

**GOOGLE DRIVE MANAGEMENT SKILL AND ORGANIZATIONAL WELLNESS OF DEPOSIT MONEY BANKS IN SOUTH-SOUTH, NIGERIA**

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**ABSTRACT**

The aim of the study was to investigate the relationship between Google Drive management skill and organizational wellness of Deposit Money Banks in South-South, Nigeria. The objective of the study was to investigate the relationship between Google Drive management skill and organizational wellness of Deposit Money Banks in South-South, Nigeria, especially in terms customer service health and financial health. The cross-sectional explanatory survey research design was used in the study. Twenty-five (25) Deposit Money Banks in South-South geopolitical region of Nigeria was the target population of the study. The entire 25 Deposit Money Banks in South-South, Nigeria comprised the sample size of the study. Ten top management staff were selected from each regional office of the 25 banks to make up the respondents in the study. Structured questionnaire was used as instrument for the collection of primary data. The instrument was validated by the project supervisors and other experts in Office and Information Management, Ignatius Ajuru University of Education, Port Harcourt. Cronbach Alpha was used to determine the reliability of the instrument. 250 copies of the questionnaire were administered and 232 copies were collected. The data from field was analyzed using Pearson Product Moment Correlation in SPSS version 27.0 for the bivariate analysis. The result showed that: Google Drive management skill has a significant positive relationship with organizational wellness of Deposit Money Banks in South-South, Nigeria, especially in terms of customer service health and financial health. The study concluded that in a digitally evolving financial ecosystem, the ability to skillfully manage cloud-based tools like Google Drive is no longer optional, but a critical ingredient in building responsive, data-smart, and financially agile banking institutions. The study, amid others, recommended that deposit money banks should prioritize the integration of Google Drive training into employee capacity development programmes, especially for frontline and customer service personnel, thereby enhancing response speed, accuracy, and transparency in customer interactions.

***Keywords: Google Drive Management Skill, Organizational Wellness, Customer Service Health, Financial Health.***

**Background to the Study**

In today's digitized economy, organizational wellness has become a defining attribute of high-performing financial institutions. Beyond profitability, it encapsulates the health and stability of internal and external systems such as customer service quality, financial sustainability, and data coordination. For deposit money banks, especially those in the South-South region of Nigeria where operational volatility and customer expectations are heightened, the need for strategic digital management has never been more urgent. Organizational wellness reflects the institution's ability to deliver seamless services, build customer trust, and sustain its financial base over time (Karpenkova, 2022). According to Abdulhamid et al. (2023), banks with sound information storage and retrieval systems tend to demonstrate stronger customer relationship management, suggesting a crucial link between digital system management and service health. Similarly, Cheng (2013) affirmed that organizational wellness in service firms hinges largely on how promptly and accurately information is managed and delivered. Within this framework, tools like Google Drive emerge not just as technical utilities but as key enablers of responsiveness, collaboration, and transparency,

factors directly tied to service and financial health. The strategic deployment of such tools can re-engineer service delivery and operational excellence in South-South banks where digital transition is both a challenge and a necessity.

Based on the above, Google Drive management skill, encompassing competencies like digital content uploading and downloading, document sharing, and effective folder organization, has become increasingly critical to organizational workflows. The ability to manage cloud-based files efficiently improves service turnaround time, interdepartmental collaboration, and access to financial data across locations. As observed by Amadike (2018), proficiency in digital tools significantly enhances job performance among administrative professionals in Nigerian institutions. In deposit money banks, where real-time responsiveness and secure document control are central to customer trust and fiscal accountability, the integration of Google Drive skills into day-to-day operations cannot be overstated. Daniel (2017) highlighted that digital skill competence improves network performance and entrepreneurial innovativeness, both of which are applicable to bank staff working in increasingly remote or hybrid models. Furthermore, Bergiel et al. (2018) emphasized that virtual tools improve team cohesion and operational speed. By equipping employees with Google Drive management skills, banks can mitigate delays in service processing, ensure data availability, and maintain operational fluidity, thereby improving both customer service health and financial wellness. In spite of these emerging advantages, there is a significant knowledge gap regarding the specific role of Google Drive management skill in shaping the organizational wellness of banks in Nigeria, particularly within the under-researched South-South region. While existing studies have explored general digital communication or virtual interfacing (Okoye & Akam, 2021; Dike, 2020; Odu, 2021), there is a dearth of empirical research focusing on specialized digital proficiencies like Google Drive content handling and their effect on service and financial health. Moreover, local studies such as Nmehielle (2019) and Otamiri et al. (2020) have often addressed the broader implications of ICT adoption, without dissecting the micro-skills required to sustain organizational wellness in fast-paced banking environments. This gap underscores the need for a targeted investigation that links specific cloud management competencies to key wellness metrics in banking. Therefore, this study is poised to explore how Google Drive management skill relates with organizational wellness, particularly customer service health and financial health, of deposit money banks in South-South, Nigeria.

### **Statement of Problem**

Even though technology has advanced all around the world, many deposit money banks in South-South, Nigeria continue to struggle with organizational wellness challenges such as poor customer service health, weak financial coordination, and inefficient information management. These issues manifest as delayed service delivery, fragmented documentation, and inconsistent access to organizational data, undermining operational efficiency and customer trust. Abdulhamid et al. (2023) emphasized that strong information storage systems are key to improving customer relationship management in Nigerian banks, revealing a need for more efficient digital tools. Yet, the underutilization of cloud-based platforms like Google Drive remains a persistent gap. Skills in uploading and downloading content, organizing digital files, and secure real-time sharing are vital for enhancing service responsiveness and operational clarity. Amadike (2018) highlighted how digital communication tools positively influence job performance, while Elekwachi and Mekuri-Ndimele (2022) stressed the challenges organizations face in building digital competence. Therefore, strengthening employees' Google Drive management skills holds promise for improving collaboration, document handling, and ultimately the financial and customer service health of these institutions. This study thus investigates the relationship between Google Drive management skill and organizational wellness of deposit money banks in South-South, Nigeria.

Another concern spurred the idea of this study. It is the gap in literature in the relationship between Google Drive management skill and organizational wellness of Deposit Money Banks in South-South, Nigeria. Evidentially, Onyeije (2019) examined the relationship between office software application

proficiency and information managers' performance in Manufacturing Firms in Rivers State; Dike (2020) determined the relationship between virtual computing proficiency and information manager effectiveness in deposit money banks in Rivers State; Odu (2021) ascertained the relationship between workplace virtual environment and organizational health of tertiary institutions in South-South, Nigeria. Additionally, Okoye and Akam (2021) investigated the relationship between virtual communication competence and operational agility in Nigerian deposit banks. From these studies, it is obvious that none of them is hinged on the relationship between Goggle Drive management skill and organizational wellness of Deposit Money Banks in South-South, Nigeria. Here is the gap this study seeks to fill, giving it essence.

### Conceptual Framework

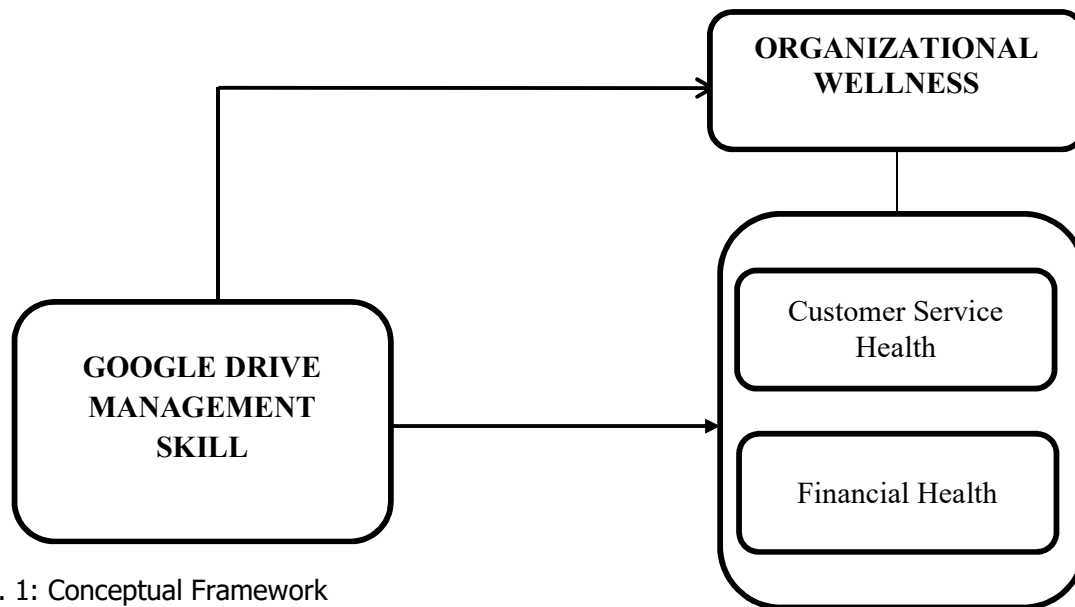


Fig. 1: Conceptual Framework

Source: The Researcher's Conceptualization (2025).

### Aim and Objectives

The aim of the study was to determine the relationship between Goggle Drive management skill and organizational wellness of Deposit Money Banks in South-South, Nigeria. Specifically, the study intended to:

1. to ascertain the relationship between Google Drive management skill and customer service health of Deposit Money Banks in South-South, Nigeria;
2. to examine the relationship between Google Drive management skill and financial health of Deposit Money Banks in South-South, Nigeria.

### Research Hypotheses

At 0.05 level of significance, the null hypotheses below were tested:

- Ho<sub>1</sub>: There is no significant relationship between Google Drive management skill and customer service health of Deposit Money Banks in South-South, Nigeria.
- Ho<sub>2</sub>: There is no significant relationship between Google Drive management skill and financial health of Deposit Money Banks in South-South, Nigeria.

## **Theoretical Foundation**

### **Socio-Technical Theory**

This study is anchored on Socio-Technical Theory. Socio-technical theory originated in the 1950s at the Tavistock Institute in London (Ropohl, 1999), led by Trist and Bamforth (1951) and Emery (1993), resulting from industry-based action research focusing on coal mining (Fox, 1990 in Abbas & Michael, 2023) and labour studies in Britain (Ropohl, 1999 in Abbas & Michael, 2023). This theory holds that business organizations are made up of human beings working together in social groups using equipment, tools, methodologies and knowledge to achieve desirable changes in the system and to bring about the achievement of corporate goals as well as outperforming competitors (Walker *et al.*, 2016). This theory holds that changes in organizations and the capacity of organizations to compete favourably in the market are influenced by demands from the external environment which impacts information systems changes in an organization. The socio-technical theory is founded on two cardinal assumptions:

- i. The interaction of social and technical factors create the conditions for successful or unsuccessful system performance" (Walker *et al.*, 2016).
- ii. Optimization of either socio, or far more commonly the technical tends to increase not only the quantity of unpredictable, 'un-designed', non-linear relationships, but those relationships that are actually injurious to the system's performance" (Walker *et al.*, 2016).

The implication of the joint optimization principle of socio-technical theory in a deposit money bank is that continuous capacity building to increase management staff virtual computing expertise may not lead to the wellness of the organization except it is matched with an upgrade of virtual computing facilities for enabling of Google Drive management skill. The second assumption of the theory implies that both the human and technological resources of deposit money banks must be optimized concurrently for achievement of anticipated results.

The justification of the socio-technical theory is based on the fact that the theory talks about how the interaction of social and technical factors (in this case, organizational wellness and Google Drive management skill) create the conditions for successful or unsuccessful system performance. It therefore becomes pertinent to adopt a theory such as this since the work is aimed at getting empirical evidence on how Google Drive management skill relates with organizational wellness.

## **Conceptual Review**

### **The Concept of Google Drive Management Skill**

Google Drive is a cloud storage service, and like any cloud storage service, its main purpose is to expand someone's ability to store files beyond the limits of their hard drive (Gildred, 2020). Cloud storage is sometimes confused with online backup, which achieves a very different purpose using similar infrastructure. In cloud storage, an individual must manually select files he/she wants to store in the cloud, but online backup is designed to automatically save and sync files stored on your computer majorly for event of data loss. Google gives 15GB of free cloud storage just for signing up. However, it is important to realize that all of that free space is shared between Google Drive, Google Photos and Gmail.

Managing the drive is an essential thing to consider as a user. This cuts across creating folders and arranging documents and files in their rightful folders. Drive management is the ability to activate and use online storage facility such as Google drive, Box, DropBox, etc. in uploading, downloading, and sharing online contents. As a way of managing files in an organization such as a deposit money bank, actions can include but not limited to: (i) Creating folders for files and documents; (ii) Setting specific share permissions for files within shared folders; (iii) Tell how many files are in a folder; (iv) Adding files to multiple folder; (v) Removing duplicate files from Google drive; (vi) Make Google drive folder the default documents folder, and; (vii) Searching the drive. Google Drive management

skill lies in signing and manipulating virtually all the functionalities embedded in digital storage facility such as Google drive, Box, DropBox, etc. (Schmidt, 2019).

### **The Concept of Organizational Wellness**

In his own view, Altun (2011) saw organization wellness as “the capabilities possessed by an organization to adapt to its environment successfully, create cooperation between its members and achieve its targets.” Meanwhile, Janice (2010: 141) defined organizational wellness as “the effectiveness of the organization to react to changing business circumstances or environment. It is further elaborated as the collective competency of the organization to align, innovate and execute products and services faster, better and cheaper than the competition.” Going by this definition, organizational wellness seems to be synonymous with organizational resilience. To Polac (2017), organizational wellness is the ability of a firm to achieve employee welfare and organizational health concurrently. Another definition given by Karagüzel (2019) sees organizational wellness as a state of organizational success, environment, employees’ welfare and happiness with organizational authority, structure, values system, norms, reward and sanction systems.

A critical assessment of these definitions suggests that organizational health consists of all conditions necessary for a corporate entity to function and achieve its goals and objectives. Karagüzel (2012:4) refers to a healthy organization as “an organization that supports organizational success, environment, employees’ welfare and happiness with its authority structure, values system, norms, reward and sanction systems.” It can also be seen as the capabilities of a corporate organization respond and adapt to its environmental demands and changes, create cooperation between its members, provide employee welfare, and achieve set goals (Altun, 2001; Polac, 2007 in Singh, 2014). Additionally, customer service health and financial health are the measures of organizational wellness in this study.

**Customer Service Health:** Customer service health is a critical measure of organizational wellness, particularly in the banking industry where customer satisfaction and loyalty are crucial for success. According to Zeithaml and Bitner (2003), customer service health refers to the ability of an organization to consistently deliver high-quality service that meets or exceeds customer expectations. In the context of deposit money banks, customer service health is a vital indicator of organizational wellness, as it directly impacts customer satisfaction, loyalty, and retention. Banks that prioritize customer service health are better equipped to build strong relationships with their customers, differentiate themselves from competitors, and drive long-term growth and profitability. In the banking industry, customer service health is critical for building trust and confidence with customers, who expect personalized, efficient, and effective service from their banks. Banks that neglect customer service health risk losing customers to competitors, damaging their reputation, and compromising their long-term sustainability.

**Financial Health:** Financial health is the feeling of having financial security and financial freedom of choice, in the present and when considering the future (Garman & Fogue, 2018). Though financial experts have designed guidelines for each indicator of financial health, the situation differs with each individual. It is recommended that each individual develops his own financial plan to ensure that his life goals are achieved. Financial health comes about when your daily systems help you build resilience and pursue opportunities. We believe that financial health is the best indicator of a person’s ability to thrive financially – from weathering shocks to achieving their goals. The financial health of a business organization refers to the overall condition and stability of a business’ financial position. It is assessed based on various financial indicators, ratios, and key performance metrics to determine the business’ ability to operate soundly, manage risk, and meet its obligations. A financially healthy deposit money bank is one that is stable, well-capitalized, and capable of withstanding economic challenges (Utah State University, 2015). Some key aspects and

indicators of the financial health of a business includes capital adequacy, asset quality, liquidity, profitability, net interest margin, stress testing, regulatory compliance, efficiency, deposit stability, risk management, etc.

**METHODOLOGY**

The cross-sectional explanatory survey research design was used in the study. Twenty-five (25) Deposit Money Banks in South-South geopolitical region of Nigeria was the target population of the study. The entire 25 Deposit Money Banks in South-South, Nigeria comprised the sample size of the study. Ten top management staff were selected from each regional office of the 25 banks to make up the respondents in the study. Structured questionnaire was used as instrument for the collection of primary data. The instrument was validated by the project supervisors and other experts in Office and Information Management, Ignatius Ajuru University of Education, Port Harcourt. Cronbach Alpha was used to determine the reliability of the instrument. 250 copies of the questionnaire were administered and 232 copies were collected. The data from field was analyzed using Pearson Product Moment Correlation in SPSS version 27.0 for the bivariate analysis. The decision making rule says: The null hypothesis will be rejected if the significance value (p value) is below the alpha level of 0.05 level of significance, if otherwise, the null hypothesis will be rejected. In determining the strength of relationship, the correlation values were used based on the following interpretation scheme: (a) No Relationship = 0, (b) Low/Weak Relationship = 0.1-0.3 (c) Moderate or Relatively Strong Relationship = 0.4-0.6, (d) High/Strong Relationship = 0.7-0.9, (e) Perfect Relationship = 1.

**RESULTS**

Ho<sub>1</sub>: There is no significant relationship between Google Drive management skill and customer service health of Deposit Money Banks in South-South, Nigeria.

**Table 1: Correlation between Google Drive Management Skill and Customer Service Health**

		Correlations	
		Google Drive Management Skill	Customer Service Health
Google Drive Management Skill	Pearson Correlation	1	.663**
	Sig. (2-tailed)		.000
	N	232	232
Customer Service Health	Pearson Correlation	.663**	1
	Sig. (2-tailed)	.000	
	N	232	232

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

Source: SPSS Output, 2025.

Table 1 above shows r value of 0.663 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating Google Drive management skill and customer service health. Since the significance value is less than the alpha level of 0.05, the null hypothesis (Ho<sub>8</sub>) which states that Google Drive management skill has no significant relationship with customer service health of Deposit Money Banks in South-South, Nigeria, was rejected. This implies that Google Drive management skill has a strong positive relationship with customer service health of Deposit Money Banks in South-South, Nigeria.

Ho<sub>2</sub>: There is no significant relationship between Google Drive management skill and financial health of Deposit Money Banks in South-South, Nigeria.

**Table 2: Correlation between Google Drive Management Skill and Financial Health**

Correlations

		Google Drive Management Skill	Financial Health
Google Drive Management Skill	Pearson Correlation	1	.502**
	Sig. (2-tailed)		.000
	N	232	232
Financial Health	Pearson Correlation	.502**	1
	Sig. (2-tailed)	.000	
	N	232	232

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

Source: SPSS Output, 2025.

Table 2 above shows r value of 0.502 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating Google Drive management skill and financial health. Since the significance value is less than the alpha level of 0.05, the null hypothesis ( $H_0$ ) which states that Google Drive management skill has no significant relationship with financial health of Deposit Money Banks in South-South, Nigeria, was rejected. The correlation value of 0.502 suggests that Google Drive management skill has a moderate positive relationship with financial health of Deposit Money Banks in South-South, Nigeria.

### Discussion of Findings

The test of hypothesis one revealed that Google Drive management skill has a strong positive relationship with customer service health of Deposit Money Banks in South-South, Nigeria. Empirical evidence from Nigeria supports the conclusion that Google Drive skills are instrumental to improving internal operational health and external customer interactions. In a study conducted by Akpan and Eno (2022), involving deposit money banks in Uyo and Calabar, it was found that staff members who demonstrated competence in content sharing using Google Drive reduced information silos and ensured that decision-critical documents were consistently available across departments, leading to faster turnaround times in customer service operations. Another related study by Okorie and Bassey (2023) observed that drive organization skills reduced document redundancy, improved data retrieval accuracy, and supported compliance documentation, especially within banks with multi-branch operations in the South-South zone. These outcomes translated into better institutional audit preparedness and clearer communication pathways, both of which positively influenced the banks' information health and financial resilience. The pattern here affirms the proposition that cloud-based file management systems, when competently handled, provide an infrastructural backbone for responsive, coordinated, and efficient banking operations.

The test of hypothesis two showed that Google Drive management skill has a moderate positive relationship with financial health of Deposit Money Banks in South-South, Nigeria. The finding that Google Drive management skill has a moderate positive relationship with the financial health of Deposit Money Banks in South-South, Nigeria reveals the strategic relevance of cloud-based document storage and collaboration tools in ensuring financial stability. Google Drive enhances operational efficiency by enabling seamless access to, sharing of, and real-time collaboration on financial documents, reports, and projections, thereby reducing transactional delays and miscommunications that could compromise financial accuracy (Ononiwu & Nwaneri, 2021). Moreover, by minimizing reliance on physical storage and reducing administrative overheads, Google Drive supports cost control and promotes resource optimization, key indicators of financial health in modern banking operations (Olorunshola, 2023). Supporting this, McKinsey & Company (2022) emphasized that digital document management systems like Google Drive significantly lower operational risks and improve financial performance by enabling swift, transparent, and traceable financial workflows.

## CONCLUSION

The study compellingly demonstrates that Google Drive management skill is more than a mere digital convenience, it is a transformative enabler of organizational wellness in Deposit Money Banks operating within South-South, Nigeria. The findings revealed that banks with higher proficiency in managing Google Drive experienced notably stronger customer service health, marked by improved responsiveness, faster document retrieval, and more streamlined communication channels. Furthermore, the moderate positive link to financial health underscores Google Drive's potential to enhance record-keeping accuracy, collaborative budgeting, and real-time access to financial data. In a digitally evolving financial ecosystem, the ability to skillfully manage cloud-based tools like Google Drive is no longer optional, but a critical ingredient in building responsive, data-smart, and financially agile banking institutions. Therefore, this study positions digital skill development, especially in Google Drive management, as an indispensable pillar in the architecture of modern banking resilience and wellness.

## RECOMMENDATIONS

Based on the findings and conclusion, the following recommendations were made:

1. Banks should establish role-based Drive access controls, structured folder hierarchies, and mandatory training for Drive organization and sharing protocols, as this prevents data mismanagement, reduces duplication, and ensures streamlined access to mission-critical information.
2. Finance departments should use shared Drive folders for budget files, revenue reports, and forecasting dashboards, with controlled access levels, thereby strengthening financial visibility, supporting collaborative financial planning, and reducing risks of outdated or missing documents.
3. Deposit money banks should prioritize the integration of Google Drive training into employee capacity development programmes, especially for frontline and customer service personnel, thereby enhancing response speed, accuracy, and transparency in customer interactions.

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