal factors influencing legislators, legislative aides and legislative staff behavioural intention to use mobile services for legislative functions using the UTAUT theory.
- b. Investigate the causal factors influencing legislators, legislative aides and legislative staff use behaviour using the UTAUT theory in the Nigerian environment.

Studies that unravel the thinking patterns of respondents towards the adoption of e-parliaments activities would in no small measure contribute towards bridging the gap between the government and the governed. Sharing and distributing the draft bills in e-copies of relevant and up-to-date information to each legislator prior to debate in parliament would significantly improve the quality of legislators' representation of the people (Olasina, 2014) as well as fast tract development through citizens participation and inclusive law-making processes.

## 2. RELATED LITERATURE

Several theoretical models have been developed to explain and predict technology acceptance and use, with the most widely used of these being Technology Acceptance Model (TAM; Davis, 1989) and the Unified Theory of Acceptance and Use of Technology (UTAUT; Venkatesh et al., 2003). TAM is based on the Theory of Reasoned Action of Fishbein and Ajzen (1975). It contended that perceived usefulness and perceived ease of use are the primary predictors of behavioural intention to use, which influences real technology use. UTAUT expands on TAM by combining eight different user acceptance models into a synthesised acceptance model in order to investigate behavioural intentions to use technology. This model includes four main determinants of intention and usage: performance expectancy, effort expectancy, social influence, and facilitating conditions, as well as four key relationship moderators: gender, age, experience, and voluntariness. The main determinants are the key factors that specifically affect the user's behavioural intention to use new technologies. Moderators are factors that influence the control of main factors ((Venkatesh et al, 2003; Goswami et al., 2016). Figure 1 depicts the UTAUT Model.



**Figure 1: Unified Theory of Acceptance and Usage of Technology Model (Venkatesh et al., 2003)**

Several technology acceptances models and theories have been applied to different phenomena and varying cultural settings in many studies, yielding varying results. Some of the results from these studies are consistent with the original postulations while others contradict them. However, the UTAUT is regarded as the most sensitive and up-to-date tool for explaining the variance in technology acceptance and intention to use. TAM model has created a social psychology framework and tool that defines an end user's intention to use new technology.

TAM is the gold standard of the industry, but the UTAUT model is appropriate for institutional roles because it integrates approaches from human behaviour theory (Khatun, et al. 2017). Therefore, this research employs the UTAUT model as a basis for the adoption of Mobile services for legislative functions in the Nigerian National Assembly. It proposes two direct determinants of system use – 'behavioural intentions' and 'facilitating conditions'. Behavioural intentions are in turn influenced by 'performance expectancy', 'effort expectancy', and 'social influence', which can be defined as follows (Venkatesh et al., 2003 cited in Madigan, et al. 2016):

## 2.1 Performance expectancy

Performance expectancy is defined as the “degree to which a person believes that using a particular system will improve his or her performance” (Davis, 1989, p. 320). This factor recognizes technology as a significant predictor of one's intention to use technology (Davis, Bagozzi, & Warshaw, 1989; Venkatesh et al., 2003; Venkatesh, Thong, & Xu, 2012, Osang & Mbarika (2019). Many studies have found that performance expectancy play a significant role in the intention to adopt information technology (Carter et al., 2011; Benbasat and Barki, 2007; Alraja, 2015; cited in Alraja et al., 2016). In another study, performance expectancy was found to be positively but not significantly related (Al-Shafi et al., 2009). The present study suggested the following hypotheses:

H<sub>1</sub>: Performance expectancy (PE) has a positive influence on behavioural intention to use the mobile services for legislative functions.

## 2.2 Effort expectancy

The degree of ease associated with using the system is referred to as effort expectancy (Venkatesh et al., 2003). Many researchers discovered that effort expectancy has a significant influence on the intention to adopt new technology (Alraja, 2015; Chang et al., 2012; Schaper and Pervan, 2007; Gupta et al., 2008; Al-Shafi, 2009). Venkatesh et al. (2003) discovered that effort expectancy is significant only in the early stages of information technology adoption. While Carter et al. (2011) discovered that effort expectancy has no positive impact on intention to adopt information technology. Osang (2016) found that perceived ease of use and usefulness showed significant relationships with users' decision to adopt iCloud services. In accordance with previous research, the present study hypothesized that:

H<sub>2</sub>: Effort expectancy (EE) has a positive influence on behavioural intention to use the mobile services for legislative functions.

## 2.3 Social influence

The term "social influence" refers to "the extent to which an individual perceives that important others believe he or she should use the new system" (Venkatesh et al., 2003, p. 451). It is related to “perceptions of what friends, family, co-workers, and neighbours think of the specific behaviour” (DeMagaad, Chew, Huang, Khan, Sreenivasan, & LaRose, 2013, p. 112; cited in Suki et al., 2020). Scholars such as Alaiad and Zhou (2014) and Osang & Umoren (2018), agreed that social influence significantly predicted one's behavioural intention to use technology. On the other hand, Suoranta and Mattila (2004), found no major impact for social influence in their study Mobile banking and customer behaviour: New insights into the diffusion pattern. In China, related study was undertaken by Laforet and Li (2005), as cited in Yu (2012). They, too, did not find major influence for social influence. In light of the above, the current research hypothesized:

H<sub>3</sub>: Social impact (SI) has a positive influence on behavioural intention to use the mobile services for legislative functions.

## 2.4 Facilitating condition

A facilitating condition is an individual's confidence in the existence of adequate technical infrastructure, as well as management policies and other internal support mechanisms that would promote the use of technology (Venkatesh et al., 2003). This factor was generated by combining three distinct constructs: perceived behavioural control (TPBI DTPB, C-TAM-TPB), facilitating conditions (MPCU), and compatibility (IDT) (Venkatesh, & Davis, 2000). Any of these constructs is dependent on technical factors, and the aim of developing these constructs is to eliminate technological barriers. In situations where an individual believes that support to use technology is erratic, influence on intentions to use technology will be significant.

However, where the support is consistent, we expect facilitating conditions to directly influence use behaviour. It is therefore expected that facilitating conditions will predict use behaviour. Thus, the study hypothesized that:

H<sub>4</sub>: Facilitating conditions (FC) will have a positive effect on behavioural intention to use the mobile services for legislative functions.

## 2.5 Behavioural intention

Behavioural intention is the degree to which an individual intention to accept and use technology. Performance expectancy, effort expectancy, and social influence behavioural intention to use. Behavioural intention has a direct effect on actual usage (Khatun, et al., 2017). In the case of dependent variable, many studies have found a correlation between Behavioural Intention and use behaviour are positively high (Chen and Zeng, 2012; Mei et al, 2013). Chen and Zeng, 2012 tried to understand End-Users' Acceptance of ERP Systems in Chinese large companies by applying the UTAUT model. Based on the survey, they found the behavioural intention is positively correlated to user behavioural.

In a similar study, Mei et al (2013) ran an empirical study of user acceptance of WeChat in China to find the factors affecting a Mobile Application's Acceptance. They found that use behaviour and behavioural intention are strongly correlated to each other. In the present study, it is expected that the four independent variables of performance expectancy, effort expectancy, social influence, and facilitating conditions will have a marked effect on behavioural intention, which will affect the use behaviour for the legislative functions. As a result, the study hypothesized:

H<sub>5</sub>: Behavioural intentions (BI) have a positive influence on user behaviour to use the mobile services for legislative functions.

Agreeably, it has been a decade since UTAUT was first introduced by (Venkatesh et. al, 2003). The key question now is: What is the relevance of the UTAUT theory to this study? Marchewka et al. (2007) cited in Gbolahan (2014) stated that e-government initiatives are in their infancy in many developing countries. The success of these initiatives is dependent on government support, as well as citizens' adoption of e-government services. The UTAUT model therefore provides a complete analysis of the possible aspects to be considered for ICT or e-parliament adoption and use in the NASS.

Finally, any researcher who is interested in finding out how ICTs can enhance service delivery in the public sector generally should rely on the UTAUT theory. This is because the theory focused on the users' perspective and the end-users' need. In addition, the theory offers a holistic, coherent and in-depth explanation on four theoretical constructs representing determinants of Intention to Use or Usage Behaviour, which play essential roles as surrogates of Technology Acceptance. These constructs are: Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions. From the foregoing analysis, it is the researcher's candid view that the postulations of the UTAUT theory is very relevant and apposite in investigating mobile adoption for legislative functions in the National Assembly of Nigeria. Indeed, the UTAUT theory is apt, balanced, pragmatic, and provides a good framework for a proper appreciation of the research study.

### 3. METHODOLOGY

Sampling was carried out on 20 legislators, 10 from the Senate and 10 House of Representatives, 40 from legislative aides and 50 from National Assembly staff. Out of 110 questionnaires distributed among sampled participants in the National Assembly, 102 were retrieved with 96 considered valid. The first and second parts of the questionnaires indicated the demographics, backgrounds and experiences of the legislators, legislative aides and National Assembly staff particularly their education and qualification, usage of Mobile, barrier in using the Mobile among others while the second part was designed as predictors on participants intention to accept and use mobile services for legislative functions. In analysing the questionnaire, the variables for both the House and Senate were pulled together since the respondents are involved in related functions of legislative activities.

#### 3.1 Research Design

The descriptive survey design was used in conducting the study. This design seemed to be very appropriate for the study since the study concerned mainly with investigating, documenting and examining the mobile services adoption for legislative functions in the National Assembly of Nigeria.

The sources of data consisted of primary and secondary data. The method of obtaining primary data was through a field survey using a well-structured questionnaire.

#### 3.2 Population of the Study

The population of the study is the National Assembly. The National Assembly is made up of Legislators, Legislative Aides and Legislative Staff with total population of 5630. The table 1 shows the details of legislative records below:

**Table 1: Study Population**

S/N	Name	Population
1	Legislators	469
2	Legislative Staff	2817
3	Legislative Aides	2344
<b>Total</b>		<b>5630</b>

Source: National Institute for Legislative & Democratic Studies and National Secretariat of Nigerian Legislatures (2019).

#### 3.3 Data Collection and Analysis

The data were obtained using two-part questionnaire instruments. The structural equation modelling (SEM) technique was used to evaluate the relationships in the UTAUT model as well as to test hypotheses about the variables. SEM was chosen because it provides for a hypothesis testing (confirmatory) approach to structural interpretation of data that represents a phenomenon. The variables were calculated using a 7-point Likert scale, which was the same as the 7-point scale used in the original UTAUT, since a 7-point scale proved to be more accurate for this survey.

According to the scale, 1 corresponded to the negative end (strongly disagree) and 7 corresponded to the positive end (strongly agree). The reasoning behind this technique is that it is a nonparametric statistical procedure that does not include normally distributed data. Furthermore, it assists the researcher in analysing structural models that have multiple-item structures in order to determine predictor variance (Hair, Hult, Ringle, & Sarstedt, 2017).

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## 4. RESULTS AND DISCUSSIONS

### 4.1 Demographic Variables

Out of the 96 respondents, 28.1% were female and 71.9% male. In terms of their age-group, majority of about 51% fall into 34 – 41 years of age bracket followed by 21.9% in the brackets of 26 – 33. 9.4% of respondents are within the age bracket of 18 – 25 representing a minority. With respect to academic qualifications, all respondents had completed tertiary education possessing either a BSc or MSc qualifications.

### 4.2 Measurement Model Analysis

Since the model is a reflective model, the following criteria were used to assess the measurement model: uni-dimensionality, internal consistency reliability, indicator reliability, convergent validity and discriminant validity.

**Uni-dimensionality:** From figure 2, all items under performance expectation loaded significantly on their latent variables except that of PE5. All other indicators showed significant item loadings above the minimum threshold of 0.6 Gefen and Straub (2005). Hence there was high evidence of uni-dimensionality with the four constructs.

**Internal Consistency Reliability (CR):** Using the composite reliability criteria, all constructs in the model were above the minimum threshold of 0.6 (see figure 2) (Nunally & Berstein, 1994) and 0.70 (Hair et al., 2006). Hence, there was sufficient evidence of internal consistency reliability among the items of the variables in the model.

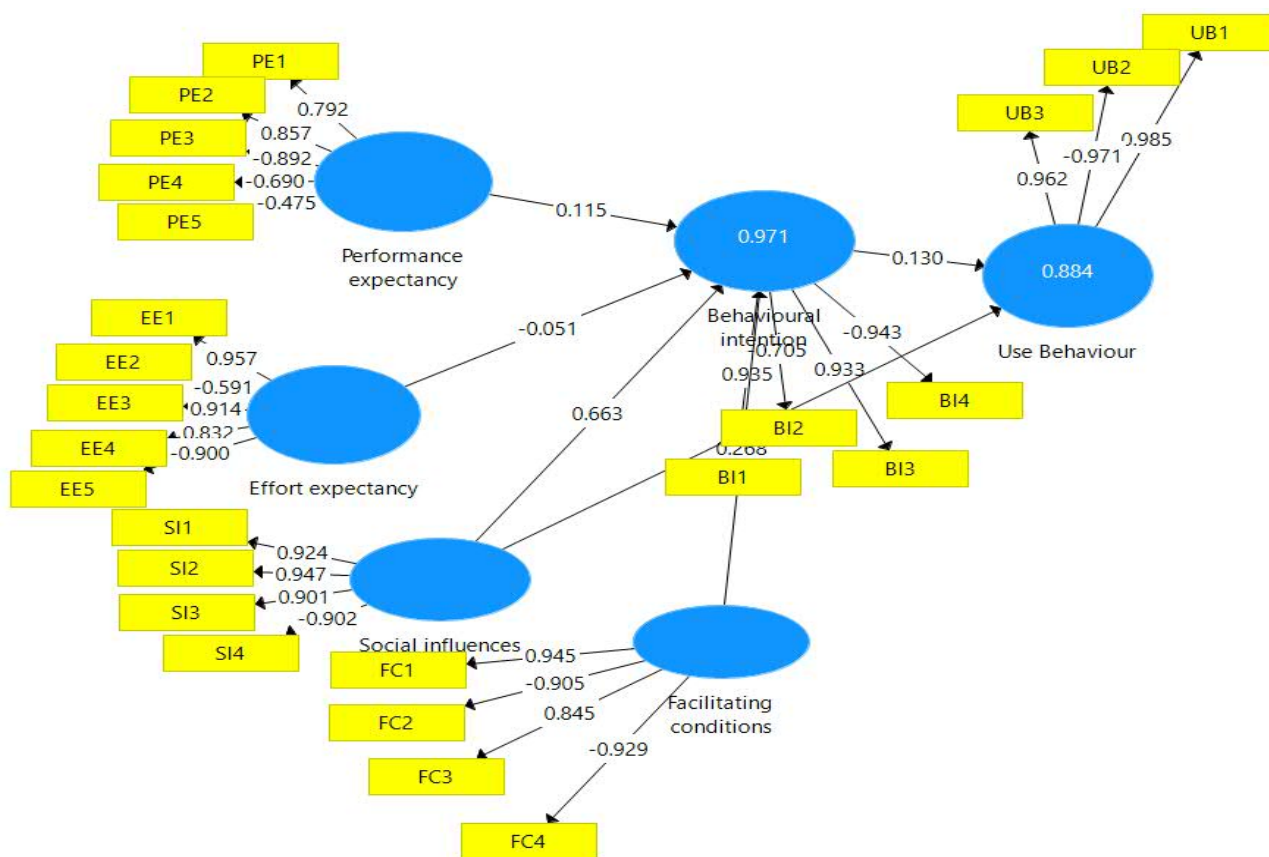
**Indicator Reliability:** This criterion measures how much of the indicator variance was explained by the corresponding latent variables (LV). Values should be significant at a 0.5 level and higher than 0.70 Chin (1998). From the PLS diagram in figure 2, all items used had values higher than 0.7. To test for significance, from the t-statistics of the inner model, effort expectancy and behavioural intention had values lower than 2. All other constructs had t-values greater than 2. Hence there was sufficient evidence of indicator reliability. Details of the t-statistics and their corresponding p-values are contained in table 3.

**Convergent Validity:** From the average variance extracted (AVE) values extracted from table 3 below, all constructs showed values greater than the 0.50 threshold. This implies that the latent variables showed enough evidence of convergent validity Fornell and Larker (1981).

**Discriminant Validity:** From the squared AVE values shown in table 2 below, there was strong evidence of discriminant validity. For this condition to be satisfied, the diagonal elements must be higher than any other corresponding row or column entry Barclay et al., (1995). Consequently, all items loaded highest on their targeted constructs as showed in table 2.

**Table 2: Measurement model Indicators**

Construct	CR	AVE	Behavioural Intention	Effort Expectancy	Facilitating Condition	Performance Expectancy	Social Influence	Use Behaviour
Behavioural Intention	0.938	0.783	<b>0.983</b>					
Effort expectancy	0.938	0.720	0.971	<b>0.972</b>				
Facilitating condition	0.849	0.822	0.944	0.962	<b>0.973</b>			
Performance expectancy	0.853	0.790	0.928	0.849	0.934	<b>0.945</b>		
Social influence	0.812	0.844	0.948	0.958	0.931	0.911	<b>0.940</b>	
Use behaviour	0.725	0.945	0.885	0.849	0.907	0.756	0.919	<b>0.972</b>



**Figure 2: Measurement Model Indicators**



**Table 3: Sample Statistics**

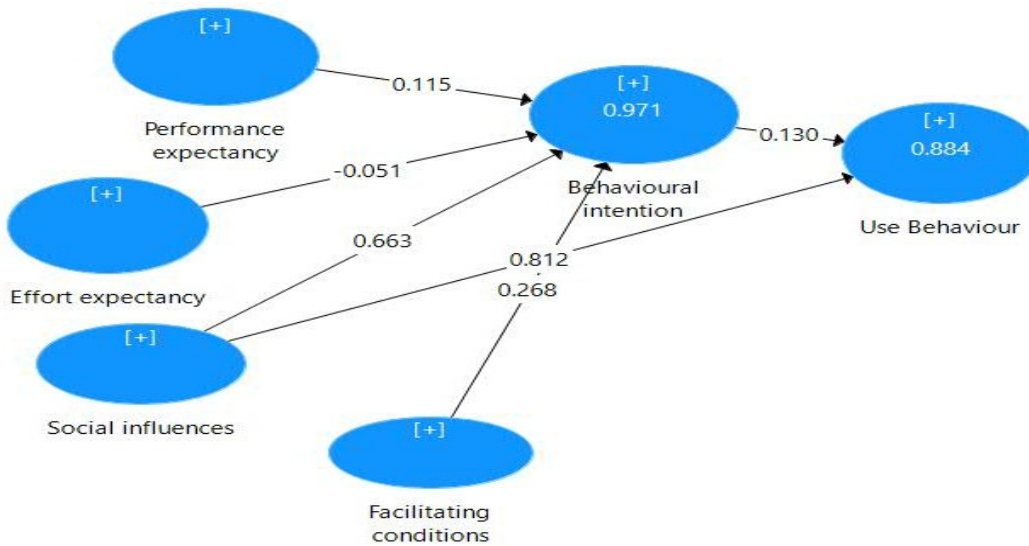
Construct	Original sample	Sample means	Std. deviation	T statistics	P values	Hypotheses Supported
Behavioural Intention to use behaviour	0.838	0.811	0.083	0.130	0.356	No
Effort expectancy to behavioural intention	0.859	0.851	0.023	0.599	0.549	No
Facilitating condition to Behavioural Intention	0.099	0.096	0.091	3.164	0.002	Yes
Performance expectancy to Behavioural Intention	0.871	0.870	0.026	2.244	0.025	Yes
Social influence to behavioural intention	0.812	0.832	0.032	7.809	0.000	Yes
Social influence to use behaviour	0.856	0.821	0.35	5.933	0.000	Yes

**4.3 The Structural Model**

The evaluation of the structural model involves the use of two criteria: the predictive power of the model which involves the ability of the model to explain the variance in the dependent variables and the statistical significance of the estimated model coefficients.

**4.4 The Predictive Power of the Model**

Represented by R<sup>2</sup> value the predictive power of the model for the dataset was represented by the on the endogenous variables. From the model in figure 3, 88% of the dependent variable (use behaviour) was predicted by social and behavioral intention to use mobile services. Similarly, 97% of behavioural intention was predicted by social influence (66%), facilitating conditions 27%, performance expectancy 11% and effort expectancy was less than 1%. This underscores the critical role social influence plays at the level of the legislative arm of the Nigerian government. By implication, only 12% of factors were outside the ones captured in this model. Similarly, only 3% of constructs were not captured by this model in predicting behavioural intention to use mobile services for legislative duties in Nigeria. Hence, it can be concluded that the model has a very high predictive value power suitable for the study.



**Figure 3: Measurement model Indicators**

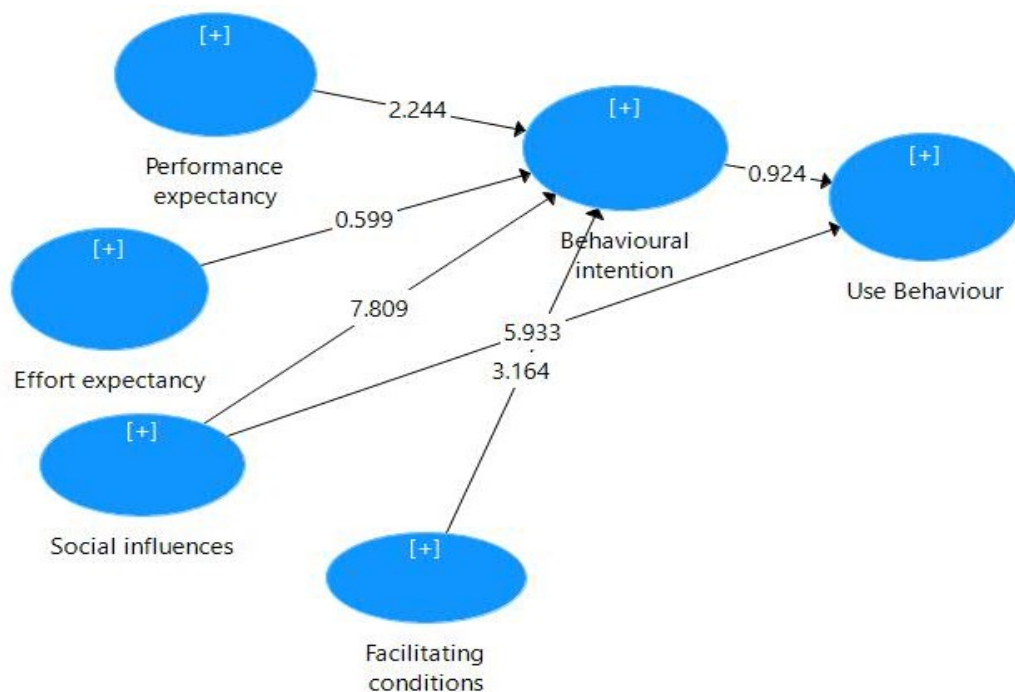


Figure 4: Bootstrapped result

#### 4.5 Hypotheses Testing

This study investigated the causal factors influencing legislators, legislative aides and legislative staff behavioral intention to use mobile services for legislative functions using the UTAUT theory. The results suggested that three out of the four constructs (Performance Expectancy, Facilitating Conditions, and Social Influence) were considered as influential factors on the target group. The result also showed that Social Influence is the dominant determinant of Behavioural Intention. These results were supported by the findings of Ahmed, Kader, Rashid, Ur & Nurunnabi (2017) that indicated that social influence, performance expectancy and facilitating conditions positively influenced users' intention to adopt m-banking. The study was conducted among the students from four universities of Bangladesh. The reason for this parallel of findings may be because each country shares similar developmental challenges. The present study made use of original variables from UTAUT without extension, even though, Ahmed, et al. (2017) adopted variables from the Task Technology Fit (TTF).

Similarly, the impact of performance expectancy was found to be statistically significant on behavioral intention to use mobile services for legislative functions. These findings supported the earlier studies of (Rahi et al., 2018; Sarfaraz, 2017; Saleem et al., 2016; Alraja, 2015; Alkhunaizan et al., 2012). It however contradicted the study of Hung et al. (2019), and Purwanto et al. (2020) that investigated UTAUT model implementation of intentions and behavior to use m-banking among Indonesian customers. The study found that performance expectancy does not influence the intention to use m-banking system. However, the present study did not focus on m-banking therefore the findings from the present study showed that social influence and facilitating conditions were the best predictors influencing legislators, legislative aides and legislative staff usage of mobile services.

This implies that if the Senators, House of Representatives Members, legislative aides, and legislative staff believe that their performance will be improved and the quality of their work will be enhanced, they will see the reason for using the mobile services. Thus, providing training on the use of mobile services for legislative functions for the staff and members of the National Assembly will therefore, be important in order to enhance the performance of legislative functions.

Contrary to expectations, effort expectancy as demonstrated by the present study is not significant on behavioral intention to use the mobile services for legislative functions and is consistent with prior findings (Alraja et al., 2016; Thomas, et al., 2013, Chian-Son Yu, 2012; Pardamean et al., 2012), while other research work show a positive significant influence between the two factors (Ghalandari, 2012; Wong et al., 2013; Al Imarah et al., 2013; Bakar et al., 2013; Attuquayefio et al., 2014). This means that legislators, legislative aides and legislative staff did not perceive that mobile facilities are easy to use in the performance of their functions. For mobile services in legislative functions to thrive as a legislative performing tool in Nigeria, legislators, legislative aides and legislative staff should be provided with proper training that emphasize on the instructive uses of mobile services rather than with its technical functioning.

Most importantly, social influence is the most dominant construct that directly influences the legislators, legislative aides and legislative staff on behavioral intention and use behavior to using mobile services for legislative functions.

However, the results implied that legislators, legislative aides and legislative staff considers their peer influence. In other words, they use other people's involvements to form their intentions or perceptions of the usefulness. This finding was supported by Ghalandari (2012) as cited in Gbolahan (2014) work conducted using a sample of 350 ICT users in Iran. He analyzed data based on simple linear regression. The results showed that variables such as performance expectancy, effort expectancy, social influence and facilitating conditions were positively correlated and highly significant on users' behaviour and intention to use ICT. Several other studies (Ahmed et al. 2017; Afshan et al., 2016; Jaradat et al., 2013; Yu CS, 2012) contradicted the research conducted by Baptista et al. (2015) and Wong et al. (2013). This means that social influence (attitude) is an important determining factor influencing technology acceptance and use.

The present study also reported a significant relationship between facilitating conditions and behavioural intention. This is consistent with the findings of the UTAUT (Venkatesh et al. 2003) result. Accordingly, facilitating conditions were found to be an influential factor on behavioral intention to use mobile services in legislative functions. Indeed, the significant relationship between facilitating conditions and behavioural intention has been earlier supported by (Purwanto et al., 2020; Palau-Saumell et al., 2019; Miltgen et al., 2013; Yu CS, 2012) but insignificant in some studies (Isaac et al., 2019; Baptista et al., 2015; Chang, 2013; Jaradat et al., 2013). Therefore, strengthening the provision of ICT infrastructure and equipping the NASS with modern ICT equipment to support mobile e-parliament. This would serve as a better predictor of mobile usage for legislative functions compared to performance expectancy.

Additionally, this study further investigated the relationship between behavioural intention and use behavior. The findings revealed that behavioural intention had insignificant effect on use behavior which contradicted Venkatesh et al. (2003) prediction and prior empirical studies (Karimov et al., 2017; Bervell et al., 2017) while this result agrees with previous study such as Purwanto et al. (2020) and Attuquayefio et al. (2014). From the findings, it is clear that there is no efficient use of mobile services in the National Assembly. Again, the use of mobile services in the National Assembly has not provided the desired result; in addition, there is access to mobile facilities but usage for e-parliament purpose is lacking. This shows that ease of use should be an important consideration by the NASS administration.

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## 5. CONCLUSION

UTAUT model as a theoretical framework is supported by the present study in investigating mobile services adoption for legislative functions in the National Assembly of Nigeria. The model showed that the respondents' Behavioral Intention was significant on Performance Expectancy, Social Influence and Facilitating Conditions to use mobile services for legislative functions. In order to have a successful adoption of mobile services for legislative functions by the Legislators, Legislative Aides and Legislative Staff, extensive awareness campaign and training programmes should be conducted to target the potential users so as to be informed about the benefits that implementation of mobile services in the Nigerian National Assembly can cause to be gained. In spite of the strong effect of the results obtained, this study has come along with some limitations.

## 6. FUTURE RESEARCH

Although, the UTAUT model used in this analysis has received some scrutiny since the new UTAUT2 model emerged (Venkatesh et al., 2012), future research should consider using the UTAUT2 or a combination with other models. The sample selected legislators, legislative aids and legislative staff of the National Assembly. Further studies can also be extended to National Assembly Commission, National Institute for Legislative and Democratic Studies (NILDS) and State Assemblies for comparative studies across the six geographical zones in Nigeria.

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