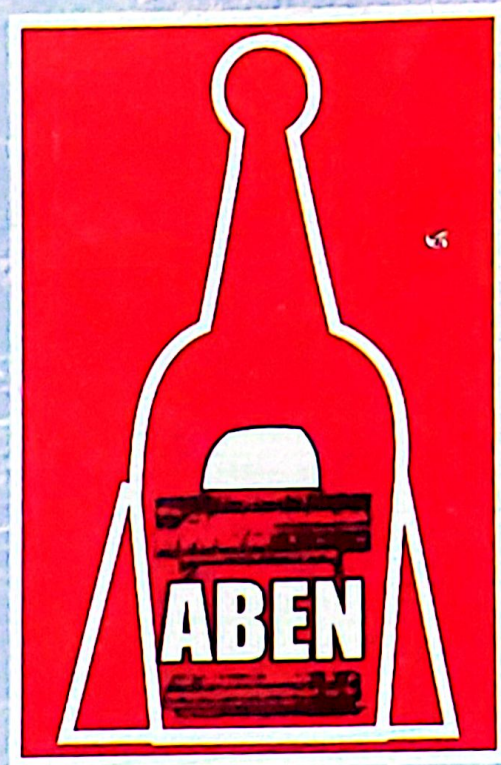


GATEWAY JOURNAL **of** **BUSINESS EDUCATION**

Volume 4 Number 1

August 2017



A Publication of
**ASSOCIATION OF BUSINESS EDUCATORS
OF NIGERIA, OGUN STATE.**



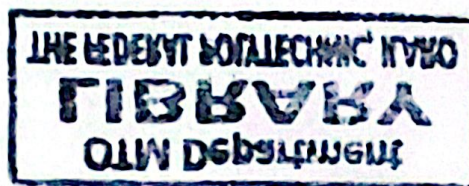
GATEWAY JOURNAL OF BUSINESS EDUCATION

*(The Official Publication of the Association of Business Educators of Nigeria,
Ogun State Chapter)*

©2017

All right reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any means without the written permission of the copyright owner.

ISSN: 1595-4218



Published by

Association of Business Educators of Nigeria,
Ogun State Chapter.

Printed by

Samab Calvary Printers,
61, Anfani Layout, Ibadan.
08033588056, 08075927642

EDITORIAL BOARD

- * Prof. L. E. Ekpeyong - Editor-in-Chief
- * Dr. (Mrs) Temitayo Abosede Akinyele - Managing Editor
- * Dr. Sunday Oke - Member
- * Dr. (Mrs) K. O. Odunaike - Member
- * Dr. (Mrs) C. B. Iro Idoro - Member
- * Mr. Gbenga Akintola - Secretary

CONSULTING EDITORS

- * Prof. Kayode Ijaduola - Tai Solarin University of Education, Ijebu Ode
- * Prof. Taiwo Edun - Olabisi Onabanjo University, Ago Iwoye
- * Dr. D. A. Oriola - Tai Solarin University of Education, Ijebu Ode
- * Prof (Mrs) E. B. Okoli - Ebonyi State University, Abakaliki
- * Dr. S. A. Igboke - Ebonyi State University, Abakaliki
- * Dr. (Mrs) Nonye Azih - Ebonyi State University, Abakaliki
- * Dr. C. M. Ile - Nnamdi Azikiwe University, Awka

TABLE OF CONTENTS

Dr. L. Femi Ademiluyi, Prof. S. I. Okwuanaso & Dr. J. F. Oyedele Leadership Qualities and Practices needed for Effective Management of Office Technology and Management Programmes in Nigerian Polytechnics....	1 - 13
Adenike Abiodun Adepoju & M. Olalekan Arikewuyo, Ph.D The Influence of Organizational Transparency on Secretaries' Job Effectiveness in the Oyo State Civil Service, Nigeria.....	14 - 22
Safurat Toyin, Ajani, Fatimat Adunni, Sholagbade & Isaac Oluwole, Folorunso Effects of Information and Communication Technology on Teaching and Learning of Office Technology and Management in Tertiary Institutions In Ogun and Lagos States.....	23 - 36
Bankole, E. K., Ayelotan, O. I. & Adesanya, A. O. Entrepreneurship as a Tool for Employment Generation in Ogun State.....	37 - 50
 Iro-Idoro, Charlotte Bose (Ph.D) & Jimoh, Tajudeen Adisa ICT use and its contribution to the Enhancement of Job Opportunities of Office Technology and Management Graduates.....	51 - 60
Dr. (Mrs) Kehinde, Elizabeth Eniola & Joseph Ibrahim Evaluation in the Supervision of Business Education.....	61 - 73
Sabitu Gbola Oladimeji, Fatimo Adunni Sholagbade & Aishat Olabisi Taiwo Sotayo ICT as a Strategy for Mass Employment in Nigeria: Office Technology and Management Graduates Perspective.....	74 - 90
Mrs. Oyeleye I. J. Entrepreneurship Education: A Panacea for Unemployment, Poverty and National Insecurity in Developing and Underdeveloped Countries.....	91 - 105
Olowookere Abraham Olufunso, Babayemi Oluyemi A. & Enilolobo Ganiyat, F. Entrepreneurship Education: A Panacea to Unemployment in Nigeria.....	106 - 116

ICT Use and its Contribution to the Enhancement Of Job Opportunities of Office Technology and Management Graduates

¹IRO-IDORO, Charlotte Bose (Ph.D) & ²JIMOH, Tajudeen Adisa
Office Technology and Management Department,
The Federal Polytechnic, Ilaro, P. M. B. 50, Ilaro, Ogun State, Nigeria.
e-mail: charlotte.iroidoro@federalpolyilaro.edu.ng &
tajudeen.jimoh@federalpolyilaro.edu.ng

Abstract

This study investigated ICT Use as a veritable tool for enhancing job opportunities for graduates of Office Technology and Management in Ogun State. The study adopted a descriptive survey research design of an ex-post facto type. Two research hypotheses were formulated and tested at 0.05 level of significance. Data were collected using one standardized instrument for ICT Use, while a self-developed questionnaire was used to assess job opportunities for graduates of Office Technology and Management (JOGOTM). Research questionnaires were administered to five hundred (300) randomly selected Office Technology and Management graduates presently in the employment of selected higher institutions (two polytechnics, two universities and two colleges of education) in Ogun State, Nigeria. Data were analyzed using Pearson Product Moment Correlation Coefficient, t-test, and multiple regression statistical methods. The findings of this study reveal a significant relationship among the variables of the study. The study also indicates a significant prediction of ICT usage in enhancing job opportunities for graduates of Office Technology and Management. Also, the study reveals that ICT usage and ICT compliance enhance employment opportunities among graduates of Office Technology and Management. Based on the outcome of this study, recommendations were raised on how to enhance ICT skill, usage and compliance of Office Management graduates to facilitate their employment opportunities.

Keywords: Job Opportunities, ICT Use, Office Technology and Management Graduates, Gender.

Introduction

The Information Age has made it integral for Information Technology to be used in all aspects of our daily life. Technology has introduced a new approach to various aspects of human life and the profound impact of emerging technologies on organisations' activities cannot be over-emphasized. Technology has changed the way we live, work, and communicate. The influx of modern Office Technology and Information Systems has greatly transformed secretarial roles, duties and procedures in both public and private organizations as modern Office Technology and Information Systems have led to great changes in the office occupation.

The use of office managerial services permeates all facets of a country's socio-economic and political life. Office managers – products of Office Technology and Management education – usually work in offices with other professionals in schools, hospitals, corporate settings, or in legal and medical offices (Habila, 2013).

As the reliance on technology continues to expand in office, the role and chances of Office Managers has greatly evolved. Office Management refers to the administrative handling, controlling and maintaining of a balanced process of work inside the office of an organization whether big or small, which is necessary to achieve the best service it can provide to the people who will receive a great benefit (Wikipedia, 2013). Office Technology, according to Ekpenyong (2008), involves the use of new inventions or devices in an office to transform, or change the process of office work (Habila, 2013).

Training in Office Technology and Management is therefore a specialized phase of Vocational Education that prepares students to enter teaching and office occupations as capable and intelligent members of the labour force. The then secretarial education has undergone a lot of transformation in order to meet changing office work and environment. The transformation was informed by different phases of technological development which led Information and Communication Technology to take secretarial education beyond the level imagined by its inventors.

Information and Communication Technology (ICT) is an umbrella term that includes all technologies for the manipulation and communication of information. It is also described as a diverse set of technology, tools and resources used to communicate, create, disseminate, store and manage information to achieve one's common goals. The key purpose of any Information Technology is to provide a qualitative or quality service and access to relevant information (Buckland 1992).

Most organizational activities involve a high level of documentation and information processing, storage, and retrieval. The information intensiveness is such that tools and technologies that would speed up the documentation, management and information handling are not only important but professionally necessary. The value of accuracy, correctness, completeness, relevance and timeliness are characteristics of information which ICT systems do generate to meet information needs. (Owoeye, 2011)

Advancement in Information Technology and increased computerization have upgraded secretarial work, as they have led to a decrease in the quantity of more routine and mundane work, and to an increase in the quality and accuracy of the work produced by Office managers.

The pervasive nature of office managerial services shows that Office Technology Management intervention is needed in all spheres of life. All organizations need good information management systems, good record keeping for effective competitiveness and profit making. Secretarial education has been evolving and developing with the advancement in office work and technology. As a response, many tertiary institutions in Nigeria have now changed the nomenclature from Secretarial Education/Studies to Office Technology and Management.

Office managers, according to Habila (2013) are employed in organizations of every type - manufacturing, construction, wholesale and retail trade, transportation, communication, banks, insurance companies, investment firms, real estate, etc. This non-restrictive nature of office managerial services provides its recipients with wide access to job employment opportunities.

However, it is worthy to mention that ICT use in developing countries has been hindered by many problems which include; insufficient fund allocation, inadequate manpower requirement, power outages, prohibitive cost of importation of hardware, software and the accessories of ICT, conservatism on the part of management and unfavourable government policies (Osunade and Ojo, 2006), (Olalude, 2007) in (Owoeye, 2011) Others include; lukewarm attitude towards alleviating the sufferings of academic institutions by the government, lack of training culture in ICT skills, inadequate infrastructures such as personal computers and communication facilities (Owoeye, 2011).

Today, technologies have tried to eliminate the drudgery and fatigue associated with the handling and preparation of record countless times in order to get information for management decision on important administrative issues.

Objective of the Study

The objectives of this study is to examine the extent to which the use of Information and Communication Technology contributes to employment opportunity of Office Technology and Management graduates and to determine if ICT compliance will in any way enhance employment opportunities among Office Technology and Management graduates.

Statement of the Problem

The introduction of Information and Communication Technology has brought about great efficiency at work, speed and accuracy, clean and clear task, and correction of errors. The speed at which office environment is changing has led to radical shift from manual operation in the use of Information and Communication Technology in order to enhance modern life. As such, academic programmes of institutions for the training of secretaries have changed not only in terms of nomenclature from Secretarial Studies or Secretarial Administration to Office Technology and Management or Office System, but also in terms of the curricular, content and methods of instructional delivery. These changes in turn changed the designation of the product of such training from secretary to office managers or office technologists.

These changes were aimed at producing graduates who will not only be competent in the traditional secretarial roles but also be able to meet the ever-increasing changes in office and organizational activities as driven by technology.

However, while ICTs have been found to provide new avenues for job creation that could help tackle global unemployment, it also supports innovations that have created new and more flexible forms of work thereby posing some challenges for workers and employers. By enabling new form of work, ICTs are changing the structure of secretarial jobs, the way secretaries and office managers do their work and the way they develop their career. Despite these, the three drivers responsible for the increase in ICT-related jobs world wide - greater connectivity, digitization of more aspects of work and more globalised skills (Walsh, 2014) are also considered as posing threat to the job of office managers and the employment opportunity of Office Management graduates. This is because executives and many other categories of workers now move not only towards the use of ICT tools but also developing competencies in ICT use. Hence, it becomes important to examine the extent to which ICT usage and ICT compliance relate to and enhance employment opportunities among Office Technology and Management graduates.

Hypotheses

The following hypotheses were formulated for the study:

Hypothesis 1: There is no significant relationship between ICT compliance and employment opportunity among Office Technology and Management graduates.

Hypothesis 2: There is no significant relationship between ICT usage and employment opportunity among Office Technology and Management graduates.

Methodology

The study adopted a descriptive survey research design of an ex-post facto type.

Primary data were collected using a standardized instrument for ICT Usage and Compliance, and a self-developed questionnaire tagged JOGOTM to assess job opportunities for graduates of Office Technology and Management.

The study employed simple random sampling for the selection of three hundred (300) Office Technology and Management graduates presently in the employment of some selected public and private organisations in Ogun State. The questionnaires were administered to 300 selected respondents. The administration and collection of the questionnaire lasted for 4 weeks and a total of two hundred and seventy-two (272) were completed and returned. Twelve (12) out of the completed questionnaires were void as they were not filled completely.

Results

Regression

Table 1: Model Summary

Table 1: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.764 ^a	.583	.50	.465

a. Predictors: (Constant), ICT compliance, ICT usage

The result from table 1 indicates that there is a high positive relationship between joint effect of ICT usage, ICT compliance and employment. It further revealed that about 58.3% of employment opportunity is as a result of ICT usage and ICT compliance.

Table 2: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	4.938	5	.988	4.569	.001 ^b
Residual	22.480	104	.216		
Total	27.418	109			

a. Dependent Variable: ICT facilitate employment

b. Predictors: (Constant), ICT compliance, ICT usage

Also, from table 2 (ANOVA) the *F*-value is 4.569 with significance value of 0.001. The significance value is less than 0.05, which indicates that the model is significant. This implies that the model is adequate in relating employment opportunity, ICT compliance and ICT usage.

Table 3: Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.315	.218		-1.448	.151
ICT compliance	.010	.031	.032	.318	.001
ICT usage	.021	.029	.068	.729	.046

a. Dependent Variable: ICT facilitate employment

The model is:

$$\text{ICT facilitate employment} = -0.315 + 0.010\text{ICT compliance} + 0.021\text{ICT usage}$$

From the model in table 3, it shows that both ICT compliance and ICT usage are statistically significant (sig. value < 0.05). This indicates that the two factors facilitates employment among OTM students.

The results show that all the variables are correlated, ICT usage and compliance are moderately correlated with employment opportunity of office managers.

Discussion

From the results, there is a high positive relationship between joint effect of ICT usage, ICT compliance and employment. It further revealed that considerable percentage of employment opportunities of OTM graduates is as a result of ICT usage and ICT compliance then the hypothesis is rejected and we uphold that ICT usage and ICT compliance have significant contribution to the enhancement of employment opportunity of Office Technology and Management graduates. The result indicates that the increasing use of ICTs in most organisation does not cause a downshift in the need of Office managers but lead to an increase in the need for office managers who make use of ICT to cope with variety of job in the office, keep in contact with business associations and complete many office functions and business arrangement via the internet and phone. Office managers with good skill in the use of ICT have high employment opportunities (Emehi and Onojaife 2007). The result buttressed Walsh (2014) that ICT usage contributes to employment opportunities for office managers as they can now perform their function from different location such as homes, motorcars, or even airplane and they now have the skill to produce high quality job at low cost of production, transaction of business online, produce prompt and accurate information required to help in shaping the work in the office. The result shows that office managers with requisite ICT skills are wanted by employers to provide secretarial support of creating and using e-mail, initiate file transfer, download information materials and assist the employer to do business and deliver information online as submitted by Habila (2013).

Conclusion

From the results of this study, it is concluded that ICT use has enhanced greater connectivity in the work place and has significant enhancement of employment opportunity of Office Technology and Management graduates. Office Management graduates who have the necessary skills and competence in handling modern office tools are able to cope with the emerging technological development that drives office activities.

It is also concluded that Office Management and Technology training now prepare graduates who are better equipped with information processing skills necessary to run a modern organisation than graduates of other disciplines in terms of proficiency, accuracy and efficiency.

It is evident from the results that Office Technology and Management graduates now have better opportunity for employment due to the increasing use of

ICT which makes the establishment of private commercial businesses easier from which such graduates could benefit.

Recommendations

It is recommended that:

- * Academic programmes for the training of office managers should be reviewed at intervals to ensure that the programme content readily addressed the emerging technological innovations in the work place.
- * Office Management graduates should further enrich their skill through personal development to further enhance their employment opportunities and performance when eventually employed.
- * Organisation should give room for career development of office managers and lend a sense of organizational support to their office managers.

References

- Adedian O. A. (2003). Reducing Unemployment Through Business Education. *Journal of Business and Management I (I)* 228235.
- Aja J. O. (2005). Evaluation of Training Facilities for Business Studies in Polytechnic in the Southern State of Nigeria. *Journal of Business and Management I(I)* 260-269.
- Akuma C. E. and Nwali N.B (2008), *Information and Communication*
- ALI Y. (2015). *Impact of Modern Office Technology on Secretarial Performance in Public and Private Sector Environment in Nigeria* *Journal of Management and Corporate Governance* Volume © 2015 Cenresin Publications 7, Number 1. 2015
- Asika, N.M. & Odugbesan, A. O. (2002), *Understanding Nigerian Business Environment*, Lagos, Concept Publication Ltd.

- Boladele, Y. (2002). Secretarial Efficiency in an Automated Office: *Journal of The School Vocational and Technical Education (THE VAS JOURNAL)*, 7 (1), 123-134.
- Chukwumezie, F.U (2002). The Internet Competencies Required of Secretaries in a Technological Environment, *Business Education Journal* 3 (6) October, pp. 24-36
- Edu G. I. (2006). A Review of the Problems and Prospects of Entrepreneurship Development in Nigeria Business. *Search Journal of Business and Management Studies* 2(2) 615-621.
- Ekpenyong. L E (2008). *Foundations of Technical & Vocational Education: Evolution and Practice*.
- Habila, S (2013). Office technology and Management: I.T. Career opportunities for its Trainees. Retrieved on 14th September, 2016 from <https://sundayhabila.wordpress.com/2013/04/23/office-technology-and-management-i-t-career-opportunities-2>.
- Haigh, T (2006). "Origins of the Data Base Management System" (PDF). *SIGMOD Record ACM Special Interest Group on Management of Data* 35 (2).
- Helfand, J. (2009) "What is graphic design?" AIGA. Retrieved 7th April, 2013 from <http://www.aiga.org/content.cfm/what-is-design>.
- Jennifer, N. (2006). *Web Design in a Nutshell*. United States of America.
- Julius, W. & Felipe, T. (2008). *Latin-American Graphic Design*. Taschen Publishers. ISBN 978-3-8228-4035-1
- Lisbeth (2007). The Role of Aesthetics in Web Design. *Nordicom Review* (28): 63-76.
- Miller, E. (2009). What is Graphic Design? Retrieved on 7th April, 2013 from http://graphicdesign.about.com/od/graphicdesignbasics/a/what_is.htm.

- Mukoro G. I. (2007), Information Technology as a Platform for Effective Implementation of Poverty Alleviation Programme in Nigeria. *Journal of Business and Management Technology* 1(2) 232- 239.
- Nworgu, B. N. (2007). The Indispensability of ICT in Educational Research. *Information Communication Technology in the Service of Education*.
- Owoeye J. E. (2011) Information Communication Techonology (ICT) Use as a Predictor of Lawyers' Productivity University of Lagos Library Philosophy and Practice (e-journal). Retrieved 1th August, 2016 from <http://digitalcommons.unl.edu/libphilprac/662/>
- Spencer, J. and Pruss, A. (2000). The Professional Secretary, London, Continuum Wellington House pp. 125-126. <Http://www.aiga.org/content.cfm/what-is-design>.
- Technology (ICT) as a Vital Tool National Development. *Business Search Journal Business and Management Technology* I (I) 116-121.
- Walter, O. (2001). *Careers in Web Design*. New York: The Rosen Publishing
- Wikipedia (2012). Office Management, retrieved on 15th August, 2016 from http://en.wikipedia.org/wiki/Office_management
- Wimmer, H. (2009). What does graphic design mean to you? Retrieved 7th August, 2016 from <http://www.agda.com.au/about/what-is-graphic-design>.