

Influence of Office Technologies on National Development: A Case of Nigeria

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Abstract

This study examined influence of office technologies on national development in Nigeria with an adoption of correlational research design to find out if there was relationship between the variables under investigation. The population of the study was 1000 drawn from federal ministries of Nigeria and a sample size of 250 using (Krejcie & Morgan, 1970) with random sampling technique. The research instrument used for gathering data was a structured questionnaire entitled "Influence of Office Technologies on National Development" (IOTOND) with five point scales. Mean was used to analyse the only research question. To ascertain the reliability and consistency of measurement, a pilot study was carried on 140 federal government workers which yielded 0.96 coefficients. Pearson Product Moment Correlation was used to analyse the hypothesis. This study discovered that office technologies influenced national development positively in Nigeria. Among other things, the study recommends that government should provide adequate office technologies with regular training and retraining of federal ministries workers for more positive influences of office technologies in Nigeria.

Keywords: *Influence, Office Technologies, National Development and Nigeria*

Introduction

Office technologies are those communication devices or application of both software and hardware which encompasses desktops, laptops, palmtops, radio, television, mobile phones, computer and networking, satellite systems as well as the various services and applications associated with them, such as videoconferencing, radio conferencing, distance learning, etc. that are necessary for giving and receiving information in the form of audio, data, video, image, etc. among persons or group of persons from one place to another. The need to communicate has become part of our everyday lives. The need to pass on timely and necessary information between doctors and their patients, government officials and the general public, business executives and their workers etc. cannot be overemphasized (Oghogho & Ezomo, 2013). People in organizations typically spend a large portion of their work time in an interpersonal situation. The emergence of numerous innovative digital communication application platforms such as e-governance, e-business, e-science and engineering, e-health, e-learning, e-democracy, e-agriculture, e-procurement, e-banking etc. have changed the way communication activities around the world are presently being done. Traditional means of communication are swiftly being replaced by digital platforms due to the fast adoption, diffusion and use of office technologies in most parts of the world as well as the advances made in developing these technologies. You can send and receive information about your organization, government, products and ideas etc. to (or) from others anywhere in the world. Office technologies have

impacted on our lives in a way that not minding the poor or low standard of life and influenced national development positively, (Oghogho & Ezomo, 2013).

Radio and Television services in Nigeria are also helping to enhance distribution and availability of information in many parts of the country. DSTV has made reception of information (whether International or local) possible in many rural areas where there are no internet access and availability of mobile and fixed telephone networks. Although DSTV has this potential, the monthly charges and installation cost as well as the availability of power from Power holding Company of Nigeria (PHCN) or other alternative sources has limited its diffusion and use. The Nigerian Television Authority (NTA) in collaboration with some Chinese partners recently launched NTA Star TV Network, a new pay TV service in Nigeria at very low costs (WAZOBIANIGERIA, 2010) as an attempt by the Nigerian Government to promote the use of office technologies in the country. It is generally agreed that of office technologies ICT can enhance national development (Evans & Herman, 2011).

National development is the ability of a county or countries to improve on the social welfare of the people e.g., by providing social amenities like quality education, potable water, transportation, infrastructure and medical care, etc. It adopts a framework of inclusive growth, which is high growth that is sustained, generates mass employment, and reduces poverty (Slideshare.net, 2019).

This is what virtual office has done and still doing. The objective of national development according to (Slideshare.net, 2019) are:

- a). Rapid growth of incomes of the population in general
- b). Poverty alleviation/reduction (rapid growth of the incomes of the poor)
- c). Satisfaction of basic social and economic needs
- d). Sustainment of a democratic and fully participatory society

Given the still-lagging state of our economy, substantial increases in incomes, in the sense of purchasing power, will be essential to permit our citizens to realise their talents and aspirations. For that reason, promotion of economic growth has to play a central role in the Strategy, all these are the role of virtual office towards national development

The use of Office Technologies should therefore be focused on enhancing and enabling choices in improving the standard of living of all individuals in the areas of health, education, governance, agriculture, businesses, management, maintenance and control of public utilities, etc. It should also be focused on enhancing processes electronic voting machines to capture and verify voters data, use of the internet, mobile phones and other electronic means to send and announce results at polling units to wards, Local governments, State and National collation centres as well as the wide coverage of the elections by the electronic media houses. Many governments now have websites with e-mails, television programmes, communication lines or numbers through which they can both send and receive information so as to allow participation of the public in governance

Review of Related Literatures

Areas Office Technologies Influence National Development

Syed (2012) and Ukata (2018) stated and explained the following as some impacts of office technologies in our daily lives and national development:

Jobs

Information and technology has helped a lot in the area of jobs creation. IT industry introduced some unique and rare jobs which were not very popular even in late 1980. This field has

appeared as a solution to increase the number of employments. IT industry created a lot of job facilities for people who have skills in IT. It has created jobs like- Web developer, IT network administrator, computer game designer, IT technicians etc. IT industry also helped many people to become successful self-employer. For example, Steve Jobs, the founder of Apple Inc. along with Ronald Wayne. Bill Gates, the founder of “Microsoft.” Mark Zuckerberg the founder of famous social networking “Facebook.” This is helpful because, they have employed people in their own company. It has not only created jobs for many people, but it has also taken away many jobs from many persons in the society, a lot of organizations like employing staff who are computer literate.

Education

Office technologies helped us in our education as well. This has introduced the easiest way of learning and teaching for students and the teachers. It has also introduced us to know about modern discoveries and historical things as well. We can use internet everywhere to read different books and watch videos on the internet to get more ideas about topics that we want to research on. Today, we use projector in our schools and other educational field for learning. We can also get ideas by reading blogs about different things and also discuss with each other about some topical issues. We can also ask questions from our teachers using emails while we are at home especially before the examination. This saves lot of time and energy for the students. Learners can create a learning group to share ideas. Although there are some advantages of using IT in our education, it has some disadvantages as well. Many people now rely on the Internet too much and believe everything that is written on the web pages. It has also taken the jobs from the library because; most people rely on the internet library since they can buy their favourite books on the internet. So libraries are shutting down because people are relying on the Internet library.

Crime Control and Policing

Office technologies have introduced a lot of things which prevent people from committing crime. CCTV camera, GPRS system, using database for finding criminals' information are some unique things which cannot be possible without IT.

Today world class police use General Packet Radio Services GPRS to track someone's car, mobile phone if it has been stolen. Police use CCTV camera to detect criminals' face. Fingerprint is another especial method with which the police can identify thieves. This is making our life safer and very easy in many ways. For example, in big super markets like ASDA, SPAR or Tesco, they do not need to think too much if someone tries to still their products, because some products have got chips which can be detected if that product is not swiped over the bar code reader. The main disadvantage created by the technology system is that, anyone who knows how to create program, can hack others device using viruses, Phishing and also Malicious software. They can be very threatening because; they can take your information that is confidential i.e. bank card and pin codes.

Retailing

Office technologies have impacted on retailing and we are greatly enjoying the benefit of using IT in this aspect. We are using IT on retailing which helps us to buy things 24/7 hours. We can use this facility to choose whatever we want at any time. We can choose range of items on the internet and we do not have to go to a place to choose whatever we want. We can also reserve the items on the internet. We can also pay for the items on the internet with a safe internet payment option like PayPal. We can choose products from different countries on the internet and buy them using the advantage of IT. IT also helped companies to make more money and spend less on their business. The company does not need to hire many staff for the company to

advertise and sell products and services. Although it has some advantage on retailing but there are some disadvantage as well. It can sometimes become very discouraging for small shops as they cannot compete with big supermarkets like SPAR, Tesco which have both online shopping and normal shopping facility for the consumers. Sometimes what one orders for are same with what is brought after payment.

Health

When we get sick, we do not want to go to anywhere instead staying at home. But we had to move on from that point and we had to forcefully take ourselves to the doctors. Taking appointment, talking to the receptionist, describing the problem we have and then then waiting for it, increases our illness. This is when IT comes to help us. Today we do not need to go to the doctor and describe our problems; we can use Internet to contact our doctor. We can also use IT to do face to face communication with our doctor while at home.

We can also frequently ask our doctors questions and get answers using E-mails. We can also use this facility to learn about our disease and how to cure ourselves. We can research on the internet to know about disease and medicine to use and get better. It is also very helpful for those students who are studying to become doctors and also who like to know more about different kind of medicines. IT provides us with lot of advantages. But it has some disadvantages. If someone uses computer for long time then they can get headache, neck pain. Some teenagers also put too much time into their games instead of studying or taking part in different physical activities. Some people also get stretch when they are bullied on the internet and sometimes feel scared to talk to anybody.

Business

Communication is a very important technique which is used to make business famous. In earlier days, people used to communicate different ways. They had to go to everyone's house to promote their products and service, this usually take a longer time. Since technology has arrived, such techniques in communication have changed. Instead of going to everyone's house separately, people are making advertisement with IT on the internet. We can use e-mailing method to know more about our customers. They can also frequently ask us some questions related to our business.

IT has some negative effect on Business. We rely too much on technology and so we always put whatever we do in our computers. It increases cost of the company since the company needs to use LAN and WAN to expand their businesses. Our servers can also crash or get damaged and it can cost millions of pounds for the company to repair. The chances of losing the whole company's files are random as well. It sometimes can make easier for hackers to break the firewall of the company and use it for their own purposes. So the company needs extra employer which is a network administrator who deals with these things and therefore the company has to pay such a person as well.

Money and Banking

IT has also showed its beneficial points on money and banking which helped us a lot to buy and pay debts using e-commerce. This includes online shopping, online selling etc. It also helped lot of companies to deal with other companies. We can also go to different countries and use our banking account for our transactions. This is possible because of the WAN (Wide Area Network).

We can also get monthly statement using internet. We can transfer money from one country to other by using online banking. IT has introduced us to an Eco-friendly world by using fewer papers for money and banking. All the information can be stored in our computer and we do not have to worry about losing important. There are lot of people who makes malicious

software which are used to hack others information on the computer. So when someone stores their bank information on their computer, those hackers steals their information and uses it for their own benefit. Sundayhabilaonweb (2013) identified the following career opportunities that are created by office technologies to be; Graphics Designer, Web Designer/Developer, Database Administrator, individual who delivers their product or service via the Internet (Netpreneur)/Internetpreneur), Data Processor and IT Consultant.

Oghogho et al (2013) stated and explained the following as ways Office Technologies had influenced national development:

Health

This has helped to enhance choices in medical care practices. Information sharing is easier, faster and timely. Consultants who are far away can view and give direct instructions and suggestions to other medical practitioners during operation, therapy, diagnosis and training sessions. The huge cost of transportation and the delay experienced during travelling as well as the risk of accidents are all eradicated. Capacity development is enhanced while available resources are efficiently utilized. Health practitioners and patients easily find information about the latest health research findings and breakthroughs as well as best health services and practices that are available anywhere in the world thus, enhancing their health choices. Public health threats are better monitored and responded to in a timely and effective manner. The efficiency of administrative systems in health care facilities is also improved using office technologies or ICT.

Governance

This helps in building a democratic society marked by involvement, participation and transparency. Electoral processes have been made more transparent and efficient. This was evident in the just concluded 2011 elections in Nigeria where majority of the Nigerian people and the International and local observers saw the elections as free and fair. This feat no doubt was achieved due to the use of ICT to enhance provision of security (an important function of government) which is vital to national development.

The appropriate use of Global Positioning System (GPS) systems, Closed-Circuit Television (CCTV), communication equipment, digital international and local Identity cards and passports, fingerprint and other recognition systems, the electronic media, etc. and the availability of a large data base which can be accessed from several locations all help to aid provision of security in any nation. ICT is also helping government to efficiently organize, coordinate and manage training and public enlightenment programmes such as workshops, seminars, etc. that focus on human capital development. It is also being used by regulatory organs of government such as COREN, CPN, NAFDAC, EFCC, ICPC, CBN, NDLEA, etc. to enhance their regulatory functions. The federal and many state governments in Nigeria today, make use of ICT to enhance revenue collection thus bypassing or limiting the possibility of losing revenue to fraudsters. Dissemination of information at no extra cost other than that of installation and maintenance is made possible by the use of Local Area Networks (LAN), Voice over Internet Protocol (VoIP) calls, Intercoms systems, etc. in many government organizations

Business

ICT is presently being used to enhance business planning and design, project management and construction, marketing and distribution of products and services, supply of technical solutions, training, revenue collection, sales and promotions, risk management, etc.

(Braund, Frausher, Schwittay, & Petkoski, 2006). Technology enhanced banking and payment methods have made business transactions easier, faster and available at reduced cost and improved efficiency.

Education

Many reports and analysis have shown the importance of ICT in the Nigerian education sector (Akudolu, 2007; Osei, 2007; Iloanusi & Osuagwu, 2009; Achimugu, Oluwagbemi, & Oluwaranti, 2010). Education is a major factor and creating knowledge based economy. If Nigeria must compete effectively in today's global world, we need an educated and skilled labour force that can create and share knowledge through office technologies. This will result in a vibrant human capital (supported by a system of research and innovation) that is able to tap into and assimilate global knowledge and adapt it to meet our local needs. Online payments and registrations have eliminated long queues for payments (which wastes student's time) and loss of uncollected revenue by dubious means (Iloanusi et al, 2009).

Statement of the Problem

The analogue age is gradually facing away globally, yet communication is an essential part of daily lives. National development is a crucial issue to every nation which demand technological approach in every aspect to achieve it. Nations of the world are adopting and embracing office technologies in all aspect of their activities to achieve national development because of its positive influence, Nigeria cannot be exceptional. It is for this reason this study was carried out to find out the influence of Office Technologies on the national development of Nigeria.

Purpose of the Study

The purpose of the study was to investigate influence of office technologies on national development in Nigeria. The study specifically sought to find out:

1. The areas office technologies have influenced national development in Nigeria

Research Question

To lead this study the following research question was posited

1. What are the areas office technologies have influenced national development in Nigeria?

Hypothesis

One directional hypothesis was formulated and tested at 0.05 levels of significance

1. There is significant relationship between the areas office technologies have influenced and national development in Nigeria

Method

This study adopted a correlational research design. This was because it focussed on finding out if there was relationship between the variables under investigation. The population of the study was 1,000 drawn from federal ministries of Education (200), Health (200), Finance (150), Defence (150), Science and Technology (100), Justice (100) and Youth Development (100). These ministries were used because they are the people that used office technologies in their various offices to perform tasks for national development. The population is as displayed below using exploded pie-in-3D:

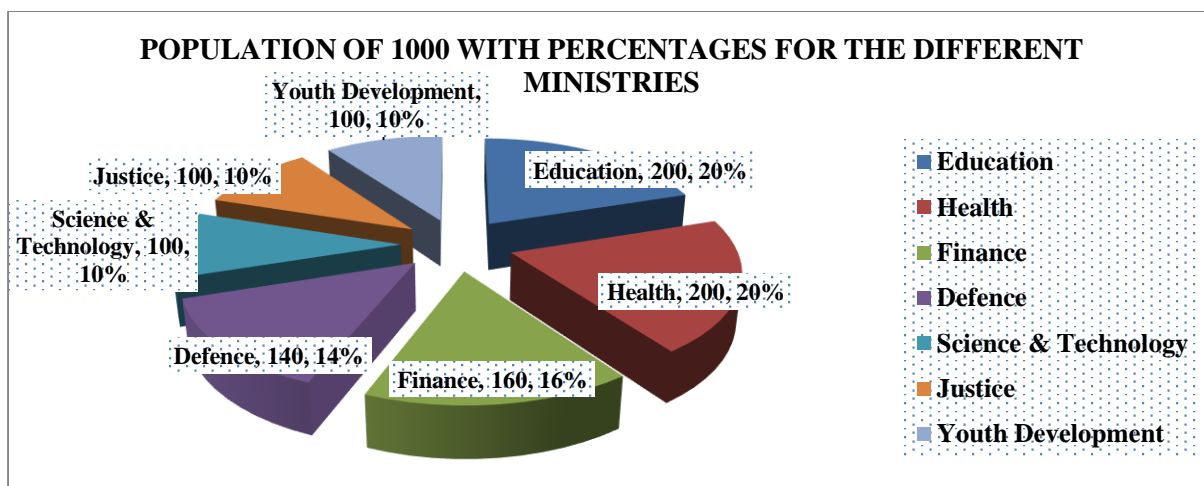


Figure 1: Population of 1,000 with Percentages for the Different Ministries

The sample size was 250 using (Krejcie & Morgan, 1970) of determining sample size of a known population with random sampling technique. A total of 250 questionnaire items were administered and completely retrieved. The sample of the study is as displayed using exploded pie in 3-D:

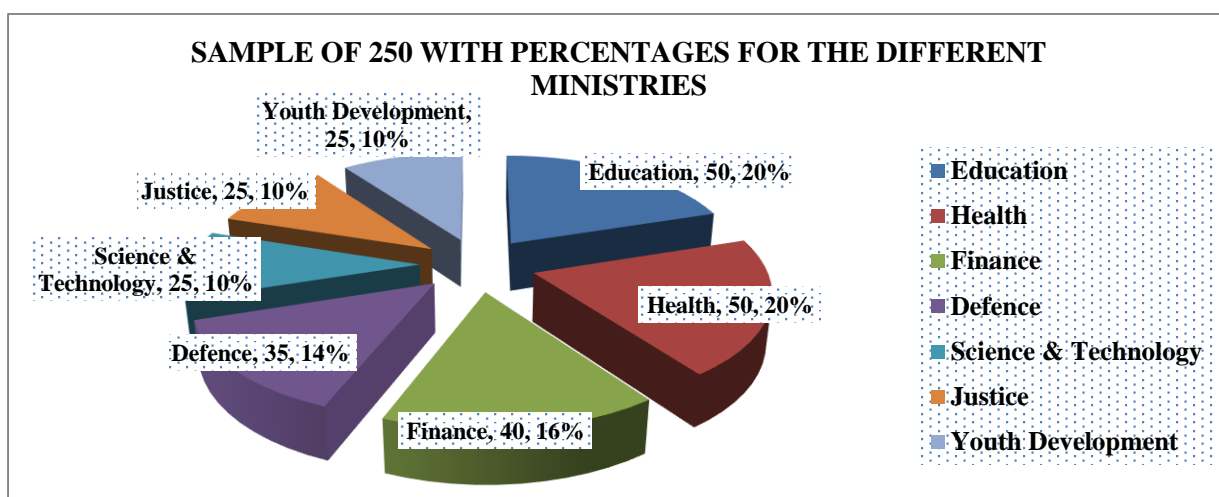


Figure 2: Sample of 250 with Percentages for the Different Ministries

The research instrument used for gathering data was a structured questionnaire entitled “Influence of Office Technologies on National Development” (IOTOND). Five point scales was adopted. Mean scores from 4.50 to 5.00 was seen as Very High Positive Influence (5 points), 3.50 to 4.49 High Positive Influence (4 points), 2.50 to 3.49 Moderate Positive Influence (3 points), 1.50 to 2.49 Low Positive Influence (2 points) and 0.50 to 1.49 Very Low Positive Influence (1 point). The instrument was subjected to face and content validation by three experts from department of Business Education, Rivers State University.

The modifications, corrections and inputs of the experts formed the validity of the instrument. To ascertain the reliability and consistency of measurement, a pilot study was carried on 140 federal workers of Petroleum Resources (20), Transport (20), Interior (20), Works (20), Special Duties (20), Power (20), Labour and Productivity (20) through questionnaire which yielded 0.96 showing excellent relationship. Mean statistics was used to analyse the only research question and Standard Deviation used to find out the extent in which scores in the distribution clustered around the means. Pearson Product Moment Correlation was used to analyse the

hypothesis. Any calculated value of (r) that is greater than > the critical table value of 0.113 at 0.05 significant levels such directional hypothesis (H₁) will be accepted and vice versa.

Result

Research Question 1: What are the areas of office technologies have influenced national development in Nigeria positively?

Table 1: Computed Mean and Standard Deviation of the Areas of Office Technologies Have Influenced National Development in Nigeria Positively

N = 250					
SN	Items Statements	X	SD	SE	Remark
1	Jobs	4.8	0.96	0.43	HPI
2	Education	4.8	0.96	0.43	HPI
3	Crime Control and Policing	4.6	0.92	0.41	HPI
4	Retailing	4.6	0.92	0.41	HPI
5	Health	4.8	0.96	0.43	HPI
6	Business	5.0	1.00	0.44	VHPI
7	Money and Banking	5.0	1.00	0.44	VHPI
8	Governance	5.0	1.00	0.44	VHPI
9	e-Agriculture	4.6	0.92	0.41	HPI
10	Training and Retraining	4.8	0.96	0.43	HPI
Grand Mean		4.8	0.95	0.42	HPI

Field Survey, (2019)

In analysing research question one, the grand mean of items numbered 1-10 showed 4.8, representing High Level of Influence. This is accepted because it is above the benchmark of 3.0 (Moderate Level of Influence). This means that there was high positive influence of office technologies on national development in Nigeria in the areas stated. The highest Standard Deviation was 1.00 this indicated closeness in the views of the respondents. The highest Standard Error was 0.44 and the least was 0.41, these are very low, showing a true sample mean of the data used as drawn from the population of the study

Hypothesis 1: There is significant relationship between the areas office technologies have influenced positively and national development in Nigeria

Table 3: Summary of Calculated (r) Between the Influence of Office Technologies Have Influenced Positively and National Development in Nigeria

SN	Variable	N	X	SD	SE	Df	Alpha level	r-cal.	r-crit.	Remark Decision
1	Office Technologies	250	4.8	0.95	0.1					
						248	0.05	2.445	0.113	Significant Accepted
2	National Development	250	4.8	0.95	0.1					

Field survey, (2019)

Decision

The result on table 3 revealed that the (r) calculated value is greater than r-critical value. Since the r-calculated value of 2.445 is greater than the r-critical value of 0.113. Therefore, the directional hypothesis which stated that there is significant relationship between the areas office technologies have influenced positively and national development in Nigeria is accepted. This means that there is significant relationship between the influence of office technologies and national development in Nigeria.

Discussion of the Result

From the analysis of research question 1, the findings showed there was high positive influence of office technologies on national development in Nigeria. The opinions of the respondents are in agreement with Syed (2012), Ukata (2018), Sundayhabilaonweb (2013), (Oghogho et al, 2013), (Braund, Frausher, Schwittay, & Petkoski, 2006) and (Akudolu, 2007; Osei, 2007; Iloanusi & Osuagwu, 2009; Achimugu, Oluwagbemi, & Oluwaranti, 2010) who identified jobs, education, crime control and policing, retailing, health, business, money and banking, governance, e-Agriculture and training as areas office technologies have influenced positively on national development in Nigeria.

Conclusion

Based on the findings of this study, it was concluded that there was a significant relationship between the areas office technologies have influenced positively and national development, and that office technologies have influenced national development positively in Nigeria.

Recommendations

Based on the findings of this study, the following recommendations were made

1. Government should provide the needed office technologies in all the ministries for workers to perform their tasks efficiently and effectively
2. There is need for training and retraining of federal ministries workers to get themselves acquainted with the current office technologies and usage
3. Government should play a role of providing regulatory stability that will ensure ease of doing business, low prevalence of corruption, trust in ICT processes and legal protection
4. The media should shape public and government opinions on the needs for adequate provision of office technologies. They should provide a platform for the stakeholders to meet and make policies, programmes and plans on office technologies known to the public
5. The academia should strongly take the responsibility of engaging in research and development that will foster innovative and successful applications office technologies and national development in Nigeria.

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APPENDICE

Appendice 1

Computed Raw Scores of the Areas of Office Technologies Have Influenced National Development Positively in Nigeria

SN	Items Statements	N = 250					Total Number of Responses
		VHPI (5)	HPI (4)	MPI (3)	LPI (2)	VLPI (1)	
1	Jobs	200(1000)	50(200)	0(0)	0(0)	0(0)	1200
2	Education	200(1000)	50(200)	0(0)	0(0)	0(0)	1200
3	Crime Control and Policing	150(750)	100(400)	0(0)	0(0)	0(0)	1150
4	Retailing	150(750)	100(400)	0(0)	0(0)	0(0)	1150
5	Health	200(1000)	50(200)	0(0)	0(0)	0(0)	1200
6	Business	250(1250)	0(0)	0(0)	0(0)	0(0)	1250
7	Money and Banking	250(1250)	0(0)	0(0)	0(0)	0(0)	1250
8	Governance	250(1250)	0(0)	0(0)	0(0)	0(0)	1250
9	e-Agriculture	150(750)	100(400)	0(0)	0(0)	0(0)	1150
10	Training and Retraining	200(1000)	50(200)	0(0)	0(0)	0(0)	1200

Field Survey, (2019)