

**ASSESSING THE IMPACT OF DATA STORAGE SKILLS AND EMPLOYEE PERFORMANCE****Chukuigwe, N., Ph.D****Department of Management, Faculty of Business Studies  
Ignatius Ajuru University of Education, Rumuolumeni, Port Harcourt, Nigeria***Email: [chukuigwen@yahoo.com](mailto:chukuigwen@yahoo.com)***ABSTRACT**

*This study examined the relationship between data storage systems skills and Employee Performance. The paper shows the impact between the dimensions of information system skills (data processing skills, data storage skill and data distribution skill) and the measures of employee performance (Input-Output, Excellent service delivery and innovativeness) while multivariate analysis results revealed technology as significant moderator of the relationship between both variables. This study concluded that significant relationship exists between information system skills and employee performance in the television stations in Port Harcourt. It further concluded that technology significantly moderated the relationship between information system skills and employee performance. 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.*

**INTRODUCTION**

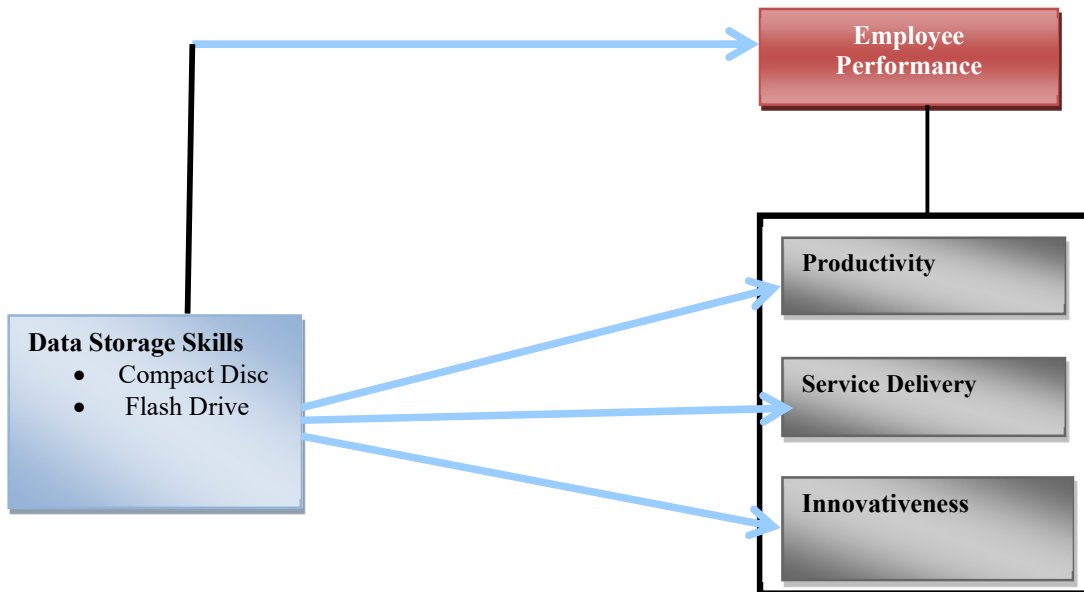
Today's secretaries are exposed to office technology including the internet that makes work much easier and knowledge more accessible. Information and Communication Technology (ICT) has changed the equipment and work groups. Of course, nobody today would like to work in an office where information processing and other secretarial activities are done manually or mechanically. So the mechanized office is gradually giving way to the automated office. Investment in networks of computer based workstations and other automated equipment is transforming-traditional manual office methods and paper communication media.

(Duniya, 2011) observed that due to the introduction of sophisticated technology (electronic) office equipment into today's office and the role employees need to play in ensuring accuracy and efficiency in their jobs, the employees need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. The performance of employees have been turned around by technology. It has provided the tools that shift the role of secretaries from that of information recorders to business strategists. The effective performance of the employee depends upon the office equipment, knowledge and skills of the employee. Electronic information and financial records and computerized processes such as document production and statistical calculations have made many offices much more efficient without compromising quality.

Data storage refers to the use of recording media to retain data using computers or other devices. The most prevalent forms of data storage are file storage, block storage and object storage depending on the purposes. File storage means that is stored in files and folders which is commonly found on hard drives and means that the files look exactly the same to the hard drive as they do to the user. Block storage means that data is stored in evenly sized blocks. Although more expensive and complex and less scalable, block storage is ideal for data that is frequently accessed and edited.

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### Operational Conceptual Framework



#### Data storage skill and employee performance

Data storage as an information system skill is a collective method and technology system that captures and retains digital information (Alter, 2008). Since data storage is a key factor in information system, consumers, organizations and businesses have come to rely on it to preserve their information ranging from personal ones, discrete and/or classified ones to business-critical ones. Modern storage systems require improved competencies and abilities to allow businesses and organizations apply machine learning-enabled artificial intelligence (AI) to capture data, analyze it and attain maximum output value from it (Alter, 2013). Data storage can include both hardware and software data captured, managed and prioritized. This includes information in applications, databases, data warehouses, archiving, backup appliances and cloud storage.

Data storage skills in organization involve the use of data retaining devices to save data and/or information for future purposes (Lee, Trauth & Farwell, 1999). Stored data and/or information can be accessed overtime from one generation to another if properly saved in storage devices like compact disc, flash drives, external hard drives, cloud storage and online databases etc. The data storage skill if properly harness by individuals in organization, would aid proper job done, reduce file errors and data contaminations which will help performance overtime. Based on this, it makes sense to say that data storage as an information system skill has a relationship with employee performance.

#### Reciprocal Determinism Theory

The reciprocal determinism theory is a form of social cognitive theory that addresses skills and behaviour as being subject to both effects from the environment as well as its own self-modifying activities based on cognition and learning (Bandura, 1986). The association between information system skills and employee performance is one premised on the organizations interaction and learning from the environment. Based on this view, organizations are considered as sub-systems within a more complex, dynamic and overarching system upon which their survival and performance depends. This interaction between information system skills and employee performance is well captured by the reciprocal determinism theory. (Bandura, 1986) explained that behavioural outcomes are as a result of context and content which is the environment and

organization's personal characteristics. Bandura's model of reciprocal determinism described the relationship between the environment, the development of personal characteristics, skills and changes in behaviour.

## **DISCUSSION**

### **Data storage skill has a strong influence on employee performance in television stations in Port Harcourt.**

The evidence of this study revealed that data storage as a dimension of information system skill contributes significantly towards employee performance in television stations in Port Harcourt. This reiterates the evidence that there exist a significant association between data storage skill and employee performance. The results of the study lend credence to the findings reached that data storage skill accounts for instances of employee input-output, excellent service delivery and innovativeness in television stations in Port Harcourt.

## **CONCLUSIONS**

This study concludes that evidence of data storage within the workplace has a substantial influence on employee performance and as such drives the manifestation of work quality, innovativeness, and excellent service delivery within television stations in Port Harcourt.

## **RECOMMENDATIONS**

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

- i. 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.
- ii. Data storage skill is very important in organizations as it is required to keep classified information intact. Organizations need to adopt workplace policies that would require every employee to be computer literate and emphasize on its importance within the workplace.
- iii. Workers at all levels should be trained on information technology for effective job performances and information delivery.

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