

**DIGITAL OFFICE INFRASTRUCTURE AND JOB PERFORMANCE OF OFFICE MANAGERS
IN PUBLIC TERTIARY INSTITUTIONS IN RIVERS STATE**

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ABSTRACT

This study investigated the relationship between digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State. It focused on the dimensions of digital office infrastructure (office internet facilities and Google Drive) and related them to the measures of job performance (smooth workflow and information dissemination) of office managers in public tertiary institutions in Rivers State. Four (4) research questions and hypotheses were developed to address the objectives of the study. The study adopted the positivist research philosophy and the correlational research design. The population of the study consisted of 1,500 office managers drawn from the nine (9) public tertiary institutions in Rivers State. A sample size of 306 office managers participated in the study. The Krejcie and Morgan sample size determination table was used to determine the sample size for the study. A structured questionnaire was used to elicit data for the study. The data collected were analyzed using descriptive statistics while the hypotheses were tested using Spearman Rank Order Correlation Coefficient (ρ) and SPSS software program version 24. The findings revealed that office internet connection facilities have significant relationship with smooth workflow of office managers in public tertiary institutions in Rivers State. The study also found a significant relationship between office internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State. A significant relationship was reported between Google Drive and smooth workflow of office managers in public tertiary institutions in Rivers State. The study equally discovered a significant relationship between Google Drive and information dissemination of office managers in public tertiary institutions in Rivers State. Based on these findings, it was concluded that digital office infrastructure such as office internet facilities and Google Drive significantly enhance job performance (smooth workflow and information dissemination) of office managers in public tertiary institutions in Rivers State. In line with the conclusion, it was recommended that public tertiary institutions in Rivers State should acquire more digital office infrastructures as it would improve job performance of office managers in their institution.

Keywords: Digital office infrastructure, office internet facilities, Google Drive, job performance, smooth workflow and information dissemination.

INTRODUCTION

The emergence of digital technology has transformed the way in which official duties are performed in public tertiary institutions. Before the advent of digital technology, official duties are performed manually as written memos and letters are dispatched to various offices by office managers. This physical dispatching of memos and letters by office managers results to delay in information dissemination and feedback which consequently slow down workflow, resulting to poor job performance of office managers. However, with the advent of digital infrastructure, written memos and letters are sent to various offices electronically via e-mail, social media platform and other digital medium of communication while information is stored in cloud storage facilities such as Google Drive. Chux-Nyeche (2020) noted that information sharing has become very easy in the 21st century as compared to the 19th century due to the emergence and advancement of digital technologies such as ICT, internet, whatsapp, Instagram and other social media platforms.

Digital infrastructure is seen as a welcome development in office management. It enables office managers to send, store and access information with ease. The availability of digital infrastructure in offices makes office managers to develop more confidence in their ability to accomplish their task (Rouse, 2019). Such infrastructure allows office managers to dispatch written memos and letters quickly and get feedback on time. When office managers work with digital infrastructure, they become more productive and efficient in performing their duties. Ordua and Bodisere (2023) posited that digital office infrastructure needs to be installed in offices to enable office managers perform their duties effectively. When digital infrastructure is installed in offices, office managers can perform their routine activities conveniently, cope with workload and accomplish more tasks within the shortest possible time.

Many public tertiary institutions have equipped their offices with digital infrastructures such as personal computers and laptops with internet connectivity to enable office managers perform their duties with speed and efficiency. With these digital office infrastructures, office managers can accomplish more tasks, disseminate information on time and become more productive and efficient. Boampong (2016) opined that the presence of digital infrastructure in offices has made work much easier for office managers in public institutions as they can easily send messages via e-mail, fax, whatsapp, telex, instagram, etc. and save important official information on Google Drive and other cloud storage facilities. Other office gadgets available to office managers are photocopy machines, voice to text App, duplicating machines, dictating machines, telephone, among others. With these advanced digital infrastructure, office managers can perform their job with ease, accomplish more tasks and improve their job performance (Akpomi, 2013). It is against this backdrop that this study examines the relationship between digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State.

Statement of the Problem

One of the salient issues that necessitated this study is the seeming underperformance among office managers in some public tertiary institutions in Nigeria. A keen observation shows that some office managers in public tertiary institutions are performing poorly on their job as information contents like circulars, memos and other correspondences are shared and accessed very late. The level of administrative feedback equally appears to be poor which indirectly impacts on workflow. It appears that some of the administrative offices in public tertiary institutions are not adequately equipped with digital office infrastructure. Although, there are laptop and desktop computers in some of the administrative offices, however, there seems to be non-availability of basic digital office infrastructures in most of those offices (Idats, 2019). There appears to be insufficient access to internet connection in some of these offices and this could make it difficult for office managers to access the internet and social media platform in the course of performing their duties. It is disturbing to observe that some office managers are still managing administrative records using file cabinets and local storage devices rather than using Google Drive and other online data management platforms.

Several studies have examined the role of digital infrastructure in improving job performance of employees in public institutions (Kayode, et al, 2019; Oshi, et al, 2016; Adeshina, 2015; Rabia & Abdul, 2014; Pakistan, et al, 2017; Mashau & Andrisha, 2016; Ordua & Bodisere, 2023; Ordua et al, 2024). However, these studies did not provide evidence on how digital office infrastructure such as internet connection facilities and Google Drive influence job performance of office managers in public tertiary institutions in Rivers State of Nigeria. This presents a gap in literature which this study intends to bridge by exploring the relationship between digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State.

Conceptual Framework

The conceptual framework of digital office infrastructure and job performance of office managers is shown in figure 1 below:

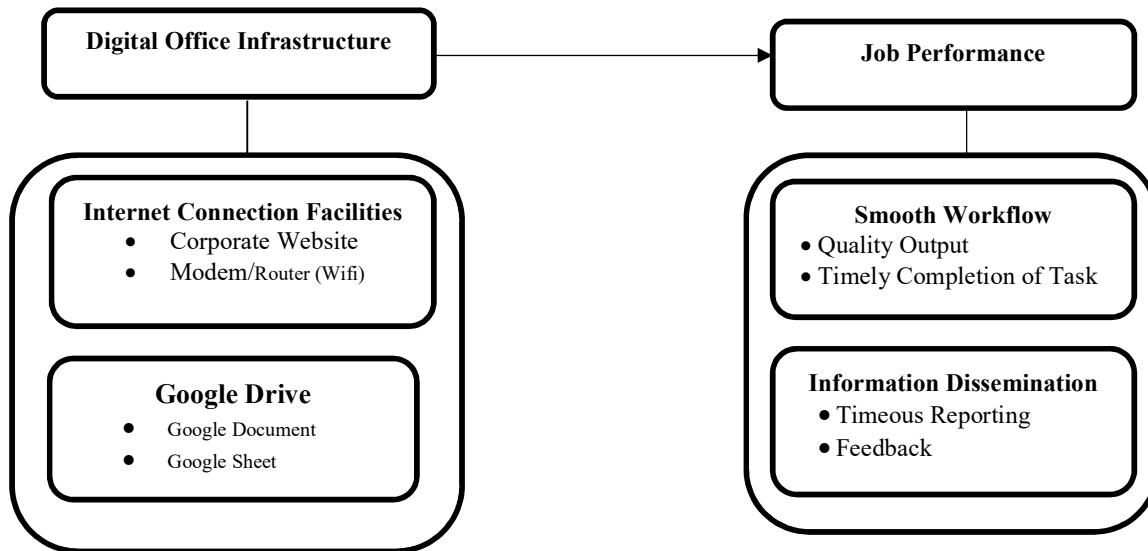


Fig. 1: Conceptual framework of digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State.

Sources: Andrisha (2016); Opara & Azubuike (2018); and Otamiri (2019).

Aim and Objectives

The aim of this study is to explore the relationship between digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State. The specific objectives are to:

1. determine the relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State.
2. ascertain the relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State.
3. examine the relationship between goggle drive and smooth workflow of office managers in public tertiary institutions in Rivers State.
4. determine the relationship between goggle drive and information dissemination of office managers in public tertiary institutions in Rivers State

Research Questions

The following research questions were raised to address the objectives of the study:

1. What is the relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State?
2. To what extent does internet connection facilities relate to information dissemination of office managers in public tertiary institutions in Rivers State?
3. How does goggle drive relate to smooth workflow of office managers in public tertiary institutions in Rivers State?
4. To what extent does google drive correlate with information dissemination of office managers in public tertiary institutions in Rivers State?

Hypotheses

The following null hypotheses were formulated in line with the research questions:

- Ho₁: There is no significant relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State.
- Ho₂: There is no significant relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State.
- Ho₃: There is no significant relationship between goggle drive and smooth workflow of office managers in public tertiary institutions in Rivers State.
- Ho₄: There is no significant relationship between goggle drive and smooth workflow of office managers in public tertiary institutions in Rivers State.

Review of Related Literature

Concept of Digital Office Infrastructure

Digital office infrastructure refers to the integration of digital technologies and platforms that facilitate the storage, sharing, collaboration, and management of documents and information within organizational settings (Dinneen & Julien, 2021). Ebijuwu and Anyakoha (2015) defined digital office infrastructure as those office facilities and tools that are used for the collection, capture, process, storage, transmission and dissemination of information. These digital infrastructural facilities are wireless-transmission-devices that can receive and transmit through digital or analog shortwave (Rouse, 2019). Examples of digital office infrastructure includes ICT equipment, internet facilities, wireless networks, cell phones, personal computer, laptops, mobile phone and other electronic communication device (Khalil, 2014).

Digital office infrastructure such as computers and other technologies are used for the acquisition, organization, storage, retrieval and dissemination of information (Rouse, 2019). Office computers are used to process and store data, while office communication gadgets are used to provide information communication which users can access from the databases (Olorunsola, 2017). Khalil (2014) stated that digital office infrastructure such as hardware, live ware, software, data and network components supports the flow and processing of information in an organization. It is important for organizations to equip their offices with digital facilities so that office personnel can discharge their duties effectively. Aribasala (2016) opined that digital infrastructure enables office managers to send, store and access information with ease.

Dimension of Digital Office Infrastructure

Digital office infrastructure can take various forms. However, this study focuses on internet connection facilities and Google drive which are used in offices.

Internet Connection Facilities

Internet connection facilities are digital infrastructure that is used in different offices in public and private organizations (Ogbogu, 2011; Haas et al, 2015; Odu, 2019). The internet is a global system of interconnected computer networks that uses internet protocol suite to facilities communication between networks and devices. The internet carries a vast range of information resources and services such as the inter-linked hypertext documents and applications of the world wide web (www), electronic mail, telephony, and file sharing (Micheal, 2015). Internet facilities consist of hardware components and a system of software layers that control various aspects of the architecture (Kaplan, 2017). In line with computer network, the internet physically comprises routers, media (such as cabling and radio links), repeaters, modems etc. Many of the network nodes are not necessarily internet equipment per se as internet packets are carried by other full-fledged networking protocols with the internet acting as a homogeneous networking standard, running across heterogeneous hardware, with the packets guided to their destinations by IP routers. In the office environment, internet connection facilities such as Wi-Fi and modem are provided to enable office managers. Frank (2018) explained that Wi-Fi and modems serve as internet connection source for information gadgets. These internet connection facilities are used by office

managers to send, store and access information on the organization's official website (Haas et al, 2015).

Google Drive

Google Drive is part of the broader Google Workspace Ecosystem, which includes Docs, Sheets, Slides, Forms, and other productivity tools. Its value as a digital infrastructure lies in its ability to centralize document storage, reduce redundancy, ensure version control, and support synchronous collaboration among multiple users, regardless of location (Pahayahay, 2025). These features have transformed traditional office operations, reducing reliance on paper-based systems and enabling faster, more agile communication. File management is one of the core pillars of digital infrastructure, and Google Drive provides a cloud-based structure where files can be organized into folders, shared with role-specific access levels, and linked across devices. Dinneen and Julien (2021) emphasized that digital file infrastructures such as Google Drive improve metadata tagging, retrieval speed, and information integrity, contributing to more efficient decision-making in office environments. Moreover, collaboration is significantly enhanced through Google Drive's real-time editing and comment features. Users can work simultaneously on the same document, suggest edits, and track changes, which streamlines project timelines and fosters teamwork (Pahayahay, 2025). These affordances are particularly crucial for office managers whose responsibilities involve coordinating multiple stakeholders and ensuring continuity across departments. From a workflow perspective, Google Drive utilizes tools like Google Calendar and Gmail, thereby making it easier for office managers to track tasks, set reminders, and align documents with communication threads. This interconnected functionality creates a digital workspace where administrative processes are not only digitized but also dynamically connected.

Concept of Job Performance

According to Jamshidi (2011), job performance refers to the characteristics of an individual's success in his or her work. It involves the calculation of the output level of an individual, for example, the ability of an office manager to dispense information just-in-time, effective record keeping and effective supervision which leads to higher level of success compared with the expectations of the organization (Kazemi & Abbas, 2016). Office managers play a pivotal role in the coordination and smooth functioning of organizational operations. Their job performance is crucial in ensuring administrative efficiency, team communication, and goal alignment. In modern work environments, their job performance is increasingly evaluated based on how well they manage workflows, disseminate information, and accompany or track task execution among staff and departments (Edeh et al., 2022). However, job performance of office managers in any organization depends largely on the availability and the usage of digital office infrastructure as well as the skills and competencies of the manager (Idats, 2019).

Measures of Job Performance

There are several criteria used to measure the job performance of managers and employees in public and private organizations. However, the indices used to measure job performance depend on the nature and type of jobs performed by the different categories of workers within an organization. With respect to office managers, job performance can be measured in terms of how well they disseminate information, streamline their workflow and complete their tasks. In this study, smooth workflow and information dissemination are used to measure the job performance of office managers in public tertiary institutions.

Smooth Workflow

A smooth workflow refers to the uninterrupted, logical, and efficient progression of tasks within the office environment (Abasilim et al., 2023). Smooth workflow connotes a work process that is doing well according to schedule without any form of disruption or delay (Anthony, 2016). It is an

uninterrupted work progress that is manifested in quality output and timely completion of tasks. Office managers can achieve smooth workflow by scheduling, document routing, coordinating interdepartmental activities, and minimizing administrative bottlenecks. Efficient workflow management leads to increased productivity, fewer delays, and higher organizational agility (Abasilim et al., 2023). Digital tools especially cloud-based platforms like Google Drive, enhance workflow fluidity by enabling remote access, simultaneous collaboration, and automated document tracking (Pahayahay, 2025).

Information Dissemination

Information dissemination is the circulation of information to every department and unit within an organization to enhance effective decision making (Okonu, 2017). It involves making accurate and reliable data and information available to designated or authorized persons, units, partners, and other consumers in a timely and securely manner. Otamiri (2019) stated that information dissemination is said to be effective when it is sent, received and well-understood by both parties (sender and receiver). Therefore, office managers need to systematically and carefully choose the medium and language to use in passing information to their colleagues and superior. Ekiye (2017) opined that office managers need to provide accurate and timely information to the right individuals, departments or units. Effective information dissemination helps prevent miscommunication, promotes transparency, and supports decision-making processes (Ordua et al., 2024). The shift to digital communication and document-sharing platforms has redefined how office managers carry out this role. Tools like Google Drive, combined with integrated apps like Gmail and Google Docs, allow for structured, traceable, and rapid information flow, reducing reliance on traditional face-to-face or paper-based communication systems.

Theoretical Review

This study is guided by the Technology Acceptance Model (TAM) which was developed by Davis in 1989. The model explains how users come to accept and use a new technology. According to the model, two major factors influence technology adoption: Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). These factors shape the user's attitude toward using the technology, which in turn influences behavioral intention to use, and ultimately, actual system usage. TAM has been applied in studies related to digital tools and workplace systems. For example, Pahayahay (2025) applied TAM to assess academic staff's adoption of Google Workspace and found that perceived usefulness had the most significant effect on collaborative behavior. In organizational settings, TAM supports understanding of how digital literacy, training, and tool design affect adoption behavior among office managers. Thus, TAM provides a strong theoretical foundation for examining how the perceived benefits and ease of use of digital office infrastructure influence the willingness of office managers to integrate it into administrative practices. TAM provides a theoretical lens to explain why some managers successfully integrate the platform into their daily work while others do not. If office managers perceive digital office infrastructure such as internet facilities and Google Drive as easy to use in managing workflows, sharing information, and tracking tasks; they are more likely to adopt it in ways that improve their job performance.

Empirical Review

Previous studies related to digital office technology and job performance have been conducted in different organizations in developed and developing countries. For instance, Samaila et al (2024) examined digital technologies as tools for reshaping the roles of office managers in selected tertiary institutions in Lagos State, Nigeria. Their study employed a mixed-method approach using descriptive and inferential statistics to investigate the impact of digital tools including virtual assistants and videoconferencing on office managers' performance in Nigerian tertiary institutions. Using multiple regression analysis, the study found that digital technologies explained a significant portion of the variance in job performance, improving productivity and communication. The study

concluded that digital tools are instrumental in reshaping office managers' roles and enhancing efficiency.

Pahayahay (2025) carried out a study to determine how Google Workspace can enhance collaboration in University of Makati. The study adopted the quantitative survey approach where data were collected from 50 academic staff and students in the University of Makati who regularly used Google Workspace tools. After analyzing the data collected, the researcher found out that Google Drive significantly enhanced collaboration, communication, and task management, with higher level of effectiveness. However, challenges associated with the use of Google Workspace include limited storage, offline functionality, and technical support. The study concluded that while Google Drive improves job performance through better teamwork and information sharing, addressing infrastructure and training gaps is essential.

Edeh, et al (2022) carried out a study on office managers' competencies and workplace efficiency in a technology-driven era. The researchers employed the survey methodology where data were collected from office managers across multiple organizations. After analyzing the data collected, the researchers found out those office managers who are proficient in digital tools like Google Drive achieve smoother workflow coordination, faster information dissemination, and better task monitoring. The study concluded that digital competence is a critical determinant of job performance in office management.

Ordua and Bodisere (2024) examined the relationship between digitalized work environment and employee job performance with the moderating role of digital infrastructure in textile companies in Rivers State. Their study used quantitative methods to analyze how digital infrastructure impacts employee performance, focusing partly on office managers in textile firms. The data collected for the study were analyzed using descriptive statistics while the hypotheses were tested using Spearman Rank Order Correlation Coefficient. The results revealed that positive relationship exists between digital office tools and job performance (workflow smoothness and information sharing) of employees in textile companies in Rivers State. The study also revealed that digital infrastructure has a moderating effect on the relationship between digitalized work environment and employee job performance (employee productivity and coordination). The study concluded that investment in reliable digital platforms and training is essential to leverage full benefits.

Adeshina (2015) explored the relationship between information technology skills of secretarial teachers in colleges of education and their ability to utilize the internet for effective lecture delivery. The study adopted the descriptive survey research design and the quantitative research approach where questionnaire was used to collect data from 225 secretarial teachers drawn from Nigerian College of Education. The data collected were analyzed using mean and standard deviation while the hypotheses were tested using t-test and Pearson Product Moment Correlation Coefficient at 0.05 level of significance. The results showed that lack of basic learning experiences is responsible for the poor utilization of information technology in lecture delivery by secretarial teachers in College of Education. The study also revealed that secretarial teachers need to be adequately equipped with IT skills in order to utilize the internet for effective lecture delivery.

Phyllis and Peter (2016) conducted a study to determine the impact of modern office technology on secretary's performance in some selected business organizations in the Takoradi Metropolis, Ghana. Their study employed the survey research design where data were collected from 60 secretaries in selected business organizations using questionnaire. The data collected were analyzed using SPSS version 21 and the findings revealed that modern equipment aided the performance of the secretaries in business organizations. The study also revealed that secretary's operational knowledge enhances the usage of the modern equipment which goes to improve their productivity and performance.

METHODOLOGY

This study adopted the positivist research philosophy and the correlational research design. The target population comprised 1,500 office managers (including secretaries and administrative officers) across nine (9) public tertiary institutions in Rivers State. These tertiary institutions include: University of Port Harcourt, Rivers State University, Captain Elechi Amadi Polytechnic, Ignatius Ajuru University of Education, Federal Polytechnic of Oil and Gas Bonny, Ken Saro-Wiwa Polytechnic, Federal College of Education (Technical) Omoku, Rivers State School of Nursing, and Rivers State College of Health Technology. Using Krejcie and Morgan’s (1970) sample size determination table, a sample of 306 respondents was selected for the study while proportionate sampling technique was used to select the sample size from the study population. Data were collected from the respondents using a structured questionnaire with a 4-point Likert scale ranging from Very Great Extent, High Extent, Moderate Extent, and Low Extent. Content and face validity was used to determine the validity of the research instrument while Cronbach’s Alpha method was employed to test its reliability. A total of 306 validated questionnaires were distributed to the respondents personally by the researcher and 284 copies were retrieved from them. The data collected were presented and analyzed in tables while the hypotheses were tested using Spearman Rank Order Correlation Coefficient. The analysis was performed with the aid of the SPSS software program version 24.

Empirical Results and Discussion

The result of the correlation analysis carried out on the study variables are presented in the tables below and interpreted accordingly in line with the hypotheses.

Table 1: Result of the correlation analysis between internet connection facilities and information dissemination of office managers in public tertiary institutions

| | | | Internet Connection Facilities | Smooth Workflow |
|----------------|--------------------------------|-------------------------|--------------------------------|-----------------|
| Spearman's rho | Internet Connection Facilities | Correlation Coefficient | 1.000 | .766** |
| | | Sig. (2-tailed) | . | . |
| | | N | 284 | 284 |
| | Smooth Workflow | Correlation Coefficient | .766** | 1.000 |
| | | Sig. (2-tailed) | . | . |
| | | N | 284 | 284 |

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

Source: SPSS generated Output, 2025

Table 1 presents the result of the SPSS correlation analysis carried out between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State. The result shows a strong and positive correlation between internet connection facilities and smooth workflow ($\rho = .766$) and this correlation is statistically significant at 0.01 level, leading to the rejection of the null hypothesis (H_{01}) and the acceptance of alternate hypothesis which states that there is significant relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State.

Table 2: Result of the correlation analysis between internet connection facilities and information dissemination of office managers in public tertiary institutions

| | | Internet Connection Facilities | Information Dissemination |
|----------------|--------------------------------|--------------------------------|---------------------------|
| Spearman's rho | Internet Connection Facilities | Correlation Coefficient | 1.000 |
| | | Sig. (2-tailed) | .883** |
| | | N | .284 |
| | Information Dissemination | Correlation Coefficient | .883** |
| | | Sig. (2-tailed) | 1.000 |
| | | N | .284 |

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

Source: SPSS generated Output, 2025

Table 2 depicts the result of the SPSS correlation analysis carried out between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State. The result revealed that internet connection facilities have a very strong and positive correlation with information dissemination ($\rho = .883$) and this correlation is statistically significant at 0.01 level. As a result of this, we then reject the null hypothesis (H_{02}) and accept the alternate hypothesis which states that there is significant relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State.

Table 3: Result of the correlation analysis between google drive and smooth workflow of office managers in public tertiary institutions

| | | Google Drive | Smooth Workflow |
|----------------|-----------------|-------------------------|-----------------|
| Spearman's rho | Google Drive | Correlation Coefficient | 1.000 |
| | | Sig. (2-tailed) | .756** |
| | | N | .284 |
| | Smooth Workflow | Correlation Coefficient | .756** |
| | | Sig. (2-tailed) | 1.000 |
| | | N | .284 |

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

Source: SPSS generated Output, 2025

Table 3 shows the result of the SPSS correlation analysis carried out between google drive and smooth workflow of office managers in public tertiary institutions in Rivers State. The result revealed that google drive has a strong and positive correlation with smooth workflow of office managers in public tertiary institutions ($\rho = .756$) and this correlation is statistically significant at 0.01 level. Consequently, the null hypothesis (H_{03}) is rejected and the alternate hypothesis is accepted. This means that there is significant relationship between google drive and smooth workflow of office managers in public tertiary institutions in Rivers State.

Table 4: Result of the correlation analysis between google drive and information dissemination of office managers in public tertiary institutions

| | | Google Drive | Information Dissemination |
|----------------|---------------------------|--------------|---------------------------|
| Spearman's rho | Google Drive | 1.000 | .812** |
| | Correlation Coefficient | . | . |
| | Sig. (2-tailed) | . | . |
| | N | 284 | 284 |
| | Information Dissemination | .812** | 1.000 |
| | Correlation Coefficient | . | . |
| | Sig. (2-tailed) | . | . |
| | N | 284 | 284 |

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

Source: SPSS generated Output, 2025

Table 4 presents the result of the SPSS correlation analysis carried out between google drive and information dissemination of office managers in public tertiary institutions in Rivers State. The result shows a very strong and positive correlation between google drive and information dissemination ($\rho = .812$) and this correlation is statistically significant at 0.01 level, leading to the rejection of the null hypothesis (H_{04}) and the acceptance of alternate hypothesis which states that there is significant relationship between google drive and information dissemination of office managers in public tertiary institutions in Rivers State.

Discussion of Findings

This study found a significant relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State. This finding emerged from the result of the correlation analysis carried out on two variables in the first hypothesis. The result shows a strong and positive correlation between internet connection facilities and smooth workflow ($\rho = .766$) and this correlation is statistically significant at 0.01 level, leading to the rejection of the null hypothesis (H_{01}) and the acceptance of alternate hypothesis which states that there is significant relationship between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State. This finding is supported by Mashau and Andriha (2016) who reported that internet connection facilities enable office managers to perform their work smoothly without any form of disruption or delay. Agomuo (2015) also supported this finding as his study revealed that work flows smoothly when there are adequate internet facilities in the office.

This study also discovered a significant relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State. This finding emanated from the result of the correlation analysis carried out on two variables in the second hypothesis. The result revealed that internet connection facilities have a very strong and positive correlation with information dissemination ($\rho = .883$) and this correlation is statistically significant at 0.01 level. As a result of this, we then rejected the null hypothesis (H_{02}) and accepted the alternate hypothesis which states that there is significant relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State. This finding is supported by Azuka (2014) who revealed that internet presence in the office environment facilitate timely dissemination of information. Nwosu (2012) also agreed with this finding when she reported that the availability of internet facilities in the office environment has simplified tasks of office managers in terms of information dissemination.

This study found a significant relationship between google drive and smooth workflow of office managers in public tertiary institutions in Rivers State. This finding was deduced from the result of the correlation analysis carried out on two variables in the third hypothesis. The result revealed that google drive has a strong and positive correlation with smooth workflow of office managers in public tertiary institutions ($\rho = .756$) and this correlation is statistically significant at 0.01 level. Consequently, the null hypothesis (H_{03}) was rejected and the alternate hypothesis was accepted. This means that we the accepted that there is significant relationship between google drive and smooth workflow of office managers in public tertiary institutions in Rivers State. This finding is supported by Samaila et al (2024) who revealed that the utilization of google drive in the office environment enable office managers to store information in a secure manner and facilitate smooth workflow in the office. Exeocha (2017) also agreed with this finding when he reported that work flows smoothly for office managers who store information in google drive and other cloud-based storage facilities.

Finally, it was reported that google drive has significant relationship with information dissemination of office managers in public tertiary institutions in Rivers State. This finding was derived from the result of the correlation analysis carried out on two variables in the fourth hypothesis. The result shows a very strong and positive correlation between google drive and information dissemination ($\rho = .812$) and this correlation is statistically significant at 0.01 level, leading to the rejection of the null hypothesis (H_{04}) and the acceptance of alternate hypothesis which states that there is significant relationship between google drive and information dissemination of office managers in public tertiary institutions in Rivers State. This finding is supported by Silver and Silver (2017) and Peter and Oteng (2016) as both studies revealed that google drive facilitates timely retrieval and dissemination of information dissemination across the organization.

CONCLUSION

This study examined the relationship between digital office infrastructure and job performance of office managers in public tertiary institutions in Rivers State. From the analysis carried out, it was discovered that significant relationship exists between internet connection facilities and smooth workflow of office managers in public tertiary institutions in Rivers State. The study also found a significant relationship between internet connection facilities and information dissemination of office managers in public tertiary institutions in Rivers State. The study equally discovered a significant relationship between google drive and smooth workflow of office managers in public tertiary institutions in Rivers State. A significant relationship was also reported between google drive and information dissemination of office managers in public tertiary institutions in Rivers State. Based on these findings, it was concluded that digital office infrastructure such as internet connection facilities and google drive significantly improve the job performance of office managers in public tertiary institutions in Rivers State.

RECOMMENDATIONS

This study provides the following recommendations based on the findings:

1. Public tertiary institutions in Nigeria particularly those in Rivers State should provide adequate digital office infrastructures as it would improve the job performance of office managers in their institution.
2. Internet facilities such as modem, router and general Wi-Fi should be made available to office managers in public tertiary institutions as it would enable them perform their job effectively and meet the expectations of the institution.
3. Public tertiary institutions should prioritize google account to have collaborative work environment that will enable office manager function effectively.
4. Public tertiary institutions should invest in reliable internet connectivity and adequate digital infrastructure to support seamless use of cloud-based platforms.

5. Public tertiary institutions should develop policies that encourage and standardize the use of digital office tools like Google Drive to promote consistent and effective use.

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