

SOFTWARE SERVICE MANAGEMENT AND JOB SECURITY OF YOUTH IN NIGERIA

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ABSTRACT

The study examined software service management and job security of youths in Rivers State, Nigeria. The explanatory survey research design was adopted. The target population of this study was three thousand and five hundred (3,500) registered entrepreneurs engaged in e-information services across the twenty-three (23) Local Government Area in Rivers State, Nigeria. The sample size comprised of three hundred and forty-six (346) respondents. This was obtainable using the Krejcie and Morgan Sample Size Determination of 1970. Spearman Rank Order Correlation Coefficient was used for bivariate analyses (testing the hypotheses one to three). The findings revealed that software service management influence job security of youths in Rivers State. The research therefore, recommended that government should encourage youths who are e-information service provider by supplying them with steady power supply.

Keywords: Software Service Management, Job Security, Nigeria Youth

INTRODUCTION

Software services otherwise known as software development and management services is the process of conceiving, specifying, designing, [programming](#), [documenting](#), [testing](#), and [bug fixing](#) involved in creating and maintaining [applications](#), [frameworks](#), or other software components. Software development is a process of writing and [maintaining](#) the [source code](#), but in a broader sense, it includes all that is involved between the conception of the desired software through to the final manifestation of the software, sometimes in a planned and [structured](#) process (Bestpricecomputers.co.uk.). Therefore, software development may include research, new development, prototyping, modification, reuse, re-engineering, maintenance, or any other activities that result in software products (*DRM Associates, 2002*).

In the light of the above, software services refers to the innovative of generating wealth through the creation, development, and maintenance of online service platforms and software on commercial basis. Software development is a complicated process to design an application or software in order to meet a particular business or personal objective, goal or process. This process consists of various stages: Planning, Analysis, Product Design, Development & Implementation, Testing, Maintenance.

According to Nata (2020) software development and management services include a wide set of activities aimed at solving a particular business challenge or achieving particular business goals with a software solution. The services include software planning, requirements specification and analysis, software architecture and UI/UX design, software development, testing and deployment. Software development services can be subdivided into web, mobile, desktop software development services; custom and platform-based software development services; enterprise and product software development services, and more.

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Hitherto, Bob (2019) asserted that one of the most popular forms of [cloud computing](#) is software service. He described it as a software distribution model in which a service provider hosts applications for customers and makes them available to these customers via the internet. He reiterated that it is one of the three major categories of cloud services, along with [infrastructure-as-a-service \(IaaS\)](#) and [platform-as-a-service \(PaaS\)](#). Software services are internet-delivered software netpreneurs that make applications available anywhere and anytime to their customers at their convenience. Given its ease of access, software service delivery has become common for many types of business applications, and it has been incorporated into the delivery strategies of many enterprise software vendors. Software service companies have offerings available for a variety of business applications, including email and collaboration, customer relationship management (CRM), billing/payroll processing, sales management, human resources management, financial management, database management, enterprise resourcing planning (ERP), content management, and document editing and management. As with other cloud services, organizations typically pay for software service applications through a subscription fee, on a monthly or annual basis. This contrasts with the traditional model of paying for software through a perpetual license, with an upfront cost and optional ongoing support fee (Bob, 2019; Gamage & Ahsan, 2014; Kassim & Muaji 2016).

Typically, government jobs and jobs in education, healthcare and law enforcement are considered very secure while private sector jobs are generally believed to offer lower job security and it usually varies by industry, location, occupation and other factors. Typically, government jobs and jobs in education, healthcare and law enforcement are considered very secure while private sector jobs are generally believed to offer lower job security and it usually varies by industry, location, occupation and other factors.

Hypothesis

Ho₁: Software services do not have any significant influence on job security of youths in Rivers State.

Software Services (Software Development and Management Services)

The benefits of software services to today's business operations cannot be overemphasized. This is because the applications delivered via software services are available over the internet, users can usually access the software from any devices and locations that have internet connectivity. The ability to run on both mobile devices and computers contrasts with many traditional enterprise applications' computer-only availability. Software services offerings also tend to support MacOS, iOS, and Android, not just Windows, as well as run on all of the major browsers. Also, software service is easy scalability. Cloud services in general allow enterprises to ramp services and/or features up or down as needed, and software service is no different. That's especially important for enterprises whose businesses are cyclical in nature, as well as for organizations that are growing quickly. Furthermore, customers also benefit from the fact that service providers can make automatic updates in software, often on a weekly or monthly basis, so enterprises don't need to worry about buying new releases when they are available or installing patches such as security updates. This can be especially appealing to organizations with limited IT staff to handle these tasks (Bob, 2019). Nevertheless, Brian (2019) summarized the advantages of software services as stated below:

1. **Accessibility:** One strong advantage of any software services application is the ability to run through an [internet browser](#), so it doesn't matter which [Operating System](#) is used to access it. So regardless as to whether the user is trying to run the application on [Windows](#), [Mac](#), or [Linux](#) machines (or even [smartphones](#) running Android or iOS),

the application still remains accessible. This makes its applications incredible versatile in a couple of different ways.

2. **Updates and patches:** Another key advantage of SaaS applications is that because they run in the cloud, the vendor can update their software centrally without adversely affecting business operations for users. This is in stark contrast to on-premise software that will often require a degree of compatibility and [endpoint security](#) testing before even routine updates and patches can be applied. The software service model therefore avoid the pitfalls of testing that slows down the development cycle and access to new features for users, while ensuring that security updates are applied as soon as possible in contrast to on-premises software that may remain vulnerable to attack until the [IT service management](#) staff have finished their testing.

However, the major disadvantage of software service applications is that they ordinarily require an internet connection to function. The increasing wide availability of [broadband deals](#) and high-speed phone networks such as [5G](#) makes this less of an issue. Additionally, some software service applications have an offline mode that allows basic functionality (Brian, 2019).

Finally, similar to other cloud services, users of software services rely their service providers to be up and running at all times so that they can access applications as needed such as the creation, development, and maintenance of online service platforms and software on commercial basis. They also depend on the providers to ensure that the software is kept up to date in terms of new features, security patches, and other changes. Although software service providers take great measures to ensure continuous uptime and availability, even the largest vendors can experience unexpected interruptions in service. Companies that use software service can expect to lose some level of control when it comes to accessibility, which is one of the trade-offs of cloud computing in general (Jalan1 & Gupta, 2019; Khemthong & Roberts, 2015). This loss of control can extent to other areas, such as when a service provider adopts a new version of an application but an enterprise is not ready to make such a change or doesn't want to incur the costs of training users in the new version. If enterprises decide they want to switch to a new software services netpreneurs, they might confront the difficult task of moving extremely large files over the internet to the new netpreneur. By contrast, changing locally deployed software usually doesn't change the location of the files, which tend to reside in the enterprise's own datacenter. These netpreneurial activities such as creation, development, maintenance of online service platforms and software on commercial basis, enables netpreneurs maximize profit and other socio-economic benefits.

Website Design Services

Web design is a process of conceptualizing, planning, and building a collection of electronic files that determine the layout, colors, text styles, structure, graphics, images, and use of interactive features that deliver pages to one's site visitors (networksolutions.com). Philip (2018) stressed that web design is the process of planning, conceptualizing, and arranging content intended for the Internet. Modern web design goes beyond how things look (aesthetics) to include how things work (functionality). Web design is not limited to websites as it includes other uses such as web apps, mobile apps, and user interface design. In line with the above definitions, websites design services refer to business of coming up with architectural plan of website for individuals and organizations who want to own a website. There are professionals and experts who have leveraged on the internet to design such services for their clients and customers with the aim of making profit and other socio-economic benefits.

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Web Development Services

Web development is the work involved in developing a [website](#) for the [Internet](#) ([World Wide Web](#)) or an [intranet](#) (a private network). Web development is the building and maintenance of websites; it's the work that happens behind the scenes to make a website look great, work fast and perform well with a seamless user experience (Letendart, 2018). To this end, web development services refer to the business of building as well as the management of websites for clients. Bit Degree (2020) stressed that a web development service provider or programmer is someone who takes a web design, which has been created by either a client or a design team, and turns it into a website. They do this by writing lines and lines of complicated code, using a variety of languages. Web developers have quite a difficult job, because they essentially have to take a language we understand, such as English, and translate it into a language that a computer understands, such as Python or HTML.

Computer/Phone Software Services

Netpreneurs of computer/phone software services are those netpreneurs that creates software where users, individuals, organizations, public and non-public institutions can use to enhance their activities on the internet, that is, in a virtual world. They are people that sell software applications to enhance cloud computing services and other services which an organization may need while venturing into businesses and other digitally-economically related activities on phones and computers or its related gadgets. Computer/phone software Services refers to the use of internet in upgrading device software as well as resolving software problems on mobile devices. Computer/phone software services require a software distribution model. According to [Rouse](#) (2019), a software distribution model in which a third-party provider hosts applications and makes them available to customers over the Internet. This facilitates the digipreneurial businesses.

Job Security

The Business Dictionary defines job security as assurance (or lack of it) that an employee has about the continuity of gainful employment for his or her work life. Neeli (2010) stated that job security refers to the probability that an individual will keep his or her job; a job with a high level of job security is such that a person with the job would have a small chance of becoming unemployed. Factors affecting job security Job security is dependent on economy, prevailing business conditions, and the individual's personal skills. It has been found that people have more job security in times of economic expansion and less in times of a recession. Also, some laws bolster job security by making it illegal to fire employees for certain reasons. Unemployment rate is a good indicator of job security and the state of the economy and is tracked by economists, government officials, and banks. Personal factors such as education, work experience, job functional area, work industry, work location, etc., play an important role in determining the need for an individual's services, and impacts their personal job security. Since job security depends on having the necessary skills and experience that are in demand by employers, which in turn depend on the prevailing economic condition and business environment, individuals whose services are in demand by employers will tend to enjoy higher job security (Alterman, et al., 2013; Neeli, 2010). Job security is an employee's or individual's perception that their job, or an important feature of their job, is secure. In most research this is measured through employee's own perceptions, referred to as subjective job security, although there are examples in the literature to measure "objective" job security through redundancy rates, industry contraction rates, or by identifying employees in organizations where downsizing or closure programs have been announced (Burchell, 2014).

In the light of the above, we define job security as a situation where individuals in a society who are willing and able to work, are actively engaged and confident of continuously engaging in activities that generate economic strength. It is also a sense of assurance that one will remain employed for the foreseeable future or at the very least, until one decides that one is going to move on and as well generate economic strength. Job security means one is confident that one's employer will keep one on board, regardless of the forces that affect the business. According to Hamlin (2018), several factors can influence one's sense of job security. The economy, individual conditions affecting one's employer and one's own performance can all have an effect on one's employment. For instance, while the economy might be healthy, if one's company has hit choppy waters due to poor management, one might not have the same level of confidence one would if one's company is doing well. By the same token, if one's boss is constantly reprimanding one for missed deadlines, or one made a big mistake on a major project, one could be facing unemployment because of one's own job performance. Some people have job security thanks to the terms of their employment; for example, they have a contract or are protected by labor legislation or a collective bargaining agreement. Generally speaking, those working in education, government, law enforcement and healthcare have the highest levels of job security. Among the careers with the lowest rates of job security are those in struggling industries, like telemarketers, as well as agricultural workers and unskilled laborers such as dishwashers and cleaners (Hamlin, 2018).

However, job security is important to both employees and employers. From the employee perspective, the importance of job security is clear: Job security means a steady paycheck. Unemployment usually means taking a major financial hit, and extra worry and anxiety about bills and debt. Even if an individual is not unemployed, constantly worrying about whether he or she will have a job next week or even next year can hurt his or her productivity, which keeps him or her from being the best employee he or she can be. Not to mention, increased anxiety from any source isn't good for one's health, and feeling constantly on edge can be damaging to anyone's self esteem. No one wants to walk on eggshells all the time, and feeling secure in one's job prevents that. In fact, creating a sense of security for employees is one of the best ways that companies can not only attract and retain talent, but also ensure that they are getting the best possible work from their people. By communicating to one's team that their jobs are safe and that they are a valued part of the team, one creates loyalty among employees, and a desire among them to work hard. That does not mean that underperforming employees shouldn't be let go when appropriate, as there should be a correlation between performance and job security, but loyal, hardworking workers should be rewarded with the knowledge that they can stay on, not fear that they can be replaced by someone cheaper or faster (Hamlin, 2018; Nchelem & Jacob, 2019).

METHODOLOGY

The explanatory survey research design was adopted for this study. The population of the study consisted of consisted of Three Thousand and Five Hundred (3,500) registered entrepreneurs engaged in e-information services across the twenty-three (23) Local Government Area in Rivers State, Nigeria. The sample size of the study was three hundred and forty-six (346) respondents. This was obtainable using the Krejcie and Morgan Sample Size Determination of 1970. Thus, bivariate analysis was done using Spearman Rank Order Correlation Coefficient through SPSS.

Results

Ho₁: Software services do not have any significant influence on job security of youths in Rivers State.

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Table 1: Correlations of Software Services and Job Security

		Software Services		Job Security	
Spearman's rho	Software Services	Correlation Coefficient	1.000	.564**	.794**
		Sig. (2-tailed)	.	.000	.000
		N	320	320	320
		Correlation Coefficient	.564**	1.000	.775**
		Sig. (2-tailed)	.000	.	.000
		N	320	320	320
		Correlation Coefficient	.018	.775**	.627**
		Sig. (2-tailed)	.000	.000	.
		N	320	320	320
	Job Security	Correlation Coefficient	.818**	.776**	1.000
		Sig. (2-tailed)	.000	.000	.
		N	320	320	320

**** . Correlation is significant at the 0.01 level (2-tailed).**

Source: SPSS Output.

Column four of table 1 above indicates r value of 0.818 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to software services and job security. In line with the decision rule, since the significance value 0.001 is less than the alpha level of 0.05, the null hypothesis (H_{01}) which states that Software services do not have any significant influence on job security of youths in Rivers State is rejected and the alternate hypothesis (H_{a1}) accepted. This implies that software services has a strong positive correlation with job security of youths in Rivers State. Hence, the correlation value of 0.818 indicates that the correlation is a very high/very strong correlation.

Software Services and Socio-Economic Security

The test of hypotheses one revealed that that software service has high influence on socio-economic security in terms of job security of youths in Rivers State. This implies that netpreneurs practiced who software service networking, tends to achieve socio-economic security in terms of job security in Rivers State. This finding showed that youths who are netpreneurs in Rivers State are more engage than thinking of social violence. However, there involvement in software services will promote socio-economic security in terms of social security, financial security and job security in Rivers State. These findings are in consonance with the findings of Bob (2019), who postulate that software services are becoming more interested among knowledge seekers and those who look unto them as avenues to float businesses. Individuals who draw businesses from these services among others delve into online businesses such as website development, website design, computer/phone software and educational software services. It is undisputed that individuals who are into such businesses as stated above enjoy socio-economic security via social, economic and job securities. Individuals who are netpreneurs of software services to an extent enjoy social security. They enjoy relative peace and safety as evidenced by serious decrease in incidents of kidnapping, rape, youth

restiveness, and drug abuse. This is because of their paying attention and concentration on their businesses, thus, promoting socio-economic security by youths in Rivers State, Nigeria.

CONCLUSIONS

Based on the results of the analysis, the study concluded that software services influences job security of youths in Rivers State. Rivers State youths who are netpreneurs in terms of e-information services software services (website design services, web development services, computer/phone software services & educational software services) tends in promoting socio-economic security in terms of job security (self employment, provision of job for others, youth engagement & reduction of youth street idling).

RECOMMENDATIONS

Based on the findings, the following recommendations were made:

1. Whatsapp-based marketing, Facebook marketing, and electronic payment services should be utilized by youths in order to keep them meaningfully busy, ensuring social security, financial security, and job security.
2. Governments across states and the entire nation of Nigeria should organize free intensive netpreneurship trainings for youths and young adults, so as to drive their focus towards creating lasting netpreneurial businesses for themselves that are capable of ensuring job security, social security, and as well as social security.
3. Government should provide lasting power supply that will help individuals who are into one form of netpreneurship business or the other, to help save cost for them, thereby enhancing their daily financial realization.
4. Government should give grants and soft loans to individuals who sincerely wish to get into netpreneurship business, so as to help them realize their dream and build their financial security.
5. Network providing companies in Nigeria such as MTN, Glo, 9Mobile, Airtel, etc. should provide dependable network across the nation to help individuals who are into netpreneurship services. This will ensure socio-economic security such as social security, financial security, and job security.
6. Government and well meaning individuals should help set up youths who are skillfully and psychologically ready to go into netpreneurship services, but lack the financial resources, as this will help to empty the streets of some unemployed individuals.

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