

**INFORMATION PROCESSING AND CONTENT MANAGEMENT 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 processing and content management 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 Processing and Content Management on Job Performance of Administrative Officers’ Questionnaire (IPCMJPAOQ)”. 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 processing and content management has significant influence on job performance of administrative officers in Federal Universities in South-South in Nigeria. It was therefore recommended that 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.*

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**KEY WORDS: Information processing, job performance, information content Management, administrative officers, Federal Universities, South-South and Nigeria.**

**INTRODUCTION**

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. 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. Allison (2007) perceived that in management, effective communication flow and utilization are vital to the survival of any organization. Therefore, effective communication channel must be ensured if organizational members are to achieve the desired interdependence towards goal attainment. On this note, effective communication becomes an integral and indispensable aspect of information management. 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.

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) is 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).

Chandrasekar (2011) asserts 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. It contains the repository, which is the set of database, file directories, and other structures that store the content of the information. Universities require administrative staff dedication, efficiency, and ability to work alone or as part of a team, and to be dedicated to their duties.

### **Statement of the Problem**

Federal Universities in Nigeria are often confronted with many information management challenges which affect smooth running of administrative activities in the schools. Most times this occurs when organizational change is engendered. Federal Universities in the South-South region of Nigeria are not exempted from these challenges. The novelty of new systems architectures and lack of experience with new styles of information management require a level of organizational change in the process of administrative duties and that is why it is difficult to deliver. As a result of a general organizational reluctance to change, to enable new forms of information management, there might be a shortfall in the requisite resources. Similarly, failure to acknowledge new classes of information and the new procedures in using them, lack of support from senior management leading to a loss of strategic vision and even political maneuvering that undermines the operation of the whole organization. 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 management 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, 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 processing and content management influence job performance of administrative officers in Federal Universities in South-South, Nigeria. Specifically, the study sought to:

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

1. Ho<sub>1</sub>: 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.
2. Ho<sub>2</sub>: There is no significant difference in the mean response of male and female administrative officers on the extent of influence of content management.

### **Literature Review**

#### **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.

Acquisition or retrieval is the phase in which an individual seeks or is given some piece of information or knowledge. It may originate from inside the organization, outside the organization, or even within the mind of the individual who came upon it. Storage may occur in the individual's memory or via computer or media. When information is stored (and/or disseminated) so that a wide number of employees, present and future can retrieve it over time, it may lead to organizational learning and become part of the organizational memory. Transformation happens when individuals modify the information they receive for various purposes. Information may be analyzed to arrive at a judgement or inference, expand or condense it for some specific need. Transmission is the means by which the information is disseminated to others beginning the acquisition process.

Kmetz (2008) also identified four components in what Kmetz termed the framework of information processing. These components specify the structure of an information processing system, whether human or machine. These include: - sensors, memory, processing mechanisms, and access mechanism. Some of these correspond directly to stages of information processing. Sensors are input channels for acquiring information. These may include computer devices (e.g a keyboard for data entry) or simply human senses like eyes and ears. Similarly, memory involves using the human mind or computer storage Medias for saving information for future use, whether it is needed for a few seconds or a few years. Related to the transformation stage, processing mechanisms are tools to control, organize, and modify information. The human mind and computer processors running application software are the most important kinds of information processing mechanisms. Access mechanisms allow retrieval and additional processing of information that has already been acquired and processed. Information processing is the manipulation of digitalized information by computers and other digital electronic equipment known collectively as information technology (IT). Whenever data needs to be transferred or operated upon in some way, this is referred to as information processing.

A computer information processor processes information to produce understandable result. Dan-Isa (2001) pointed out that processing include the acquisition, recording, assembling, retrieval or dissemination of information. Information acquisition refers to the task of capturing all sort of relevant information about how things are currently done including: information flow, business processes, data that is used in these processes, external and internal data, exception handling, problems with current situation including existing system, desirable and undesirable scenario. Information recording is the process of capturing data or translating information to a recording format stored on some storage medium which is often referred to as a record, especially if an auditory or visual medium of recording is used. Assembling information is concerned with bringing and gathering pieces of information together to aid in decision-making. It involves selection of a belief or a course of action among several alternative possibilities.

### **Content Management and Job Performance of Administrative Officers**

Kingsley (2007) asserts that with the vast amount 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. 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 loads and executes 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 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 artefacts 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.

Content management is a formalized means of organizing and storing an organizations documents and other content that relate to the organizations processes. The term encompasses strategies, methods, and tools used throughout the life cycle of the content. It is an umbrella term covering information management. It also manages the life cycle of information from initial publication or creation all the way through archival and eventually disposal. It makes the management of corporate information easier through simplifying storage, security, version control, process, routing, and retention. The benefits to the organization include improved efficiency, better control, and reduced cost.

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. Another important content management requirement as administrators is the ability to learn and adapt. This is facilitated by the possession of active learning skills which enables managers to work with new information and grasp its implications. These skills allow leaders to adapt to behavior and strategies to deal with emergent, non-routine, and dynamic components of their job-related information. Content management skills, in the area of critical thinking, is an important aspect of administrative task due to the fact that it helps analyze the strengths and weaknesses of various approaches to the work with respect to administration.

The volume of content management of electronic records is growing exponentially because of increasing powerful and easy-to-use computer hardware and software, the growing popularity of e-mail systems, the ease with which records can be downloaded from internet and the conversion of paper formats to electronic formats (Raas, (1999) in Shaver, 2000). The increasing use of electronic document management (imaging) systems, video and audio

machines further adds to the growing volumes of records in electronic format (Robles and Langemo, 1999 in Leonard et. al. (2004). Electronic document management software allows organizations to create, store, and dispose of records in a paperless manner, potentially precluding the need to send a copy to a records centre. All these technologies could reduce the need for records managers in service organizations. For records managers to secure their jobs, they must have the same computing skills as document creators and computer systems managers. Ardern (1998) further indicated that information management professionals can influence these changes by identifying them and their impact on the future of records management.

## **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 processing and content management 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 drawn 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 Processing and Content Management on Job Performance of Administrative Officers' Questionnaire (IGDJPAOQ)". 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 does information processing influence job performance of administrative officers in Federal Universities in South-South Nigeria?

Table 1: 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
<b>Cluster Mean</b>		<b>3.63</b>	<b>0.46</b>	

**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 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.

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

**Table 2:** Mean response 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
<b>Cluster Mean</b>		<b>3.30</b>	<b>0.60</b>	

**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 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.

### **Hypotheses Testing**

#### **Null Hypothesis 1**

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 3:** 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	F-tab	Remark
1	Properly handling retrieval of information enhances my job performance	Between Groups	0.12	3	0.04	0.19	2.60	NS
		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	NS
		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	NS
		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	NS
		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	NS
		Within Groups	32.84	246	0.13			
		Total	32.92	249				
Cumulative t-vaue						0.505	2.60	NS

**Note:**  $p > .05$ ,  $df = 3 \text{ \& } 246$

The result presented on Table 3 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.

### **Null Hypothesis 2**

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 qualification.

**Table 4:** One-way analysis of variance of difference between the mean response 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-cal	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	NS

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

The result presented on Table 4 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.

## **Discussion of Findings**

### **Information Processing and Job Performance of Administrative Officers**

The finding on research one 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 by 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 finding on research three 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. The collection process of content management turns raw information into a well-organized set of content. He also concluded that the collection system is responsible for gathering information from within, outside, and existing source in the organization.

## **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 processing and content management has significant influence on job performance of administrative officers in Federal Universities in South-South Nigeria.

## **Recommendations**

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

1. Proper application of information content management is necessary. 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 so school authorities should encourage it.
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. Finally, the administrative officers should be trained on proper method of information dissemination as this will enhance efficiency of their administrative duties.

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