

WORKPLACE DIGITAL AMENITIES AVAILABILITY AND ORGANIZATIONAL PERFORMANCE OF CYBERCAFE BUSINESSES IN PORT HARCOURT

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ABSTRACT

The study examined workplace digital amenities availability and service delivery of Cybercafe businesses in Port Harcourt. Two (2) objectives and two (2) hypotheses were formulated to guide the study. The explanatory cross-sectional survey research design was adopted for the study. The population of the study consisted of fifty-two (52) registered cybercafe businesses while three (3) top level managers were selected across the 52 registered cybercafe, giving a total of one hundred and fifty-six (156) respondents. Thus, this study is a census research which involves using the entire population. Structured questionnaire was used as instrument for data collection after face-validation. Cronbach alpha was used to test the internal consistency of the instrument. Out of 156 copies of the questionnaire administered, a total of one hundred and twenty-five (125) were retrieved. Arithmetic mean and standard deviation were used for unilabiate analysis while bivariate analysis was done using Spearman Rank Order Correlation. The findings revealed that there was a significant positive relationship between workplace digital amenities availability and service delivery of cybercafe businesses. The study concluded that workplace digital amenities availability enhances service delivery of cybercafe businesses in Port Harcourt. It was therefore, recommended that owners of cybercafe businesses should invest more in the provision and maintenance of workplace digital amenities.

Key words: Workplace Digital Amenities Availability, Local Office Information Gadgets, Cloud Computing Service and Service Delivery.

INTRODUCTION

Organizations today keep searching for favorite strategies that will enhance maximum output and consolidate their advantage in the market place. More so, this drive has forced service delivery organizations to adopt technologies in a bid to ensure high productivity. Most recently, business organizations have developed the optimization of workplace digital amenities and relied on local office information gadgets such as digital printer, scanner, computer system etc. in an effort to lessen the need for employees support and make the organization very productive (Osuala, 2004; & Boampong, 2016).

Today, the society have been exposed to digital office facilities including the local office information system, internet connection facilities, and cloud computing service that makes work much easier, accurate and on time (Edwin, 2008). Organizations such the cybercafé business firms now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved information security that secure the organization from the harmful deed of mischievous (Akpomi, 2013).

Statement of Problem

The abysmal performance some of the cybercafé businesses (in terms of poor service delivery and customer dissatisfaction) is becoming disturbing. In addition to poor internet network condition, it appears that some of the cybercafés are not able to provide prompt typesetting and registration services and this often leaves clients disappointed (Boampong 2016). The researcher's interaction with some of the cybercafé businesses in Port Harcourt suggests that some of them also find it difficult to safe keep the files of their clients. Another frustrating factor in the operational

environment of some of the cybercafé businesses in Nigeria and Port Harcourt City in particular is epileptic power supply. Cybercafé operators tend to blame delays in their service delivery to epileptic power supply. It equally appears that some of the cybercafés do not have most of the emerging digital amenities used in providing smart online services. Another issue that necessitated this study was the perceived dearth of empirical studies on how workplace digital amenities availability interacts with the service delivery of cybercafé businesses within the context of Port Harcourt. Admittedly, some studies have examined workplace digital amenities and service delivery from different perspectives. For instance, (David et al., 2019; Oshi et al., 2016; & Adeshina, 2015). The findings of these studies revealed that workplace digital amenities have proven to improve on service delivery in several countries of the world as well as states in Nigeria. However, these studies did not examine how workplace digital amenities such as cloud computing service, and local office information gadgets influence on service delivery of cybercafé business in Port Harcourt, Rivers State of Nigeria.

Conceptual Framework

Source: (Mumuni & Sam, 2014; Odu, 2018; Otamiri et al., 2018 & Anyanwu, Confidence Ginikachi, 2022).

Aims and Objectives

The aim of the study was to examine how workplace digital amenities availability correlates with service delivery of cybercafé businesses in Port Harcourt, Rivers State. Specifically, the objectives are as follows:

1. To examine the relationship between local office information gadgets and service delivery of cybercafe businesses in Port Harcourt.
2. To examine the relationship between cloud computing service and service delivery of cybercafe businesses in Port Harcourt.

Hypotheses

The following null hypotheses were tested at 0.05 level of significant.

Ho1: Local office information gadgets do not have significant correlation with service delivery of cybercafe businesses in Port Harcourt.

Ho2: Cloud computing service does not have significant correlation with employee innovativeness of Commercial Banks in Rivers State.

Theoretical Review

This work was anchored on Roger's (1962) Diffusion of Innovation Theory. Roger's Diffusion of Innovation Theory explains the processes involved in the adoption of innovations such as new technologies, techniques, and procedures and well as the resultant effects of such steps on organizational processes (Rogers in Ikemefuna, 2016; Ahiauzu & Soye, 2016).

The diffusion of innovation theory assumes that:

- In a social system, there will always be a disparity in the level and time at which individuals within a given social system adopt new ideas, techniques, and technology.

- Individuals and arms of institutions that adopt innovations early will naturally outperform late adopters and the laggards (Rogers in Ayodele, 2012; George-Amadi, 2018).

This theory was succinctly adopted as the theoretical underpinning of this study because it is related to the predictor variable of this study (Workplace Digital Amenities Availability). The theory predicts that cybercafés that adopt innovations such as office virtualization on time will experience better organizational performance than those who stick to traditional systems of operations.

Concept of Workplace digital Amenities Availability

Digital amenities refer to technologies that facilitate the processing, storage and sharing of data and information very fast. It is referring to Information Technology (IT), but focuses primarily on communication technologies. This includes the Internet facilities, wireless networks, cell phones, personal computer, Mobile phone and other communication mediums. Khalil (2014) defines digital amenities as every ICT equipment that supports the flow and processing of information in an organization, including hardware, live ware, software, data and network components. Seemingly, digital device is synonymous with digital amenities which information communication technology (ICT), refers to tools and as well as means used for collection, capture, process, storage, transmission and dissemination of information (Ebijuwa & Anyakoha, 2005). Similarly, Ofodu (2007) averred that digital amenities as electronic or computerized devices, assisted by human and interactive materials that can be used for a wide range of teaching and learning as well as for personal use. In cybercafés, digital device such as the smart phone, laptop etc. are of great concern as they are necessary tool in the procession and interaction for effective performance.

Dimensions of Workplace Digital Amenities

Concept of Local Office Information Gadgets

Every business needs to think about the office devices their company needs in order for their employees to do their job properly. Office devices help in managing office-related work and make one's day to day tasks run smoothly. Office device is synonymous to office equipment. The right and necessary equipment need to be available for every employee so they can work productively and efficiently (Sirin, 2020). Basic office devices among others include smart personal computers, reprographic machines, unit-based connectivity tools and projecting materials. However, the study compartmentalized local office information system into computer, digital printer and platters and scanner.

Computer System: A personal computer (PC) is a general-purpose, cost-effective computer that is designed to be used by a single end-user.

Digital Printer and Plotters: Sometimes, having only a digital copy of a file is not enough. Some documents require physical signatures; therefore, they need to be printed out. Also, digital data storage devices are not 100% reliable.

Scanners: While there is always a need to print things out, there might also be a need to convert a printed document into a digital form. Obviously, not only will employees benefit from good quality equipment, but it will also benefit one's business image.

Concept of Cloud Computing Service

Cloud computing is a format of organizational operation where the electronic creation, storage, distribution of administrative data/information are prominently anchored on on-demand web-based platforms or facilities rather than on-premise computer systems. Mell and Grance (2011) described cloud computing system as a model of electronic data processing which enable

ubiquitous, convenient, and on-demand network access to a shared pool of configurable computing resources (e.g. network, servers, storage, applications and services) with minimal management effort or service provider interaction. It can also be seen as the practice of using a network of remote servers hosted on the internet to store, manage, and process data, rather than a local server or a personal computer and the rise of application program interfaces (Nathan, 2016). Cloud computing service makes a single computer device to act and perform like many computers when synchronized into the principal system through the help of cloud computing technology. Another advantage of using cloud computer is that it can protect client machines from malicious code and viruses that could compromise the security of a team member or the entire company.

Concept of Service Delivery

The service delivery of cybercafé firms revolves around the provision of online services like browsing services, online registration services, and online transactions. Cybercafé businesses also provide basic computer training services to clients. Clients are people who buy one's advice and solutions personalized to their particular needs (Thompson, 2019). Service delivery is said to be satisfactory when it fulfills the expectations of the client. To this end, service delivery has to do with the fulfillment and gratification of client/customers' interest as they get computer services. Furthermore, service delivery is defined as customers' response to the perceived gap between prior expectations or experiences and actual performance of products or services consumed (Che-Ha & Hashim, 2017).

METHODOLOGY

The explanatory cross-sectional survey research design was adopted for this study. The population of the study consisted of fifty-two (52) registered cybercafe businesses while three (3) top level managers were selected across the 52 registered cybercafe, giving a total of one hundred and fifty-six (156) respondents. Thus, this study is a census research which involves using the entire population. Structured questionnaire was used as instrument for data collection after face-validation. Cronbach alpha was used to test the internal consistency of the instrument. Out of 156 copies of the questionnaire administered, a total of one hundred and twenty-five (125) were retrieved. Arithmetic mean and standard deviation was used for univariate analysis while bivariate analysis was done using Spearman Rank Order Correction, while Partial Correlation was applied for the multivariate analysis.

RESULTS

Workplace Digital Amenities Availability and Service Delivery

Ho1: Local office information gadgets does not have significant correlation with service delivery of cybercafe businesses in Port Harcourt.

Local Office Information Gadgets and Service Delivery

	Local Office Information Gadgets	Service Delivery
Spearman's rho	Local Office Information Gadgets	Correlation Coefficient 1.000 .576**
	Sig. (2-tailed) .	.000
	N 125	190
	Service Delivery	Correlation Coefficient .576** 1.000
	Sig. (2-tailed) .000	.
	N 125	125

** . Correlation is significant at the 0.05 level (2-tailed).

SPSS Output, 2022

The table above shows r value of 0.576 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to local office information gadgets and service delivery. Since the significant level is less than the alpha level of 0.05, the null hypothesis (Ho1) which states that there is no significant relationship between local office information gadgets and the service delivery of cybercafé businesses in Port Harcourt was rejected and the alternate hypothesis (Ha1) was accepted. This implies that there is a relatively strong positive correlation between local office information gadgets and serve delivery in cybercafé business in Port Harcourt.

Ho2: Cloud computing service does not have significant correlation with employee innovativeness of Commercial Banks in Rivers State.

Cloud Computing Service and Service Delivery

	Cloud Computing Service	Service Delivery
Spearman's rho	Cloud Computing Service	Correlation Coefficient 1.000 .721**
	Sig. (2-tailed)	.000
	N	125 190
	Service Delivery	Correlation Coefficient .721** 1.000
	Sig. (2-tailed)	.000 .
	N	125 125

** . Correlation is significant at the 0.05 level (2-tailed).

SPSS Output, 2022

The table above shows r value of 0.721 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to cloud computing service and service delivery. Since the significant level is less than the alpha level of 0.05, the null hypothesis (Ho4) which states that there is no significant relationship between cloud computing services and the service delivery of cybercafé businesses in Port Harcourt was rejected and the alternate hypothesis (Ha4) was accepted. This implies that there is a significant strong positive relationship between cloud computing service and service delivery in the cybercafé business in Port Harcourt.

Discussion of Finding

Local Office Information Gadgets and Service Delivery

The test of hypotheses one revealed that there is a significant positive relationship between local office information gadgets and service delivery in the fifty-two registered cybercafé business in Port Harcourt. This implies that organization with the matching workplace digital amenities in the dimensions of local office information gadgets will be outperformed others who neglected the strategic position of the workplace digital facilities. This finding corroborates with the findings of Audu (2018) averred that when local office information gadgets are adequately injected in the cybercafé business the employees work with some level of confidence as it has the potential to monitor every action initiated and have the basic security that every work done and saved cannot

be corrupted or access by any individual without authorization. When gadgets such as computers system, reprographic machines (printer, scanner, copiers and shredders) are adequately employed in the business organization there is high tendency for efficiency in the discharge of duty such that the organization will smartly witness service delivery. Significantly, in the competitive business environment, innovativeness is fundamental to the growth and development of the business. The implementation of new or significantly improved method of work would be enhanced when local office information gadgets such as smart personal computers, reprographic machines are fully employed (Sirin, 2019; Rubera & Kirca, 2016).

Cloud Computing Service and Service Delivery

The test of hypotheses two revealed that there is a high positive relationship between cloud computing service and service delivery of cybercafé business in Port Harcourt. This finding implies that organizational practice of managing her activities via the database management system will inject transparency and probity thus, saves organization from office perversion. Also, the cloud computing service aided organizational communication swiftly. The findings of Beal (2020) maintained that an organization that has a cloud database management system transparently view and query several other databases through a uniform API that culls from multiple sources as if they were a single entity. This promotes efficiency, because information are timely and accurately disseminated with a prompt feedback from recipients. Through cloud database management system, end users create, read, update and delete data in a database. Nathalia and Carlos (2019) added in their finding that the adoption of the cloud computing service makes organizations to take a proactive routines and processes in order to exploit new opportunities, rather than simply improving its existing resources to maximize its performance while enhancing its goals and objectives.

CONCLUSION

The study concluded that organizations such as cybercafé business, can achieve high level performance and remain competitive in the market if the organization can profoundly recognize the potentiality of the digital amenities in operation. It was also concluded that local office information gadgets and cloud computing service and influences service delivery in the registered cybercafé business in Port Harcourt.

RECOMMENDATION

1. Managers of cybercafés should purchase and maintain various brands and categories of printers and photocopiers to serve the needs of various customers.
2. Managers should open and ensure that computer operators store all documents and files in official Google drive and online office packages that will make it possible for customers' data to be securely accessed and used to facilitate operations beyond the premises of the business.
3. Managers should invest in online database management system in order to ensure seamless and more secure access to work files. This will enhance the services of cybercafés.

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