ISSN: 4097 - 5994
Volume 9, Number 2, 2022
Innovative Journal of Research in Management and Accounting

ASSESSING THE INFLUENCE OF DATA PROCESSING SKILLS ON TERTIARY INSTITUTION INNOVATIVENESS IN RIVERS STATE

Nwanaka, Chigozie
Department of Accounting, Faculty of Business Studies
Ignatius Ajuru University of Education, Rumuolumeni, Port Harcourt

ABSTRACT

This study examined the relationship between data processing skills and innovativeness in tertiary institutions in Rivers State. The study adopted the cross-sectional survey design. The study population consisted of 274 secretaries from the selected television stations in Port Harcourt. A sample size of 163 staff was drawn. One hundred and sixty-three (163) copies of the questionnaire were personally administered to the respondents out of which one hundred and forty-seven (147) representing 96% were found valid for analysis. All items on the questionnaire had a Cronbach Alpha threshold of 0.7 and above in the reliability test. Descriptive statistics was used for univariate data analysis while the bivariate analysis was carried out using the spearman's rank order correlation coefficient at a 0.05 level of significance. The partial correlation coefficient computed with the aid of statistical package for social sciences (SPSS) was used for multivariate analysis. The bivariate analysis results showed a significant relationship between data processing skills and service delivery. This study concluded that significant relationship exists between data processing skills and service delivery in tertiary institutions in Rivers State. It recommended that: Data distribution skill is an essential skill in organization as it is information that is delivered to end-users. Every employee in organization need to be acquainted with this basic skill as it will aid proper dissemination of information and communications within the organization.

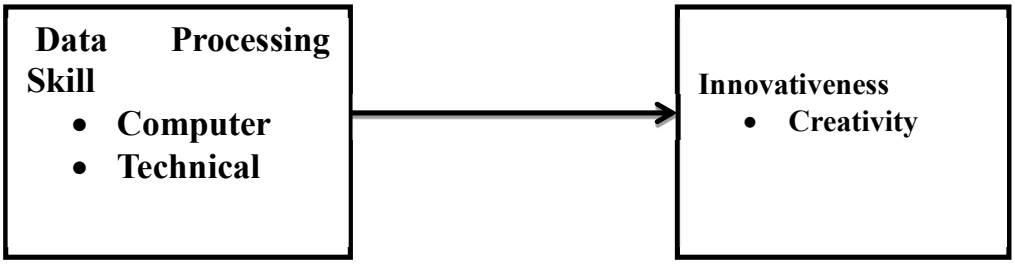
Keywords: Data processing Skills, Innovativess, Tertiary Institution, Performance

INTRODUCTION

According to (Alameda and Liu, 2011) this is because human resource is the most vital asset for organizational development. Organizations endeavour to maintain their operations and existing affairs but by so doing, their focus and efforts are still about how they can survive in the markets. It is therefore important to identify some certain threats to organizational survival which includes amongst others ethical standards and behaviours in organizations. To survive in a business world that is characterized by changes in trends and dynamism as a result of recurrent technological innovations, superior ideas and knowledge, managers in organizations need to put together their resources in order to withstand tough situations. By so doing, all the different components that make up the organization need to be interconnected and interrelated in order to tap the hidden mental resources that are required to keep the business running. The interconnectivity and interrelatedness will enable hidden talents, ideas, creativity and knowledge to be exhumed especially from members of staff that are not involved in decision making and/or in production processes. These people will hold a more positive attitude towards life in general and make society more psychologically healthy (Awathappa 2005).

Over the years, there have been a high rate of voluntary turnover in organizations today as a result of high handedness, inadequate reward system, employee demotivation just to mention few. According to (Shafiq and Naseem, 2011), a poorly designed reward package provided by an organization may result to employee job dissatisfaction, low morale and lack of motivation. Thus, the unsatisfactory work environment frequently results in decreased productivity which will affect employees' level of performance (Quible, 2005).

Operational Conceptual Framework



Data Processing Skill

In today's business world, data is one of the most valuable resources as the more data and/or information businesses have about their customers, clients and stakeholders, the better they understand their interests, wants and needs. This understanding and data helps businesses meet and exceed customer's expectations as they produce products that appeal to their market share. Data collection is inputs and/or the activities of gathering and capturing data in raw form (Bourgeois, 2014). This explains that in information system, collecting data is of utmost importance as they are inputs that are used to generate outputs.

According to (Bourgeois, 2014), collecting data in the business environment is very important as it helps to retain activities and processes that are from the source. Data collection skill in information system is what has kept a lot of organizations afloat over a reasonable period of time as it is the first step towards getting data to information. In other words, it is the basic step involved in information systems processes. Data collection is the process of gathering quantitative and qualitative information on specific variables with the aim of evaluating outcomes (Laudon & Laudon, 2012). Reliable data collection involves a clear process to ensure that the data collected is clean, reliable and consistent. The process however, can be quite difficult as it requires identifying the data requirements, the mode of data collection and an organized plan to follow to meet the required objective(s). The process of gathering and measuring data and/or information in a system enables one to produce answers to questions and enable expected outcomes.

Data processing is generally the collection and manipulation of items of data to produce meaningful information. In this sense, it can be considered a subset of information processing. The change processing of information in any manner detectable by an observer, its main difference is that it tends to perform a dedicated function (i.e its program is not readily changeable). Its dedicated function is normally to perform some (intermediate) step to converting input (raw or unprocessed) data, or semi-processed information in one form into a further or final form of information through a process of decoding/encoding or formatting or re-formatting or translation or data conversion before the information can be output from the data processor to a further step in the information processing system (Alter, 2013).

Innovativeness

Organizations that are goal oriented are concerned with sales, output, quality, innovation, cost reduction and creation of value added. This is because various scholars have defined innovation in their own way giving it various definitions. Innovativeness represents a basic willingness to depart from existing technologies or practices and venture beyond the current state-of-the-art (Covin *et al.,* 2006). Innovation is therefore defined as the production, adoption and implementation of novel and useful ideas, including products or processes from outside an organization (Kanter, 1988). Innovative work behaviour is defined as individual's behaviour aiming to achieve the

initiation and intentional introduction of new and useful ideas, processes, products or procedures (Farr & Ford, 1990). Kanter (1988) postulates individual innovation as a process that begins with problem recognition and the generation of novel or adopted ideas. The innovative individual champions the idea to managers, peers and/or significant others, attempting to create support for it. Finally, these activities result in a prototype or model of the innovation that can be further assessed and adopted by the organization. More recent measures of innovative work behavior have captured the different stages of the innovation process, including idea generation, championing and implementation (Scott & Bruce, 1994: de Jong & Hartog, 2010). Commitment in the work place can take different forms such as the relationship between employer and employee, employees' personal relationship with the organization, involvement in decision making processes, psychological attachment and/or connection with the organization.

Socio-technical Systems Theory

Information systems are regarded as sets of interrelated components that collect or retrieve, process, store and distribute information to support decision making, coordination, control, analyze and visualize (Cordella & Iannacci, 2011). The study of information systems is usually premised on the assumption that information systems are socio-technical systems that encompass both technical and social variables. It is ordinarily assumed that the design, development and deployment of information systems have far-reaching consequences that go well beyond the technical components of information systems. It is also noted that information systems designers are often incapable of dealing with all the technical and social variables all together due to their limited ability to process adequate information (Cordella & Iannacci, 2011).

Socio-technical systems theory as an underlying theory of information systems is invoked by information systems designers and managers to legitimise investments in information technology (Noll & Wilkins, 2002). This theory is able to address all the concerns represented as a paradigm for information systems discipline and provides meaning about the roles played by information in organizations (Beynon-Davies, 2009). It also identifies the role and impact for systems in organizations; it gives ideas and inspires the development of methodologies to design, develop and implement systems, predict the patterns of use of such systems in organizations. Maier, Clark & Remington (1998) stated that this theory thus impacts on the ways information-processing systems are conceived, designed and used. It inspires the development and deployment of methods to carry out such activities and improve them. It sets the stage to carry out experiments and try out and compare new practices. It legitimizes and gives meaning on how and why systems are to be built and how they should be introduced and utilized.

METHODOLOGY

The research adopted the cross-sectional survey method to gather adequate data from the staff of five tertiary institutions. Population of the Study is 274 employees of fie institutions. Taro Yemene was used to draw a sample size of 163 employees.

Sample Size for the Study

S/N	Tertiary Institutions	Population (Secretaries)	Sample size
1.	RSU	63	37
2.	IAUE	58	35
3.	KENPOLY	48	29
4.	Health TECH.	54	32
5.	RIVCAST	51	30
	Total	**274**	**163**

Sources: Researcher (2021)

The Questionnaire was the major instrument for data collection while Spearman rank order

correlation coefficient statistical tool was used to test for the research hypotheses

Results

Table 1 Test for hypothesis.

		Data processing skill	Innovativeness
Data Processing	Correlation	1	.426**
	Sig. (2-tailed)		.000
	n	147	147
	Correlation	.366**	.919**
Innovativeness	Sig. (2-tailed)	.000	
	N	147	147
Technology	Sig. (2-tailed) N	147	147

Source: Survey data, 2021

The relationship between data processing skill and innovativeness: The tests for the relationship between data processing skill and innovativeness shows significant outcomes in which data processing skill and innovativeness (correlation = .426; and P < 0.05) reveals significant association level.

CONCLUSIONS

In view of the findings of this study which projects information system skill as a significant predictor of employee performance in tertiary institutions in Rivers State, this study concludes that the evidence of data processing within the workplace contributes towards increased employee performance thereby leading to manifestations of innovativeness

RECOMMENDATIONS

The recommendations for this study are proposed in line with the findings and conclusions for the study. They are stated as follows:

i. The use of data processing skill within television stations in as an organization will generate proper gathering and communicating of information. I

ii. In this regard, it is recommended that every department in the organization focus more on the challenges which employees encounter on the job as regards to using information technology tools and make sincere attempts to support them as this will drive performance.
iii. Organizations need to adopt workplace policies that would require every employee to be computer literate and emphasize on its importance within the workplace.
iv. Every employee in organization need to be acquainted with this basic skill as it will aid proper dissemination of information and communications within the organization.

REFERENCES

Alter, S. (2008). Defining information systems as work systems: implications for the IS field. *European Journal of Information systems*, 17(5), 448-469.

Bourgeois, D. (2014). Information systems for business and beyond. Saylor foundation.

Cordella, A. & Iannacci, F. (2011). Information systems and organizations. London: University of London Press.

Beynon-Davies, P. (2009). Information systems as socio-technical or sociomaterial systems. *AMCIS 2009 Proceedings, Association for Information systems*, paper 705.

Beynon-Davies, P. (2009). The 'language of informatics: The nature of information systems. *International journal of information management* (29) 2:92-103.

Laudon, K.C. and Laudon, J.P. (2012). Management information systems: managing in the digital firm. Pearson education.

Maier, J. L., Clark, W. J. & Remington, W. S. (1998). A longitudinal study of the management information systems (MIS) job market. *Journal of Computer Information Systems*, 39(1), 37-41.

Noll, C. L. & Wilkins, M. (2002). Critical skills of IS professionals: a model for curriculum development. *Journal of Information Technology Education*, 1(3), 143-154.

Quibble, Z.K. (2005). Administrative office management. Pearson.

Shafiq E. and Nassim M.A. (2004). Association between reward and employee motivation. A case study of banking sector of Pakistan business labour economic ejournal. https//dx.dpi.org/10.2139/ssrn.1857663.