



IMPACT OF OFFICE TECHNOLOGY AND MANAGEMENT IN THE DEVELOPMENT OF A NEW OFFICE IN MAGUMERI LOCAL GOVERNMENT AREA BORNO STATE NIGERIA

***Mohammed Goni Tela¹, Mohammed Alhaji Yusuf¹, Sheriff Bukar² & Tijjani
Adamu Inuwa³**

¹Department of Business Education, Ramat Polytechnic Maiduguri Borno State Nigeria

²Department of Social Services, Ramat Polytechnic Maiduguri

³Department of Business Administration and Management, Ramat Polytechnic Maiduguri

Abstract: *This study determined the impact of office technology and management in the development of a new office in Magumeri local Government Area, Borno State. Two objectives were formulated to guide the study. Two research questions were answered. The study is of great significant to the target audience such as, Magumeri Local Government Secretariat, community leaders, other Government agencies, and students. Much is observed today about the changing of new office scene. Although many views are expressed concerning this subject, it is widely acknowledged that the future office operations and procedures are quite different from the ones the office management technologies Profession are accustomed to be. This study adopted descriptive survey design. The population of this study comprised the entire 1360 staff of Magumeri local Government area. A simple random sampling technique was used to select 408 administrative staff representing 30% of the population to form the sample size of the study. Closed ended questionnaire was used as instrument for data collection. The questionnaire title was Impact of office Technology (IOT) and Development of a New office (DNO) The term mean (X) and 4-point rating scale was used to analyse the data. The study revealed the significance differences between the various technological gadgets and new office. It also revealed that the office technology and development of manager in the new office in Magumeri LGA. Borno State, it was recommended that Magumeri LGA should provide various technological gadgets to it staff for efficient service delivery.*

Keywords: Information, Technology, Management, Office, Education

Introduction

For decades, rapid changes have been taking place in all facets of human life, including office technologies, as a result of technological advancement state that for an office to run smoothly, facts and accurate information are necessary for quick decision-making, and modern office technologies can help managers be focused and in contact with their co-workers. It can, therefore, be said that having advanced office technologies can increase a manager's work performance, because such technologies make work flexible (Davenport, 2013). According to Ndlovu (2009),

businesses need to be managed effectively so that they have highly productive employees executing goals aligned with the organization's strategic objectives. Office technologies play a part to meet these strategic objectives. Modern technologies need to be managed effectively and efficiently. An effective way to improve productivity is to raise the level of technology and management to support development of new offices to play a vital role. Managers are the key in ensuring that technology is used to benefit the business. He also mentioned that technology is more beneficial when supported by good management systems, and that technology has a limited contribution to productivity. Offices managers play a critical role in planning, controlling, coordinating and leading their employees to ensure that the right

technologies are brought into the organization for the development of a new offices.

This study is aimed to show the impact of office technology management in office and their use by managers to increase office productivity and development. Offices should procure as many appropriate modern office technologies as necessary in order to ease management tasks and to enable increased management/office productivity. For businesses office, while using technology, the most important thing is to monitor technology life cycles. If this is done, the business office will always stay updated about the technologies used and, most importantly, avoid unnecessary costs. Relevant technologies are the ones that, actually, result in increased performance. It is explained that a product or technology has a finite life; it may be used over decades or even centuries, but, eventually, is superseded and replaced. The study explores the extent of the availability of office technology, its cost, benefits and the risks of use. Over the years, there have been studies on how technologies (in general) improve office/organizations' performance.

Most offices in today's business world, be it government, industry or other human endeavors require facts and accurate information for quick decision-making. The office worker, including the secretary, expects certain support from the organization that he/she is employed. This support can be technological (machines and equipment) and human.

In the past, manager's dictated memos and letters and secretaries typed them in various offices. Most recently, institutions have developed word processing centers and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial

support and make the secretary very productive. The type of machines and gadgets that

were used to produce, duplicate and store information has undergone a great transformation to cope with the growing world technology, as a result, the role of secretaries in the business set up has changed tremendously from that of typewriting, shorthand dictation, answering of telephone calls and processing of mails to the usage of computers and other modern gadgets (Akpomi, 2003).

Today's secretaries are exposed to office technology and management including the internet that make work much easier and knowledge more accessible. It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photo-copy machines, duplicating machines, dictating machines, printers, among others Secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services

globally Technological changes have altered the procedures and techniques for office functions to include the computers, electronic mail, voice mail, and the internet. (Edwin, 2008).

Statement of the Problem

Information and communication create a lot of opportunities and it is expected that all sectors of human society should make optimal use of the opportunities offered by this new development. The development of new office automation and information management profession appear to be a blessing to its users, on the other hand, office management technology professionals who had not up-dated their skills fear that it would replace them. Is that a genuine fear? if an automated office would effectively replace the secretary, how soon would that happen? Much is observed today about the changing of new office scene. Although many views are expressed concerning this subject, it is widely acknowledged that the future office operations and procedures are quite different from the ones the office management technologies Profession are accustomed to be.

However, it has been observed that, Today's secretaries are exposed to office technology and management including the internet that make work much easier and knowledge more accessible. Despite all these, it seems ICT facilities and skills that are necessary for the conduct of administrative office work are not adequate such as office gadgets available to the secretary like photo-copy machines, duplicating machines, dictating machines, printers, and personnel among others. it also appears to the researcher, in adequate of the above ICT gadget may affect the secretaries in management and development of new office. Therefore, it is against this background, this study determines the impact of office technology and management in the development of a new office in Magumeri local government area Borno State, Nigeria.

Objectives of the Study

The main objective of this study is to determine the impact of office technology and management in the development of a new office in Magumeri Local Government Area.

The specific objective were to determine:

1. the various technological gadgets involved in the development of a staff in new office in Magumeri LGA.
2. the prospects of office technology to the development of manager in the new offices in Magumeri

Research Questions

The research questions were generated from the objectives which are:

1. What are the various technological gadgets involved in the development of a staff in new offices in Magumeri LGA.?
2. What are the prospects of office technology to the development of manager in new office in Magumeri LGA.?

Significant of the Study

The study will benefit the Magumeri Local Government Secretariat, community leaders, other Government agencies, and students. The study will also benefit the local Government as guide when building a new office. It also helps community leaders to appreciate positive impact and importance of new offices. It also helps the government agencies to implement policies and programmes in line with the new office technology. Finally, it will serve as reference purpose to students as well as improve the body of existing literature.

Literature Review

2.1 Theoretical Framework.

2.2 Various Gadgets Involve on Modern Business Office Technology.

2.3 What are the Prospects of New Office Technology?

2.1 Theoretical Framework

This study is anchored theories of technologies propound by Thomas P. Hughes and Luhmann (2000). Theories of technology attempt to explain the factors that shape technological innovation as well as the impact of technology on society and culture. Most contemporary theories of technology reject two previous views: the linear model of technological innovation and technological determinism. To challenge the linear model, today's theories of technology point to the historical evidence that technological innovation often gives rise to new scientific field and emphasizes the important role that social networks and cultural values play in shaping technological artefacts. To challenge technological determinism, today's theories of technology emphasize the scope of technical choice, which is greater than most laypeople realize; as science and technology scholars like to say, it could have been different. For this reason, theorists who take these typically argue for greater public involvement in technological decision-making. This means that the GPTs are used as inputs by a wide range of sectors and have a wide range of different applications. Such a pervasiveness of GPTs results from the fact that GPTs perform some generic function that happens to virtually universal applicability throughout the economy.

According to Helpman and Trajtenberg, (1994), The varieties as well as the width of use across the economy are characteristics that evolve over time. GPTs there for often emerge as technologies being specific to a certain sector and then slowly spread throughout the economy. Typically, a new has a rather specific use, which then expands as more and more applications are discovered. For this reason, is suitable for several different industries and it can either be used with little adaptation, or investments can be made in its adaptation to a specific product or a specific use.

2.2 Various Office Gadget involved in Modern office Technology

According to Atakpa (2010), secretarial functions the world over have undergone tremendous technical transformations. He noted further that secretarial functions which were previously done manually have been mechanized. Eze (2000), asserted that any office staff of today boring and uninteresting with modern office skills words, sentences and paragraphs are manipulated.

This is made possible using word processor. This makes possible all range of editing options applicable. This makes possibilities for documents, fillin of forms, retrieving information and finally printing have become simplified tasjs with the use of word processors Agomuo 2005, Examining the effects of information and communication technology on the performance of public sector secretaries, Buseni (2013), asserted that the quality of a secretary is a function of reliable and reporting framework. The study revealed that the use of computer, telecommunication and video techniques positively and significantly affected productivity of public sector secretaries.

According to Chukwumeize (2002), skills needed by secretaries to manage information on the internet are keyboarding skills, grammatical and communication skills, computer fluency, operating the telephone and downloading and uploading the software. (Edwin, 2008). Defined information technology as the harnessing of electronic technology to improve the operations and profitability of the business as a whole. He noted further that information provides significant facilities such as word processing, filling and data management facilities. Technological changes have tremendously transformed the traditional role of secretaries in offices. The traditional role includes typewriting and shorthand dictation, answering of telephone calls and processing of mails. In recent times, modern secretaries are exposed tom high technology such as the internet which simplifies duties and enhance knowledge accessibility

List of New /Modern Office Gadgets

The Computer: Everybody knows what a computer is. It can simply be defined as accurate electronic devices that perform calculations and processes information at great speed. Computers come in different sizes, shapes capacities, etc. We have desktops, laptops and palmtops. The computer is used in medicine, engineering, architecture, education, banking etc.

Telephones-Mobile and Land: The land line is the most basic office communications tool used by secretaries. The most popular mobile phone used in the business place is the GSM Global System Mobile Communication.

Fax Machine: Just like the telephones, the fax machine transmits information, but in text or document format:

Internet (WWW, e-mail, search engine, etc.) This is an intangible facility on the computer. WWW stands for worldwide web and it is a collection of information in multimedia form on the internet. This information is stored at locations called websites, in the form of web pages.

Telephones-Mobile and Land: The land line is the most basic office communications tool used by secretaries. The most popular mobile phone used in the business place is the GSM Global System Mobile Communication

Teleconferencing: This facility, usually embedded in the telephone technology, allows more than two people to communicate via phone at the same time. This makes it possible for people in different cities to hold meeting together.

Video Conferencing: This facility usually makes use of the internet with or without the telephone and allows visual and speech communication among several people at the same time.

Scanner: This machine is used to convert hard copy documents into soft copies to later

be transmitted from one place to the other via internet. This format can include colours, unlike the typical fax machine.

Printers and Photocopiers: Printers are used to convert hard copy documents from soft copy formats to hard copies and photocopiers are used to make additional copies of such documents.

2.4 Prospects of New/Modern Office Technology

A study conducted by Azih (2013), emphasizes the need for building secretary's capacity in modern office technology. He mentioned secretaries should be abreast of the importance and use of modern office technology, and recommended the need for training program to be organized periodically for secretaries to update their knowledge on modern office skills, and institutions training secretaries must include in their curriculum these modern office technology skills for program relevance. Azih (2013), also showed that training is important in complementing the use of modern office technology. He mentioned that secretaries and managers perform various office duties in their organization, and their ability to apply some of these modern office technologies leads to efficiency in the performance of their assigned roles. The necessary office technology equipment should be provided in every organization and training and retraining program should be organized for secretaries in every organization for occupational relevance.

Performance Management

According to Abbay (2004), management of performance involves activities that ensure that goals are consistently met. Performance management focuses on an organization, employee department employee or even processes to build a product or service, and many

other areas. Abbay, further stress that Performance is enhanced by many factors, including

rewards, recognition and salaries. Having performance complements, such as modern office technologies, can improve the productivity of managers, because technologies can make their office work mobile.

Galen (2014), notes that performance appraisal will receive much attention in management circle in the coming years, and also asserts that it is a valuable tool for recognizing management strengths and weaknesses, a chance to develop management talents and an essential part of office planning. It can be used to do SWOT analysis, because at the end of the assessment the appraiser can identify the strengths, weaknesses, opportunities and threats of the business. Business managers have to think out of the box and find the easiest way to perform their functions. Managers can start by considering office technologies as a tool that can enhance their performance. The focus is on whether having office technology helps managers to do their tasks smoothly, compared to no advanced office technology. Advanced office technologies are available, easily accessible, and they improve productivity. Thus, managers must decide on technologies that will help them to increase productivity.

Methodology

Descriptive survey research design was used, because it determines. impact of office technology and management in the development of a new office in Magumeri local government area Borno State Nigeria. Survey research design is a method of collecting data through self-report measures, questionnaires, or interviews (Creswell, 2014).

Population

population of this study comprised the entire 1360 staff of Magumeri local Government area. simple random sampling technique was use to select 408 administrative staff representing 30% of the population to form the sample size of the study.

Instrument

The instrument was closed ended questionnaire. The questionnaire title was Impact of office Technology (IOT) and Development of a New office (DNO) The questionnaire was divided into three sections. A, B and C respectively. However, to determine the validity of the instrument, professionals in the school of vocational and Technical Education Ramat Polytechnic Maiduguri Borno State to validate the instruments for face and content validity.

Procedure for data Collection

The researcher administered 408 copies of the questionnaire to the respondents' while after one-week interval, the researcher collected the filled questionnaire for statistical analysis.

Method of Data Analysis

The researcher used the term mean (X) and 4 point rating scale to analyse the data collected from field. The decision rule for the 4 point rating scale was SA=4, A=3, D=2 and SD=1 which was 2.50 i.e $4+3+2+1=10/4$. The mean (X) of 2.50 and above is considered as accepted/agreed` while mean (X) below 2.50 is considered as rejected/disagreed on the remark Colum.

Data Presentation Interpretations and Analysis

In this chapter the data collected from the filed by the researcher were presented and analysed in tables and interpreted.

Research question 1: What are the various technological gadgets involved in the development of a staff in new business offices?

Table 4.1 responses from respondents on the technological gadgets.

Items statements	SA	A	D	SD	\bar{x}
New office gadgets contribute to organization's efficiently	45	35	33	37	2.76
Gadget involve in new office technology facilities management of information in terms of storage.	50	30	35	35	2.90
Computers, fax machine, printer, scanner, photocopiers are new office technology used in organization.	50	30	35	35	2.90
Office functions which were previously done manually have been computerize	40	35	30	45	2.40
New office technology increase secretary's performance in a business office	55	35	30	30	3.30
Grand Mean				2.85	

Source: Field Survey 2024

In table 4.1 above shows that 45 respondents strongly agreed and 35 respondents agreed with the statement, with mean respond of 2.76 accepted., item 2 shows that 50 respondents strongly agreed and 30 respondents agreed with statement with a mean respond of 2.90 accepted.; item 3 indicated that 50 respondents strongly agreed and 30 respondents the statement with a mean of 2.90 accepted.; item 4 deficits that 40 respondents strongly agreed and 35 respondents agreed with the statement with a mean of 2.40 which is rejected; item 5 shows that 55 respondents strongly agreed and 35 respondents agreed with the statement with a mean of 3.30 accepted.

Research question 2: What are the prospects of office technology to the development of managers in a new business office?

Table 4.2 responses from respondents on prospects of office technology and management.

S/N	Items statements	SA	A	D	SD	x
6	A new office advancement technology contribute to secretary work performance.	40	40	30	40	2.60
7	Effective way to improve productivity in a new office is to raise the level of technology.	50	50	25	25	2.66
8	Modern technology play a part in aiding business meet their strategic goals.	45	35	35	35	2.60
9	Productive employees executing goals in line with the organizational strategic objectives.	40	30	40	40	2.40
10	Variuos technological gadgets involves in new business office technology make work flexible.	45	40	35	35	2.70
Grand Mean					2.59	

Source: Field Survey 2024

In table 4.2 above shows that 40 respondents strongly agreed and 40 respondents agreed with the statement, with mean respond of 2.60 accepted., item 2 shows that 50 respondents strongly agreed and 50 respondents agreed with statement with a mean respond of 2.66 accepted.; item 3 indicated that 45 respondents strongly agreed and 35 respondents agreed with the statement with a mean of 2.60 accepted.; item 4 deficits that 40 respondents strongly agreed and 30 respondents agreed with the statement with a mean of 2.40 which is rejected; item 5 shows that 45 respondents strongly agreed and 40 respondents agreed with the statement with a mean of 2.70 accepted.

Summary of major Findings

- 1) New office technology has improved the standard and performance of office secretaries
- 2) Office managers have positive attitude toward utilization of new office in a contemporary organization.

Discussion

In table one research question one majority of the respondents agreed that computer, fax machines, printer, scanner, photocopier are new office technology used in an organization

also some of the respondents disagreed that office functions which were previously done manually have been computerized. Table two research question two most of the respondents agreed that various technological gadget involves in a new business office technology make work

flexible, while other respondents are with a contrary opinion that productive employees executing goals in line with the organizational strategic objectives.

This study seeks to determine the impact of office technology and management in the development of a new office in Magumeri local government area, Borno state Nigeria. Chapter one consists of introduction of the study, the background of the study, statement of the problem, objectives of the study, research questions, significance of the study, scope and limitation of the study and operational definition of terms. Chapter two reviewed literature based on the objectives. Chapter three tagged research methodology with sub-titles: research design, population, sample size and sampling techniques, instrument for data collection etc were discussed in various tables in accordance to the research questions generated in chapter one. The final chapter was tagged summary, conclusion and recommendations. The theoretical framework for this study was based on Thomas P. Huges (1992) and Luhmann (2000), theories of technology which attempt to explain the factors that shape technological innovation as well the impact of technology on society and culture. Questionnaire was used for data collection; mean rating scale was used to analyze the data. Findings revealed that new office technology has improve the standard and performance of business organization.

Conclusion

The emergence of office technology in managing information has brought unprecedented achievement in management information system and technology has revolutionized communication during the past decades. Access to people and information anywhere in the world has been established thereby facilitating cheap, quick and easy access to current and reliable information. These unprecedented achievements were made possible by the facilities such as the computer, internet, electronic mail, telecommunication, teleconferencing, tele working and globe system of communication. These increase productivity, effectiveness and efficiency and create a positive impact on performance of an office employee on performing task, effective storage capacity, speed and versatility in almost all field of human endeavor. The study also concludes that, the majority of employees were of the opinion that new office should have computers, fax machines. Printer, scanner, photocopier machine in order to improve in office technology and development.

Recommendations

Based on the main findings, the researcher recommends as follows:

- 1) organization should embark on the use of information technology gadgets management facilities so as to increase effectiveness and maintain high productivity so as to attain organizational objectives.
- 2) Organization should endeavor to organize training and development program which lead prosperity in office technology management.

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