

**INTERNET FACILITIES AND INFORMATION DELIVERY OF OFFICE MANAGERS IN
PUBLIC UNIVERSITIES IN RIVERS STATE**

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ABSTRACT

This study investigated the relationship between internet facilities and information delivery of office managers in public universities in Rivers State. Correlation survey design was adopted for the study. The population of this study comprised of one hundred and eighty-nine (189) office managers across the three public universities in Rivers State. The sample size for this study consists of one hundred and twenty (120) office managers drawn from the three public universities in Rivers State which was calculated using Taro Yamane formula. The study also employed the use of both primary and secondary sources of data in order to collect the data needed for the study. The study used Pearson Product Moment Correlation in analyzing the study research questions and hypotheses. The study reveals among the followings; that there was significant relationship between the use of computer gadgets and effective performance of office managers in public universities in Rivers State. Based on the findings of this study, the following recommendations were made; among others University management should be encouraged to key into the use of computer gadgets in their operations in order to better the job performance of their office managers.

Keywords: Network Facilities, Information Delivery, Public Universities

INTRODUCTION

In this contemporary world of rapid high-technology changes, technological advancement strategy will continue to accelerate the future. Technological advancement strategy changes the organizational policies and strategies (Hampel & Martinsons, 2009). In any organization, most of challenges are generated by competition, advanced technology, enhancing employee efficiency and rapid growth, new leadership and management (Madsen, Miller & John, 2005). Most of the research has shown that employee's attitude and behaviours need to be developed for successful organizational performance (Bernerth, 2004). For years, there has been speculation about the functions of technological advancement strategy in the changing office of today, and its effect on employee's job performance in the organization. At the moment, there has been relatively little data to support or contradict the opinion of the experts. Today's organizations, however, is changing speedily as a result of technological advancement strategy. Advancement in technology strategy has provided for the professional for countless opportunities for decision making in daily activities of both private and public enterprise.

Computer gadget is believed to be one of the gadgets needed for any institution/organization to run smoothly, facts and accurate information are necessary for quick decision-making, and modern office technologies can assist office managers be focused and in contact with their co-workers. It can, therefore, be said that having advanced technologies can increase an office manager's job performance, because such technologies make work flexible. According to Ndlovu (2009), organizations need to be managed effectively so that they have highly productive employees executing goals aligned with the organization's strategic objectives. Technologies play a part in helping organizations meet these strategic objectives. Modern technologies need to be managed effectively, because during their use, an organization's most important information can easily be lost.

Internet facilitates the information exchanges between organizations, concerning issues such as discovery of new customer needs, trends of the local and global markets, competitive moves, joint development of products, joint selling activities, etc (Avlonitis & Karayanni, 2000). Internet is an information system in the shape of a network that can encompass many different technologies" (Bay, 2017). Researchers discovered that using the Internet is a vital source of information, while it does not hinder the use of traditional sources, such as books and articles (Large & Beheshti, 2000, as cited in Irvine, 2002).

Research Hypotheses

The following null hypotheses were stated and tested at 0.05 level of significance to give direction to the study:

- 1) There is no significant relationship between internet facilities and effective information delivery
- 2) There is no significant relationship between internet facilities and productivity of office managers
- 3) There is no significant relationship between internet facilities and information storage of office managers

Internet Facilities

Internet is a set of computers that links together with telephone lines, fiber optics, Satellite lines and or other transform environment. They have not any central management or Ownership. Internet is a base for electronic communication expansion especial in the developed countries. The Internet is an information technology (IT) that diffuses at exponential rates among the business-to-business organizations (Avlonitis & Karayanni, 2000). The Internet should be viewed as a channel for distribution, trade, and communication, and it is an efficient medium for information access, organization, and communication. In addition, it helps to store data in an inexpensive way, collect information rapidly and cheaply, provide information interactively in accordance with consumer needs, and, in comparison with printed marketing materials, it offers a greater sensory experience and can serve as a medium for trade (Peterson et al., 2007). The Internet's core advantage lies in its great capacity of fast, efficient, integrated, and interactive exchange of information. Thus, the Internet facilitates the information exchanges between organizations, concerning issues such as discovery of new customer needs, trends of the local and global markets, competitive moves, joint development of products, joint selling activities, etc (Avlonitis & Karayanni, 2000). Internet is an information system in the shape of a network that can encompass many different technologies" (Bay, 2017). Researchers discovered that using the Internet is a vital source of information, while it does not hinder the use of traditional sources, such as books and articles (Large & Beheshti, 2000, as cited in Irvine, 2002). Initially, Internet technology was designed mainly for the needs of the U.S military and then it rose to serve office, academic and research communication (Leiner, 1994). Internet as a tool helps office managers to build networks for interaction with their colleagues, bosses and share ideas about subject matters, and communication in the office (Butler, Lauscher, Jarvis-Selinger, & Beckingham, 2004; Patahuddin, 2013). Therefore, the Internet becomes more and more important to how office managers and others work and live (Fang & Yen, 2006). Multiple scholars throughout the years have claimed that having accessibility to the Internet at universities or in the work environment opens many new visions for office managers to absorb many aspects of managing and relating in their universities, and easy accessibility to the Internet provide many resources of knowledge and information for office managers without need of leaving the institutions (Dede, Mushayikwa & Lubben, as cited in Patahuddin, 2013). Furthermore, effective use of the Internet to support office management and communication can lead to broad changes in institutions. These changes not only result in a progressed and developed knowledge and education and quality of content but also contribute to saving time and space (Anderson, 2006; Chirwa, 2018).

Effective Information Delivery

Information delivery is a multi-dimensional concept incorporating a number of aspects of past and present service experience (Tiko, Lace & Kozlovskis, 2013). According to Sudhahar (2010) posited that despite the extant literature, information delivery is a new phenomenon in office management context, and the processes behind effective information delivery are not well understood. Different scholars have argued that those benefiting from such service will not be impressed only by the product or services since other institutions also provide similar offering. Improving information delivery, quality universities can enhance service satisfaction and loyalty, and as a consequence, achieve sustainable revenue stream (Titko, Lace, & Kozlovskis 2013). Likewise, effective information delivery helps to attract and motivate university's staff services through word of mouth, recommendation, leads to higher job performance, lower operating, cost improves productivity and enhances the organization's image (Sudhahar, 2010).

Many institutions/organizations across the world understood that apart from advancement in technology, products and services, are also focusing on ensuring that users of the technologies are find it very easy to use and operate during their day to day activities rather than acquiring new one all the time (Sudhahar, 2010). The cost of attracting a new customer in an office is much higher than the cost of keeping the existing one (Titko, Lace, & Kozlovskis 2013). The longer the customer stays with a firm, the more positive outcome he generates which includes increase in the value of purchase, increase in the number of purchases and the customers' better understanding of the firm and vice-versa, and more positive word of mouth (Sudhahar, 2010). This implies that a good information delivery system is capable of retaining users of the information within and outside the institution. This is not far from the reason while Kang & James (2014) contended that a positive and memorable image is valuable for any service firm due to its influence on customer perceptions of effective information delivery.

Bateson & Hoffman (2011) explained that the manner of information delivery, as well as the outcomes affects the perceptions of university about the quality. Keyon & Sen (2015) have pointed out those physical aspects of the effective information delivery (e.g equipment, facilities) and the organization's brand image as the factors that have effect on people's perception about quality. Organizations are now regularly training their staff on how to become more efficient on the use of technological tools on seeing the relevance of technological advancement in terms of effective information delivery in academic environment. The importance of technological advancement strategy cannot be over emphasis as every sector of the economy is drastically moving into adoption of technological advancement operation as manual ways of operations in the organization's sphere sector is on the decrease. Kang & James (2014) posited that the introduction of technology in the business sector has been a tool for a positive change on the amount of services carried out by universities staff on daily basis. It is therefore believed that advancement in technology could lead to effective information delivery in the academic institutions. Kang & James (2014) added that only those who can operate computer can successfully function in offices where the contemporary society as the institution transactions is now wholly computer base. In the present day universities, the level of information delivered to those who seek them is a function of technological advancement strategy level of the university. The more the technological advancement level of the university, the higher the effectiveness of the information delivered.

Bateson & Hoffman (2011) stated that effective information delivering is measured in times of quantity of activity that can be attended to at a given time, the level of accuracy on the services rendered to people. They added that university staffs who are very fast and vast in computer will attend to more activities than a staff that is very slow in manipulating the computer system. Titko, Lace & Kozlovskis (2013) in their study to ascertain the relevance of technology advancement strategy in educational sector find out that technology advancement is one of the proponents' elements that drive effective information delivery in the university. Virtually, no institution can afford to operate with staff that is not technologically inclined as most of her activities required

technology literacy to operate. He further added that institutions need staff that is proficient on technology operation in order to achieve or maximize the profits that accrued institutions.

The Theory of Planned Behaviour

The Theory of Planned Behavior (TPB) started as the Theory of Reasoned Action in 1980 to predict an individual's intention to engage in a behavior at a specific time and place. The theory was intended to explain all behaviors over which people have the ability to exert self-control. The key component to this model is behavioral intent; behavioral intentions are influenced by the attitude about the likelihood that the behavior will have the expected outcome and the subjective evaluation of the risks and benefits of that outcome.

The TPB has been used successfully to predict and explain a wide range of health behaviors and intentions including smoking, drinking, health services utilization, breastfeeding, and substance use, among others. The TPB states that behavioral achievement depends on both motivation (intention) and ability (behavioral control). It distinguishes between three types of beliefs - behavioral, normative, and control. The TPB is comprised of six constructs that collectively represent a person's actual control over the behavior.

1. Attitudes - This refers to the degree to which a person has a favorable or unfavorable evaluation of the behavior of interest. It entails a consideration of the outcomes of performing the behavior.
2. Behavioral intention - This refers to the motivational factors that influence a given behavior where the stronger the intention to perform the behavior, the more likely the behavior will be performed.
3. Subjective norms - This refers to the belief about whether most people approve or disapprove of the behavior. It relates to a person's beliefs about whether peers and people of importance to the person think he or she should engage in the behavior.
4. Social norms - This refers to the customary codes of behavior in a group or people or larger cultural context. Social norms are considered normative, or standard, in a group of people.
5. Perceived power - This refers to the perceived presence of factors that may facilitate or impede performance of a behavior. Perceived power contributes to a person's perceived behavioral control over each of those factors.
6. Perceived behavioral control - This refers to a person's perception of the ease or difficulty of performing the behavior of interest. Perceived behavioral control varies across situations and actions, which results in a person having varying perceptions of behavioral control depending on the situation. This construct of the theory was added later, and created the shift from the Theory of Reasoned Action to the Theory of Planned Behavior.

Empirical Review

Rashmi (2017) conducted a study on Organization factors on employee job performance. The main aim of the study was to examine the impact of Organization factors on employee job performance. The study adopted a questionnaire-based field survey that was constructed to elicit data from a sample of 330 employees from Information Technology Industry by using convenience sampling Bangalore Region. The multiple correlations, regression were used to analyze the derived two hypotheses with the help of SPSS 20. This study finds the detailed consequences of the impact of Organisational factors affecting employee job performance. The empirical results of the study came up with two types of findings. First it showed that there is relationship between Organisational factors namely Reward and Recognition, Job characteristic, Organisational culture, Organisational Support and supervisory relationship with job performance and later its impacts on employee job performance. Used variables have been selected as per best available sources of literature and based on researcher's knowledge.

Shathees, Ho Sze, Beh & Nomahaza (2020) carried out a study on Technology Adoption and Employee's Job Performance: The main objective of the study was to investigate the relationship

between technology adoption drivers and employee job performance in the Malaysian Manufacturing Industry. Several dimensions for employee job performance were considered in the study such as job stress, motivation, and workload. In addition, the mediating effect of perceived job insecurity was also evaluated on the relationship between technology adoption and employee job performance. Employing a quantitative research method, data was collected from 370 respondents through a structured online survey questionnaire. The findings revealed that job satisfaction and motivation to be statistically significant while the workload was failed to be retained in the research. Additionally, there was no statistical evidence for the mediating effect of job insecurity in the research. It is envisaged that these findings will provide incremental insights into the existing body of knowledge while providing some directions to the organization in determining the right set of drivers inculcating technology adoption for improved job performance. La Shun & Carroll (2017) conducted a study on A Comprehensive Definition of Technology from an Ethological Perspective. They posited that definitions, uses, and understanding of technology have varied tremendously since Jacob Bigelow's Elements of Technology in 1829. The main aim of this study was to define or describe it conceptually. In that study a determination of dimensions comprising technology was made by critiquing historical and contemporary examples of definition by Bigelow and Volti. The study employed an analytic-synthetic method to deconstruct both definitions spanning two centuries to derive aspects of technology. Definitions relying on an anthropocentric "how humans use technology" viewpoint failed to account for different perspectives that were found when an ethological perspective inquiring "how technology is used" served as a framework. The findings of the study support qualification of insulin as technology according to the following comprehensive definition: something inherently intelligent enough to either function, be used to function, or be interpreted as having a function that intelligent beings human or otherwise can appreciate, something devised, designed (by primary intention), or discovered (by secondary intention) serving particular purposes from a secular standpoint without humankind creating it, or a significant beneficiary of rationally derived knowledge that is "used for" a purpose without itself necessarily being translated into something material that "does" autonomously, or dependently when used.

Sazali, Raduan & Suzana (2012) carried a study Defining the Concepts of Technology and Technology Transfer: A Literature Analysis. The main aim of study is to contribute to the existing literature by comprehensively reviewing the development, definitions and concepts of technology and technology transfer based on a literature review conducted on these wide research areas. The review covers various definitions and dimensions of both technology and technology transfer from the early technology concept i.e. from the development of Solow's (1957) growth model up to Maskus's (2003) definition and concept of technology and technology transfer. While the term 'technology' itself is difficult to interpret, observe or evaluate, as argued by many scholars, this review attempts to provide in-depth discussion and enhance understanding on these concepts from various perspectives, research background and disciplines. The review could shed some dynamic ideas for future researchers to further identify, conceptualize and understand the underlying theories and perspectives which strongly influence the previous, current and future concept of technology transfer.

METHODOLOGY

The correlation survey design was adopted for the study. The population of this study consists of all the public universities in Rivers State. As at the time of conducting this study, the total number of public universities in Rivers State was three (3) with each having different number of faculties and departments make the number of staff to vary between the institutions. Hence, the population of the study was one hundred and eighty-nine (189) office managers across the three public universities in Rivers State. The sample size for this study consists of one hundred and twenty (120) office managers drawn from the three public universities in Rivers State. The Taro Yamane formula was ideal to be used when the population size is known (Wali, 2011). However, the simple

random technique will be adopted for this study because it gives every office manager the equal chance of being selected for the sample. The questionnaire was used for data collection. The researcher used Pearson Product Moment Correlation to analyse and answer the research questions that were stated regarding the relationship between Technological advancement strategies and job performance and to test the hypotheses that were formulated at 0.05 level of significance.

Results

Research Question One: What is the relationship between the use of internet facilities and effective information delivery of office managers in public universities in Rivers State?

Table 1: Model Summary of the relationship between Internet Facilities and Effective Information Delivery of Office Managers in public Universities in Rivers State using Pearson Product Moment Correlation (PPMC)

PART A Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.627 ^a	.393	.390	1.67435

a. Predictors: (Constant), Internet Facilities

The table above showed the summary of the relationship between computer gadgets and effective information delivery of office managers in public universities in Rivers State. The table indicated that computer gadgets account for **39.3%** (0.393x100) based on the R-square value computer gadgets of office managers of public universities in Rivers State. The table further indicated that the relationship between the two variables (Internet facilities and effective information delivery) was strong and positive as indicated through the correlation coefficient (r) of 0.627.

Relationship between internet facilities and effective information delivery of office managers in public universities in Rivers State

Research question four and its corresponding hypothesis showed a significant relationship between internet facilities and effective information delivery of office managers in public universities in Rivers State. The findings of the study is in line with the findings of (Sudhahar 2010) who identified that institutions across the world understood that apart from introducing innovative products and services, are also focusing on maintaining and keeping cordial relationships with those they are relating with rather than acquiring new one all the time. The findings of the study was also in line with the findings of (Titko et al., 2013) which posits that the cost of attracting a new customer is much higher than the cost of keeping the existing one. This implies that having good internet facilities will boost the level information delivery strategy of office managers in public universities. This skills will not only be useful to the office managers alone but also to those whose receive their services as their minds will be relax knowing that they will always deliver in times of the information rendered to them. The study of (Sudhahar, 2010) also supported the findings of the present study as the study found out that having good internet facilities in an institution will enable them to effectively store information. This study outcome is in line with the notion that the more the internet facilities of an institution the more outcome he generates which includes effective information storage, increase in the value of purchase, increase in the number of purchases and the customers’ better understanding of the firm and vice-versa.

CONCLUSIONS

Based on the analysis and findings of the study, it was concluded that there is a significant relationship between internet facilities and information delivery office managers in Rivers State. This shows technological advancement strategies such as computer gadgets, internet facilities,

network virtualization influences job performance of office manager in public universities in Rivers State.

RECOMMENDATIONS

Based on the findings of the study, the study recommended among the following that:

- 1) Internet services should be adequately available to enable office managers deliver information effectively.
- 2) Internet services should be regularly updated/enhanced to prevent un-timely completion of tasks of business managers in Banks in Rivers State.
- 3) Office managers should be encouraged to maintain the status quo on internet facilities as its utilization helps in information storage.
- 4) Public universities should maintain the use of good network virtualization in their operations in order to better the job performance of their Business managers in terms of information storage.

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