

## **Influence of Intranet and Telecommunication Facilities among Administrative Staff of Vocational Education in Tertiary Institutions in Cross River State, Nigeria**

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### **Abstract**

*The purpose of this study was to examine Influence of intranet and telecommunication facilities among administrative staff of vocational education in tertiary institutions in Cross River State, Nigeria. To achieve this purpose two research questions were raised and two hypotheses were stated to guide the study. The study adopted a survey research design. Stratified and accidental sampling techniques were used to select a total of 359 among administrative staff of vocational education in tertiary institutions in Cross River State. The instrument used for the data collection was questionnaire titled “Influence of Intranet and Telecommunication Facilities among Administrative Staff Scale” (IITFASS). The Questionnaire was validated by two vocational educators and one expert in Measurement and Evaluation and the reliability was established using Cronbach alpha reliability estimate. The statistical test used for the data analysis was simple and learner regression statistical technique. The result of the analysis showed that there was significant influence of provision of intranet facilities and provision of telecommunication facilities in tertiary institutions in cross river state to ensure organisational effectiveness among administrative staff of vocational education. Based on the findings of the study, it was recommended that: Management should ensure adequate provision of intranet services such as Local Area Network (LAN) to aid quick dissemination of information for decision making and Telecommunication facilities such as telephones and facsimile should be provided by the government to all administrative heads to aid quick and effective communication among staff.*

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**Key words:** *Intranet, Telecommunication, Facilities and Administrative.*

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### **Introduction**

Intranet is a term used to describe the use of internet technologies internally within an organization rather than externally to connect to the global internet. Within the intranet computing environment, individual utilization can be a combination of purely volitional and mandatory. Mandatory utilization occurs when organizations enforce the usage of certain functionalities of the intranet such as functional business information systems. Intranet, in its full functionalities can be utilized as publishing application, discussion applications and interactive applications. Within the scope of publishing application, users have the freedom to publish any memos or notices. Within the domain of discussion applications, users have the liberty to interact with their colleagues and partners via the virtual forum, e-mail and chat room. Within the breadth of interactive application users have the opportunity to transact with any

on-line services or to record their knowledge onto the intranet systems. With these functionalities being equipped in most Malaysian corporate workplace environment, questions regarding users' utilization behaviour still remain unanswered. Not much is really known as to what extent do Malaysians exploits intranet technology for the purpose of enhancing their performance and productivity (Okorie, 2016).

Intranet is a computer network, using shared world internet web language to transmit data. This network provides internet services as e-mail, FTP, news group, and teleconference off-line. The advent of intranet for instance, brought a limitless level of collaboration and information exchange within organizations, creating enhanced capacity for effective internal communications (Barret, 2002). Provision of information gives opportunity for knowledge creation, and awareness facilitates communication and collaboration, allowing employees to find each other and engage in dialogue, while communication enables employees to collectively share information and knowledge by supporting various forms of channels for discussion. The speed, interactivity and feedback nature of the intranet have made it a viable and effective management tool for communication and information exchange. With the intranet interactivity, staff or officials of an organization in different parts of the world can chart a common course together or collectively, thereby eliminating the barriers which geographical locations is capable of causing during communication interface between people (Holtz, 2008). Unlike the mainstream media which still depends more on programme schedule and gatekeepers to get access to information, the intranet (an internal communication system) allows for individuals or staff input\opinion, thereby enhancing the management knowledge, decision\policy making and implementations (Lehmuskallio, 2006). Staff of organizations can freely express themselves in variety of ways and contribute in exchanging information, shaping opinions, organizational policies and national development. It is believed that this can be achieved where there is an effective functional internal communication system.

Massive transformation in communication, administrative correspondence, and economic institution anticipate traditional slow office process, so it would be important to provide special devices to do administrative works as fast, careful, and economical as possible. As a result using office automation system as a new method of doing administrative works improves the performance of organizations (Dibrell & Miller, 2002). Communication network is made to back both communication and transmission of information and message. Most of these networks are as intertwined networks making communication and information transmission possible (Sarafizade, 2004). Using electronic automation devices to increase the efficiency of the office works can be useful for the organization management. As a matter of fact office automation is one significant device to find new strategies to save time, reply to clients, increase the accuracy in administrative works, and decrease the organization charges. Office automation using of machines, information technology and computers are used to ease administrative works, helping to improve the performance of organizations .

Prior to the arrival of the intranet, organization information searching has always been very cumbersome task to many employees especially those working in large organizations. The difficulty of locating required information has caused great problems not only to individual but also groups, departments and even organizations. Timely information has always been critical in situation where decision has to be made instantly. With the implementation of the intranet, information searching and retrieval is no longer seen as problematic. Just by a click of a button, the required information is readily available. This is because a huge amount of organizational information such as organization profile, reports, minutes of meetings, job manuals, ISO documents is usually loaded unto the intranet and the search functionality within the intranet

allows users to easily search and locate required information. Studies such as Sarafizade (2004) have demonstrated that information searching has been one of the primary purpose for users utilizing the intranet. In our present generation, it is expected that where relevant communication facilities like the Intranet are not available or ineffective, where they exist in organizations, a gap in information dissemination, and distortion of facts, suspicion and rumour are likely to emerge. Such gaps give rise to strained relationship based on perceived distrust amongst employees and the management.

Ramlah (2009) carried out a study on the utilization and effectiveness of intranet in selected Malaysian Organizations. The study seeks to investigate the influence of effective intranet utilizations on individual effectiveness. Based on the analysis of 357 responses collected from four organizations operating in Malaysia, it was confirmed that utilizations modes consisting of transacting, interacting and searching were predictors of effective intranet utilizations which comprised of decision support and knowledge sharing. Results also showed that effective intranet utilizations were precursor to individual effectiveness measured in terms task productivity, task innovation and individual sense of accomplishment. Findings of this study have contributed into the body of knowledge from three perspectives namely theoretical, methodological and practical.

Task productivity refers to the extent that an intranet improves the user's output per unit of time. Past researches have shown the contribution of intranet (Ohakwe, 2004). Apparently, intranet utilization promotes users to be actively engaged in multitasking and hence saves a lot of time. While working on their job using the computers that are connected to the intranet, users can concurrently interact via e-mails, transact with certain information systems, search specific information or publish certain information over the intranet. As such, by physically being in one location, users can virtually work with many people across departments. Hence, as more work can be done, productivity would certainly increase. Intranets function as internal Web sites providing Internet technology and content for the exclusive use of the organization's employees. Their purpose is to disseminate information, increase productivity, and facilitate knowledge sharing, collaboration, and teamwork among an organization's staff. If used correctly, intranets can build a common culture and enhance information flow within an organization (Howard, 2000; Lehmuskallio, 2006). An intranet serves as a company-wide mass medium that circulates content to the entire organization simultaneously across the world, maintained within company firewalls (Lehmuskallio, 2006). Intranet technology is a relatively young phenomenon. Technology firms were the first to create internal networks for business purposes. An intranet can streamline communication within an organization. A 2006 survey of 101 companies from around the world by found that 52% of intranet managers polled perceived the intranet to be the primary means of delivering information within the organization, which signals a change from a reliance on printed communication or e-mail. Twenty percent of intranet managers found intranets to be a collaboration platform and knowledge-sharing tool, and 19% thought they enhanced productivity (Lehmuskallio, 2006).

The intranet not only fosters communication, it radically changes the way people communicate. Management can still disseminate pertinent communication to employees in a timely manner with official content written and published by communication staff. But the exciting thing about the intranet is that it also allows staff members to find information they want and need to do their jobs, providing for a bottom-up communication form that features unpolished content written for internal use and generated by employees in the field. Examples include internal employee blogs, feedback forms, user-specific dashboards, and shared video

(Frankola, 2009; Fugere, 2009; Howard, 2000; McConnell, 2007). Intranets also allow for horizontal information flow, including collaborative tools such as wikis and message boards, for employees across the organization to exchange information and best practices with one another (Holtz, 2008; McConnell, 2007). When information is shared among co-workers via the intranet, organizations may experience increased productivity, better customer service, and less troubleshooting.

The intranet has opened up communication and empowers employees to take part in an ongoing conversation with management and with each other (De-Bussy, Ewing, & Pitt, 2003). It provides a forum for dialogic, two-way communication between staff and management, allowing the two parties to foster a communication spirit with a commitment to open, two-way communication, a willingness to listen, and a willingness to share best practices. This opportunity for two-way dialogue makes the information on the intranet more relevant to employees' daily activities and provides them with a feeling of ownership in the organization. If employees perceive the intranet as a management tool with only top-down communication, it may reinforce an "us" versus "them" mentality (McConnell, 2007; Weiss, 2007).

Telecommunication as the technology of sending signals, images and messages over long distances by radio, telephone, television satellite opined that the merger of both telephone and the satellite. Buchanna (1994), opined that the merger of both telephone and computer technologies and the introduction of mobile phones, computer teleconferencing and information technology have made telecommunication an indispensable component of office information systems. Ohakwe (2004), pointed out that, telecommunication is about meeting or discussing with people from a distance. He listed some telecommunication equipment to include telephone and wireless phones, electronic mail, teleconferencing and video conferencing, word processors and telex, television, public address systems, internet and intranet services, satellite radio and satellite phones, electronic organizer, global positioning system and voice recognition by computer.

Dibrell and Miller (2002) postulated that business information is the backbone of any organisation. It is the most critical resource of the business organisation and an indispensable link that ties together all the components of business organisation for better co-ordination and for survival in today's competitive environment. They asserted that in this era of information explosion, where people are bombarded with data, getting the right information in the right amount and at the right time is not an easy task. It is only those organisations that have succeeded in managing information that will survive. Barron (1995) described telecommunication as all the methods of sending and or receiving messages by telephone or telegraph. Innovations in telecommunications have resulted in new technologies such as CD ROM, data broadcasting, small satellite antenna and remote data base access etc.

According to Ebelhar (2009), business organisations and secretaries need telecommunication skills to enable them to up-to-date and be relevant in today's growing economy. Although telephone technique remains basically the same, new features are being introduced into the office at an alarming speed. This is because the electronic office relies on computer technology and telephone networks. Any secretary who is lacking telecommunication skills will find it very difficult to communicate effectively in an automated office. Working effectiveness is a critical factor in the modern enterprises and society. By the definition, in general, it is the ratio of job involvement by output. That is the ratio of our grade and the time, energy, cost and so on. It is the import index to evaluate the productive capacity. Improve working effectiveness can add to the benefit of the individual

Collectively, it can give the individual better surrounding and quantity of work, also more benefit and opportunity. For the individual, it can give us higher step and higher quality of service. Every enterprise and individual try their best to improve working efficiency by many modern methods, especially in the university, the complex student management and daily work management with the information system had got a qualitative leap.

According to Jung(2015), digital campus is the comprehensive use of computer technology, network technology, communication technology in the teaching, scientific research, management and services of all relevant information resources to conduct the study and teaching; it uses the scientific and standardized management of these information resources for integration in order to form the unified user management, resource management and authority control; it is the construction of colleges and universities into the a virtual campus. It has also been proposed, digital campus network based, using advanced methods and tools of information technology, to realize from the environments (including equipment's, such as classroom), resources (such as books, handouts, courseware), to the activities (including education, science, management, service, such as office and teacher) all by digital for the traditional the campus that was constructed based on a digital space, to expand the realistic campus in the dimension of time and space, so as to enhance the efficiency of the traditional campus, extend the traditional campus function, realize the education process comprehensive information.

In a study on the influence information of communication technology on performance of secretaries in government ministries in Nasarawa State, North-Central Nigeria by Nwaokwa and Okoli (2014), it was noted that ICT has enhanced the proficiency of secretaries on their jobs by enabling them to process accurate and relevant information within the shortest possible time. The advent of ICT has dramatically changed the roles and effectiveness of secretaries in government offices; hence there is need for availability of ICT resources/equipment in government offices as well as acquisition of requisite skills and competencies by the secretaries. Four research questions guided the study. Structured questionnaire was the only instrument used for data collection and 84 copies of this questionnaire were administered in the (14) government ministries in Nasarawa state. With the population of 84 secretaries, no sampling was drawn due to the small number. Mean and standard deviation were used to analyse the data. Data were analysed using independent t-test and Pearson Product Moment Correlation and the study revealed that ICT has influenced the performance of secretaries in much different ways-speedy delivery of information, accuracy and effectiveness at work. The researcher recommended among others that government ministries should procure the latest model of ICT facilities to enhance secretarial functions and create opportunity for training and re-training of the secretaries to be abreast with the new changes and advancement.

Dosunmu (2017) stated that secretarial functions everywhere in the world have undergone a lot of technical changes. As a result, modern office equipment which gives the secretary the opportunity to increase her efficiency abound. Many office functions and secretarial duties which were previously done manually have been mechanized. Thus, the diversities of these office technologies require the secretary to possess new skills. 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 given way to the automated office. Investment in networks of computer-based workstations and other automated equipment is transforming traditional manual office methods and paper communications media. This transformation has resulted in the development of automated systems that rely on electronic

collaboration and communication networks, text processing, image processing and other information and communication technologies.

Similarly, Thiraput (2013) carried out a study on the use of smart phones in the workplace: Changing organizational behaviour and transforming the future. Many researchers claim that Smart phones can have negative consequences in the workplace such as lowering productivity, separating people from their realities, bringing stress from personal issues to work, and creating bad manners. Companies, however, have a difficult time mandating a policy in regards to prohibiting the use of Smart phones. Therefore, CEOs and corporate leaders should encourage their employees to use their Smart phones as tools for increasing their company's efficiency. This research aims to examine the results of the use of Smart phones in the workplace as integrated internal connection tools. Using Smart phones in the workplace can be valuable in three ways: promoting autonomy, strengthening relationships with peers as well as superiors, and improving knowledge-sharing. Moreover, these three main factors can increase employee job satisfaction, which leads to better efficiency in the workplace. Organizations will be better able to successfully adapt with changes that are occurring every day by integrating the use of Smart phones in the workplace. Smart phones helps improve relationships with peers as well as superiors. As previously mentioned, Smartphone users tend to disconnect with people in their real lives (Bozeman, 2011).

Similarly in a workplace, Smartphone usage distracts employees from information at meetings, and also annoys others (Ebelhar, 2009). However, the Smartphone is a high potential device that gets people together through the internet platform. CEOs or Managers should take this chance to turn their employees' Smart phones into engagement tools. They could make an internal application or system that can connect people in companies together, instead of connecting with their friends outside workplaces. For instance, one of the Fortune 500 companies tried improving on improving employees' relationships by using internal social-communication systems such as an internal blog, Microsoft SharePoint, etc within the company. The result was impressive, employee feedback from the beta testing was extremely positive, as employees developed deeper relationships with their fellow employees, increasing their satisfaction with the company culture and work environments. Beta-project leaders reported no incidents of employee misuse, and even at present employees self-police their network use (Zahra, 2016). This example only uses their internal computer system to run the experimental project, but the Smartphone is a higher capable than computers because people always carry it all the time. If companies use this model to connect their employees together, not only employees' relationships with their peers will be stronger, but also their relationships with their superiors will be better. Smartphone expands knowledge sharing. Every single company needs to work on a flow of information and knowledge in order to develop their employees to make them more productive.

With the integration between smart phone and social network applications, people can share their information and knowledge easily, internal social networks have also experienced a rise in popularity, offering employees and managers a knowledge-share opportunity and a virtual collaboration platform that keeps e-mail inboxes from being overwhelmed. One of the most effective and popular tools for knowledge sharing is known as "Cloud Computing" (Faharani, 2009), which is a sharing site hosted by other companies such as a social-sharing site like Facebook, a video-sharing site like Youtube, a document-sharing like GoogleDocs. For instance, General Electric (GE) has been using internal social network as a knowledge sharing tool. The system has more than 100,000 internal experts who answer questions from their internal communities all over the world. This internal system connects GE's employees

together; their employees can share information, documents, and questions and answers, which support their works (Bozeman, 2011). Furthermore, Ford Motor Co. focuses on information and knowledge sharing among their employees. Instead of investing a lot of money on help-desk support like other companies, Ford Motor Co. chooses to build a forum for their employees, so that they can share information and help each other on their issues, especially with technology issues (Thiraput, 2013).

Emmanuel and Chijoke (2016) observed that due to the introduction of sophisticated technological (electronic) office equipment into today's office and the role secretaries need to play in ensuring accuracy and efficiency in their jobs, the secretaries need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. There is continuous advancement in technology which has affected the secretarial profession in terms of the quality, speed and accuracy of works performed. This has led to the introduction of various electronic facilities to ensure adequate secretarial practice in organization. The duties of secretaries have been revolutionized especially in the areas of communication, telecommunication, micrograph and reprography. The technology has replaced mechanical technology; new technologies are replacing the old ones. Typing, keyboarding and voice processing are now used in place of dictation and carbonizations. In the area of reprography stencil duplication has been replaced by computer print outs and Xeroxing systems. In the area of micrograph and telecommunications, horizontal suspension and other systems are now replaced by compact disc run and d-base computer systems. Telephones have gone digital while teleconferencing, internet and networking are currently used. The modern office unlike the traditional office makes use of e-mail, fax and other telecommunication equipment. In a study carried out by Ntukidem (2000), he found out that advancement in technology has continued unabated and has enriched and widened the scope and practice of the secretarial profession in terms of work quality, speed, accuracy and variety. He also concluded that today, the secretarial profession is faced with array of telecommunication tools and facilities based on modern technology.

### **Purpose of the study**

The purpose of the study was to examine Influence of Intranet and Telecommunication facilities among administrative staff of Vocational Education in Tertiary Institutions in Cross River State, Nigeria. Specifically, the study was intended to find out whether utilization of:

- 1 Intranet services influences organizational effectiveness among administrative staff of vocational education in tertiary institutions in Cross River State.
- 2 Telecommunication facilities influence organizational effectiveness among administrative staff of vocational education in tertiary institutions in Cross River State.

### **Research questions**

The following research questions were raised for the study:

- 1 How does intranet services utilization influence organizational effectiveness among administrative staff of vocational education?
- 2 To what extent does telecommunication utilization influence organizational effectiveness among administrative staff of Vocational education?

### **Statement of hypotheses**

The following hypotheses were stated in the null form to further guide the study:

- 1 Utilization of intranet services does not significantly influence organizational effectiveness among administrative staff of vocational education.

- 2 There is no significant influence of utilization of telecommunication facilities on organizational effectiveness among administrative staff of vocational education

### Research design

The design adopted for this study was survey research design. Survey research design is a design where the researcher collects responses from the respondents over a particular issue of investigation using interviews, questionnaire, observation etc. The researcher used a sample of study to make generalization to the population. More so as in other non-experimental studies, the researcher could not manipulate the variables because their effects have already occurred. In this design, the effect of the variables has already occurred and the variables could not be changed or manipulated to produce a result. Cross River State was the research area of this study. The capital of Cross River State is Calabar and the area covers 23,074km while the population is 3.738 million (NPC 2016, report). Cross River State is a coastal state in southeastern Nigeria, bordering Cameroon to the east. It is located in Nigeria's Delta Region. It is bounded on the North by Benue State, on the South by Akwa Ibom State, on the East by Cameroun Republic and on the West by Abia and Ebonyi States. Efik, Ejagham, Loka, Bete among others are major languages of this state. The population of this study consists of 718 administrative staff of vocational education in all tertiary institutions in Cross River State. Thus, proportional sampling technique was used to select 50% of administrative staff from each institution use. Lastly, accidental sampling technique was used in administering the copies of the questionnaire to administrative staff in the study area the researcher came in contact with at the time of distribution until the desire number was achieved. The sample that was used for the study was made up of 359 administrative staff of all the tertiary institutions in Cross River State. The instrument used for the data collection was questionnaire titled "Influence of Intranet and Telecommunication Facilities among Administrative Staff Scale" (IITFASS). The face and content validity of the instrument was carried out by one business educator and two Test and Measurement experts. These experts were expected to ascertain the degree of representativeness of the items in the instrument before its administration. To guarantee the reliability of the instrument, the researcher conducted a trial test of the instrument on 20 administrative staff of vocational education in Ebonyi State University and University of Uyo, Akwa Ibom State, which were outside the ones used for the study and the Cronbach Alpha procedure was used to establish the reliability. The reliability estimates ranged from of .76-85 respectively.

### Presentation of result

**Table 2:** Simple linear regression analysis of the influence of utilization of Intranet services on organizational effectiveness

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	.166 <sup>a</sup>	.541	.512	4.86	
Source of variation	SS	df	MS	F-ratio	p-level
Regression	2,110.669	1	2110.669	44.453	.000 <sup>b</sup>
Residual	16,998.203	358	23.741		
Total	19,108.872	359			

### Hypothesis 1

Utilization of intranet services does not significantly influence organizational effectiveness among administrative staff of vocational education in tertiary institutions in Cross River State.



The independent variable is utilization of intranet services while the dependent variable is organizational effectiveness measured continuously. To test this hypothesis, simple linear regression analysis was used and the result as presented in Table 1 showed that the correlation coefficient of the variable as .166 which implied that there is a relationship between utilization of intranet services and organizational effectiveness among administrative staff of vocational education in tertiary institution in Cross River State.

More so, the result showed that  $R^2 = .54$  which implied that the variation in the dependent variable (organizational effectiveness) is accounted for by 54% of utilization of intranet services. A cursory look at the Table also showed an analysis of variance result of ( $F=44.453$ ,  $p<.000$ ). Since  $p (.000)$  is less than  $p (.05)$ , this implied that even though the percentage contribution is small, the result showed that utilization of intranet services significantly influenced organizational effectiveness among administrative staff of vocational education in Cross River State.

**Table 2:** Simple linear regression analysis of the influence of utilization of telecommunication facilities on organizational effectiveness

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	.168 <sup>a</sup>	.563	.546	4.86	
Source of variation	SS	df	MS	F-ratio	p-level
Regression	2,147.801	1	2147.80	45.334	.000 <sup>b</sup>
Residual	16,961.071	358	23.688		
Total	19,108.872	359			

## Hypothesis 2

There is no significant influence of utilization of telecommunication facilities on organizational effectiveness among administrative staff of vocational education in tertiary institution in Cross River State.

The independent variable is utilization of telecommunication facilities while the dependent variable is organizational effectiveness measured continuously. To test this hypothesis, simple regression analysis was used and the result as presented in Table 2 showed that the correlation coefficient of the variable as .168 which implied that there is a relationship between utilization of telecommunication facilities and organizational effectiveness among administrative staff of vocational education in tertiary institution in Cross River State. More so, the result showed that  $R^2 = .56$  which implied that the variation in the dependent variable (organizational effectiveness) is accounted for by 56% of utilization of telecommunication facilities. A cursory look at the Table also showed an analysis of variance result of ( $F=45.334$ ,  $p<.000$ ). Since  $p (.000)$  is less than  $p (.05)$ , this implied that even though the percentage contribution is small, the result showed that utilization of telecommunication facilities significantly influenced organizational effectiveness among administrative staff of vocational education in Cross River State.

## Discussion of findings

*Utilization of Intranet services and organizational effectiveness among administrative staff of vocational education in tertiary institution in Cross River State.*

The finding of the study indicated that utilization of Intranet services significantly influenced organizational effectiveness among administrative staff of vocational education. In line with the finding, Okorobia (2010) noted that prior to the arrival of the intranet, organization information searching has always been very cumbersome task to many employees especially

those working in large organizations. The difficulty of locating required information has caused great problems not only to individual but also groups, departments and even organizations.

The finding is in line with that of Omid (2013) whose study was on relationship of using office automation with appropriate performance of employees. The study revealed that using internet, intranet and internal phone (PBX) as office automation has positive significant relationship with appropriate performance of employees. The finding in this regard also agrees with that of Emmanuel and Chijoke (2016) that carried out a study on workers' perception of Intranet efficiency in the Nigerian Customs Service and found that 75% of respondents considered intranet as effective in management and 91.8% felt it can be used to enhance job performance by providing organizational news. 85.1% considered it important for disseminating staff postings, 81.3% for sending circulars and verifying information, and 73.9% for enabling group discussions, publishing monthly orders and serving as a complaint mechanism for aggrieved staff.

Timely information has always been critical in situation where decision has to be made instantly. With the implementation of the intranet, information searching and retrieval is no longer seen as problematic. Just by a click of a button, the required information is readily available. This is because a huge amount of organizational information such as organization profile, reports, minutes of meetings, job manuals, ISO documents is usually loaded into the Intranet and the search functionality within the intranet allows users to easily search and locate required information and this has helped in increasing their job performance.

Similarly, the finding is in line with the results of Ramlah (2009) that carried out a study on the utilization and effectiveness of Intranet in selected Malaysian Organizations. The study confirmed that utilization modes consisting of transacting, interacting and searching were predictors of effective intranet utilizations which comprised of decision support and knowledge sharing. Results also showed that effective intranet utilizations were precursor to individual effectiveness measured in terms task productivity, task innovation and individual sense of accomplishment. This could be used to the fact that provision of intranet facilities in the work place and staff are given access to these facilities, the tendency of working high is there and mails are easily distributed across all staff.

*Utilization of telecommunication facilities and organizational efficiency among administrative staff of vocational education in tertiary institutions in Cross River State.*

The finding of the study revealed that utilization of telecommunication facilities significantly influenced organizational effectiveness among administrative staff of vocational education in tertiary institutions in Cross River State. The finding is in line with that of Wuli, Peng and Lanhua (2012) whose study was on improve working efficiency by office automation system and revealed that the use of reprographic machines, computer systems and telephone lines in organization have improve staff efficiency. Similarly, the finding agrees with the results of Thiraput (2013) who carried out a study on smart phones in the workplace: Changing organizational behavior, transforming the future. Thiraput revealed that Smartphones use in homes had negative consequences in the workplace as it lowered productivity, separate people from their realities, brought stress from personal issues to work and created bad manners. However, Smart phones used in the offices improve relationships with peers as well as superiors.

Utilization of telecommunication facilities influence on organizational effectiveness could be due to the fact that communication is the centre of administrative responsibilities. Administrative staff share and receive information and manage such for optimal decision making. Where these facilities are provided such as telephone and wireless phones, electronic

mail, teleconferencing and video conferencing, word processors and telex, television, public address systems, internet and intranet services, satellite radio and satellite phones, electronic organizer, global positioning system and voice recognition by computer. These facilities helped them to send and receive mails. Where these facilities are in place, it helps them to work better and faster.

### **Conclusion**

The rationale for utilization of intranet and telecommunication services plays a vital role in organisational effectiveness such as utilization of computer facilities, internet services, and reprographic facilities. It can improve the organisational effectiveness of the administrative staff of vocational education in Nigeria institutions because the world is as a global village. The utilization of technological appliances ensures the effectiveness achieved in any organisations across the globe.

### **Recommendations**

Based on the findings and conclusion of the study, the following recommendations were made

1. Management should ensure that adequate intranet services such as Local Area Network (LAN) are made available for all administrative heads and staff to be able to send and receive messages that would aid decision making.
2. Telecommunication facilities such as telephones and facsimile should be provided by the government to all administrative heads to aid quick and effective communication among staff.

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