

Research Article

Effect of Information Technology on the Performance of Office Managers in Commercial Banks in Bayelsa State

Dr (Mrs) Gift J. Eke

Department of Office and Information Management, Faculty of Management Sciences, Niger Delta University, Bayelsa, Nigeria.

***Corresponding Author:**

Dr (Mrs) Gift J. Eke;
Email: donamacos2@gmail.com

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Abstract

The study was aimed to examine the effect of information technology on the performance of office managers by adopting efficiency and service delivery as performance measurements. The correlation survey design was used, and the survey was done among six commercial banks in Yenagoa, Bayelsa state, Nigeria. This study's sampled participants included thirty-six (36) top, middle, and operational level managers from the analyzed commercial banks, hence the level of analysis is at the macro level. The major technique of data collection was the use of a closed-ended questionnaire with explicit reference to the study goals. The acquired data will be analyzed using both descriptive and inferential statistics. The statistical result shows that there is a cordial relationship between information technology and performance outcomes such as efficiency and service quality. However, the study concludes that there is a significant relationship between information technology and the performance of office managers in the studied commercial banks. Based on the study outcome it was recommended that there should be routine investment of information technology that will enable managers to perform optimally at all time.

Keywords: *Information Technology, Office Managers, Performance.*

Introduction

Information technology refers to computer-based systems used for data storage, retrieval, manipulation, and distribution. Its mission is to solve issues and meet human needs in accordance with set guidelines. By using technology's speed, memory, extension, and communication capabilities, information technology plays a critical role in increasing human knowledge generation. Information and communication technology, as well as the internet, are key technologies in the twenty-first century, which is commonly referred to as the knowledge century. The rise of new information and communication technologies, notably high-speed internet, is changing the way businesses do business, provide public services, and manage innovation (Al-Hawary & Nusair, 2017).

The first corporate trend is to use information and communication technologies to cut costs and improve capabilities. Mobile telephony stands out among all technologies as a highly important and accessible invention for everybody. Its enormous acceptance in recent years has elevated it to the most powerful method of providing economic possibilities and necessary services to a large number of people. Using mobile telephony decreases inefficiencies and promotes wealth in industrialized countries. Furthermore, advances in information technology enable organizations to manage interdependence efficiently and respond to new and intense competitive demands (Al-Hawary & Nusair, 2017).

According to Rajakumaran (2014), the importance of information as a critical resource for companies, both strategically and tactically, is well acknowledged. It is seen as a valuable asset that may contribute to the organization's competitive advantages both internally and outside. The potential value of information, on the other hand, might be considerably increased if the organization is capable of utilizing this critical resource through the introduction of new technologies. Al-Hawary and Metabis (2013).

In recent years, experts have obtained a more thorough knowledge of how information technology (IT) impacts organizational performance. Exploring this effect has emerged as a critical priority for improving organizational performance [Al-Hawary & Nusair, 2017]. The importance of information technology for business and technology investment decisions is

determined by its capacity to support high-value management decisions while also delivering lucrative and efficient business process outcomes (Laudon & Laudon, 2010).

Employee abilities, whether natural or taught, have an impact on job performance (Al-Hawary & Haddad, 2016). Employee incentive to use these abilities is intended to improve job performance (Al-Hawary & Metabis, 2013). Job performance is defined as the sum of three factors: skill, effort, and working environment, and it includes an individual's skills, knowledge, talents, and competences inside the company (Al-Hawary & Nusair, 2017). The amount of urgency with which a person completes their task is referred to as effort, whilst working circumstances are designed to facilitate and enhance individual productivity.

Currently, researchers are disputing the relationship between information technology and performance. While some argue that the use and implementation of information technology does not always result in increased productivity and improved performance (Brynjolfsson, 2003; Brynjolfsson & Hitt, 2000), others argue that information technology significantly improves organizational and individual performance. According to Johnston et al. (2007), information technology is useful in lowering expenditures and administrative expenses through the use of information systems, consequently enhancing individual performance (Stone et al., 2006).

Problem Statement

Contemporarily information is now considered a resource in every organization, irrespective the size and level of operations. Organizational uses information as a competitive resource to dominate rivals and competitions, also employs uses information to discharge their assigned task with accurately.

The objective of investing in information technology is basically to support effective management of information. These technologies will allow creation, acquisition, storage and retrieval of information at the needed point of decision making. But is so pathetic to note that some firms do not invest in the purchase of useful information technology that will create an avenue for managers and employees to perform their jobs effectively. The investment of information technology is strategic policy which is expected to support goals and objective of the firm. However, the need of information technology in firm for better manager performance is behind the rational of this present study.

Aim and Objectives of the Study

The aim of the study examines effect of information technology on the performance of office managers. Specifically, the study will;
Examine the role of information technology on efficiency of office managers.

Determine the role of information technology on service delivery of office managers.

Hypotheses

H₀₁: There is no significant relationship between information technology and efficiency of office managers.

H₀₂: There is no significant relationship between information technology and service delivery of office managers.

Information Technology

There are several definitions of information technology in the academic literature. Information technology, according to Laudon and Laudon (2007), includes technological infrastructure such as computers, operating systems, networking technologies, and databases. According to Byrd et al. (2008), information technology has both human and technological components. Sanders (2007) defined information technology as the ability to obtain and evaluate information in order to make sound decisions. According to Yassin (2009), it is the tools and techniques used by information systems to carry out various computer operations, which includes computer

equipment, hardware, software, storage, and communication technologies. Knowledge management is defined by Kochikar and Suesh (2005) as a method for organizing, storing, and displaying information, as well as supporting the rapid and efficient transmission of information within an organization. According to Al-Kubaisi (2005), knowledge management encompasses all forms of technical and scientific knowledge as well as practical research that can aid in the development of tools, equipment, machines, and devices with improved efficiency and performance, easing human effort, saving time, and achieving the organization's goals.

Roles of Information Technology in Organization

IT has the capacity to improve performance and increase productivity. It entails manipulating and organizing knowledge in order to develop new ideas and products. The rise of information technology has resulted in increasing globalization, allowing access to the most recent global happenings. Businesses need modern technology to guarantee that diverse departments such as human resources, finance, and security run smoothly. Online business transactions are also feasible thanks to sophisticated technology, which has replaced old commercial procedures with cutting-edge technical instruments (Al-Hawary & Haddad, 2016).

Information technology's key roles include promoting self-service and web enabling for employees and managers, facilitating quick and efficient decision-making, lowering administrative and training costs, streamlining transactional and repetitive human resource activities, identifying potential applicants, maintaining personnel records, re-engineering work practices, organizing information into useful formats, increasing visibility and opportunities, and improving performance.

Office Managers Performance

Employee performance is extremely important in the management process and its different components. This includes keeping managerial personnel motivated and engaged, supervising subordinates' duties and obligations, and, most significantly, improving employee performance and growth. Adopting this strategy entails deciding incentives and pay increases, identifying training requirements, assessing the efficacy of selection and recruiting strategies, and giving an objective foundation for modifying these policies (Al-Hawary & Al-Menhaly, 2016). Organizations value performance evaluation because it allows them to review employees' performance, uncover any difficulties that may arise, and measure their efficacy in attaining the organization's goals and objectives.

Theoretical Underpinning: Innovation Diffusion Theory

The hypothesis began as an attempt to describe how an idea or a product gains traction over time (Bhatti, Olsen, & Pederson, 2011). The idea or belief then spreads or diffuses within a particular demographic or social structure. An individual is more likely to accept an invention if it resonates with their ideas, values, and experiences, according to Rogers. The degree to which a potential adopter views an invention to be in harmony with their way of life, including socio-cultural values, beliefs, wants, and prior experiences, is a significant part of this approach.

Previous Studies

Rajakumaran (2014) stated that by utilizing current technology, employees may perform more accurately while also increasing their level of job satisfaction. Employee performance is strongly tied to an organization's technology changes and innovative environment. By having such settings, employees may operate more innovatively and in accordance with today's technological progress and can manage various complexities of jobs through IT.

According to Smits and Mogos (2013), social media play a variety of roles in today's society and have a significant influence on corporate performance. Social media has a greater effect on its

employees than company personnel. This study was done on the internet advertising sector, which presents two sorts of tools that have been employed by today's technology firms to strengthen their consumer connections and commercial skills in the current world.

According to Talab and Tajafari (2012), communication and information technology are necessary for the improvement and training of employees in human resource management, and there should be ICT programs for the staff so that they can work more efficiently, informatively, and accurately, and because of technological advancement, technology and communication were a basic need of developing the ICT training programs of the HR employees.

According to Sadiq and colleagues (2012), professionals have used information technology (IT) not only to improve their capacity to obtain information, but also to store and retrieve it in a timely and effective manner. IT also improves HR workers' ability to carry out their duties successfully. Human Resource Information Technology (HRIS) plays an important role in today's enterprises, assisting them in accomplishing their goals and making more strategic decisions.

According to Adewoye and Kehinde (2012), information technology has been utilized by many companies in modern times, including the banking industry. Technology advancement in the Nigerian economy is projected to help to the attainment of the 2020

vision and millennium development objectives. It is worth noting that many aspects of the banking industry have been automated.

Mishra and Akman (2010) stated that advances in information technology, together with cost reductions, have resulted in increased production quality and profitability in the field of human resource management. Advanced enterprises rely on information technology to carry out many HR duties efficiently.

Methodology

Based on the nature of this study, the correlation survey design was adopted, which was conducted among six commercial banks in Yenagoa metropolis in Bayelsa state, Nigeria. The sampled participants for this study comprised of thirty-six (36) top, middle and operational level managers in the studied commercial banks, thus the level of analysis is at macro level. Data primary method of data collection was adopted through the utilization of closed-ended questionnaire with specific reference to the study objectives. Both descriptive analysis and inferential statistics to analyse the collected data. Table, frequency, percentage and mean score was established for descriptive analysis, while Pearson Moment Correlation Coefficient (PMCC) was used as the inferential analyse to test the relationship between the formulated hypotheses.

Analysis, Result and Discussion

Table 1: Demographic Distribution of Respondents (n=36)

Demographic variable	Options	Frequency	Percentage (%)
Gender:	Male	12	33.3
	Female	24	66.7
Educational Qualification:	SSCE	-	-
	Diploma	-	-
	BSc.	28	77.8
	M.Sc.	08	22.2
	Ph.D.	-	-
Duration of Service:	Less than 5 years	7	17.4
	5-10 years	7	17.4
	11-15 years	10	27.8
	15 years and above	12	33.3

Table above shows that 33.3% of the respondents, are male, while the rest, twenty-four (24), which represents 66.7% of the total respondents, are female. This shows most of the respondents are male. On respondents' highest educational level, the table reveals none of the respondents hold the SSCE, diploma and PhD as highest qualification, 28 (77.8%) of the respondents are first degree holders, 22.2% have M.Sc. The last demographic variable on the table is the

respondents' lengths or periods of service. As indicated in the table, seven respondents which are exactly 17.4% of the total respondents had worked for at least 5 years, ninety-seven respondents, i.e. 17.4% of the total number had worked for about 5-10 years, thirty respondents representing 27.8% of the total respondents had worked for about 11 to 15 years and the rest 12 respondents i.e. 33.3% of the total number had worked for over 15 years.

Table 2: Descriptive Result of Information Technology (n = 36)

S/N	Items	Mean
1	Information technology is provided at branch level for effective information management	3.5987
2	Replacement of worn-out information technology is a routine practice here to keep the business going.	3.7358
3	We update and maintain our existing information technology to suit operation at all levels of the firm.	3.8629
4	It is a compulsory practice that computer skills in needed by al employees because we ensure the usage of information technology.	3.6555
5	We make a budge for information technology because it is relevant for our routine operations.	3.7860
Grand mean score		3.7278

Table above presents information on the descriptive results of firm investing information technology. As shown above, the mean scores for information technology range from 3.5987, 3.7358, 3.8629, 3.6555 and 3.7860 which are all above the midpoint score of 3.0 with

a grand mean value of 3.7278. This suggests the respondents generally agree with the question items used in measuring the investment of information technology.

Table 3: Descriptive Outcome of Efficiency and Serviceability (n = 36)

S/N	Items	Mean
1	Information technology influences employee work outcomes	3.7023
2	Information technology support employee task completion.	3.7659

3	Information technology gives room for swift task achievement	3.8462
4	Information technology promotes employee quality of work	3.7157
5	Information technology help employee to deliver expected task in expected timeframe.	3.7625
Grand mean score		3.7585

The descriptive results on the efficiency as a measurement of office managers performance are presented above. As shown in the table, all mean scores are above the median score of 3.0, with a grand mean score of 3.7585. It follows that respondents agree with the items used

in measuring efficiency. The mean scores also show that there are average variations among responses, as the responses are close to and cluster around the mean score.

Table 4: Correlation Outcome between Information Technology and Efficiency

Correlations		Information Technology	Efficiency
Information Technology	Pearson Correlation	1	.594**
	Sig. (2-tailed)		.000
	N	36	36
Efficiency	Pearson Correlation	.594**	1
	Sig. (2-tailed)	.000	
	N	36	36

** . Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Computation.

Table 5: Correlation Outcome between Technology and Service Quality

Correlations		Information Technology	Service Quality
Information Technology	Pearson Correlation	1	.527**
	Sig. (2-tailed)		.000
	N	36	36
Service Quality	Pearson Correlation	.527**	1
	Sig. (2-tailed)	.000	
	N	36	36

** . Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Computation.

The findings indicate a strong positive correlation ($r = 0.594$) between information technology and efficiency, with a significant relationship at $p=0.00 \leq 0.01$. This suggests that there is a meaningful connection between information technology and efficiency, as supported by Mishra and Akman (2010), who found that advancements in information technology lead to improved production quality and profitability in management.

Similarly, the study reveals a substantial positive correlation ($r = 0.57$) between information technology and service quality, with a significant relationship at $p=0.00 \leq 0.01$. This indicates that there is a significant association between information technology and service quality, consistent with Rajakumaran's (2014) conclusion that the use of information technology enhances employee performance in terms of quality and delivery time.

Conclusion

Information technologies such as computers, scanner, printer, internet, electronic mailing system, social media platform are instrumental to the development of work process and better serviceability of banking firms. By utilizing these technologies employees find themselves in a satisfactory mood at work which ease of their stress of operating on manual systems.

Evidence from the analysis, has shown that there is a cordial relationship between information technology and performance outcomes such as efficiency and service quality. However, the study concludes that there is a significant relationship between information technology and the performance of office managers in the studied commercial banks.

Recommendations

The empirical findings as stimulated the following recommendations;

There should be routine investment of information technology that will enable managers to perform optimally at all time.

Performance which is key to the growth and profitability of any firm, management of commercial banks should maintain and update their existing information technologies to meet contemporary demands in the banking sector.

Service quality of employees and managers should be encouraged by training and retraining them on the utilization of information technology.

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