

**Challenges and Prospects of Information and Communication Technology  
in Job Performance of Information Managers in  
Public Organisations in Ogun State, Nigeria**

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**Abstract**

*The study examined Information and Communications Technology (ICT) in Job Performance of Information Managers with its challenges and prospects with a view to meet global trend for higher productivity, speed, networking, excellent and effective delivery of services. In carrying out the study, three research questions were raised from which a structured questionnaire adapted was used to gather data. The study is a survey of an ex post facto design and the population comprised of all secretaries in the services of Public Organisations in Ogun State, Nigeria. Simple random sampling technique was adopted to select 150 Secretaries from the study population as the sample. The data obtained were analysed using simple percentage and mean method. Findings revealed that due to advancement in technology, Information Managers are faced with certain distinctive challenges of Information and Communication Technology in carrying out their jobs. Some of these challenges are inadequate or lack of ICT facilities, constant power failure, lack of training and retraining, information theft among others. The study concluded that Information Managers need to be capacitated mainly, because the rapidly expanding technology requires training and retraining of workers to perform new and changed tasks. It was recommended among others that Information Managers should also improve on themselves by engaging in non-public investment of applicable trainings, procurement of positive new technology together with utility software, shopping of applicable books and taking part in expert social networks activities.*

**Keywords:** *Information and Communications Technology, Job Performance and Public Organisations Secretaries/Information Managers*

**Introduction**

Information and Communication Technology (ICT) for extra than a decade has performed a key position in each financial growths and the enhancement of professions of which secretarial career isn't left out. Information and Communication Technology as

a device used in the 21st century, has been revolutionizing the approaches in which Information Managers perform their day-to-day functions of their within both the public and individual owned sectors. Information and Communication Technology (ICT) covers any device as a way to receive, store, retrieve, control or disseminate records electronically in a virtual form. It includes hardware, software, networks and media for collection, storage, processing, transmission and presentation of records; voice, data, texts and images (World Bank, 2002).

Ezenwafor (2010) opined that technology is the procedure through which machines and other gadgets are used to facilitate administrative processes. The process is aimed at removing bureaucracy and unnecessary delay of the office functions. He went further to say that technology is the use of scientific knowledge to produce goods and deliver services useful to man. Odesanya, Glory, Mohammed and Uche (2014) deduced technology as a way of the dealing with and processing records by using digital computer systems and computer software to convert, store, protect, transmit and retrieve records

Information and Communication Technology is therefore, the managing and processing of records to be used by digital and communication devices consisting of computer systems, cameras, telephone, and network among others.

In our nation today, the adoption of Information and Communication Technology is much more noticeable in the public sectors as ICT gadgets have been acquired and mounted in a number of those public organizations. The advent of Information and Communication Technology gadgets coupled with the control strategies had modified Information Managers' old work behavior thereby ensuing in general task re-designation for them in their workplace.

Job performance has been identified as an essential factor for businesses to gain competitive advantage and advanced productivity. Though competitive advantage is more applicable to private sector, it can be extended to public sector via way of rendering services to the public' because it is the ultimate objective of the public establishments. Job performance includes the observable behaviors that humans display in their jobs that are relevant to the achievement of the organizational goals.

In general, job performance is described as attitude or behaviours which are applicable to organizational goals, which incorporates each efficient and counterproductive worker behaviour that makes contributions to or detract from organizational goals. Job overall performance refers back to the effectiveness of individual personnel behaviours that make

contributions to achievements of organizational goals and encompass overall performance and contextual overall performance.

A good number of Researchers agree that overall performance needs to be taken into consideration as a multi-dimensional idea. On the maximum simple degree, you can actually distinguish among a system factor (i.e., behavioral) and a final results factor of overall performance. The behavioral factor refers to what humans do whilst at work, the movement itself. Performance encompasses unique conduct (e.g., income conversations with customers, programming personal computer software, assembling elements of a product). This overall performance idea explicitly describes conduct that's goal-oriented, i.e. conduct which the organisation hires the worker to do nicely as overall task performance.

The public organizations are the part of the economy composed of both public services and public enterprises (Wikipedia). Simply put, general public agencies include governments and all publicly managed or publicly funded agencies, enterprises, and different entities that supply public programs, goods, or services.

Information Manager is described professionally according to Gambari (2013), (adopted from Nigerian Journal of Business Education (NIGJBED) as an assistant who has mastery of workplace skills, demonstrates the potential to expect obligation without direct supervision, physical activities initiative and judgment and makes decision within the bound of his assigned authority. The level of acceptability and embrace of the application of information and communication technologies by virtually every member of the society, especially among the information managers, can best be described as overwhelming and astronomical. This, perhaps, may not be surprising, considering man's insatiable quest for information and communication and of course what the twin items stand for mankind. The fact Information Managers continue to be the life-twine of any organization cannot be overemphasized.

However, with the advent of new technology, secretarial profession is career is turning into more extra state-of-the-art as the common conventional roles of a secretary are progressively being faced out. Information Managers' capabilities anywhere in the whole world have passed through technical changes, therefore many ICT facilities give the secretary the possibility of acquiring and improving her efficiency, however the demanding situations that come with it are also numerous. Information Managers in Public organizations who are not properly geared up in phrases of emerging skills and competencies, know-how and talents required for today's workplaces may be embarrassed

as their insufficient skills will render them redundant or thrown out of the job. This is due to the fact their contributions and effectiveness relies upon on how they are able to address the emerging technologies. This study therefore investigated the challenges and prospects of Information and Communication Technology in Job Performance of Information Managers in Public Organizations in Ogun State.

### **Statement of the Problem**

The reliance on technology continues to expand in enlarge in workplace capabilities and the obligations of Information managers have significantly evolved. Information Managers roles are important in every organization. Information Managers are the vehicle through upon which the activities of the workplace move. Information passes across them always, as a result it becomes necessary for them to acquire the skills and competences needed for modern information processing by taking the advantages of which technology has provided.

In spite of the huge contributions and opportunities presented by technology, which has to do with the utilization of computer systems and software and other internet facilities in job performance, the technology seems to have also presented some huge challenges to the information managers in public organizations. It was against this the study examined the Challenges and Prospects of Information and Communication Technology in Job Performance of Information Managers in Public Organizations in Ogun State.

### **Objectives of the Study**

1. To investigate the Information and Communication Technology facilities available for Information Managers in Public Organizations in Ogun State.
2. To establish the challenges experienced by Information Managers in utilizing ICT facilities in Public Organizations in Ogun State.
3. To ascertain the extent of perceived benefits derivable from utilizing Information and Communication Technology in job performance of Information Managers in Public Organizations in Ogun State.

### **Research Questions**

1. What are the Information and Communication Technology facilities available for Secretaries/Information Managers in Public Organizations in Ogun State?
2. What are the challenges faced by Secretaries/Information Managers in utilizing ICT facilities in Public Organizations in Ogun State?

3. What are the perceived prospects of utilizing Information and Communication Technology in job performance of Secretaries/Information Managers in Public Organizations in Ogun State?

### **Methodology**

A survey design was adopted for the study and all secretaries/information managers in selected public organizations in Ogun State constituted the population. Structured questionnaire was the main instrument used to elicit information from 150 information managers in selected public organizations in Ogun State which include the Federal Polytechnic Ilaro, Federal University, Abeokuta and Ogun State Property Investment Corporation. The study employed simple random sampling technique to select 150 secretaries/information managers in selected public organizations as sample. A structured questionnaire tagged as Challenges and Prospects of Information and Communication Technology in Job Performance of Information Managers in Public Organizations in Ogun State was the major instrument used. 124 of the administered questionnaires were completely filled, returned and formed the basis for data analysis. The data obtained were analyzed using mean method.

### **Results and Discussions**

**Table 1: ICT Facilities available to Information Managers in Public Organizations**

| S/N        | Statement  | Total | SA | A  | D  | SD | Mean |
|------------|--|-------|----|----|----|----|------|
| 1          | Computers are available for Secretaries in your organization.                            | 124   | 63 | 29 | 21 | 11 | 3.08 |
| 2          | Printers are available for Secretaries in your organization.                             | 124   | 35 | 56 | 25 | 8  | 2.95 |
| 3          | Scanners are available for Secretaries in your organization.                             | 124   | 22 | 41 | 33 | 28 | 2.45 |
| 4          | There is internet connection for Secretaries in your organization.                       | 124   | 29 | 44 | 28 | 19 | 2.6  |
| 5          | Photocopier is one of the ICT facilities available for Secretaries in your organization. | 124   | 38 | 54 | 24 | 8  | 2.98 |
| 6          | Intercom devices are available   | 124   | 18 | 35 | 44 | 27 | 2.35 |
| 7          | Wireless Network is available  | 124   | 22 | 28 | 50 | 26 | 2.40 |
| 8          | Secretaries are provided with backup devices for easy storage.                           | 124   | 20 | 44 | 39 | 21 | 2.5  |
| Grand Mean |  |       |    |    |    |    | 2.66 |

*Source: Field Survey 2021*

The above table showed the responses obtained from Information Managers on availability

of Information and Communication Technology facilities in public organizations. The respondents agreed positively that equipment such as computers, printers, internet connectivity, photocopier, and backup devices were made available to them with mean of 3.08, 2.95, 2.6 and 2.98 respectively. However, negative responses were gotten on availability of scanners, intercom devices and wireless network as the mean of 2.45, 2.35 and 2.40 were obtained respectively.

**Table 2: Challenges faced by Information Managers in utilizing ICT facilities**

| S/N        | Statement                            | Total | SA | A  | D  | SD | Mean        |
|------------|--------------------------------------|-------|----|----|----|----|-------------|
| 9          | Poor internet connections            | 124   | 49 | 43 | 18 | 14 | 3.02        |
| 10         | Lack of good computers               | 124   | 29 | 21 | 56 | 8  | 2.35        |
| 11         | Lack of background knowledge of ICT. | 124   | 52 | 54 | 16 | 2  | 3.25        |
| 12         | Inability to adapt to changes.       | 124   | 38 | 44 | 32 | 10 | 2.88        |
| 13         | Epileptic power supply               | 124   | 54 | 38 | 24 | 8  | 3.11        |
| 14         | Lack of modern ICT facilities.       | 124   | 48 | 45 | 24 | 7  | 3.08        |
| 15         | Theft of ICT facilities.             | 124   | 42 | 28 | 36 | 18 | 2.75        |
| 16         | Poor knowledge of new technologies.  | 124   | 65 | 34 | 16 | 9  | 3.25        |
| 17         | Lack of training and retraining.     | 124   | 52 | 60 | 12 | -  | 3.32        |
| 18         | Poor maintenance habit.              | 124   | 19 | 37 | 40 | 28 | 2.37        |
| 19         | High cost of modern ICT equipment.   | 124   | 44 | 39 | 31 | 10 | 2.94        |
| 20         | Virus attacks                        | 124   | 54 | 56 | 14 | -  | 3.32        |
| Grand Mean |                                      |       |    |    |    |    | <b>2.97</b> |

*Source: Field Survey 2021*

Okwuanaso and Obayi (2003), were of the opinion that ICT has posed challenges to information managers as they communicate in the present day workplace. Before now, the duties of Information Managers were performed manually in a way that documents and records were maintained on papers, kept in files and cabinets. The effect of global improvement in the contemporary information and communication technology, requires for corresponding acquisition of emerging skills in workplace communication by all information managers.

Ojohwoh (2014) also argued that unreliable internet connection and high cost of new technologies posited some challenges to the secretaries. The findings also corroborate Adomi, Omodeko and Otololo (2015] who asserted that as a developing country also, epileptic electricity supply has been continual challenge militating against the application and usage of Information and Communication Technology in Nigeria.

**Table 3: Perceived prospects of utilizing Information and Communication Technology in job performance of Information Managers**

| S/N        | Statement   | Total | SA | A  | D  | SD | Mean |
|------------|---|-------|----|----|----|----|------|
| 21         | ICT will expand the frontiers of awareness in the nearest future.   | 124   | 21 | 61 | 29 | 13 | 2.72 |
| 22         | ICT will enable secretaries to enhance their skills constantly.     | 124   | 43 | 57 | 24 | -  | 3.15 |
| 23         | Exposure to wider usage of new technologies.                        | 124   | 66 | 28 | 25 | 5  | 3.25 |
| 24         | Quick assessment and evaluation of performance.                     | 124   | 50 | 41 | 33 | -  | 3.13 |
| 25         | Sharing of ideas and thoughts with colleagues in no time.           | 124   | 38 | 44 | 29 | 9  | 2.83 |
| 26         | Possibility of individualized guidance.                             | 124   | 48 | 37 | 31 | 8  | 3.0  |
| 27         | More efficient and effective ways of performing secretarial duties. | 124   | 48 | 47 | 19 | 10 | 3.07 |
| Grand Mean |   |       |    |    |    |    |      |

*Source: Field Survey 2021*

The results revealed that ICT has favourable prospects in job performance of Information Managers in the nearest future, as the majority of respondents agreed that ICT will help them to be more efficient and effective in performing their duties, quick assessment and evaluation of performance extending frontier of knowledge in the nearest future and constant enhancements of skills. The findings are in tandem with the submission of Kompf (2005).

### **Conclusion**

ICT has been making substantial contribution to the globally in several ways. Most of these contributions are closely evident in public organizations particularly in job performance of Information Managers. Information Managers are the vehicle through upon which the activities of the workplace move. Information passes across them always, as a result it becomes necessary for them to acquire the skills and competences needed for modern information processing by taking the advantages of which technology has brought.

In conclusion, in spite of the huge opportunities presented by technology, Information

Managers in public organizations are still facing the challenges of lack of modern equipment, epileptic power supply, unreliable internet connections among others.

## **Recommendations**

Based on findings, it was therefore recommended that:

- Information managers should always make effort to add value to themselves via non-public or non-organization funding of relevant trainings, acquisition of certain emerging technologies such as application software, purchasing of relevant books and taking part in professional activities.
- Organizations should ensure procurement of modern equipment to the office of the secretaries for their usage.
- Management should make provision for training and retraining of Information Managers on emerging technologies or new equipment.
- Information Managers on their own part should be self-encouraged and make efforts to acquire knowledge required for the application or utilization of emerging technologies.
- Alternative power supply should be provided by management to enable secretaries utilize modern equipment as at when needed.

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