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COMPUTER GADGETS AND JOB PERFORMANCE OF OFFICE MANAGERS IN PUBLIC UNIVERSITIES IN RIVERS STATE

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ABSTRACT

This study investigated the relationship between technological computer gadget and job performance of office managers in public universities in Rivers State. Correlation survey design was adopted for the study. The population of this study comprised of one hundred and eighty-nine (189) office managers across the three public universities in Rivers State. The sample size for this study consists of one hundred and twenty (120) office managers drawn from the three public universities in Rivers State which was calculated using Taro Yamane formula. The study also employed the use of both primary and secondary sources of data in other to collect the data needed for the study. The study used Pearson Product Moment Correlation in analyzing the study research questions and hypotheses. The study reveals among the followings; that there was significant relationship between the use of computer gadgets and effective performance of office managers in public universities in Rivers State. Based on the findings of this study, the following recommendations were made; among others University management should be encouraged to key into the use of computer gadgets in their operations in order to better the job performance of their office managers.

Keywords: Computer Gadget, Service delivery, Performance

INTRODUCTION

There is the notion that with the drastic technological strategy in our business environment, the activities of institutions are prone to change in tools. Technological advancement strategy could have an adverse or positive effect on the institutions. Institutions and working environment today depends solely on technological advancement strategy and the impact of its usage on institutions as well as organization's decision making process are important research area for organizational and information scholars, since, institutions such as universities will drive any technological advancement strategy. Despite the enormous benefits accrued to technological advancement strategy as they are used to carry out daily activities within institutions working space, it is observed that most universities/institutions are faced with challenges of different stratifications in the cost of attending to their daily functions. In most cases, universities are faced with the challenges of storage of information, task organization, and accessibility of required information among others which has the capacity of hampering the functionality of the university if not properly handled. The introduction of network virtualization which was expected to increase efficiency and effectiveness in service delivery, reduces queues and documents dissemination in business institutions. It is becoming more common for universities to adopt technological advancement strategy such as the use of computer gadgets in their offices, internet access and a network virtualization in their offices in other to balance work life and increase job performance in relation to technological growth. In recent time, technological advancement strategy has advanced to gained importance with the quarantine period during pandemic Covid-19 as many organizations such as universities applied physical distancing strategy to avoid the pandemic. As one of the most important business factors for every university is the productivity of their employees, it is important to find out whether technological advancement strategy has an influence on job performance of office managers, whether the influence is positive or negative and whether there has been a change in the factors. Therefore, technological advancement strategy has become the only alternative for some universities

Research Hypotheses

The following null hypotheses were stated and tested at 0.05 level of significance to give direction to the study:

1) There is no significant relationship between the use of computer gadgets and effective information delivery of office managers in public universities in Rivers State
2) There is no significant relationship between the use of computer gadgets and productivity of office managers in public universities in Rivers State
3) There is no significant relationship between the use of computer gadgets and information storage of office managers in public universities in Rivers State

Computer Gadgets

Over the years, rapid changes have been taking place in all facets of human life, including technology, as a result of technological advancement (Davenport, 2013). Margaret & Pac (2009) posited that for an institution/organization to run smoothly, facts and accurate information are necessary for quick decision-making, and modern office technologies can assist office managers be focused and in contact with their co-workers. It can, therefore, be said that having advanced technologies can increase an office manager's job performance, because such technologies make work flexible. According to Ndlovu (2009), organizations need to be managed effectively so that they have highly productive employees executing goals aligned with the organization's strategic objectives. Technologies play a part in helping organizations meet these strategic objectives. Modern technologies need to be managed effectively, because during their use, an organization's most important information can easily be lost. In an organization, an effective way to improve productivity is to raise the level of technology. Management support plays a vital role; office managers are the key in ensuring that technology is used to benefit the organization. Kao et al. (2006) mentioned that technology is more beneficial when supported by good management systems, and that technology has a limited contribution to productivity. Office managers play a critical role in planning, controlling, coordinating and leading their employees in organization, to ensure that the right technologies are brought into the organization.

Job Performance

Job performance as one of the most vital dependent variables has studied by scholars of different stratifications for a very long time. According to Borman & Motowidlo (2003) stated that there are two types of employee behaviour that are necessary for organizational effectiveness: task performance and contextual performance. Task performance means behaviours that are directly results in producing goods or service, also activities that provide indirect support for the organizations core technical processes (Werner, 2000). When researchers study dimensions of job performance, they often measure job performance using subjective supervisor ratings. Given that individual job performance is a multifaceted and complex construct that may not be captured with subjective assessments, we included objective indicators of performance for the following reasons: First, compensation research highlights the effectiveness of an organizations objective performance measures in guiding employee behaviour as the role expectations are clearly defined (Spreitzer, 2005). Second, objective job performance measures limit both intentional and unintentional biases that occur in performance evaluation processes. In this study, modified Mustapha & Naoum (2008) & Igbaria (2001) Performance Evaluation Questionnaire (PEQ), which contains 24 attitude statements was used by supervisors to measure the performance of professionals who work directly under them. Job performance is a multifaceted term. It is not able to measure job performance by a single criterion. A set of criteria has to be employed. The study employed a more practical approach that was to select key job performance criteria from prior empirical studies. After a review of the relevant literature, two studies that had tested different sets of job performance criteria were identified.

There is a general understanding among scholars that performance is an important variable in work organization (Suliman, 2001) and has become a significant indicators in measuring organizational performance in many studies (Wall et al., 2004). Employee performance can also be measured through the combination of expected behavior and task-related aspects (Motowidlo, 2003), even though performance is often determined by financial figures. In reality, performance that is based on an absolute value or relative judgment may reflect overall organizational performance (Gomez- Mejia, Balkin & Cardy, 2007; Wall et al., 2004). However, Wiedower (2001) asserted that performance measure that is based on the performance appraisal items offers higher reliability in evaluating performance. High performance employees pursue higher level of individual and organizational performance which involve quality, productive, innovation rate and cycle time of performance (Bharadwaj, 2005) and therefore they will be able to assist organisation to achieve its strategic aims and sustaining the organisation competitive advantage (Dessler, 2011). Thus, in order to attract and sustain higher employee satisfaction and performance, employer need to treat their workers as the most important internal resources and gratify them (Jin, 2007) because committed and satisfied employees are normally high performers that contribute towards organizational productivity (Samad, 2007).

METHODOLOGY

The correlation survey design was adopted for the study. The population of this study consists of all the public universities in Rivers State. As at the time of conducting this study, the total number of public universities in Rivers State was three (3) with each having different number of faculties and departments make the number of staff to vary between the institutions. Hence, the population of the study was one hundred and eighty-nine (189) office managers across the three public universities in Rivers State. The sample size for this study consists of one hundred and twenty (120) office managers drawn from the three public universities in Rivers State. The Taro Yamane formula was ideal to be used when the population size is known (Wali, 2011). However, the simple random technique will be adopted for this study because it gives every office manager the equal chance of being selected for the sample. The queationnaire was use for data collection. The researcher used Pearson Product Moment Correlation to analyse and answer the research questions that were stated regarding the relationship between Technological advancement strategies and job performance and to test the hypotheses that were formulated at 0.05 level of significance.

Research Hypotheses

Research Hypothesis One: There is no significant relationship between the use of computer gadgets and effective information delivery of office managers in public universities in Rivers State

Table 1: Summary of regression analysis on the relationship between the use of computer gadgets and effective information delivery of office managers in public universities in Rivers State

PART A Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.314[a]	.099	.096	1.64407

a. Predictors: (Constant), Computer Gadgets

PART B Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.862	.626		23.746	.000

Computer Gadgets	.203	.036	.314	5.709	.000

a. Dependent Variable: Effective Information Delivery

PART C ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	88.099	1	88.099	32.593	.000[b]
	Residual	805.487	118	2.703		
	Total	893.587	119			

a. Dependent Variable: Effective Information Delivery
b. Predictors: (Constant), Computer Gadgets

The table above showed the summary of regression analysis on the relationship between use of computer gadgets and effective information delivery of office managers in public universities in Rivers State. **Part A** showed that computer gadgets account for **9.9**% (0.099x100) based on the R-square value computer gadgets of office managers in public universities in Rivers State. **Part B** shows a very positive but weak relationship between the two variables (B= 0.314). The regression equation y=**14.862+0.203** indicating that an increase in the use of computer gadgets will lead to increase in effective information delivery of office managers in public universities. **From Part C**, the F-statistic 32.593) shows that there was significant contribution of the independent variable (computer gadget) to product variable (**F1, 118=32.593, p<.05**). This implies that the computer gadgets do contribute significantly to effective information delivery of office managers in public universities in Rivers State. Therefore, the null hypothesis was rejected at 0.05 alpha level.

Research Hypothesis Two: There is no significant relationship between the use of computer gadgets and productivity of office managers in public universities in Rivers State

Table 2: Summary of regression analysis on the relationship between the use of computer gadgets and productivity of office managers in public universities in Rivers State

PART A Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.255[a]	.065	.062	1.67435

a. Predictors: (Constant), Computer Gadget

PART B Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15.499	.643		24.115	.000
	Computer Gadget	.166	.036	.255	4.555	.000

a. Dependent Variable: Productivity

PART C ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	58.156	1	58.156	20.744	.000[b]
	Residual	835.431	118	2.803		
	Total	893.587	119			

a. Dependent Variable: Productivity
b. Predictors: (Constant), Computer Gadget

The table above showed the summary of regression analysis on the relationship between use of computer gadgets and productivity of office managers in public universities in Rivers State. **Part A** showed that computer gadgets account for **6.5**% (0.065x100) based on the R-square value computer gadgets of office managers in public universities in Rivers State. **Part B** shows a very positive but weak relationship between the two variables (B= 0.255). The regression equation y=**58.156+835.431** indicating that an increase in the use of computer gadgets will lead to increase in productivity of office managers in public universities. **From Part C**, the F-statistic 20.744) shows that there was significant relationship between the independent variable (computer gadget) to product variable (**F1, 118=20.744, p<.05**). This implies that the computer gadgets significantly relates to productivity of office managers in public universities in Rivers State. Therefore, the null hypothesis was rejected at 0.05 alpha level.

Research Hypothesis Three: There is no significant relationship between the use of computer gadgets and information storage of office managers in public universities in Rivers State.

Table 3: Summary of regression analysis on the relationship between the use of computer gadgets and productivity of office managers in public universities in Rivers State

PART A Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.314[a]	.099	.096	1.64407

a. Predictors: (Constant), Computer Gadgets

PART B Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.862	.626		23.746	.000
	Computer Gadgets	.203	.036	.314	5.709	.000

a. Dependent Variable: Information Storage

PART C ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	88.099	1	88.099	32.593	.000[b]
	Residual	805.487	118	2.703		
	Total	893.587	119			

a. Dependent Variable: Information Storage
b. Predictors: (Constant), Computer Gadgets

The table above showed the summary of regression analysis on the relationship between use of computer gadgets and information storage of office managers in public universities in Rivers State. **Part A** showed that computer gadgets account for **9.6**% (0.096x100) based on the R-square value computer gadgets of office managers of public universities in Rivers State. **Part B** shows a very positive but weak relationship between the two variables (B= 0.314). The regression equation y=**14.862+0.203** indicating that an increase in the use of computer gadgets will lead to increase in information storage of office managers in public universities. **From Part C**, the F-statistic 32.593) shows that there was significant relationship between the independent variable (computer gadget) to product variable (**F1, 118=32.593, p<.05**). This implies that the computer gadgets significantly relates to information storage of office managers in public universities in Rivers State. Therefore, the null hypothesis was rejected and the alternate accepted at 0.05 alpha level.

Discussion of Findings

Relationship between the use of computer gadgets and effective information delivery of office managers in public universities in Rivers State

Research question one and its corresponding hypothesis revealed a significant relationship between the use of computer gadgets and effective information delivery of office managers in public universities in Rivers State**.** The finding of the study was in line with the result of (Titko, Lace & Kozlovskis, 2013). The study reveals that improving service delivery, quality office management can enhance customer satisfaction and loyalty, and as a consequence, achieve sustainable revenue stream. The result of (Sudhahar, 2010) was also in support with the findings of the study, the study reveals that effective information delivery helps to attract and motivate office managers services through word of mouth, recommendation, leads to higher job performance, lower operations, cost improves productivity and enhances the organization's image.

CONCLUSIONS

Based on the analysis and findings of the study, it was concluded that there is a significant relationship between the computer gadgets and job performance of office managers in public universities in Rivers State. This show computer gadgets influences job performance of office managers in public universities in Rivers State.

RECOMMENDATIONS

Based on the findings of the study, the study recommended among the following that:

1) Management of universities should be encouraged to key into the use of computer gadgets in their operations in order to better the job performance of their office managers.
2) Universities leaders should key into the use of computer gadgets in their operations in order to better the job performance of their office managers in times of timely completion of tasks.
3) Public universities should adopt the use of computer gadgets in their operations in order to better the job performance of their office managers in terms of information storage.
4) Internet services should be adequately available to enable office managers deliver information effectively.

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