

## **Influence of Internet Usage on the Productivity of Secretaries in an Organisation**

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### ***Abstract***

*Many organizations spend a lot of money to ensure internet connectivity is readily available to employees to compete effectively in global environment and maximize productivity; but factors like fear of virus/malware attacks, hacking, poor internet connection, among others are discovered to still be militating against internet usage in organizations. This study examined the influence of Internet Usage on the Productivity of Secretaries in Federal Polytechnic Ede (FPE), Osun State, Nigeria. A survey research design was used. The population of the study comprises of 60 Secretaries. No sample size was drawn because of the smaller number of the respondents. The research instrument was questionnaire. Out of the 60 questionnaires administered, 56 representing 93% were retrieved. Data was collected and tested with linear regression analysis at 5% significant level of confidence. The result revealed that secretaries' productivity level was high, but Internet usage level was low. Therefore, the researcher concludes that there is significant influence of internet usage on the productivity of Secretaries in FPE. Recommendations were made that management of FPE and other organizations should ensure that Secretaries continue to be well motivated, so that their productivity will be more enhanced. Secondly, internet facilities should be incorporated into the workplace to enhance better productivity of Secretaries and training should be given to Secretaries to enhance their knowledge on safe internet usage. Lastly, Secretaries should keep expanding their knowledge on internet usage for better productivity.*

*Keywords: Internet Usage, Employee Loyalty and Commitment, Employee Productivity.*

### **Introduction**

Productivity of workers refers to the amount of work completed by an employee in a given period of time. Organizations often measure employee productivity through goals, quality of work, tasks completed, etc. Many organizations improve productivity of workers by improving workplace conditions, allowing flexible schedules and meetings, set clear deadlines

and expectations that workers can meet up with, allow annual leave, sick leave or time off, give incentives and rewards to best performing workers, among others. Employee productivity is described as an assessment of a worker's or a group of employees' efficiency, which may be measured in terms of an employee's production within a given time frame. Increased productivity leads to increased economic development, profitability, and social advancement, which can also improve wages and salaries, working conditions and bring better opportunities for workers (Sharma and Sharma 2014).

Organizations utilize the internet to satisfy their urgent business demands and to compete effectively in a global context. The Internet has aided businesses by converting the workplace into a global network and allowing them to gain a competitive advantage over their competitors (Hsu and Yen 2016; Chong, et al. 2018; Baturay and Toker 2015). Internet in organizations has been helping organizations increase improving communication, employees' productivity, enhancing performance, strengthening the image of the organization and improve customer relations (Koay 2018). Organizations use the internet to meet pressing business needs and to compete effectively on a global scale. Businesses have benefited from the Internet since it has transformed the workplace into a worldwide network, allowing them to acquire a competitive advantage over their competitors. Therefore, this study therefore intends to establish the influence of internet usage on productivity of Secretaries in Federal Polytechnic, Ede, Osun State, Nigeria.

Despite much effort to ensure that workers' productivity is improved upon to achieve organizational objectives, there is no significant improvement on productivity in many organizations. Poor management (reported by 58 percent of employees and 61 percent of HR professionals), lack of motivation (reported by 38 percent of employees and 63 percent of HR professionals), having to do coworkers' jobs, customer negativity, lack of recognition, and work

overload, among other factors, according to a report released by the Society for Human Resource Management (SHRM 2005). Past literatures consulted also revealed that unhappy employees often cannot perform well at work; due to financial stress, job insecurity, illness, excess workload, lack of annual or short leave or holiday to rest, among others. Also, despite the numerous benefits of using Internet at workplace, past literatures revealed that there are many factors militating against the use of Internet, for example virus or malwares attacks, hacking, unwanted advertisements, identity theft, poor internet connection, among others. The specific objective is to examine the influence of Internet Usage on the Productivity of Secretaries in FPE.

### **Concept on Productivity**

Productivity is the amount of work completed by an employee over a given period of time. Employees required working conditions that allowed them to work freely without being hindered from completing assigned tasks. Productivity is a measure of the efficiency of production. (Raziq and Maulabaksh, 2015). High productivity can lead to greater profits for businesses and greater income for individuals. For workers to be productive, there are some factors that need to be put in place, firstly, employees should have sense of belonging, (Skare, Kostelic and Jozicic, 2013); secondly, to improve employee's productivity, there should be cordial relationship between the management and its employees (Cording, Harrison, Hoskisson and Jonsen, 2014); the good relationship management has with its employees will foster further customer relations, and in return, the customers, employees and the management will attain their desired goals. (Terry, Myster, Davis and Wegleitner, 2014).

Effort as a measure of productivity is like a fuel that empowers people to perform better on the job, it involves the use of energy to get something done. Efforts put into use at work can be linked to identifying tasks to be performed, setting priorities to know which tasks should

be accomplished first, and taking track of time to help in managing time spent on each tasks. (Ernesto Tavoletti 2019). Wright and Gendolla demonstrated a causal relationship between an individual's current level of ability and the amount of effort required to complete a difficult task; that is, "lower ability performers are like possessing an effort currency that has less value than the currency of high ability performers." (Gendolla et al 2012; Wright 2014).

Performance as a measure of productivity is often evaluated by responsibilities assigned to check ability of the worker in decision making, creativity, leadership, teamwork, quality of work, ethics compliance, problem solving, etc. Low performance often results from lack of motivation, lack of competence, lack of resources, and lack of conducive work environment, among others. Organizations frequently use training as a strategy to improve individual productivity and communicate organizational goals to them in order to achieve organizational goals. (2009) (Ekaterini and Constantinos-Vasilios). According to Rohan and Madhumita (2012), investing in employee training in decision-making, problem-solving, teamwork, and interpersonal relations have significant effect on organizational growth and employee productivity.

Lastly reward as a measure of productivity is an incentive given in return for a deed done. Rewards and incentives are found to be a contributive factor to high productivity from workers. Businesses utilize it to motivate staff by rewarding them for their accomplishments and success. The overall return offered by an employer to an employee for activities completed is known as reward. It is perceived to motivate workers to perform more tasks. Rewards is perceived to help organizations in retaining employees, avoid cost of new hires and employees training, encourages positive attitudes and behavior, etc. A specific monetary return, object, or event that an employee receives in compensation for his or her work or for having done something successfully can be characterized as a reward (Schultz, 2006). Human Resource

Management is centered on reward systems, which are intended to recruit talented personnel, encourage them, and retain those who are a better match for the firm; they also have a direct influence on the financial statement and capable of influencing people's attitudes, behavior to perform optimally. Franco-Santos et al (2015).

### **Concept of Internet Usage**

Internet usage can be defined as the measurement of the amount of data used through an electronic device and the Internet network over a period of time. Internet usage involves surfing the web, sending emails, downloading, or involved in any activity on the Internet. The Internet offers for more flexibility in working hours and location, especially with the widespread availability of unmetered high-speed connections, and it can be accessed from practically anywhere via a variety of devices, including mobile phones. Organizations have discovered that using the internet may help them increase staff productivity, improve performance, improve communication, build their brand image, and improve customer relations. The Internet is a global network of interconnected computer networks that communicate with one another using the Internet protocol suite.

Perceived usefulness as a measure of Internet usage is a level at which some technology users believe technology enhances their performance. Enu-Kwesi et al (2020). Some of the perceived usefulness of internet in business includes; e-commerce, social media, customer relationship management (crm), video conferencing, market research, cloud hosting, etc.

One of the most important aspects in technology usage and adoption is perceived simplicity of use (Tarhini et al., 2016). It is described as a person's belief that implementing a certain system would improve his or her job performance. 24 hour worldwide access, cost savings, faster product delivery, reduced waste of paper, greater customer interactions, and so on are some of the perceived advantages of using the Internet for business activities.

Actual use as a measure of Internet usage reveals the extent of use of Internet for businesses worldwide, for example, marketing and advertising, publicity, research and development, direct online selling, collaboration, communication, etc.

### **Anchor Theories**

Edward C. Tolman (continued by Victor H. Vroom) formulated the Expectancy Theory was adopted as measures of productivity. The theory states that people are motivated to do something in order to achieve desired outcome. (Redmond 2014). Expectancy theory asserts that when workers are motivated, individuals modify their behavior towards achieving organizational goals, with a mindset of being rewarded. (Chen and Fang 2008). The theory explains further that organization has a set of goals and that workers; hence, workers are to be motivated to achieve them. The theory states that there is a link between effort and performance; that good performance will lead to a desirable reward; and, finally, that the reward will satisfy a critical need.

TAM theory was used as a measure of Internet usage, and it is a standard paradigm for study on the acceptance and use of new information technology. According to the TAM, when users are presented with new technology, a variety of factors influence their decision on how and when to use it. Davis was the one who initially presented TAM. It contrasts between two concepts: perceived usefulness, which indicates the predicted advantages of adopting a particular technology, and perceived ease of use, which reflects perceived behavioral control.

### **Methodology**

Federal Polytechnic Ede (FPE), Osun State, Nigeria, is the research site. This is an example of a survey research method. The study's population consists of 60 Secretaries from FPE given to the population's modest size, no sample size was calculated. Data was collected

using both primary and secondary methods; primary data came from questionnaires mailed to respondents, while secondary data came from textbooks, journals, and internet articles, among other sources. A structured questionnaire was used as the study tool. Other specialists in the area checked the instrument's validity. The data was analyzed using the simple percentage method and tested using linear regression analysis at a confidence level of 5%.

## **Result**

**Table 1:** Level of Productivity of Secretaries in FPE?

Variable	Frequency	Percentage
High	33	59.00%
Low	11	20.00%
Medium	07	13.00%
No response	05	8.00%
Total	56	100%

The above table showed most respondents (33 representing 59%) indicated that productivity level is high; which shows that many of them are comfortable with the working conditions of the institution, and have lesser reasons to be unproductive.

**Table 2:** Level of Internet Usage by Secretaries in FPE?

Variable	Frequency	Percentage
High	20	36.00%
Low	30	54.00%
Medium	06	10.00%
No response	-	-
Total	56	100%

The above table showed that most respondents (30 representing 54%) indicated that Internet usage at the workplace is low; which shows that they rarely use internet for official activities.

**Test of Hypothesis:** There will be no significant influence of Internet Usage on Productivity of Secretaries in Federal Polytechnic Ede (FPE), Osun State.

**Table 3:** Model Summary of Linear Regression of Internet Use and Productivity of Secretaries in FPE

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.582 <sup>a</sup>	.338	.326	.824	.338	27.594	1	54	.000

a. Predictors: (constant), what is the level of Internet use by Secretaries in FPE

The R and R<sup>2</sup> values are displayed in the above table. Simple correlation is represented by the R value, and 0.582 (R column) indicates a modest degree of correlation. The R<sup>2</sup> value (R Square column) revealed how much the independent variable "internet use" can explain variance in the dependent variable "productivity." 32.60 percent can be interpreted as low in this scenario. This indicates that Secretaries use the Internet for official purposes at a relatively low rate.

**Table 4:** ANOVA Table of Linear Regression Analysis of Internet Use and Productivity of Secretaries in FPE.

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	18.745	1	18.745	27.594	.000 <sup>b</sup>
	Residual	36.683	54	.679		
	Total	55.429	55			

a. Dependent Variable: What is the level of productivity of Secretaries in FPE

b. Predictors: (Constant), What is the level of Internet use by Secretaries in FPE

The table above is ANOVA table, which indicated how well the regression equation fit the data (that is, predicts the dependent variable). The table shows that the regression model significantly predicts dependent variables when P is less than 0.0005, which is less than 0.05, indicating that the regression model statistically significantly predicts the outcome variable, indicating that it is a good match for the data.

### **Summary, Conclusion and Recommendations**

The Secretaries in the Federal Polytechnic Ede (FPE) have high productivity levels even with seldom use of internet at work, this indicates that the Secretaries are comfortable with the working conditions of the workplace either with or without adequate use of internet engagement or not; in as much as they are given incentives, salary, and continue to enjoy other benefits like annual leaves, etc. On the other hand, the low internet usage by the Secretaries can be as a result of some of the factors mentioned earlier, for example, lack of adequate internet facilities, poor connectivity, fear of malware or virus attack and so on.

The researcher thereby concludes that there is significant influence of internet usage on the productivity of Secretaries in the FPE.

And recommendations were made that management of FPE and other organizations should ensure that Secretaries continue to be well motivated, so that their productivity will be more enhanced. Secondly, internet facilities should be incorporated into the workplace to enhance better productivity of Secretaries and training should be given to Secretaries to enhance their knowledge on safe internet usage. Lastly, Secretaries should keep expanding their knowledge on internet usage for better productivity.

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