

**SMART SECURITY AND INFORMATION MANAGER JOB PERFORMANCE IN
COMMERCIAL BANKS IN RIVERS STATE**

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Abstract

The study determined the relationship between smart security and information manager job performance in commercial banks in Rivers State. The objective of the study was to investigate the relationship between the dimensions of smart security, such as video monitoring and remote control lighting, and information manager job performance in commercial banks in Rivers State, especially in terms of prompt task accomplishment and information accuracy. The study was anchored on Person–Environment Fit Theory. The population of the study consisted of one hundred and fifty-one (151) Heads of Departments (Information Managers) at the Port Harcourt head offices of twenty-three (23) Commercial Banks operating in Rivers State, Nigeria. The study adopted the census sampling method, which involved engaging the entire population of one hundred and fifty-one (151) information managers without sampling. Cronbach Alpha was used to ascertain the reliability of the instrument. One hundred and fifty-one (151) copies of the questionnaire were administered and 132 copies were retrieved. The primary data obtained from the field were analyzed using Pearson Product Moment Correlation in SPSS version 27.0 for the bivariate analysis. The findings of the study revealed that: there is a significant positive relationship between video monitoring and information manager job performance in commercial banks in Rivers State, especially in terms of prompt task accomplishment and information accuracy; there is a relatively strong positive relationship between remote control lighting and information manager job performance in commercial banks in Rivers State, especially in terms of prompt task accomplishment and information accuracy. The study concluded that when intelligent security systems align with operational needs, they quietly transform routine performance into strategic excellence. Hence, the study recommended amongst others that commercial banks in Rivers State should enhance their smart security systems, such as video monitoring, biometric access control, and remote-controlled lighting, to protect sensitive information and create a secure environment that supports the accuracy and efficiency of information managers.

Key Words: Smart Security, Video Monitoring, Remote Control Lighting, Information Manager Job Performance, Prompt Task Accomplishment, Information Accuracy.

Introduction

In an increasingly technology-driven banking landscape, the performance of information managers has become a critical factor in determining how effectively commercial banks operate, compete, and respond to evolving customer expectations. Information manager job performance, conceptualized as the ability to process, manage, and deliver accurate and timely information for operational and

strategic purposes, remains central to service efficiency and institutional reliability (Yonney, 2020). Within Rivers State, where banking activities are characterized by intense competition and rising demands for speed and precision, lapses in information accuracy and delays in task execution continue to pose serious operational challenges. These inefficiencies often undermine customer confidence and organizational effectiveness. Emerging evidence suggests that technology-enabled environments significantly enhance employee productivity and decision-making accuracy (Galuh et al., 2023). In this regard, smart security systems, particularly video monitoring and remote control lighting, present a promising pathway for improving the effectiveness and responsiveness of information managers in modern banking settings.

Flowing from this, smart security has evolved beyond its traditional protective role to become an integral component of intelligent workplace systems. It encompasses the deployment of advanced technologies such as video surveillance systems and automated lighting controls to enhance environmental awareness, operational control, and workplace efficiency. Video monitoring enables continuous observation of critical processes, thereby improving oversight, accountability, and real-time decision-making, while remote control lighting creates adaptive work environments that enhance visibility, reduce fatigue, and support concentration. Studies such as Chux-Nyeche et al. (2023) highlight that technology integration in office systems significantly improves workflow efficiency and organizational performance. Similarly, Gauzelin and Bentz (2017) found that intelligent systems contribute to better coordination, faster information processing, and improved task execution. For information managers, these technologies translate into enhanced accuracy, reduced operational errors, and faster completion of assigned tasks, ultimately strengthening overall job performance within the banking sector.

The growing emphasis on digital transformation and workplace intelligence is evident, but there remains a notable lack of empirical attention to the specific role of smart security systems in shaping information manager job performance, particularly within the context of commercial banks in Rivers State. While previous studies have examined related areas such as office automation, corporate intelligence, and digital workplace systems (Chux-Nyeche et al., 2023; Tamkpo, 2024), limited focus has been placed on how video monitoring and remote control lighting influence prompt task accomplishment and information accuracy. This gap is significant, as the effectiveness of smart technologies depends not only on their adoption but also on how they enhance human performance in specific roles. As noted by Shamsul et al. (2015), the alignment between technological systems and user capabilities is essential for achieving optimal organizational outcomes. Consequently, this study aims to bridge this gap by investigating the relationship between smart security and information manager job performance in commercial banks in Rivers State, thereby offering valuable insights for both academic inquiry and practical application.

Statement of Problem

In many commercial banks across Rivers State, information managers still encounter notable difficulties in achieving optimal job performance, particularly with respect to timely task execution and maintaining high levels of information accuracy. These challenges are increasingly associated with limited deployment of smart security technologies that can enhance operational awareness and workplace efficiency. The absence or underutilization of systems such as video monitoring and remote control lighting tends to constrain visibility, slow down workflow processes, and increase the likelihood of errors in information handling. Consequently, critical banking functions involving data management, monitoring of sensitive activities, and prompt decision-making may suffer setbacks. Prior studies have shown that technologically enabled work environments significantly improve employee precision, speed, and overall effectiveness in information-related roles (Hameed & Amjad, 2019; Galuh et al., 2023). Against this backdrop, the adoption of smart security systems becomes

a necessary strategic intervention for improving the performance of information managers in commercial banks.

From another perspective, extant literature has not adequately examined the specific link between smart security mechanisms and information manager job performance within commercial banks in Rivers State. Although related studies exist, such as Galuh et al. (2023) on corporate intelligence and innovation performance, Tamkpo (2024) on corporate intelligence and competitiveness, and Chux-Nyeche et al. (2023) on office automation and organizational performance, these works do not directly address how elements like video monitoring and remote control lighting influence prompt task accomplishment and information accuracy. This reveals a clear gap both in context and variable alignment. Hence, the present study is positioned to bridge this gap by providing focused empirical evidence on how smart security systems contribute to enhancing information manager job performance in the banking sector in Rivers State.

Conceptual Framework

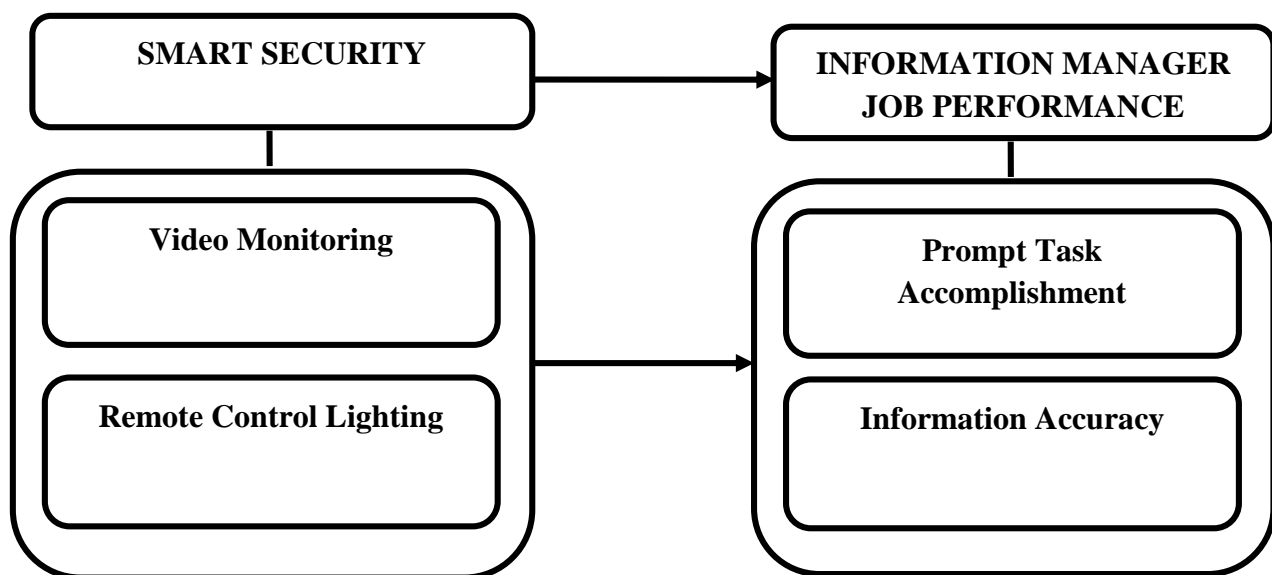


Fig. 1: Conceptual framework showing relationship between Smart Security and Information Manager Job Performance.

Source: Researchers' Concept, 2026.

Aim and Objectives of the Study

The aim of the study was to determine the relationship between smart security and information manager job performance in commercial banks in Rivers State. The study elaborately intended to:

1. ascertain the relationship between video monitoring and prompt task accomplishment in commercial banks in Rivers State.
2. explore the relationship between video monitoring and information accuracy in commercial banks in Rivers State.
3. investigate the relationship between remote control lighting and prompt task accomplishment in commercial banks in Rivers State.
4. determine the relationship between remote control lighting and information accuracy in commercial banks in Rivers State.

Research Hypotheses

- Ho₁: There is no significant relationship between video monitoring and prompt task accomplishment in commercial banks in Rivers State.
- Ho₂: There is no significant relationship between video monitoring and information accuracy in commercial banks in Rivers State.
- Ho₃: There is no significant relationship between remote control lighting and prompt task accomplishment in commercial banks in Rivers State.
- Ho₄: There is no significant relationship between remote control lighting and information accuracy in commercial banks in Rivers State.

Theoretical Foundation

This work was strengthened using Person–Environment Fit Theory. Lewin and Edwards' Person–Environment Fit Theory was popularized in 1962. This theory of psychological stress describes the interaction between the person and environment ($P \times E$) as the key to comprehending people's cognitive, emotional and behavioural reactions such as stress as well as operational productivity level. The relevant assumptions of this theory as deemed fit for this work are as follows:

- i. A mismatch between a person and his work environment will lead to tension and uneasiness capable of hampering his level of productivity;
- ii. Worker's capabilities (skill sets) will determine the level of work pressure and how environmental press affects their output. This is the phase of the theory that strengthens the fact that the innovative ability of a manager in a Commercial Bank will influence how stressful the work will be, as well as determine their ability to raise the competitive bar of the bank.

Implications/Justification of Diffusion of Innovation Theory to the Study

The Person–Environment Fit (P–E Fit) theory provides a strong justification for this study by emphasizing the alignment between individuals' capabilities and their work environment, particularly in technology-driven contexts. The theory posits that optimal performance occurs when organizational tools and environmental conditions complement employees' skills and job demands (Edwards, 2008; Yu, 2016). In the context of smart security systems such as video monitoring and remote-control lighting in commercial banks in Rivers State, these technologies create a more structured, secure, and responsive work environment that enhances information managers' ability to perform tasks promptly and accurately. When such technological systems align with employees' competencies and job requirements, they reduce cognitive strain, improve situational awareness, and facilitate efficient information processing, thereby strengthening job performance outcomes in terms of task accomplishment and information accuracy.

Concept of Smart Security

Smart security is defined as the use of interconnected technological systems that collectively monitor, detect, and respond to potential threats without constant human supervision (Smith, et al., 2024). Smart security in commercial banks represents a critical approach to safeguarding both physical and digital assets in a rapidly evolving threat landscape. In Rivers State, commercial banks face significant security challenges, including rising cybercrime, fraudulent activities, and occasional armed robberies, which have necessitated the adoption of advanced security solutions. These solutions incorporate biometric identification, closed-circuit television surveillance, alarm systems, and AI-based monitoring systems to protect both employees and customers while ensuring the integrity of banking operations. The integration of these technologies allows banks to identify and respond to potential security threats in real time, minimizing financial losses and operational disruptions. To further expand on this discussion, smart security is dimensioned into the following:

Video Monitoring: Video monitoring refers to the use of surveillance cameras and digital recording systems to oversee and secure organizational environments. In commercial banks in Rivers State, video monitoring has become an integral part of security management, helping to prevent fraud,

theft, and unauthorized access. According to Adeyemi and Okeke (2023), banks that implement video surveillance systems experience improved operational security and employee accountability. By continuously monitoring banking halls, ATMs, and vaults, management can quickly identify suspicious activities, investigate incidents, and maintain a safer banking environment for customers and staff. Video monitoring also contributes to regulatory compliance, as banks are often required to maintain security records and evidence for audit purposes.

Remote Control Lighting: Remote control lighting refers to lighting systems that can be operated and adjusted remotely via controllers, mobile apps, or automation platforms. In commercial banks in Rivers State, these systems are increasingly adopted to optimize energy use, improve convenience, and enhance workplace comfort. According to Osho (2024), remote control lighting allows banks to turn lights on or off, dim illumination, or schedule lighting patterns without the need for manual adjustments, resulting in significant energy savings and reduced operational costs. Additionally, remote lighting control contributes to the creation of a flexible and comfortable work environment that supports employee productivity and customer satisfaction.

Concept of Information Manager Job Performance

Information manager job performance can be defined as the effectiveness with which individuals responsible for managing organizational information fulfill their roles in planning, organizing, monitoring, and controlling data processes. Effective performance entails not only technical proficiency in handling databases and software systems but also the ability to communicate insights to senior management and other stakeholders for informed decision-making. Davis and Patel (2023) emphasize that information managers who are adept at integrating multiple data sources and ensuring data integrity significantly contribute to operational success and organizational competitiveness. In Rivers State, commercial banks often evaluate their information managers through key performance indicators (KPIs) that reflect both efficiency and quality, including the ability to prevent system downtime, mitigate data breaches, and deliver accurate reports within deadlines. Smith et al. (2024) highlight that organizations that implement structured performance measurement frameworks for information managers tend to have more reliable data management practices, which enhances both regulatory compliance and operational performance.

Among others, information manager job performance encompasses strategic involvement in organizational decision-making. Beyond technical responsibilities, effective information managers participate in policy formulation, technology planning, and risk assessment. Johnson and Lee (2025) noted that managers who engage in strategic decision-making help align technological systems with organizational goals, ensuring that information systems not only support current operations but also anticipate future challenges. In Rivers State, this strategic contribution is evident in initiatives such as the adoption of cloud-based banking platforms and AI-driven analytics, which require managers to combine technical knowledge with foresight and planning capabilities. Hence, prompt task accomplishment and information accuracy are considered the metrics for measuring information manager job performance in this study.

Prompt Task Accomplishment: From a conceptual standpoint, prompt task accomplishment refers to the ability of employees to prioritize, organize, and complete assigned duties within stipulated deadlines. This involves effective time management, planning, and resource allocation. According to Adebayo and Olowookere (2024), employees who consistently meet deadlines contribute positively to workflow efficiency, reduce operational bottlenecks, and improve overall organizational performance. In commercial banks, such timely execution is particularly critical for activities such as transaction processing, reporting, loan approvals, and customer service tasks. Prompt task accomplishment is closely linked with employee discipline and organizational commitment. Employees who demonstrate diligence, accountability, and conscientiousness in completing tasks on time are considered high performers.

Information Accuracy: Information accuracy is a fundamental aspect of operational efficiency and decision-making in commercial banks. Information accuracy refers to the degree to which data correctly reflects the real-world constructs it represents. In the banking sector, this encompasses the precision of financial records, transaction details, customer information, and compliance reports. Accurate information is critical for effective decision-making, as it forms the basis upon which strategies are developed and risks are assessed. According to Chinda (2022), the accuracy of information systems in commercial banks significantly influences the effectiveness of office managers, as it ensures that decisions are based on reliable and up-to-date data. The Nigerian banking sector is governed by stringent regulations that require precise and timely reporting of financial and operational data. Inaccurate information can lead to non-compliance, resulting in penalties, legal issues, and damage to the bank's reputation. A study by Oguzo (2023) highlighted that strategic information management systems, when accurately implemented, positively correlate with job performance in deposit money banks in Rivers State, underscoring the importance of accurate information in meeting regulatory requirements.

Methodology

The cross-sectional survey research design was adopted for the study. The population of the study comprised of one hundred and fifty-one (151) Heads of Departments (Information Managers) at the Port Harcourt head offices of twenty-three (23) Commercial Banks operating in Rivers State, Nigeria. The table overleaf shows the population of the study in detail:

Table 1: Study Population

S/N	Commercial Banks	HODs
1.	Access Bank. No. 329A Olu Obansanja, Port Harcourt	6
2.	CitiBank. No. 1 Trans- Amadi, Port Harcourt.	5
3.	Eco Bank. No. 329A Olu Obansanja, Port Harcourt	6
4.	Fidelity Bank. No. 22/24 Old Aba Road, Port Harcourt.	9
5.	First Bank. No. 22/24 Old Aba Road, Port Harcourt.	5
6.	First City Monument Bank. No. 22/24 Old Aba Road, Port Harcourt.	5
7.	Globus Bank. Plot 467 Trans-Amadi, Industrial Layout, Port Harcourt.	6
8.	Guaranty Trust Bank. No. 22/24 Old Aba Road, Port Harcourt.	7
9.	Jaiz Bank. No. 186 Aba Road, Port Harcourt.	4
10.	Keystone Bank. No. 51. Aba Road Port Harcourt.	8
11.	Polaris Bank. Agip Junction /Ikwere Road, Port Harcourt.	10
12.	Premium Trust Bank, 473B Trans-Amadi Industrial Layout, Port-Harcourt, Rivers State	5
13.	Signature Bank, 145 Aba Road, by Waterlines Junction, Port Harcourt	7
14.	Stanbic IBTC. No. 58 Olu Obansanjo Road, Port Harcourt	9
15.	Standard Chartered Bank. Plot 7 Trans-Amadi, Industrial Layout, Port Harcourt.	6
16.	Sterling Bank. No. 142 Woji Road, GRA 2, Port Harcourt	5
17.	Suntrust Bank. No. 16 Trans-Amadi, Nkpogu, Port Harcourt.	7
18.	Titan Trust Bank. No. 5 Olu Obansajo Road, Port Harcourt.	4
19.	Union Bank Plot 468, Trans-Amadi, Port Harcourt.	7
20.	United Bank for Africa No. 14B Azikiwe Road, Port Harcourt.	9
21.	Unity Bank No. 28A Aba Road, Port Harcourt	9
22.	Wema Bank. No. 66 Olu Obansajo Way, Port Harcourt.	6
23.	Zenith Bank. No. 40 Aba Road, Port Harcourt.	6
Total		151

Source: Enquiries from Individual Banks, 2026.

The study made use of the census sampling method, which involved engaging the entire population of one hundred and fifty-one (151) information managers without sampling. The study used structured questionnaire as the instrument for data collection. The research instrument was titled "Smart Security and Information Manager Job Performance Index" (SSIMJPI). It was designed in four-point Likert scale with the following response options: Strongly Agree (SA) = 4; Agree (A) = 3; Disagree (D) = 2; and Strongly Disagree (SD) = 1. The validation of the instrument was carried out by the supervisor and two other experts in the Office and Information Management Department of Ignatius Ajuru University of Education, Port Harcourt. The reliability of the instrument was ascertained using Cronbach Alpha, with the least coefficient up to 0.783. Out of one hundred and fifty-one (151) copies of the validated questionnaire that were administered, the researcher was able to retrieve 132 copies. The test of hypotheses was done using Pearson Product Moment Correlation in SPSS Version 27.0. For the coefficient values, the following interpretation scheme were applied thus: (a) No Relationship = 0, (b) Low/Weak Relationship = 0.1-0.2, (c) Moderate or Relatively Strong Relationship = 0.3-0.5, (d) High/Strong Relationship = 0.6-0.7, (e) Very High/Very Strong Relationship = 0.8-0.9, (f) Perfect Relationship = 1.

Results

Video Monitoring and Information Manager Job Performance

Ho₁: There is no significant relationship between video monitoring and prompt task accomplishment in commercial banks in Rivers State.

Ho₂: There is no significant relationship between video monitoring and information accuracy in commercial banks in Rivers State.

Table 2: Correlations between Video Monitoring and Information Manager Job Performance

	Video Monitoring	Prompt Task Accomplishing	Information Accuracy
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		Correlation			
	Video	Coefficient	1.000	0.613**	0.562**
	Monitoring	Sig. (2-tailed)	.	.000	.000
		N	132	132	132
		Correlation			
Pearson	Prompt Task	Coefficient	0.613**	1.000	0.517**
	Accomplishing	Sig. (2-tailed)	.000	.	.000
		N	132	132	132
		Correlation			
	Information	Coefficient	0.562**	0.517**	1.000
	Accuracy	Sig. (2-tailed)	.000	.000	.
		N	132	132	132

Source: SPSS Output, 2026

Column two of table 2 above shows r value of 0.613 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating video monitoring and prompt task accomplishment. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{01}) which states that there is no significant relationship between video monitoring and prompt task accomplishment in commercial banks in Rivers State, was rejected. This implies that there is a strong positive relationship between video monitoring and prompt task accomplishment in commercial banks in Rivers State.

Column three of table 2 above shows r value of 0.562 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating video monitoring and information accuracy. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{02}) which states that there is no significant relationship between video monitoring and information accuracy in commercial banks in Rivers State, was rejected. This implies that there is a relatively strong positive relationship between video monitoring and information accuracy in commercial banks in Rivers State.

Remote Control Lighting and Information Manager Job Performance

H_{03} : There is no significant relationship between remote control lighting and prompt task accomplishment in commercial banks in Rivers State.

H_{04} : There is no significant relationship between remote control lighting and information accuracy in commercial banks in Rivers State.

Table 3: Correlations between Remote Control Lighting and Information Manager Job Performance

			Remote Control Lighting	Prompt Task Accomplishing	Information Accuracy
		Correlation			
	Remote	Coefficient	1.000	0.577**	0.548**
	Control	Sig. (2-tailed)	.	.000	.000
	Lighting	N	132	132	132
		Correlation			
Pearson	Prompt Task	Coefficient	0.577**	1.000	0.517**
	Accomplishing	Sig. (2-tailed)	.000	.	.000
		N	132	132	132
		Correlation			
	Information	Coefficient	0.548**	0.517**	1.000
	Accuracy	Sig. (2-tailed)	.000	.000	.
		N	132	132	132

Source: SPSS Output, 2026

Column two of table 3 above shows r value of 0.577 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating remote control lighting and prompt task accomplishment. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{03}) which states that there is no significant relationship between remote control lighting and prompt task accomplishment in commercial banks in Rivers State, was rejected. This implies that there is a relatively strong positive relationship between remote control lighting and prompt task accomplishment in commercial banks in Rivers State.

Column three of table 3 above shows r value of 0.548 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating remote control lighting and information accuracy. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{04}) which states that there is no significant relationship between remote control lighting and information accuracy in commercial banks in Rivers State, was rejected. This implies that there is a relatively strong positive relationship between remote control lighting and information accuracy in commercial banks in Rivers State.

Discussion of Findings

The tests of hypothesis one and two revealed that there is a significant positive relationship between video monitoring and information manager job performance in commercial banks in Rivers State, especially in terms of prompt task accomplishment and information accuracy. The result of this study reveals that incorporating smart security systems in the workplace greatly enhances how information managers perform their duties in commercial banks within Rivers State. This suggests that features such as video surveillance, biometric access control, and remote-controlled lighting not only ensure data and asset protection but also foster an environment of confidence and efficiency for employees. When managers feel secure in their work environment, their ability to focus on tasks, ensure accuracy of records, and deliver prompt service improves considerably. This position aligns with Hameed and Amjad (2019), who found that workplace design elements, particularly safety and control systems, directly influence employee productivity in banking institutions. Likewise, Chatterjee et al. (2023) highlighted that a digitally intelligent workplace enhances organizational performance by promoting trust and reducing work-related anxiety, both of which are crucial for effective job performance.

The findings of hypotheses three and four revealed that there is a relatively strong positive relationship between remote control lighting and information manager job performance in commercial banks in Rivers State, especially in terms of prompt task accomplishment and information accuracy. Strengthening this finding, In a similar vein, Galuh et al. (2023) confirmed that intelligent security and monitoring systems are essential for maintaining operational continuity and innovation within modern organizations. These findings are further supported by Bestman and Elekwachi (2019), who noted that integrating business intelligence systems into administrative processes promotes efficiency and reduces errors by improving monitoring and decision-making accuracy. Together, these studies strengthen the view that smart security extends beyond protection, it creates a psychologically safe and technologically adaptive workspace that enables information managers to execute their responsibilities with precision, speed, and confidence. Thus, enhancing smart security within commercial banks stands as a strategic approach to improving not only employee performance but also overall organizational reliability.

Conclusion

The findings of this study clearly demonstrate that smart security systems, particularly video monitoring and remote control lighting, play a meaningful role in enhancing the job performance of

information managers in commercial banks in Rivers State, especially in achieving prompt task accomplishment and improving information accuracy. These technologies not only create a more secure and responsive work environment but also support precision, focus, and efficiency in information handling processes. At its core, the study reveals that when intelligent security systems align with operational needs, they quietly transform routine performance into strategic excellence. Ultimately, this underscores the importance of embracing smart technologies as a pathway to building more efficient, reliable, and future-ready banking operations.

Recommendations

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

1. Commercial banks in Rivers State should enhance their smart security systems, such as video monitoring, biometric access control, and remote-controlled lighting, to protect sensitive information and create a secure environment that supports the accuracy and efficiency of information managers.
2. Banks should provide continuous training for information managers on the effective use of smart security technologies to ensure quick response to security issues, thereby improving customer service delivery and ensuring timely task completion.
3. Commercial banks in Rivers State should strategically deploy and integrate remote control lighting systems across operational units, ensuring that lighting conditions are optimized in real time to support concentration, reduce visual fatigue, and enhance the speed and accuracy of information processing tasks performed by information managers.
4. Bank management should complement the adoption of remote control lighting with user-oriented training and smart automation protocols, enabling information managers to fully leverage the technology for improved task efficiency and higher levels of information accuracy.

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