

**INFORMATION CONTENT MANAGEMENT AND PROCESSING ON JOB
PERFORMANCE OF ADMINISTRATIVE OFFICERS IN FEDERAL UNIVERSITIES IN
SOUTH-SOUTH, NIGERIA.**

By

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ABSTRACT

The study investigated the extent to which Information content management and processing influences job performance of administrative officers in Federal Universities in South-South, Nigeria. The population of this study consisted of administrative officers in Federal Universities in South-South geo-political zones in Nigeria, which are 665 in number. The study adopted descriptive survey design while stratified random sampling technique was used in selecting the respondents. Data was obtained using a research questionnaire "Information Content Management and Processing on Job Performance of Administrative Officers' Questionnaire (ICMPJPAOQ)". Data obtained from respondents was analysed using mean statistics while independent t-test analysis was used for hypothesis 1 and One-way analysis of variance for hypotheses 2. It was concluded that information content management and information processing has significant influence on job performance of administrative officers in Federal Universities in South-South in Nigeria. It was therefore recommended that administrative officers should be trained on proper method of information dissemination as this will enhance efficiency of their administrative duties.

Key words: Information Content Management Processing, Job Performance and Administrative Officers

Introduction

In any organization such as federal universities, effective job performance and decision-making cannot be achieved if a well planned and well organized system of information is not put in place. Oguta (2006) opined that information is made up of facts giving knowledge relating to a specific event or situation which may stand as basis for job performance and decision making. Alabi (2008) stressed that information has to do with knowledge acquired and the result obtained when data are organized or analyzed in some meaningful ways or convenient form as it would be understood by the recipient for wise decision-making and effective job performance. Allison (2007) perceived that in management, effective communication flow and utilization are vital to the survival of any organization. Relevant information increases knowledge, reduces uncertainty and satisfies the intended purpose. As recently observed by Saad (2010), good information is relevant for a purpose, sufficiently accurate, complete and arising from a reliable source, communicated to the right person in time and detailed enough for user's comprehension.

Chandrasekar (2011) asserted that content management of records of students is very important for effective job performance. This is due to the fact that the administrative workers in

Universities undertake a wide variety of duties, including those performed by Data Entry Clerks, Analysts, Secretaries, Personal Assistants and Executives. The work is both varied and demanding and by its nature is difficult to categorize and grade. It is very pertinent that the management process is responsible for the long-term storage of content. Dan-Isa (2001) stated that in any organization, the administration should evaluate quality of any information received for improved performance. In the same vein, Brunch and Grudints (2003) added that every good information is accurate, quantitative, verifiable, accessible, precise, free from bias, timely, clear, appropriate and comprehensive. Hence, information must be properly managed and effectively utilized for wise decision making. Information management system is viewed by Fashiku (2008) as a formal method of making available to management, accurate and timely information necessary to facilitate the decision-making process and enable the organization's planning, controlling, and operational functions to be carried out efficiently and effectively. This provides information about the past, present, and future of an organization for a comparatively short period of time.

According to Kelly (2009), information management system is a combination of human and electronic based resource that results in the collection, storage, communication and use of data for the purpose of different management operations and for business planning. Information system can also be viewed as a means of processing data, that is, the routine facts and figures of the organization which is then used for decision-making (Wright, 2008).

Statement of the Problem

It is a fact that the implementation of new forms of information management would normally lead to operational benefits but many people do not understand the need for this. Some administrative officers are yet to understand the need of information content management and processing for their good performance in such organizations as Federal Universities, especially in Nigeria. Many administrative officers find it difficult to be compliant with the current information systems but still depend on the crude way of administrative duties which does not promote high productivity in the system. For instance, the day-to-day task of office administrators in Federal Universities' needs high level of competency and proficiency in information management to enable them to achieve the objectives of the institution.

Purpose of the Study

The main purpose of the study is to determine the extent to which Information content management and processing influences job performance of administrative officers in Federal Universities in South-South, Nigeria. Specifically, the study sought to:

1. examine the extent to which information content management influence the job performance of administrative officers in Federal Universities in South-South Nigeria
2. determine the influence of information processing on job performance of administrative officers in Federal Universities in South-South Nigeria

Research Questions

The following research questions were answered in this study:

1. To what extent does information content management influence job performance of administrative officers in Federal Universities in South-South Nigeria?
2. To what extent does information processing influence job performance of administrative officers in Federal Universities in South-South Nigeria?

Null Hypotheses

The following null hypotheses were postulated to guide the study and were tested at .05 level of significance:

Ho₃: There is no significant difference in the mean responses of administrative officers on the extent of influence of information content management on their job performance in Federal Universities in South-South Nigeria based on educational qualifications.

Ho₄: There is no significant difference in the mean responses of administrative officers on the extent of influence of information processing on their job performance in Federal Universities in South-South Nigeria based on years of working experience.

Literature Review

Information Content Management and Job Performance of Administrative Officers

Kingsley, (2007) assert that with the vast amounts of information, documents, and artifacts, an employee must have access to in the work place, a growing number of organizations are turning to content management systems to organize the chaos. Content management is concerned with collection of documents and procedures used to manage work flow in a collaborative environment. It serves many functions. It allows a large number of people to collaborate in the production and retrieval of information, controls the accessibility of information, aids in the retrieval and storage of information, and serves as single storage house to eliminate duplicated information.

Robertson (2002) opined that content management is a means to an end. In short, content management functions to store, control, revise, enrich, and publish information within an organization. Boiko (2002) asserted that content management is broken down into three processes; the collection process, the management process, and the publication process. The collection process of content management turns raw information into a well-organized set of content Chunks. Boiko (2002) concluded that the collection system is responsible for gathering information from within, outside, and existing source in the organization. The management process is responsible for the long-term storage of content. It contains the repository, which is the set of database, file directories, and other structures that store the content of the information responsible for coordinating and scheduling tasks.

The publishing process is the final responsibility of content management. It load and execute templates and is able to process the personalization, conversion and navigation. The main aim of content management is to make the collection, management, and publication of documents easier and more efficient for organizations. In addition the most beneficial aspect of a content management system is its ability to house the frenzy of information needed for an organization to function. It enables an organization to house all of its important information in

one place in an organized fashion. Another benefit of using a content management for information management is that it makes information entirely reusable. Content management is simply a storage space for content in which an administrative personnel can extract the content and put it into the desired form as many times as possible because all employees use the same content, there is increased consistency among the documents and artifacts that are distributed in the workplace. By implementing content management into an organization, it increases its flexibility and allows it to separate duties among employees.

Zaccaro (2001) said that in managing an organization, ability to handle content management of vital information is essential as it is the foundation of the administrative officers. It relates to those skills such as collecting, processing, and disseminating information (Lau and Pavett, 1980 in Kingsley, 2007). These authors further stated that learning is the fundamental skill required for a large portion of the activities in which administrators are engaged.

Information Processing and Job Performance of Administrative Officers

Information processing is the change of information in any manner detectable by an observer. Information processing may be sequential or parallel either of which may be centralized or decentralized. Saad (2010) defined information processing as the science concerned with gathering, manipulating, storing, retrieving and classifying recorded information. It suggests that it is a systematic process of structuring, integrating, coordinating task, goals, and activities to resources in order to attain objectives. It is related to organizing of information which is centred on specialization and division of work, orientation towards goals, composition of individuals and groups and continuity.

In popular usage, the term information refers to facts and opinions provided and received during the course of daily life: one obtains information directly from other living beings, mass media, electronic data banks, and from all sorts of observable phenomena in the surrounding environment. A person using such facts and opinions generates more information, some of which is communicated to others during discourse, by instructions, in letters and documents and through other media. Information organized according to some logical relationships is referred to as a body of knowledge. Kmetz (2008) in the information processing theory of organization, stated four main stages of information processing to be: acquisition or retrieval, storage, transformation and transmission. Every decision-making process produces a final choice that may or may not prompt action. Retrieval or disseminating of information is often carried out with the hope that individuals and entities in an organization will improve their knowledge base and subsequently make better judgments in future situations. It also educates, explain or promote a concept, process or principle to cause some feedback that might require further information to be generated or be used to validate something. In addition, when information is disseminated, a group of individuals also share knowledge and routes of communication. To gain the maximum benefits from an organizations information system, one has to exploit all its capacities. Information systems gain their importance by processing the data from organization input to generate information that is useful for managing its operations.

Processing of information allow managers to communicate rapidly, this is done by storing documents in folders that they share with the employees who need the information. This type of communication enable employees collaborates in a systematic way. Each employee can

communicate additional information by making changes to the system tracks. The managers collect the inputs and send the newly revised document to his target audience. A processed information allows an organization to gain a cost advantage over competitors or to differentiate itself by offering better customer services. Information processing can also help an organization to make better decisions by delivering all the information it need and by modeling the results of its decisions. A decision involves choosing a course of action from several alternatives and carrying out the corresponding tasks. When the organization has an up-to-date processed information, it can make a choice with confidence. If more than one choice looks appealing, it can use the information system to run different scenarios as well as present it as useful historical information.

METHOD

Design of the Study

This study adopted the descriptive survey design. This design fits this study, because it focuses on the examination of the influence of Information content management and processing on job performance of administrative officers in Federal Universities in South-South, Nigeria.

Area of the Study

The study area for this study is South South Geo-Political Zone of Nigeria namely: Akwa Ibom, Bayelsa, Cross River, Delta, Edo and Rivers States.

Population of the Study

The population of this study comprises administrative officer in Federal Universities in South-South geo-political zones in Nigeria, which are 665 in number (Source: Office of Assistant Registrar of each University, 2016).

Sample and Sampling Technique

The sample size of 250 respondents was draw from 665 administrative officers using Yaro Yamane's (1967) formula. A proportional stratified random sampling technique was used to determine the sample from each federal University.

Instrumentation

The instrument used for data collection in this study is a researcher - developed questionnaire tagged "Information Content Management and Processing on Job Performance of Administrative Officers' Questionnaire (ICMPJPAOQ)". The questionnaire was made up of two sections.

Validation of the Instrument

The instrument was subjected to face validation by three validates. Two from Department of Vocational Education, and one from Test and Measurement unit of Department of Educational Foundations all in University of Uyo.

Reliability of the Instrument

Test retest reliability test was conducted using twenty (20) respondents. These respondents were not part of the sample used for the main study. The scores of the twenty respondents were subjected to Cronbach's Alpha technique to determine the reliability coefficient of the instrument. The overall reliability coefficient was 0.87

Method of Data Analysis

The data collected was analysed using Mean statistics to answer the research questions while independent t-test analysis was used for hypothesis 1 and One-way analysis of variance for hypotheses 2. Test of significant difference was done at 0.05 alpha levels.

RESULTS AND DISCUSSION

Research Question 1: To what extent information content management influence in job performance of administrative officers in Federal Universities in South-South Nigeria?

Table 1: Mean responses of respondents on the extent to which information content management influence job performance of administrative officers in Federal Universities in South-South Nigeria. **n = 250**

| S/N | Item | Mean | SD | Remark |
|---------------------|--|-------------|-------------|--------|
| 1 | Properly handling production of information enhances my job performance | 3.72 | 0.45 | VHE |
| 2 | Restricting access to some information enhances my job performance | 3.62 | 0.52 | VHE |
| 3 | Using appropriate devices to store information enhances my job performance | 3.04 | 0.72 | HE |
| 4 | Using single storage house devices to eliminate duplication of information enhances my job performance | 3.02 | 0.55 | HE |
| 5 | Using equipment to publish document enhances my job performance | 3.12 | 0.75 | HE |
| Cluster Mean | | 3.30 | 0.60 | |

Note: VHE = Very High Extent, HE = High Extent, LE = Low Extent, VLE = Very Low Extent

The result presented in Table 1 shows that the mean range of the influence of information content management on job performance of administrative officers in Federal Universities in South-South Nigeria is between 3.02 to 3.72 and the mean range is all above the cut-off point of 2.50. as it was observed that the standard deviation range from 0.45 to 0.72 which are not far away from the mean as the score cluster around the grand mean of 3.30. This means that there is a great extent of the influence of information content management on job performance of administrative officers in Federal Universities in South-South Nigeria.

Research Question 2: To what extent does information processing influence job performance of administrative officers in Federal Universities in South-South Nigeria?

Table 2: Mean responses of respondents on the extent to which information processing influence job performance of administrative officers in Federal Universities in South-South Nigeria
n = 250

| S/N | Item | Mean | SD | Remark |
|---------------------|---|-------------|-------------|--------|
| 1 | Properly handling retrieval of information enhances my job performance | 3.71 | 0.45 | VHE |
| 2 | Processing the student's information online enhances my job performance | 3.29 | 0.64 | HE |
| 3 | Processing student's registration courses in the department enhances my job performance | 3.84 | 0.36 | VHE |
| 4 | Processing student's school fee with the help of the payment receipt in the bursary enhances my job performance | 3.47 | 0.50 | HE |
| 5 | Processing student result in the department or faculty enhances my job performance. | 3.84 | 0.36 | VHE |
| Cluster Mean | | 3.63 | 0.46 | |

Note: VHE = Very High Extent, HE = High Extent, LE = Low Extent, VLE = Very Low Extent

The result presented in Table 2 shows that the mean range of the influence of information processing on job performance of administrative officers in Federal Universities in South-South Nigeria is between 3.29 to 3.84 and the mean range is all above the cut-off point of 2.50. As it was observed that the standard deviation range from 0.36 to 0.64 which are not far away from the mean as the score cluster around the grand mean of 3.63. This means that there is a great extent of the influence of information processing on job performance of administrative officers in Federal Universities in South-South Nigeria.

Hypotheses Testing

Null Hypothesis 1: There is no significant difference in the mean responses of administrative officers on the extent of influence of information content management on their job performance in Federal Universities in South-South Nigeria based on educational qualifications.

Table 3: One-way analysis of variance of difference between the mean responses of administrative officers on the extent of influence of information content management on job performance.

| S/N | Item | Source of Variation | Sum of Squares | Df | Mean Square | F | F-tab | Remark |
|-----|--|---------------------|----------------|-----|-------------|-------|-------|--------|
| 1 | Properly handling production of information enhances my job performance | Between Groups | 0.93 | 4 | 0.23 | 1.16 | 2.37 | NS |
| | | Within Groups | 49.47 | 245 | 0.20 | | | |
| | | Total | 50.40 | 249 | | | | |
| 2 | Restricting access to some information enhances my job performance | Between Groups | 0.42 | 4 | 0.11 | 0.39 | 2.37 | NS |
| | | Within Groups | 66.72 | 245 | 0.27 | | | |
| | | Total | 67.14 | 249 | | | | |
| 3 | Using appropriate devices to store information enhances my job performance | Between Groups | 1.61 | 4 | 0.41 | 0.78 | 2.37 | NS |
| | | Within Groups | 126.91 | 245 | 0.52 | | | |
| | | Total | 128.52 | 249 | | | | |
| 4 | Using single storage house devices to eliminate duplication of information enhances my job performance | Between Groups | 1.74 | 4 | 0.43 | 1.45 | 2.37 | NS |
| | | Within Groups | 73.16 | 245 | 0.30 | | | |
| | | Total | 74.90 | 249 | | | | |
| 5 | Using equipment to publish document enhances my job performance | Between Groups | 1.27 | 4 | 0.32 | 0.56 | 2.37 | NS |
| | | Within Groups | 137.89 | 245 | 0.56 | | | |
| | | Total | 139.16 | 249 | | | | |
| | Cumulative t-value | | | | | 0.868 | 2.37 | |

Note: $p > .05$, $df = 4 \text{ \& } 245$ NS=Not Significant, S=Significant

The result presented on Table 3 shows the summary of ANOVA test comparing the mean responses of administrative officers educational qualification (Diploma/NCE, HND/Degree, PGD, Mater Degree, PhD) on the extent to which content management influence their job

performance in Federal Universities in South-South Nigeria. The null hypothesis is retained for all the items, since the calculated F-value ranging from 0.39 to 1.16 are less than the Table value of 2.37 at 0.05 level of significance and 4 & 245 degree of freedom. From the null hypothesis tested it is concluded that the respondents agrees that educational qualification (Diploma/NCE, HND/Degree, PGD, Mater Degree, PhD) of the administrative officers has no significant influence on the extent to which content management influence their job performance in Federal Universities in South-South Nigeria.

Null Hypothesis 2: There is no significant difference in the mean responses of administrative officers on the extent of influence of information processing on their job performance in Federal Universities in South-South Nigeria based on years of working experience.

Table 4: One-way analysis of variance of difference between the mean responses of administrative officers on the extent of influence of information processing on their job performance in Federal Universities in South-South Nigeria based on years of working experience.

| S/N | Item | Source of Variation | Sum of Squares | df | Mean Square | F-calc | F-tab |
|-----|---|---------------------|----------------|-----|-------------|--------|-------|
| 1 | Properly handling retrieval of information enhances my job performance | Between Groups | 0.12 | 3 | 0.04 | 0.19 | 2.60 |
| | | Within Groups | 51.15 | 246 | 0.21 | | |
| | | Total | 51.26 | 249 | | | |
| 2 | Processing the student's information online enhances my job performance | Between Groups | 1.48 | 3 | 0.49 | 1.19 | 2.60 |
| | | Within Groups | 101.79 | 246 | 0.41 | | |
| | | Total | 103.26 | 249 | | | |
| 3 | Processing student's registration courses in the department enhances my job performance | Between Groups | 0.19 | 3 | 0.06 | 0.48 | 2.60 |
| | | Within Groups | 32.73 | 246 | 0.13 | | |
| | | Total | 32.92 | 249 | | | |
| 4 | Processing student's school fee with the help of the payment receipt in the bursary enhances my job performance | Between Groups | 0.34 | 3 | 0.11 | 0.46 | 2.60 |
| | | Within Groups | 61.96 | 246 | 0.25 | | |
| | | Total | 62.30 | 249 | | | |

| | | | | | | | |
|--------------------|---|----------------|-------|-----|------|-------|------|
| 5 | Processing student result in the department or faculty enhances my job performance. | Between Groups | 0.08 | 3 | 0.03 | 0.20 | 2.60 |
| | | Within Groups | 32.84 | 246 | 0.13 | | |
| | | Total | 32.92 | 249 | | | |
| Cumulative t-value | | | | | | 0.505 | 2.60 |

Not significant at 0.05, df= 3 & 246

The result presented on Table 4 shows the summary of ANOVA test for differences in mean responses of administrative officers years of working experience (6 to 10yrs, 11 to 20yrs, 21 to 30yrs, 31yrs & Above) on the extent to which information processing influence their job performance in Federal Universities in South-South Nigeria. The result reveals that there is no difference between the mean responses of administrative officers on the extent of influence of information processing on their job performance in Federal Universities in South-South Nigeria based on years of working experience for all item. The null hypotheses is retained for these items since the calculated F-value ranging from 0.19 to 1.19 are less than the Table value of 2.60 at 0.05 level of significance and 3 & 246 degree of freedom. From the null hypothesis tested it is concluded that most of the respondents agrees that years of working experience (6 to 10yrs, 11 to 20yrs, 21 to 30yrs, 31yrs & Above) of the administrative officers has no significant influence on the extent to which information processing influence their job performance in Federal Universities in South-South Nigeria.

Discussion of Findings

The finding on research one reveals that information content has no influence on job performance of the administrative officers in Federal Universities in South-South Nigeria. The findings were supported by that of Boiko (2002), who asserted that content management is broken down into three processes; the collection process, the management process, and the publication process. From the findings it can be rightly stated that there is no significant difference in the mean responses of administrative officers on the extent of influence of information content management on their job performance in Federal Universities in South-South Nigeria based on educational qualifications. The non- significance of the result caused the null hypotheses to be accepted while the alternative one was rejected.

The finding on research two reveals that information processing has significant influence on the job performance of administrative officers in Federal Universities in South-South Nigeria. The findings are not in support with that of Cox (2000) who stated that an electronic system for information processing ensures that information is managed in such a way as to permit quick access and retrieval, regardless of the age of the information. The results of hypothesis four proved that there is no significant difference in the mean responses of the administrative officers on the subject matter by years of working experience.

Conclusion

Based on the findings of the research work, it was deemed necessary to conclude that Information Management has remarkable influence on job performance of administrative officers in Federal Universities in South-South, Nigeria. It was also specifically concluded that information content management and information processing has significant influence on job performance of administrative officers in Federal Universities in South-South in Nigeria.

Recommendations

Based on the findings of the study, the following recommendations are made:

1. Proper application of information content management should be imbibed in Universities. This will help in the proper storing and management of information in the right proportions and sent to the right places or authorities for usages.
2. The administrative officers should endeavour to ensure that they adopt electronic method of data processing which is error free. This will also help in the timely usage of the needed information.
3. Administrative officers should be trained on proper method of information dissemination as this will enhance efficiency of their administrative duties.

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