Impact of Computer-Based Information Technology on Job Performance of Secretarial Staff in Nigerian

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Introduction of the study

Today's world is full of technological innovations where new discoveries and applications of new technologies have become essential. Information Technology is a revolution that involves the use of computers, the internet and other telecommunication technologies in every aspect of human endeavour (Bandele, 2006). This dynamic nature has called for the present day dynamism of the human environment, organization and management to make life better and more meaningful than what it was yesterday.

Computer-based Information Technology encompasses the effective use of equipment and programs like software, storage and audio-visual systems, which enable users to access, retrieve, convert, store, organize, manipulate and present data and information (Gay and Blades, 2005).

Rapid advancement in CBIT is drastically altering the way things are done in every field of human activity. In the University setting, the improvement in technology is enhancing university education delivery in terms of administration, service and approach. Universities in Nigeria have recently introduced CBIT into their administrative systems. This new innovation has been an advantage to the university system because of the need to key into the 21st century technological compliance and to maximize the benefits therein. (Olatokun and Tiamiyu, 2005; Popoola, 2006).

The introduction of CBIT was necessitated due to some problems encountered in the administrations of the institutions such as delay being experienced in computing students' results, transcripts, inadequate job output, staff records and other related functions on time. The management of any institution has a set of important functions to perform which include planning, organizing, supervising, reporting, coordinating, deciding, controlling, budgeting, staffing and admitting among others. (Ehikhamenor, 2002).All these functions and more are necessary to achieve set goals, objectives, policies and effective staff performance in institutions, which have to be achieved to justify combined existence. This new innovation has been laddered with series of problems mostly among secretarial staff of these universities in discharging their duties.

This study investigates CBIT and the job performance of Secretarial Staff in University of Ibadan and Ladoke Akintola University of Technology in Nigeria. The study examined the different usage of CBIT facilities available and perceived relevance of CBIT on job performance of Secretarial staff.

Related work

The concept of CBIT has become indispensable tool in today's information age and most organisations now make use of it to acquire and enhance the information needed to achieve set goals. This is the reason University of Ibadan and Ladoke Akintola University of Technology, Ogbomoso embark on the use of Computer-Based Management Information System.

According to Nwosu (2000), CBIT is originally a technology of storing and retrieving knowledge or data on computers. Communication technology is a technology of both or either as a process (or transmission)by which a person sends a message (voice or data) to another upon whom it has an effect or as a negotiation and exchange or meaning. This is widely

known or separately evaluated as broadcasting or mass communication and telecommunication.

Volman and Van Eck (2001)opined that Computer-Based Information System is making a dramatic impact on the lives of people globally with the effect being most significant in education and organization as its provides access to a vast amount of information. Precisely, every point attests to the belief that the rate of progress will accelerate greatly over the next two decades. University of Ibadan and Ladoke Akintola University of Technology seem to have necessary facilities for this new technology. The potential improvement of power, cost and size of computer have been of great interest to these universities. However, Computer-Based Information System will offer opportunities for the improvement of Secretarial staff skills on their job performances, if effectively used.

Egbokhare (2007) enumerates the job description of a Secretarial Staff which include the following; preparing and supplying of information, drafting and preparing documents, maintaining a healthy, safe and effective working environment, excellent interpersonal skills relations and so on. However, the secretarial staff of University of Ibadan and Ladoke Akintola University of Technology in Nigeria is obviously aware of the kind of environment under which they operate. Academic environment demand, or requires intellectual input of a well-informed secretarial staff. Secretarial service is not for everybody but for those who have acquired the knowledge, skills, competencies and attitudes as well as the discipline to work late under pressure and handle emergencies.

According to Obiyan (2008), information technology is extremely important to the smooth operation of any organization. It affords secretarial staff of the Universities the opportunity to bridge the knowledge gap between them and their counterparts in other institutions. Accessibility of internet facilities assists secretarial staff in smooth running of their work which can lead to high job performance. Despite this, it is of pressing importance to find the significance of CBIT for an organization.

Methodology

The researcher employed the survey type of descriptive design. This survey was adoptable because it's concerned with studying part of the population that is generally large by selecting sample chosen from this population to collect data for systematic descriptive of existing situation. The population of the study comprises all the Secretarial Staff and the head of units of University of Ibadan and Ladoke Akintola University in Nigeria. The questionnaire is the main instrument that was used to elicit information from the respondents for this study.

A sample of 228 respondents were selected using stratified sampling technique consisting of 168 corresponding to 25% were of the total population secretarial staff in University of Ibadan while the remaining 60 corresponding to 25% were of secretarial staff in Ladoke Akintola University (25% were used across the board). Another set of 50 questionnaires were administered to all Head of units, department, centre, faculties and hall of residence in the two universities for the assessment of secretarial staff on job performance.

Results and Discussion

The data collected for the study were analysed using both descriptive and inferential statistics. The descriptive statistics that were used are frequency, counts, percentage, means and standard deviation, while the inferential statistics were include Pearson product moment correlation. The hypotheses were tested at 0.05 level of significance.

The results are presented in two stages. The first stage is the descriptive analysis in which general questions were answered while the second stage deals with testing of the hypotheses formulated.

Question 1: What is the level of job performance of Secretarial staff in the Universities in Oyo State?

This table used self-designed questionnaire on the staff job performance by their head of units using frequency, percentage and statistical package for Social science (SPPS version 20)

to analysed the data. The table generated the data by explained staff level of performance accessed by the head of the units in the institution under investigation.

Table 1: Level of Job performance of Secretarial Staff assessed by the Heads of Unit.

Level of Job Performance	Head of Units (Faculties, Dept., Centre, etc)	
	Frequency	Percentage
Low (0 – 49%)	55	24
Moderate (50 – 59%)	68	30
High (60% and above)	105	46
Total	228	100

Table 1 showed the levels of the usage of Computer based Management Information System assessed by the fifty Head of units, (department, faculties, centres and hall of residence)on the job performance of secretarial staff. It revealed that out of 228 secretarial staff sampled, 55 representing 24 had low level of the use of Computer based Management Information System. Moreover, 68 secretarial staff representing 30 percent had moderate level of the use of computer-based management information system while those that had high level of computer-based MIS were 105 representing 46 percent. The result revealed that the level of the use of Computer-based Management Information System on the job performance of secretarial staff in the two universities was high. Also, the Secretarial Staff of the two Universities have tendency of performing better on their job if they are expose more to the Computer-based Management Information System on their job performance.

Question 2: To what extent does Secretarial Staff in the Universities in Oyo State use Computer-Based Information Technology?

Questionnaires were designed on the use of CBIT and job performance of Secretarial Staff using frequency, percentage and SPSS to analyse the data.

Table 2: Usage of Computer-Based Information Technology

S/N	ITEMS	Very Frequent	Frequent	Occasional	Never	Mean
1	Computer System	95 (41 .7%)	1 21 (53.1 %)	6 (2.6%)	6 (2.6%)	3.46
2	Scanner machine facilities	45 (1 9.7%)	59 (25.9%)	1 06 (46.5%)	18 (7.9%)	2.43
3	Internet databases facilities	54 (1 9.7%)	42 (1 8.4%)	1 04 (45.6%)	28 (1 2.3%)	2.47
4	Application software	35 (1 5.4%)	27 (11.8%)	1 31 (57.5%)	35 (1 5.4%)	2.73
5	Telecommunication i.e. Intercom, bell phone, fax etc.	1 22 (53.5%)	54 (23.7%)	44 (1 9.3%)	8 (3.5%)	1 .73
6	Internet Connectivity	130 (57%)	42 (1 8.4%)	43 (1 8.9%)	13 (5.7%)	1 .73
7	Microsoft Outlook (etc. Diary)	133 (58.3%)	49 (21 .5%)	29 (1 2.7%)	17 (7.5%)	1 .69
8	Data-Based Mgt System Program (Oracle, visual basic) application packages	51 (22.4%)	68 (29.7%)	44 (1 9.3%)	65 (28.5%)	1 .61
9	Projector	112 (49.1 %)	57 (25%)	47 (20.6%)	12 (5.3%)	1 .83

Table 2 showed that 97.4% are those that use computer system either very frequently or occasionally, as against 2.6% of the secretarial staff that do not use computer system for their

day to day activities. This shows that the availability of computer system through the usage of CBMIS in these two universities is very high. It further shows that minor secretarial staff still uses traditional method i.e. typewriters to carry out their daily activities, as alternative to the use of computer system.

Table 2 also shows that 92.1 % are those that use scanner machine either very frequently, frequently or occasionally as against 7.9% that never use this facility. It shows that the use of this facility in these universities by the secretarial staff in carrying out their day to day activities seems to be paramount. It is so because there is no alternative for this facility, the penetration of CBMIS in these universities is very high.

Table 2 shows that 87.7% and 84.7% of the secretarial staff of these universities uses word processing, spread sheets, and Internet facilities either very frequently, frequently and occasionally as against 12.3% and 15.4% respectively who do not use these facilities for their day to day activities.

Table 2 also reveals that 71 .5% of the secretarial staff of the two universities use Databased Management System (Oracle) either very frequently, frequently or occasionally as against 28.5% who do not use these application package in carrying out their day to day activities. Data-based system software has no alternatives, hence the penetration of CBMIS in these two universities is high.

The above table also shows that 96.5% and 94.3% of the secretarial staff of these universities are those that use the telecommunication gadgets, WAN and LAN internet connectivity respectively as against 3.5% and 5.7% respectively that do not use these facilities to carry out their job. The preference for these facilities in their daily activities makes the penetration of CBMIS very high in these institutions

Furthermore, Table 2, reveals that 92.5% and 94.7% of the secretarial staff of the institutions use Microsoft Outlook intercom and projector respectively either very frequently, frequently or occasionally as against 7.5% and 5.3% respectively that do not use Microsoft outlook and projector machine by the secretarial staff of both universities. The penetration of CBMIS is very high.

The following are the results from the hypotheses tested:

Hypothesis 1: There is no significant relationship between the use of Computer-based MIS and job performance of secretarial staff. The result is presented in table 4.

Hypotheses were tested using Pearson product moment correlation finding the relationship that exists between the use of CBMIS and Job performance of Secretarial Staff.

Table 3: Summary of the use of Computer-Based IT and Job performance of Secretarial Staff using Pearson product moment correlation.

Variable	N	r-cal	r-tab
Use of CBMIS	228	0.384*	0.179
Job Performance	228		

P<0.05

(*) Means the hypothesis is significant at 0.05 level or Significant probability is less than 0.05.

Table 3 shows positive and moderate relationship between use of CBIT and Job performance of secretarial staff. The result obtained from the analysis shows that the value of r-calculated (0.384)was greater than r-table (0.1 79). This shows that the result was significant (p<0.05). Therefore, the null hypothesis was rejected. This means that there was significant relationship between the use of CBIT and Job performance of secretarial staff.

Hypothesis 2: There is no significant relationship between perceived relevance of Computer-based IT and job performance of secretarial staff. The result is presented on table 7.

Hypotheses were tested using Pearson product moment correlation finding the relationship that exists between the perceived relevance of CBIT and job performance of Secretarial Staff.

Table 4: Pearson product moment correlation of Perceived relevance of Computer-Based IT and Job performance of secretarial staff

Variable	N	r-cal	r-tab
Perceived relevance of CBMIS	228	0.281*	0.179
Job Performance	228		

P<0.05

(*) Means the hypothesis is significant at 0.05 level or significant probability is less than 0.05.

Table 4 showed positive and moderate relationship between perceived relevance of CBIT and job performance of secretarial staff. The result obtained from the analysis shows that the value of r-calculated (0.281)was greater than r-table (0.1 79). This shows that the result was significant (p<0.05). Therefore, the null hypothesis was rejected. This means that there was significant relationship between perceived relevance of Computer-Based IT and job performance of secretarial staff.

Furthermore, the results showed that positive relationship existed between the use of CBIT and Job performance of secretarial staff. This result was supported by the research of Aromolaran (2003)who reported that the use of CBIT has greatly enhanced the performance of secretarial staff. He further explained that the impact of Computer based information system on job performance of secretarial staff depends on the degree of technology or automation that is introduced with necessary facilities, the secretarial staff is less fatigue as the machines feeds itself, inspects its work, adjust it when the operation is unperfected and makes minor repairs.

Moreover, the study find out that positive relationships exist between perceived relevance of CBIT and job performance of secretarial staff. This is because as a result of changes in technology, the role of secretarial staff in administrative sector has changed tremendously from that of a manual typewriting and shorthand dictation, answering of telephone calls and processing of mails. This is corroborated by Edwin (2008) who opined that secretarial staff are exposed to office technology including the internet that make work much easier and knowledge more accessible. In another related study, Baker and Ward (2002) also opined that for secretarial staff to perform effectively and show positive impact on their jobs, the use of CBIT is unavoidably important. This is also supported by Tiamiyu (2000) who opined that the importance of the use of Computer based management information system by the secretarial staff improves productivity.

Conclusions and Recommendation

Based on the findings of the study, it was found that Secretarial staff depend on availability of facilities tools in relevance to Computer-Based Information Technology to improve their job performance. Therefore, the government, management and secretarial staff should be encouraged in the effective use of Computer-Based Information Technology in our tertiary institutions by exposing them to training and re-training on the use of CBIT which will tremendously improve their job performance.

To improve CBIT on the job performance of secretarial staff, more training and retraining should be organized often to all staff in the area of new technologies. Also study could also be carried out in other areas or institutions in Nigeria such as the Colleges of Education and Polytechnics to see whether similar findings would be made. Further research could be carried out on CBIT and job performance of teaching and other non-teaching staff in public Universities in South-West, Nigeria.

Contribution to the Global Development:

This study will be of added value to the community in assisting government in planning and solving some of the educational problems such as providing Computer-Based IS facilities into institutions and also, help educational planners and administrators to have adequate and

accurate data of students enrolment and school personnel. Computer-Based Information Technology will also help in proper planning with the full automation of the managerial system in the universities.

This research work would assist secretarial staff in keeping records such as computation of result and generating of transcript manually and give relevance information to the community. Hence it would help to improve staff productivity with greater efficiency and effectiveness through the train and retrain staff in learning new technological appliances. It would help the management of the Universities or any organization to invest by acquiring new technological, facilities or equipment to enhance job performance of staff. Students too would not be left out because there would be easy accessibility to their records.

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