

**E-DOCUMENT STORAGE AND FRONT DESK OFFICERS' JOB PERFORMANCE OF HOTELS  
IN PORT HARCOURT**

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**ABSTRACT**

*This work examined the relationship between e-document storage skill and Front Desk Officers' Performance in Hotels in Port Harcourt. The explanatory cross-sectional survey research design was adopted in this study. Thus, the study was a census research which entails using the entire population. Therefore, the population of one hundred and twenty-two (122) front desk officers remains the study sample. After validation, 122 copies of structured questionnaire were administered while 103 copies were retrieved. Univariate analysis was done using Mean and Standard Deviation while Spearman Rank Order Correlation was employed in the bivariate analysis. The results showed that there is a significant positive relationship between e-document storage skill and Front Desk Officers' Performance in Hotels such as information tracking, good office relations, and effective information dissemination. information management skills influence front desk officers' job performance across hotels in Port Harcourt. Conclusively, the study mentioned that the ability of front desk officers to engage in proficient information management enhances their job performance across hotels and sister organizations, as these organizations enjoy effective information dissemination, good office relations, as well as optimized information tracking.*

**Keywords: E-document Storage Skills, Front Desk Officers, Performance, Hotels**

**INTRODUCTION**

There seems, by all accounts, to be a critical drop in execution of front work area officials the whole way across lodgings in Port Harcourt and Rivers State on the loose. This failures in the friendliness business in this locale of the nation has managed the business to such an extent that visitors have been lost after first managing and at front work area officials' tables, inns have run into administrative disarray, and different issues by reason of uncouthness exhibited by front work area officers. This is nothing but bad information for the lodgings in Port Harcourt as the exhibitions of front work area officials have decreased fundamentally in data following, great office relations, and viable data scattering. Examination exertion has likewise shown that a ton has not been accomplished on the presentation of front work area officials in lodgings in Port Harcourt and the whole Rivers State, notwithstanding the various endeavors to improve it. This is in consonance with the situation of Okolocha and Baba (2017) in their examination on the evaluation of abilities controlled by secretaries for compelling electronic records the board in polytechnics in North-Central, Nigeria, that secretaries in the North-Central polytechnics and other higher establishments in most piece of Nigeria are as yet falling behind as far as powerful PC use for record keeping, recovery, and spread, being that truth be told, not very many of them don't have exceptional PC work areas. In spite of the fact that the work was done in polytechnics, yet can in any case be exceptionally important here, since the work meanings of a secretary/front work area official are administrative in the two inns and scholastic organizations. Various them have would not acknowledge the way that they need electronic information/data abilities significantly more than the paper one. To them, paper-based records the executives is still summon, and have submitted a ton of their work to enhancing what is as of now out of date. Thus, lion's share of them have shown assorted degrees of awkwardness in their work positions. Observably, just couple of inns here in Port Harcourt and the whole Rivers State have not had the option to give exceptionally proficient PC frameworks and empowering conditions for their front work area officials to work

adequately. These endeavors have yielded baffling outcomes, perhaps because of the way that the principle mechanism(s) that might have improved front work area officials' presentation have not been managed and at this point unclear. In this manner, it is as yet puzzling and asks for exhaustive exertion to guarantee that inns in Port Harcourt and Rivers State on the loose provide adequate and effective computer systems, and also train their front desk officers for maximum performance. By and large, research on information management skills and front desk officers' performance is seriously begging for research effort. Much effort is therefore required to increase the research on information management skills and front desk officers' performance. This work therefore seeks to cement this knowledge gap as explained.

### **E-Document Storage and Front Desk Officers' Job Performance**

Ho1: There is no critical connection between e-report stockpiling and recovery expertise and data following in lodgings in Port Harcourt.

Ho2: There is no critical connection between e-archive stockpiling and recovery expertise and great office relations in lodgings in Port Harcourt.

Ho3: There is no critical connection between e-archive stockpiling and recovery expertise and powerful data spread in lodgings in Port Harcourt.

Strategic capacity of electronic archives and other computerized authoritative materials saves cost and time for associations and its workers, just as making their recovery basic (Stiroh, 2015). To store electronic records, an individual or association doesn't have to stress over actual space, as just actual gadgets like hard drive, streak drive, minimal circle, memory card, and so forth and the Cloud (Google drive, for example) are required. These methods of capacity are more affordable and especially planned than the utilization of an actual space in the paper type of data the board, as paying and keeping an actual space is more costly than buying a capacity gadget and saving in the Cloud. It saves time and too works on record recovery, even as less time is needed to save and recover archive from either the actual stockpiling gadget or the Google drive. A front work area official working in a digitized lodging in Port Harcourt is advantaged in addition to other things, in handily managing capacity of electronic substance and recovering them also. This infers that their work execution is hugely improved by having cost and time put something aside for them and the association, because of ably putting away and recovering records electronically. Besides, Robek et al. (2018) composed that associations accomplish consumer loyalty and expedient assistance conveyance as they decide to have their reports controlled and put away in the PC for prompt and future use. It simple and quick for an association that is business-disapproved to save and recover electronic records, subsequently prompting a large group of fulfilled clients who are prepared to proceed with support even in the long future. The most ideal approach to have clients sewn to an association is to give them great administrations that are satisfying to them. Utilizing this methods for capacity and recovery of information and data by an association really saves sufficient time for the association. This time saved, which can be deciphered as cash, is utilized to deal with other hierarchical capacities, leading to extra assistance conveyance. This is pertinent even in the lodging, as front work area officials can save heaps of time and furthermore fulfill visitors in their handy usage of electronic stockpiling and recovery of records inside their work space.

Dissimilarly, when an association chooses to store their paper-based information electronically, there are normally immense measures of information that should be checked and changed over to a computerized design (Rasheed, 2017). The equipment and programming required for this activity doesn't come modest, especially when an organization likes to do everything in-house. Starting costs to the side, a huge disservice with electronic frameworks is the moderately short time span of usability of both equipment and programming. Equipment could require replacement in just year and a half while programming changes each 2-3 years. Additionally, the expanded data sharing capacity of an electronic records the board framework conveys a considerable security

hazard. In this way, except if sufficient measures are set up to ensure against hacks, classified organization data saved may wind up in some unacceptable hands.

Directing Role of Digital Resources Availability in the Relationship between Information Management Skills and Front Desk Officers' Job Performance

## **Theoretical Review**

This work is based on Person-Environment Fit Theory and Diffusion of Innovation Theory.

### **Person-Environment Fit Theory**

This work is moored on the Person-Environment Fit Theory of Lewin and Edwards, advocated in 1962 (Osita, 2018). Individual Environment Fit Theory of brain research portrays the cooperation between the individual and climate ( $P \times E$ ) as the way to appreciating individuals' intellectual and social responses like execution and efficiency. The hypothesis sets that a jumble between an individual and his workplace will prompt strain and disquiet equipped for hampering his degree of execution. The second principle of this hypothesis is that specialist's abilities (ranges of abilities) will decide the degree of work pressing factor and what ecological press means for their yield. The scholar clarified that the degree of match between work requests and laborers' capacities (abilities) to fulfill those needs is alluded to as requests capacity fit (Cummings and Worley, 2008).

Data the executives offices and applications require undeniable degree of abilities to work and where front work area officials do not have the necessary ranges of abilities to work and utilize the data the board offices and programming applications, the exhibition level of the front work area officials will in general be low. Likewise, for front work area officials to adequately work and use data the executives offices and applications, assignments given to them ought to be appropriately planned as programming applications in the workplace comprehends and work with just clear guidance to play out an errand.

The advocates of individual climate fit hypothesis likewise contended that when there is a match or harmony between a worker's (a front work area official in this examination) character, abilities and the product applications utilized (messaging application, information handling programming and e-archive stockpiling and recovery programming), it prompts ideal occupation execution. This part of the hypothesis intensifies the way that the individual computerized expertise level of a normal front work area official can direct the degree of coordinated effort among him and the advanced offices and programming applications in his work present which can lead on his viability in the release of his different capacities and generally efficiency of the association. The appropriation of individual climate fit hypothesis as the major hypothetical system for this investigation is predicated on the way that the hypothesis depicts the communications and connection between a laborer and his work space (advanced assets and programming applications) and what it means for the degree of strain he/she encounters at work. It likewise perceives individual advanced ability can direct the joint effort between front work area official and the workplace applications (innovation) in his office climate. Subsequently the requirement for the front work area official to get the important abilities in order to have the option to perform adequately and productively to the upgrade of his work job, just as the development of the whole association.

### **Research Design**

The explanatory cross-sectional survey research design was adopted for this study. This research design was deemed suitable and most appropriate for this study because of two reasons: (i) the study was conducted across different hotels in Port Harcourt at the same time (which makes it a survey study) (ii) it involved the test of hypotheses which is exploratory in nature in the view of Opara (2018).

**Research Population**

The population of this study consisted of one hundred and twenty-two (122) front desk officers in 28 registered and fully functional hotels in Port Harcourt Metropolis. The above information was obtained from the Nigeria Hotels Association, Rivers State Chapter Office, c/o Presidential Hotel, Aba Road, Port Harcourt.

**Sample/Sampling Techniques**

No further sampling was done, since the population appears to be small. Thus, the study was a census research which entails using the entire population. Therefore, the population of one hundred and twenty-two (122) front desk officers remains the study sample.

**Instrumentation**

The study made use of both primary and secondary data. The internet, print journal articles and textbooks were used as secondary sources of data while structured questionnaire was used as the main instrument for the collection of primary data. The structured questionnaire was titled Information Management Skills and Front Desk Officers’ Performance Index (IMS-FDOPI).

**Method of Data Analysis**

The data presentation and analysis of this work were done using Statistical Package for Social Sciences (SPSS) Version 20.0. Descriptive statistical tools such as arithmetic mean, charts, and frequency tables were used to conduct univariate analysis (analysis of each of the sub-variables) while bivariate analyses (test of hypotheses) was done in Spearman’s Rank Order Correlation Coefficient.

**E-Document Storage and Retrieval Skill and Front Desk Officers’ Job Performance**

- Ho<sub>1</sub>: There is no significant relationship between e-document storage and retrieval skill and information tracking in hotels in Port Harcourt.
- Ho<sub>2</sub>: There is no significant relationship between e-document storage and retrieval skill and good office relations in hotels in Port Harcourt.
- Ho<sub>3</sub>: There is no significant relationship between e-document storage and retrieval skill and effective information dissemination in hotels in Port Harcourt.

**Table 1: Correlation between E-Document Storage and Retrieval Skill and Front Desk Officers’ Job Performance**

			E-document Storage and Retrieval Skill	Information and Tracking	Good Relations	OfficeEffective Information Dissemination
Spearman's rho	E-document Storage and Retrieval Skill	Correlation Coefficient	1.000	0.651**	0.542**	0.675**
		Sig. (2-tailed)	.000	.000	.000	.000
		N	103	103	103	103

	Correlation	<b>0.651**</b>	1.000	0.772**	0.773**
Information Tracking	Coefficient				
	Sig. (2-tailed)	.000	.	.000	.000
	N	103	103	103	103
	Correlation	<b>0.542**</b>	.0.772**	1.000	0.639**
Good Office Relations	Coefficient				
	Sig. (2-tailed)	.000	.000	.	.000
	N	103	103	103	103
Effective Information Dissemination	Correlation	<b>0.675**</b>	0.773**	0.639**	1.000
	Coefficient				
	Sig. (2-tailed)	.000	.000	.000	.
	N	103	103	103	103

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

**Source: SPSS Output**

Column two of table 1 above shows r value of 0.651 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating e-document storage and retrieval skill and information tracking. Since the significance value is less than the alpha level of 0.05, the null hypothesis ( $H_{01}$ ) which states that there is no significant relationship between e-document storage and retrieval skill and information tracking in hotels in Port Harcourt is rejected and the alternate hypothesis ( $H_{a1}$ ) is accepted. This implies that e-document storage and retrieval skill of front desk officers has high influence on their information tracking ability in hotels in Port Harcourt. Column three of table 1 above shows r value of 0.542 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating e-document storage and retrieval skill and good office relations. Since the significance value is less than the alpha level of 0.05, the null hypothesis ( $H_{02}$ ) which states that there is no significant relationship between e-document storage and retrieval skill and good office relations in hotels in Port Harcourt is rejected and the alternate hypothesis ( $H_{a2}$ ) is accepted. This implies that e-document storage and retrieval skill of front desk officers has moderate influence on their good office relations in hotels in Port Harcourt. Column four of table 4.20 above shows r value of 0.675 at a significance level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating e-document storage and retrieval skill and effective information dissemination. Since the significance value is less than the alpha level of 0.05, the null hypothesis ( $H_{03}$ ) which states that there is no significant relationship between e-document storage and retrieval skill and effective information dissemination in hotels in Port Harcourt is rejected and the alternate hypothesis ( $H_{a3}$ ) is accepted. This implies that e-document storage and retrieval skill of front desk officers has high influence on their effective information dissemination in hotels in Port Harcourt. Put together, these results show that e-document storage and retrieval skill of front desk officers has high influence on their job performance.

**CONCLUSIONS**

Based on the results of the analysis, the study concluded that the ability of front desk officers to engage in proficient information management enhances their job performance across hotels and

sister organizations, as these organizations enjoy effective information dissemination, good office relations, as well as optimized information tracking.

### **RECOMMENDATIONS**

Based on the findings, the following recommendations were made:

1. Front desk officers should endeavour to acquire the basic skills needed in the interpersonal relationship. This will help them better their relationship with everyone in their line of duty.
2. Management should acquire modern office equipment as well training for front desk officers' to increase their capacity in fast processing and circulation of information contents.
3. Front desk officers should take personal development efforts in acquiring and updating their information management skills to enable them achieve constant improvement in their job performance, especially in the area of effective information dissemination.
4. Management should provide functional software application package to enable front desk officers perform arithmetic jobs with ease.
5. Front desk officers should endeavour to properly edit and format information to ensure they promptly circulate accurate information.

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