



## Improving the Effectiveness of Local Government Administrators through Office Virtualization in the Era of Covid-19

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**Abstract:** This paper examined the Covid-19 Era Effectiveness of Local Government Administrators through office virtualization. Office virtualization (which includes online meeting, email facilities, social media and blogging) are the predictor variable while local government administrators' effectiveness is the criterion variable of this paper. The objective of this paper was to theoretically examine the impact of the predictor variable (office virtualization) on local government effectiveness (criterion variable) in this corona virus era. Literally, it was found that virtual office helps reduce cost, improve quality and productivity as well as encourage the use of innovative and creative methods for solving problems in the modern office workplace. Six (6) recommendations were made to guide the smooth running of the organization, These includes that employees should be kept abreast of all information about the technological changes that offices plan to bring and the skills that will be needed for it. The technicality of the use of complex computer applications and other technologies used in the office. Secondly, local government authority should include in its learning and development intervention plans a continuous series of training for its employees for every update or advancement that technology undergo amongst others.

**Keywords:** Covid-19, Office Virtualization, Local Government Administrators

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### Introduction

Nigeria has been severely hit by the spread of COVID-19 and the associated sharp decline in all facets of life. A range of measures have been implemented to contain the spread of the virus, including closure of international airports, public and private schools, universities, stores and markets, and suspension of public gatherings. A lockdown was declared in Lagos, Abuja and Ogun states at the first instance and later throughout most of the states of the federation. Work at home is also encouraged in several states and government institutions while isolation centres are being expanded in Lagos state (Somuah, 2020). Testing capacity is increasing as NCDC now deploys digital platforms for people to get results sooner than before. With the daily

cases increasing recently, Nigeria has entered a second wave of COVID-19 infections (NCDC, 2020). The Federal Government adopted a revised budget for 2020 in response to the COVID-19 shock. A N500 billion (0.3 per cent of GDP) COVID-19 intervention fund is included in the revised budget to channel resources to additional health-related current and capital spending (tests, supplies and facilities) and public works programs to support the incomes of the vulnerable, including N7.5 billion to Nigeria's Centre for Disease Control and grant of N10 billion to Lagos State (Shereen, Khan, Kazmi, Bashir & Siddique, 2020).

Workplace or office virtualization is ability to abstract a user's workflow and unite it from the constraints of physical desktop according to Joe (2019). It is vital for governments to provide accurate, useful and up-to-date information to people, particularly during times of crisis. During the COVID-19 pandemic, governments started providing information on their national portals, mobile apps or through social media platforms. A review of the national portals of the 193 United Nations Member States showed that by 25<sup>th</sup> March 2020, 57 per cent (110 countries) have put in place some kind of information on COVID-19, while around 43 per cent (83 countries) did not provide any information; but a further analysis showed that by 8<sup>th</sup> April 2020, around 86 percent (167 countries) have included information and guidance about COVID-19 in their portals (WHO, 2020). The COVID-19 crisis has also brought new needs for digital government services and more demand on existing services. Developers in governments were mobilized and engaged in designing new apps and services to help in the fight against COVID-19. Some of these new services include delivering food and other essential items to those most in need by optimizing the entire supply chain via digital government services (AlSayyad & Guvenc, 2015).

COVID-19 is both a global health crisis and an international economic threat. The worldwide lockdown of businesses and industries that were implemented and mandated to curb the spread of the virus generated a wide array of unique and fundamental challenges for both employees and employers across the globe (NCDC, 2020). These recent months have been marked by difficulties and distress for some, but also by creativity and resilience that have helped both the citizens and their local authorities to adapt relatively fast to a new setting. Some of the measures so far adopted have shown unprecedented courage on matters where advancement was not easy before. This is the case of measures such as the temporary regularization of migrants to ensure they benefit from free health care; the allocation of work permits and unemployment allowances to migrants working in the agricultural sector; the building of hosting facilities for homeless people including migrants; the public recognition of the solidarity effort showed by the migrant communities who fundraised for the host health systems, and many more (Somuah, 2020).

COVID-19 has caused governments at all levels to operate in a context of radical uncertainty. The regional and local impact of the COVID-19 crisis is highly heterogeneous, with significant implications for crisis management and policy responses. The services from local governments have always been critical to the well-being of citizens, but never more so than they are today during the COVID-19 pandemic (Ede, 2020). When a crisis at the magnitude of the COVID-19

pandemic happens, it is local governments that step into the front line. They provide emergency services, communicate with citizens on measures to contain the spread of the virus, as well as ensure that the services that keep communities functioning continue to be delivered to the best standards. Local government authorities are closer to the populations they serve than the state and federal government authorities (Shereen, Khan, Kazmi, Bashir & Siddique, 2020).

During the COVID-19 pandemic, there has also been a wave of fake news and viral hoaxes (Goodman, & Giles, 2020). Users with ill objectives or inadequate knowledge contribute to the spread of fake news and create further panic in society. Thousands of COVID-19 scam and malware sites have emerged on a daily basis, such as the sale of counterfeit surgical masks, fake self-testing kits and so on. The World Health Organization has categorized this as the secondary issue of an infodemic “an overabundance of information - some accurate and some not - that makes it hard for people to find trustworthy sources and reliable guidance when they need it.” In response, some governments have launched response units or campaigns to coordinate the fight against online misinformation about COVID-19 (WHO, 2020). Many governments have further utilized social media platforms to connect with people. Some also have partnered with influencers to disseminate accurate information about the COVID-19 outbreak, and to counter harmful misinformation. There has been a particular focus on engaging with youths and children, who are very vulnerable to fake news and might suffer from the burden the COVID-19 crisis put on parents’ social, economic and mental well-being (NCDC, 2020).

Undoubtedly, we have entered the most unusual working arrangement of this generation. The world, as we knew it came to an abrupt halt in early 2020, and governments, informed by science, had to enforce drastic measures to save lives. The challenge for policymakers is how to continue protecting the lives and health of people without doing irreversible damage to the economy in the process. The measures that ensure physical distancing - the closing of schools, grounding flights, putting a stop to large gatherings and closing workplaces - are just the beginning of the fight against the virus and serve only as a tool to slow down its spread. Easing the restrictions should not put lives at risk, or risk a new wave of infections, which some predict might be even worse than the first wave that already stretched healthcare capacity beyond its limits and put frontline workers under considerable risk and pressure. The Covid-19 pandemic is a recent phenomenon and its study is still limited (Somuah, 2020). To this end, the literatures used in the analysis of this research are largely materials conducted on other pandemics which have affected the world. In the light of the above, research conducted on the above pandemics have been used to draw parallels with the Covid-19 pandemic. This paper takes an in-depth look at improving the Covid-19 era effectiveness of local government administrators through office virtualization.

### **Objectives of the study**

In view to the conceptual framework below, the following objectives are derived:

1. To examine the relationship between online meeting and Local Government effectiveness
2. To examine the relationship between Email Facilities and Local Government effectiveness
3. To examine the relationship between Social media and Local Government effectiveness
4. To examine the relationship between Blogging and Local Government effectiveness

### **Theoretical Review**

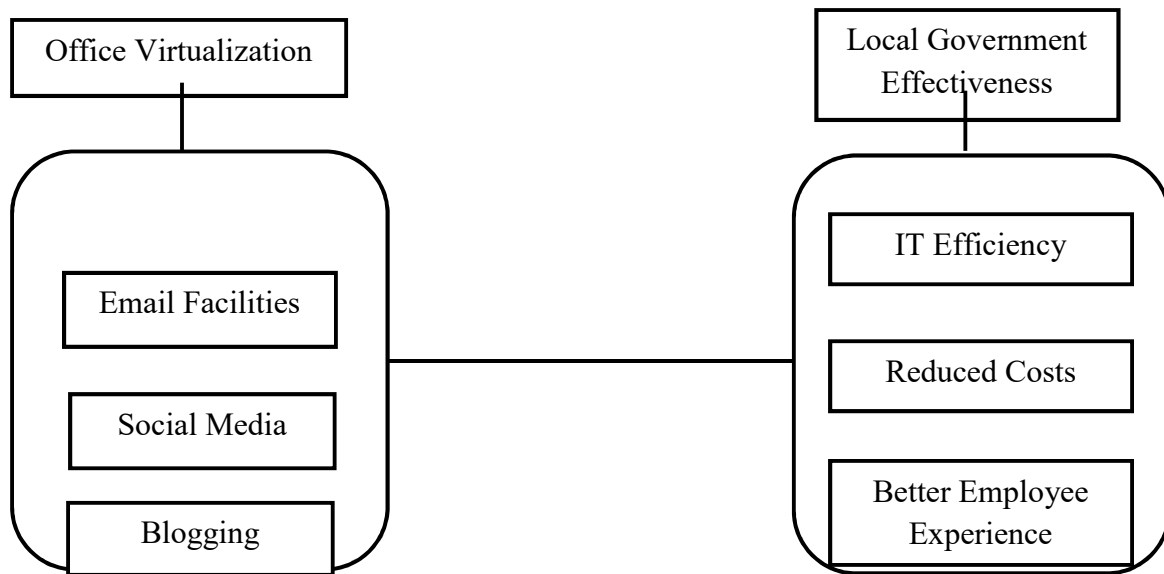
Theoretical foundation represents the structure that can hold or support a theory of a research study and as such introduces and describes the theory that explains why the research problem under study exists. Thus, the essence of formulating theories is to explain, predict and understand phenomena and in many cases, to challenge and extend existing knowledge within the limits of critical bounding assumptions (Swanson, 2013). Therefore, Border theory served as the theoretical underpinnings upon which this study was anchored.

#### **The Border Theory**

This study was anchored on Border Theory developed by Sue Campbell Clark (2000). The theory states that each person's role takes place within a specific domain of life, and these domains are separated by borders that may be physical, temporal, or psychological. The theory addresses the issue of "crossing borders" between domains of life, especially the domains of home and work. Hence, this theory shows that there should be a proper balance between work and non-work activities like social life, family life, and health and so on. Borders are referred to as "lines of demarcation between domains, defining the point at which domain relevant behaviour begins or ends." The borders can be physical (example; walls, define where domain-relevant behaviour takes place), temporal (example; work hours, divide when work is done from when family responsibilities can be pursued), or psychological (rules created by individuals that dictate when thinking patterns, behavior patterns and emotions are appropriate for one domain but not the other).

According to the border theory, the flexibility and permeability of the boundaries between people's work and family lives will affect the level of integration, the ease of transitions, and the level of conflict between these domains. Boundaries that are flexible and permeable facilitate integration between work and home domains. When domains are relatively integrated, transition is easier, but work family conflict is more likely.

### Conceptual Framework



**Fig. 1.1** *Conceptual Framework for the relationship between office virtualization and local government effectiveness*

**Source:** *Researcher's Desk (2021)*

### Office Virtualization

In today's world, fast growing organizations have the tendency to want to expand the frontier of their services to other parts of the world. This may not only include regions in which they were initially set up, but also, the same state, country, continent and possibly, other continents also. As some organizations deem it fit, they may setup more than one branch office in a particular location so as to make attempts to satisfy the needs of the ever-growing population in that region (Murphy, 2013). As these companies grow, the need to communicate also increases with respect to their growth margin even as they establish branch offices to suit the needs of their target populace. In this sense, it is obvious that there is an urgent need for organizations in such category to employ a means of communication that is readily available, dependable, flexible and easily deployable as their branch offices will also be opting for this solution.

Office virtualization is the ability to abstract a user's workflow and untie it from the constraints of the physical desktop. This means that employees get the same working experience, regardless of their device or location. A user's desktop, applications and data can be available to them anywhere because it is no longer dependent upon a single workstation or operating system. Office virtualization can also be used by employees out in the field (Savrum & Leon,

2015). A virtual office is part of the flexible workspace industry that provides businesses with any combination of services, space and/or technology, without those businesses bearing the capital expenses of owning or leasing a traditional office. A virtual office gives businesses a physical address and office-related services without the overhead of a long lease and administrative staff. With a virtual office, employees can work from anywhere but still have things like a mailing address, phone answering services, meeting rooms and videoconferencing (Ahmad, 2014). A virtual office is a service that enables employees and business owners to work remotely by providing a range of business functions accessible through the internet. It also enables an organization to create and maintain a presence in a desirable location without the need to pay rent for an actual space.

A virtual office is part of the flexible workspace industry that provide businesses with any combination of services, space and/or technology, without those businesses bearing the capital expenses of owning or leasing a traditional office, the office is surrounded with audiovisual technology. Audiovisual is electronic media possessing both sound and visual component, such as slide-tape presentations, films, television programs, corporate conferencing, church services and live theatre productions. Audiovisual service provider frequently offers web streaming, video conferencing and live broadcast services. Computer-based audiovisual equipment is often used in education, with many schools and universities installing projection equipment and using interactive whiteboard technology (Oginni, & Motui, 2015).

According to Murphy (2013), office virtualization offers several benefits which includes primarily greater IT efficiency, reduced costs and a better employee experience.

### **1. Greater IT Efficiency**

Office virtualization provides greater efficiency for IT administrators because it streamlines the management of devices while meeting employee expectations. It also simplifies IT management for all users so IT personnel don't have to tend to individual machines. By centrally managing the personalization, data and settings separately from the underlying operating systems, devices and delivery platforms, IT is able to reduce the complexity often associated with managing users.

### **2. Reduced Costs**

Office virtualization can also lower IT costs for businesses. It offers not only a platform for centralized management of many resources, but also standardization of equipment and service. This results in reduced IT personnel overhead, as they no longer have to support as many desktop or laptop machines, which can be taxing on a small IT staff. Office virtualization also lets businesses have a mobile and agile workforce, which can reduce the cost of office space.

### **3. Better Employee Experience**

Office virtualization also benefits many businesses because it improves employees' satisfaction with the company's technology, including the devices themselves and the benefits of anytime,

anywhere access. Office virtualization allows employees to work more efficiently and in a manner that more closely resembles the way they use technology in their personal lives.

### **Online Meeting**

The COVID-19 pandemic has prompted a global shift in meetings and events, many moving from in-person gatherings to a more virtual implementation. Governments and organizations of the world have embraced these changes not only during these unprecedentedly uncertain times, but to inspire future potential for its citizens to expand their reach, engaging and empowering members and potential members to connect locally and globally, especially at a time when timely research and connection are of such great importance. In the last couple of years, the popularity of virtual meetings has hit new records in response to calls to reduce air travel and utilize climate-friendly conferencing. Moreover, the recent corona virus (COVID-19) outbreak has shed light on alternative digital options, as opposed to 'business as usual' conference set-ups. However, these recent developments are far from being all there is to say about virtual conferencing. The COVID-19 pandemic has affected many parts of our lives. Following social distancing recommendations, many organizations have shifted in-person conferences to online meetings (Savrum & Leon, 2015).

Virtual meetings, sometimes referred to as virtual conferencing, is the hosting of a meeting in a virtual environment and not face-to-face. Creating a virtual meeting room is often seen as a cost saving compared to flying/transporting employees to meet one another for a few hours. It is less disruptive to schedules and in-office work( Ogundipe, 2020). A virtual meeting is when people around the world, regardless of their location, use video, audio, and text to link up online. Virtual meetings allow people to share information and data in real-time without being physically located together. Virtual meetings use technology to allow groups to collaborate through an internet connection. These virtual meeting platforms generally have an audio and video component and are not simply a voice connection. Online conferencing allows individuals to attend events in case they are prevented from attending in person due to visa issues, travel costs, or other reasons. Put differently, such a format increases accessibility and inclusion by reducing barriers to participation. Virtual meetings help business leaders, professional service agencies, and project managers achieve cross-functional collaboration, deliver better project outcomes, and build talented, creative, and technical teams across multiple time zones(Shereen, Khan, Kazmi, Bashir &Siddique, 2020).

### **E-mailing Facilities**

Electronic mail, also known as email or e-mail, is a method of exchanging digital messages from an author to one or more recipients. Modern email operates across the internet or other computer networks. Some early email systems required that the author and the recipient both be online at the same time, in common with instant messaging. Today's email systems are based on a store-and-forward model. Email servers accept, forward, deliver and store messages. Neither the users nor their computers are required to be online simultaneously; they

need connect only briefly, typically to an email server, for as long as it takes to send or receive messages. An email message consists of three components, the message envelope, the message header, and the message body. The message header contains control information, including, minimally, an originator's email address and one or more recipient addresses (Savrum& Leon, 2015). Usually descriptive information is also added, such as a subject header field and a message submission date/time. To send and receive mails in electronic format, an email account and an internet connection are required. There are email programs available to help you manage your emails on your computer. Some of the most commonly used email programs are Microsoft Outlook Express and Netscape Messenger(Oleribe, Salako, Ka, Akpalu, McConnochie, Foster, & Taylor-Robinson, 2015).

Many of the electronic mail systems today are already connected together in networks, so that users can send mails to one another, regardless of which mail system each of them is connected to. In the future, almost all systems will be connected in this way. This means that all the electronic mail systems, when connected, behave as one large system. This large system may eventually be comparable in size and complexity to the world-wide international telephone network, but will have more advanced technical functions, and will be more of a data-processing system than the telephone network

### **Social Media**

Over the years, social media has become an active technological tool in Nigeria as well as news and communication channel for the citizenry of Nigeria. Access to mobile telephone especially among the technologically savvy youths has made dissemination of information easy with a snap of the finger (Oginni & Motui, 2015). In recent times, as the pandemic encroaches on and emasculates world activities, social media platforms have been utilized as an information outlet to citizens. Its significance has gained more recognition owing especially to the fact that the government implemented a lockdown policy to curb the spread of the Covid-19 virus. Thus, it has become an active tool for engagement and communication for the dissemination of plausible information as well as incredulous (MIS) information. Social media also changed journalism practice. Real-time audience engagement has given rise to crowd sourcing content, and even reporting tasks like verification can now be outsourced to the audience. On COVID-19, many information are being floated on social media platforms.

Social media platforms (Watsapp, twitter, facebook, Instagram, etc) are amongst the most widely used sources of information in the World, the easy and inexpensive access to the internet and a large number of registered users in these platforms make them one of the easiest and most effective ways to disseminate information. During major events, the overall response is usually a greater search for information be it a sports event, a disease, or a natural disaster. A good example can be seen with the peak of searches for information on the internet and social media platforms in China preceding the peak of incidence in COVID-19 cases by 10-14 days World Health Organization (2020) with which internet and social media network searches have a demonstrated correlation with the incidence of disease.



Social media platforms have also become helpful for the lay public to maintain communication with friends and family to reduce isolation and boredom which have been associated with anxiety and long-term distress, therefore becoming an important recommendation for isolation at home to help to reduce the psychological impact of the pandemic (Ahmad, 2014). Some of the most relevant characteristics of social media platforms in this pandemic has been the rapid dissemination of protocols at regional, national, and international levels. Sharing protocols about treatment, personal protection equipment, or even proposals for fair allocation in scarce medical resource settings have now become the new normal. This allows centres with less capacity to develop protocols at sufficient speed to be able to implement or adapt other's protocols to their particular situation or resources in minimal time, something unthinkable twenty years ago when most social media platforms had not yet been born.

Social media has advantages and disadvantages. The responsible use of these tools can help during a pandemic to quickly spread new important information, sharing diagnostic, treatment and follow-up protocols, comparing different approaches from other parts of the World to adapt them to our setting and available resources, with the downside of possible dissemination of fake data, myths, and pessimist information that combined with quarantine states may lead to anxiety, depression and in some extreme cases, suicide. Therefore, it is advisable not to contribute to the infodemic and follow a responsible use of social media when disseminating information (Shereen, Khan, Kazmi, Bashir & Siddique, 2020).

Elmahdawy et al. (2017) investigated the experiences of the victims of Ebola virus as it pertained to health systems and the effects this virus had on economies of African countries. The authors canvassed for the revamping of the healthcare systems of Third World countries, militated against by inadequate information sharing systems and the need to involve donor agencies to curb the virus spread in case of a relapse occurs. Unfortunately, Africa was still gasping from Ebola virus when the Coronavirus pandemic once more exposed further several deficiencies in Africa's primary health care systems; which had been railing from poor funding by narrow-minded leaders who prefer medical tourism abroad to fixing basic primary health care infrastructure in the continent. More so, DiMaggio (2011) admits that the internet changes society and this is supported by Bowd (2016) who posits that the advent of social media came with opportunities for news outlets to engage more people thereby leading to an increased spread of information to a wider audience. Meanwhile the research conducted by Oginni and Motui (2015) analyzes the engagements of Africans with the social media. These scholars assert that the engagement of Africans with social media is relatively low and that the authors did not fully explore the impacts of social media usage for civic engagements in individual countries or sub regions of the African continent. To this end, the pandemic has made Africans, specifically Nigerians to be more active in social media in order to keep up with the global sphere.

### **Concept of Effectiveness of Local Government Administrators**

Administrative Effectiveness at the local Government level facilitates rural development which will adequately check the influx of the skilled and unskilled manpower from these rural areas to

the urban centers. To accomplish this, good local governance through proper execution of rural projects that will provide the rural population with employment opportunities, education, recreation and leisure, security, health and the like are very essential.

The principal aims of local governments are to:

- (a) Make appropriate services and development activities responsible to local wishes and initiatives by devolving or delegating them to local representative bodies.
- (b) To facilitate the exercise of democratic self-government to the local levels of our society, as well as encourage initiative and leadership potential.
- (c) To mobilize human and material resources through the involvement of members of the public in their local development.
- (d) To provide a two-way channel of communication between local communities and government (both state and federal).
- (e) Infrastructural provision like health centres, school renovations, road maintenance.
- (f) Maintenance and building of peace and security building (Orekoya and Agbugba, 2001).

These noble objectives cannot be fulfilled unless the entity entrusted with the responsibility of governing is capable of mobilizing and utilizing prudent material, human and financial resources (Dlakwa, 2001), Hence, the importance of administrative efficiency at local government level. Administrative Effectiveness is the judicious utilization of Local Government resources, proper conduct and management of Governmental affairs at the local government level to facilitate administrative effectiveness.

### **Virtualization and Covid-19 Era Effectiveness of Local Government Administrators**

The sudden and involuntary transition to remote work caused by COVID-19 hasn't been perfectly smooth for local government administrators. Some are finding they lack the infrastructure to handle so many people working from home. They're experimenting with shift-based working hours to adhere to social distancing practices, while security experts worry about the increased attack surface with sensitive government information being accessed at home. The disruption over the past month has been real, and in many cases, the response has been fast. But once the pandemic is over, the transition from remote back to the physical office won't be easy either—and not just because of the potential for ongoing social distancing measures in the months to come. As local Government administrators continue to work at home in response to the COVID-19 pandemic, they may be undergoing a transition that they can't take back easily. Workflows will likely have to adapt, and workforces will settle in to a different kind of life balance. Remote work might not just be a short-term inconvenience. It appears that we may be on the cusp of a long-term transformation. COVID-19 has accelerated the timeline for the future of work—it's here now, and it's altering most aspects of how they work. What does that mean for local Government agencies? It means teams should consider the need to adapt to the new normal today. Leaders and policymakers, meanwhile, need to prepare for the "next normal" tomorrow, gathering the data they need to understand what

works well virtually and what doesn't, so they can make intentional choices that enhance and sustain the employee experience at the same time.

The COVID-19 crisis is having a deep effect on local governance globally. The outbreak has a profound effect on local public health, an unprecedented impact on local economies around the world and it magnifies existing social issues, including inequality. In some contexts, the crisis undermines local public order, where specifically developing and fragile countries may see the crisis disrupt local democratic processes. The COVID-19 crisis is having a profound effect on local governance around the world. Also in developing countries, local governments are at the front line in addressing the effects of this unprecedented health and economic crisis. Some of the questions that come up are: 'How can we make sure that everyone has access to clean water hand-washing and sanitation to combat the virus?' 'How should communities manage their markets, to prevent further spreading of the current virus, while assuring local food supplies?' 'How are decisions taken at the local level if local councils cannot convene meetings?' 'Which part of the community is hit or most at risk by this crisis?'

This combined health and economic crisis has a profound effect on governance structures and local democracies. Obviously, some of the key principles of good governance, such as transparency, accountability, control of corruption, efficiency, inclusiveness and the rule of law have come under increased pressure as a result of this acute crisis. We believe that governance systems able to apply these principles will prove to be the most resilient to the impact of this crisis, limiting damage and preparing for recovery. Therefore, this crisis is also a test of governance. Local governments are at the forefront of the current crisis, working together with their communities and health organizations to mitigate the current outbreak of COVID-19, while maintaining an orderly functioning of public services in their territories. In times of crises, local governments can take a coordinating role, connecting with their communities through clear communication and implementing adequate mitigation measures. By implementing policies in line with national guidelines, but in cooperation with representatives of the community, they can assure the effectiveness of social distancing guidelines and adherence thereto among others. Local governments can identify vulnerable households or communities for emergency assistance (Savrum& Leon, 2015).

While local governments are currently still in the midst of the first emergency response, many want to already move towards thinking about the long-term. How can local governments assure the continuity of their service delivery beyond the crisis? Can we learn from this crisis and build back better in a way that will display this resilience, while safeguarding local democracy and all principles of good and inclusive public governance? The ability of communities to bounce back, both economically and socially, is a function of the quality of governance. It is important that governments resist the urge to promise that things will be rebuilt in the short run. This is a key lesson learnt which frequently returns during the recovery phase in the aftermath of natural disaster programmes. Local governments can make sure that investments done in the midst of a crisis are connected with longer term development plans. Existing local development plans

will most probably need a review, as the (local) context has significantly changed. Local governments have a vital role in spatial planning, clean water, housing, electricity and waste management, all issues which if properly implemented, would result in improved community resilience.

## **Conclusion**

The COVID-19 pandemic is forcing governments and societies to turn toward digital technologies to respond to the crisis in the short-term, resolve socio-economic repercussions in the mid-term and reinvent existing policies and tools in the long-term. Navigating through these challenging times requires governments to adopt an open government approach and to use digital communication channels to provide reliable information on global and national COVID-19 developments. E-participation platforms can represent useful tools to engage with vulnerable groups online and to establish digital initiatives to collectively brainstorm for policy ideas to critical social and economic challenges.

Effective public-private partnerships, through sharing technologies, expertise and tools, can support governments in restarting the economy and rebuilding societies. Developing countries, in particular, will need international cooperation and support in mitigating the crisis. Therefore, regional, national and local project-based collaborations with private sector companies, international organizations and other stakeholders are necessary. Investments in these technologies can tremendously support the future resilience of the health economy and the public services delivery.

Virtual office helps reduce costs, improve quality and productivity, and encourage the use of innovative and creative methods for solving problems in the modern office workplace. Virtual offices are of great help in making the work more efficient, but this would never eliminate employees for being the leading central players in any organization. The human workforce remains highly crucial in offices. They can never be replaced with virtual techniques. The success in the use of technology in modern office work environment depends on the sufficiency of money and technology expertise among other factors. Technology has rapidly advanced to the point of having most of the jobs done digitally that it threatens the employment of people who are not literate on technological advancements. The adoption of technology may be costly, but if used effectively, increased work performance and productivity will reduce all the rest of the production and service costs in offices in the long run. In this modern highly competitive time, the use of technology is inevitable. It is not a want but need a need especially in the field of office work of managers and secretaries where information is received, processed, analyzed and reported to aid in the decision-making process which are vital in the overall success of every organization.

## **Recommendations**

The following recommendations are necessary for the improvement of Covid-19 era effectiveness of local government administrators:

1. Government should keep employees well-informed of all about the technological changes that offices plan to bring and the skills that will be needed for it. The technicality of the use of complex computer applications and other technology used in the office works highly requires an increasing amount of training.
2. Local government authority should include in its learning and development intervention plans a continuous series of training for its employees for every update or advancement that technology undergo. This means that instead of depending on people outside offices for technical skill when troubleshooting problems with the technology that are being used, they should instead invest in developing skills among their current employees by sending them to seminars and training.
3. Online meetings are becoming the most efficient way to hold meetings in business today. Therefore, this paper recommends that local government authorities should adopt online platforms for business meetings with colleagues and staff members, holding training sessions with employees, client interactions, document reviews and sales presentations.
4. Local government authorities should encourage the use of email facilities because email is an important method of business communication that is fast, cheap, accessible and easily replicated. Using email can greatly benefit organizations as it provides efficient and effective ways to transmit all kinds of electronic data.
5. Social media supports faster dissemination of information regarding preventive measures and has a lot of potentials. Therefore, the local government should always devise a means to integrate the use of social media in their day-to-day activities.
6. Local government authorities should promote the use of blog as a perfect way to maintain and spread a word about their services and create long-lasting bonds with prospects.

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