

## ACCEPTABILITY OF ICT FOR OFFICE TECHNOLOGY MANAGEMENT IN ZAMFARA STATE

**<sup>1</sup>\*SANI ABUBAKAR ABUBAKAR, <sup>2</sup>\*\*YUSUF AHMAD**

*<sup>1</sup>Department of Computer Science, <sup>2</sup>Department of Quantity Surveying  
Abdu Gusau Polytechnic Talata Mafara, Zamfara State*

### ABSTRACT

*The study's main objective was to evaluate how well information and communication were working. ICT resources for Department of Office Technology and Management (OTM), Abdu Gusau Polytechnic`s. 350 students pursuing the National Diploma and 35 OTM instructors included in the population. The sample for the study was drawn from the entire population; as a result, unbroken population. A structured questionnaire was the tool utilized. Data were examined using Mean and standard for the test of null hypothesis, whereas t-test statistics were used to test it. The Findings showed that the ICT resources that are now available, such as email, computer, Local area networking, constant power supply, and ICT support staff were inadequate, while other features indicated as being accessible, such as a projector, teleconference, and cyber café, among others, received poor ratings. The results also showed that there was no response of instructors and students to the ICT tools provided for Program OTM. Among other things, it was suggested that ICT resources required for OTM program needs to be fully given to ensure that OTM is implemented effectively.*

**Keywords:** Polytechnic, Technology, Management, Office, Adequacy

## INTRODUCTION

Office Technology and Management (OTM) program was created by National Board for Technical Education (NBTE). The new paradigm for office management and technology rebranding of Secretarial Studies. The overseeing agency, NBTE, gave its approval in 2004 for Nigerian Polytechnics. This permission came with a new curriculum that was required. In Atueyi (2010), the new curriculum's aims, theoretical material, and practical components are targeted for including OTM program graduate students into the development of technologies. Ntukidem (2000) noted that the technology revolution has ushered in a wind of change that business education, in particular the secretarial profession and its training program, was encompassed. Ntukidem further pointed out that the secretarial profession faces a staggering assortment of tools and infrastructure for telecommunications based on contemporary technologies. It is crucial to note that due to the technological advances OTM is experiencing, graduates must learn both practical and theoretical abilities in need to function in this technologically advanced day. The program's revised curriculum was created to provide students with vocational Office management, technology, and sociopsychological work skills are required for employment in a variety of endeavors, and this is consistent with the National Policy on education with a focus on learning the necessary skills, talents, and competences; as tools for the individual to exist in and contribute to the environment, both mental and physical (Aquah and Obi, 2001). Office Technology and Management, is the new name. The term "management program" is used to refer to all of the components of the education process that includes general education, research in the sciences and technology related fields, and the development of practical abilities, attitudes, knowledge, and skills related to vocations in various spheres of social and economic life. According to Adelakin (2009), there were two main considerations when designing the OTM program: First, in response to the demand expressed by practitioners and students in secretarial studies, to change the program's name because their products are only appropriate for traditional offices environment. Second, and most importantly, due to the revamped curriculum that includes more a focus on management and information and communication technology (ICT) to enlarge the students' knowledge and give them the abilities they need for today's workplace environment. According to Dolor (2002), the OTM program's goal is to transmit skills, knowledge that enable self-reliance in the beneficiaries. Ojukwu (2009) claims that the curriculum was evaluated since it was thought necessary to enhance the current curriculum in light of technological advancements and the requirement for the evolution of society by an improvement in how things are done. Based on these requirements, The National Board for Technical Education (NBTE) started a thorough examination of all the 2001 minimal guide curricula, which aimed to fundamentally alter the polytechnic programs to satisfy global demands and emerging socioeconomic and technical tendencies work. The key goal was to make sure that every curriculum included entrepreneurship and ICT modules. The updated curriculum placed more emphasis on the psychomotor domain, or practical labor. ICT Office Applications I and II are among the ICT courses offered in the OTM curriculum, according to Ojukwu. Consequently, the emphasis is now more on ICT-relevant classes. According to Ojukwu, some polytechnics have truly said that their ICT resources are insufficient to competently teach new courses, especially those related to ICT. Office Technology and Management Program, Per Ugwuanyi and Eze (2009) be carried out at the HND level by polytechnic provided that:

First and foremost, the curriculum is implemented as it is at the ND level sufficient to give the students the tools they need to succeed at the HND level.

The OTM program curriculum appears to have been designed in response to a global initiative with a goal that signals a shift in academic focus in the direction of ICT. It's intriguing to observe that because of the program's new name and revised curriculum, the emphasis is now placed more than ever before on the word processing-related practical aspects of teaching & further ICT-related programs (Baba and Akarahu, 2012). The accurate performance of practical work on ICT-related courses will result in enough ICT infrastructure.

### **Description of the Issue**

The availability and sufficiency of ICT resources for the OTM initiative have raised serious questions about recent worries. The issue that the OTM program at Abdu Gusau Polytechnic Talata Mafara faces is inadequate ICT resources which had made it difficult to get the knowledge and skills that were anticipated to prepare the students for the workplace. Without practical experience, learning would be pointless.

### **Objective of the Study**

This study's main goal was to determine whether the ICT resources needed for Abdu Gusau Polytechnic Talata Mafara's OTM program are adequate. In particular, the study aimed to:

1. Determine the ICT resources that are accessible for the OTM program at Abdu Gusau Polytechnic Talata Mafara, and
2. Evaluate the ICT resources that Delta State has available for the OTM program polytechnics.

### **Research Issues**

The study was influenced by the following research inquiries:

1. What ICT resources are offered by Abdu Gusau Polytechnic Talata Mafara for the OTM program? and
2. How sufficient are the ICT resources available in Delta State for the OTM program Polytechnics?

### **Hypothesis**

H<sub>01</sub>: There is no discernible difference between lecturers' and students' average responses to the ICT resources offered for the OTM program at Abdu Gusau Polytechnic Talata Mafara are adequate.

### **Methodology**

For the study, a survey research design was used. The study's participants are student of office technology management in Abdu Gusau Polytechnic, which include 35 lecturers and 300 students of National Diploma (ND) and Higher National Diploma (HND). The study's focus was on the suitability of ICT materials offered by the polytechnics for the OTM program. Data were gathered using structured questionnaire (A and B). Section A looked for

the respondents' demographic information, while Section B included a 20-item questionnaire with "Very Adequate," "Adequate," "Fairly Adequate," "Slightly Adequate," and "Inadequate".

### **Presentation and Results Analysis**

The result demonstrates how sufficient the ICT resources are for Abdu Gusau Polytechnic Talata Mafara OTM program. None of the 20 identified items were given a rating. According to the responses, adequate or extremely adequate Items 6, 7, 11, and 20 were evaluated as somewhat significant. However, the pupils gave Item No. 7 a rating of inadequacy. The remaining things were rated inadequate in the eyes of both instructors and students. The t-test examination of the mean perception of instructors and students on the ICT resources for the Office Technology and Management program are adequate where the study was conducted. The results demonstrate that the estimated t-value of 0.14 is lower than the 1.96 t-critical value. The null hypothesis is therefore accepted, indicating that there is no discernible difference between students' and professors' average perceptions of the adequateness of ICT resources offered for usage in Abdu Gusau Polytechnic Talata Mafara's OTM curriculum.

### **Discussion of the Results**

The study, which examined the sufficiency of ICT resources for OTM program's in Department of Office Technology and Management, Abdu Gusau Polytechnic. The availability of ICT resources like email are largely sufficient, including a computer, flash drive, constant power source, and local area networking (LAN) and ICT support staff used for the OTM program in the polytechnics but other resources indicated as available, such a projector, printers, and teleconferencing, are insufficient among others, cybercafé received a mediocre rating. Ojukwu corroborates this finding (2009) who mentioned that several polytechnics believe there aren't enough ICT resources available to supply new ICT-related courses in the Office Technology and Management program with competence being applied around the country. However, the results did not show any considerable discrepancy between students' and lecturers' responses to the question of whether ICT resources are adequate for the OTM program at the Abdu Gusau Polytechnic Talata Mafara. The reevaluated curriculum of the polytechnics' Office Technology and Management program is a huge step in the right direction; even more so in this age of information and communication technology (ICT). Mumah (2008) provided a clearer explanation of the situation when he asserted that many of the over twenty years ago, creaky manual typewriters were used to train lecturers. They had use of certain resources and facilities.

### **Conclusion**

The aim of the curriculum reform was the revision or modification of what had previously been taught. This is meant to replace or add certain parts or modules in response to apparent need or societal calls for improvement. The change produced a significant departure from the previous paradigm, which also resulted in a change in the terminology from Secretarial studies/Office Technology and Management to Secretarial Administration (OTM). Unfortunately, the current reform has presented the Polytechnics with a significant challenge in the fields of ICT and equipment and facilities needed for the reviewed curriculum to be implemented successfully for program of Office technology and management. An objective response led to the creation of the Office Technology and Management program by NBTE to the cries for a revamping of the secretarial studies curriculum.

## Recommendations

On the basis of the study's findings, the following suggestions are made:

1. Facilities and modern ICT equipment that are needed to teach Office Technology and Management courses should be sufficiently offered to improve instruction and learning. Because of courses in office technology and management, are dependent on ICT resources and cannot be taught without using the adequate amount and quality of equipment and facilities.
2. ICT modules require urgent professional improvement for OTM lecturers, and its educational applications for Office Technology implementation success & Management programs in polytechnic institutions.
3. The state and local governments, as well as the federal government and the private sector operators of polytechnic institutions should understand that Office Technology and management program requires a lot of capital. Consequently, sufficient capital votes for the program have to be created. Other parties involved, including alumni associations, companies that hire Office Technology and Management graduates and other qualified donors should help with the provision of the necessary facilities and equipment.
4. Beyond sufficiency and accessibility, the topic of ICT resource functionality is also important. Therefore, the polytechnics should adopt maintenance mentality
5. In order for the existing ICT resources to be utilized and to operate effectively, there should an adequate power supply. The current method of using generators is harmful for all users of ICT resources to power available ICT resources.

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