



## EVALUATION OF OTM GRADUATES' JOB PERFORMANCE IN SELECTED GOVERNMENT ESTABLISHMENTS IN DELTA STATE

**ANINYE-RANOR CHINEZE LINDA (MRS)**

*Department of Office Technology and Management*

*Delta State Polytechnic, Ozoro.*

*Delta State, Nigeria.*

*indaranoraninye@gmail.com*

---

### **Abstract**

*The study sought to evaluate adequacy of job performance of Office Technology and Management graduates' employees in Delta State government establishments. The study adopted descriptive survey design. Two research questions were raised to guide the study while one null hypothesis was tested at 0.05 level of significance. The entire population of 169 supervisors who supervised secretaries in Delta State Government establishments was used for the study. Data were collected for the study through the administration of validated questionnaire on the respondents. The test re-test method was used to determine the reliability of the instrument, which stood at 0.86 using Pearson Product Moment correlation. The mean statistics was used to answer the research questions while z-test statistics was used to test the hypothesis. The findings of the study reveals that the job performance of the OTM graduates is adequate in managerial functions and information and technology functions. Based on the findings of the study, conclusions was done and useful recommendations made towards improving the job performance of secretaries in the government establishments*

**Keywords:** *Supervisors, Directors and Permanent Secretaries, Evaluation, Job Performance, Office Technology and Management Graduates*

---

### **Introduction**

For decades, the world has experienced technological changes in both business and office activities. Many government and private sector offices, are fast adapting to modern technologies. This, seems to be one of the most viable ways to survive the industrial and group competitions as well as the evolving global technological culture. Many organizations make use of new technologies to handle people, coordinate activities, and evaluate performance directed towards organizational



goals and objectives. Information technology has affected many professions in recent times. The roles of secretarial professionals have been turned around by technology. It has provided the tools that shift the role of secretaries from that of information recorders to business strategists (Adedoyin 2010, Appiah and Emeh 2011). New technology has enabled people to create new things and conversely, many scientific endeavors are made possible by technologies which assist human to travel to places they could not previously reach, and by scientific instrument by which we study nature than our natural senses. One office employees that constantly use this ever-changing technology in the office is the office technology and management graduate who is expected to handle numerous office functions related to information processing.

Hannah in Afeidia (2010), defines a secretary as an assistant to an executive possessing mastery of office skill and ability to assume responsibilities without direct supervision, who displays initiative, exercises judgement and make decisions, within the scope of her ability. Also, Ejeka (2017), defines an office manager or a secretary as a member of staff who is concerned with the preparation, preservation and transmission of different types of office documents as well as conventional secretarial duties of confidential nature at various levels in an organization. This implies that a qualified secretary should possess basic office technology skills, have sufficient business acumen, be versatile in office information and communication technology and have sufficient knowledge of the operations of all departments within the organization where he/she works.

In view of the above, Office Technology and Management programme was designed to prepare the graduate for office works in public and private sector of the economy. On graduation, the graduates would occupy position such as confidential secretaries, office manager, personal assistants among others and be expected to perform office function of administration, personnel, record keeping, human relations and information and communication technology.

It is anticipated that the curriculum of OTM programme would equip the graduates sufficiently for office work. The training is also expected to create a harmonious working environment and relieve their executives their tedious duties. In most cases, the top executives rely on secretaries on personal and official correspondences, and



were relieve of pressure in office functions. The graduates of OTM programme are called secretaries or office managers. A professional secretary should be acquainted with all the competencies required in information and communication technology and be able to apply such knowledge in her duty performance in the office (Iro,2016). This is because the present digital work place demands practical knowledge of modern office machines which, according to Peters (2010), are more complex and sophisticated but facilitate secretarial duties in the office and make secretaries information managers and communication technologists and not just secretaries called with bell at intervals.

Arising from the above, it becomes pertinent for OTM graduates to be competent in the use of various electronic gadgets needed to function effectively in the modern office. Nevertheless, the mixture of modern equipment, people and procedure demands that the automated office be handled with changing styles as things change. Coordinating both human and material involvement of the new environment are all problems which the OTM graduates will have to contend with under the present dispensation. Hence, there is need to evaluate the job performance of office technology and management graduates.

### **Statement of the Problem**

Office Technology and Management (OTM) formerly referred to as Secretarial Studies in Nigeria evolved out of the need to meet the technological and managerial demands of today's workplace, which was birthed out of the yearning of the secretaries in occupying not just the position of secretary but to be managers in organizations as well. The rapid growth and affordability of Information and Communication Technologies have also resulted to a change in the role of a secretary in today's workplace. The roles of secretaries are no longer limited to typing, taking shorthand dictations, answering of telephone calls and processing of mails, but are now expected to be skilled in usage of more sophisticated technologies that could make work easier.

Recently, some developments and innovations in technology have brought about a tremendous change in the office environment. Innovations in office technology demand greater responsibilities and improved performance from the secretary office manager. Government remains the highest employer of labour in Delta State with many secretaries of different levels in her ministries whose performance should positively contribute to the effectiveness of their ministries and the government.



However, this can only happen if the OTM graduates are effective and efficient in their work performance. It is important to note that efforts to improve the training of secretaries to meet the demands of office automation in many government offices have not met success as wide gaps still exist between the present knowledge of secretaries and the knowledge required of them to operate effectively in a modern office (Isifeh-Okpokwu, 2003). Similarly, Iro (2012) noted that at times, executives complain of missing documents; delays in retrieving files/stored documents rudeness to the visitors by their secretaries, inability to compose secretaries routine correspondence, take minutes of meeting etcetera.

In view of the fact that evidence of the evaluation of performance of the functions of OTM graduate employees is difficult to come by in government establishments, here is need to ascertain empirically the actual level of job performance of OTM graduates in government establishments in Delta State, Hence the study on the evaluation of job performance of office technology and management graduates in government establishments in Delta State to reveal their deficiencies and facilitate their retraining for enhanced performance.

### **Purpose of the Study**

The major purpose of this study was to evaluate how adequate supervisors consider OTM graduates' job performance in the following areas:

1. Managerial functions
2. Information and communication technology functions.

### **Research Questions**

The following research questions guided the study:

1. How adequate do supervisors rate the job performance of OTM graduate employees on managerial functions in government ministries in Delta State?
2. How adequate do supervisors rate the job performance of OTM graduate employees on information and communication technology functions in government establishments in Delta State?

### **Hypothesis**

- $H_0$ : There is no statistically significant difference between the mean ratings of male and female supervisors on adequacy of OTM graduates' job performance in government establishments in Delta State.



## **Methods**

The study utilized descriptive survey research design in conducting the study. The population and sample of the study comprised of Directors and Permanent Secretaries in Delta State government establishments. The instrument for data collection was a 20 item structured questionnaire based on the research questions and hypothesis. The whole population of 169 was used hence; there was no need for sampling. The population of this study comprised 169 Directors' and Permanent Secretaries in Delta State establishment made up of 140 Directors' and 29 Permanent Secretaries in each of the 59 ministries and non-ministerial departments in State (Delta State Scheme of Service, 2019).

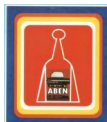
The instrument was structured to elicit information from the appraisal of respondents on a 4 point rating scale as follows:

Very Adequate (VA)	4
Adequate (A)	3
Barely Adequate (BA)	2
Not Adequate (NA)	1

The instrument was content validated by three experts in Department of Vocational Education, University of Benin, Edo State. Their comments and useful suggestions were taken into consideration in drafting the final copy of the instrument. The test-retest method was used to determine the reliability of the instrument.

The questionnaire was administered to ten directors in government ministries outside their area of study. After an interval of two weeks, the same instrument was administered to the same set of respondents. The scores obtained was correlated using Pearson Product Moment Correlation Formula which yielded a liability coefficient of 0.86. The result was considered high enough to consider the instrument reliable. A total of 169 copies of questionnaire were administered by the researcher and two research assistants, and 162 copies were retrieved and used for analysis. The research questions were analysed using the mean and standard deviation while z-test statistical tool was used for the hypothesis.

The Decision Rule is: Any item with a mean rating that is equal to or greater than 2.5 was considered 'Adequate' while any item with a mean rating that is less than 2.5 was considered 'barely adequate'. The decision rule with respect to hypothesis was reject when Z-calculated is greater than or equal to critical value or otherwise, accept.



## Presentation of Data

The results of the study were presented in tables according to research questions while the test of hypothesis was presented in Table 3.

### Research Question 1

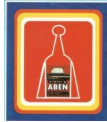
*How adequate do supervisors rate the job performance of OTM graduate employees on Managerial functions in government establishments in Delta State?*

**Table 1:** Respondents' Mean Rating on OTM Graduates' Job Performance in Managerial Functions (N=162)

S/N	Managerial Functions	Mean	Remark
1.	Ability to lead a team	2.60	Adequate
2.	Ability to encourage others to express themselves freely	3.53	Adequate
3.	Inspires others to achieve their goals	3.34	Adequate
4.	Categorize meetings appropriately	2.61	Adequate
5.	Run effective and productive meeting	2.05	Barely Adequate
6.	Listen and respect opinion of others when deliberating in a team	3.60	Adequate
7.	Work with people of different ethnic group, tribe and religion	3.55	Adequate
8.	Handle stress with transferring mood to others	3.00	Adequate
9.	Keep records of committee reports	3.20	Adequate
10.	Engage people or team members in difficult conversation	3.00	Adequate
<b>Grand Mean</b>		<b>3.05</b>	Adequate

The data in Table1 reveals supervisors' views on the job performance of office technology and management graduate employees in Delta State government establishments. Apart from encouraging others to express themselves freely and inspiring others to achieve their goal, the respondents were of the opinion that the job performance of OTM graduates employees is adequate in terms of opinions, meetings appropriately, running effective and productive meeting, listening and respecting opinions of others when deliberating in a team, working with people of different ethnic group tribe and religion, handling stress without transferring mood to others, keeps records of committee reports, engaging people or team in difficult conversation.

The grand mean of 3.05 shows that the respondents agreed that the job performance of OTM graduates employees in government establishments in Delta State is adequate.



**Table2:** Respondents' Mean Rating on OTM Graduates' job Performance in Information and Communication Technology Functions (N=162)

S/N	Information Technology Functions	Mean	Remark
11.	Assess and navigate the computer	2.60	Adequate
12.	Creating word processing documents	3.53	Adequate
13.	Prepare slide show using Microsoft power point	3.64	Adequate
14.	Use Microsoft Excel to analyse information	2.63	Adequate
15.	Paginating documents	3.05	Adequate
16.	Prints documents	2.60	Adequate
17.	Make simple designs and flyers, memos on Microsoft outlook	2.55	Adequate
18.	Manage files and folders effectively	3.00	Adequate
19.	Organise emails, contacts, schedules using Microsoft outlook	3.20	Adequate
20.	Online video conferencing using skype	3.00	Adequate
<b>Grand Mean</b>		<b>2.98</b>	<b>Adequate</b>

Table 3 reveals Directors and Permanent Secretaries evaluation of OTM graduates' job performance in information and communication technology functions in Delta State government establishments. All the items in this section received mean rating greater than 2.50. The cluster mean of 2.98 indicates that the respondents agreed that the job performance of OTM graduates' Delta State Government establishments is adequate in terms of information and communication technology functions.

### Test of Hypothesis

**Table3:** The z-test Analysis of Mean Ratings of Male and Female Respondents on Adequacy of OTM Graduates' Job Performance

Gender	N	X	S	z-cal	á	Df	z-crit	Remark
Male	89	62.52	0.28	1.41	0.05	160	1.96	Retained
Female	63	70.41	0.34					

Table 3, shows z-test analysis of responses of male and female supervisors on the adequacy of OTM graduates' job performance in Delta State Government establishments with mean scores of 62.52 and 70.4 respectively. The z-calculated value of 1.41 is less than the z-tabulated value of 1.96 at 160 degree of freedom and 0.05 level of significance. Therefore, the null hypothesis is retained which implies that, there is no statistically significant difference between the mean ratings of male and female supervisors on the adequacy of OTM graduates' job performance in Delta State government establishments.



### **Discussion of Findings**

The findings of this study showed that the job performance of OTM graduate employees in Delta State government establishments is adequate in the area of managerial functions. This result is in line with the position of Igbiji (2017), which states that secretaries have the ability to handle and manage time, human and material resources under her control. The New Age Encyclopedia (1991) also stated that the functions of a secretary are among others, coordinating office procedures, keeping the secrets of the organisation in confidence, supervision of junior colleagues, performing delegated managerial functions; like replying to engagements and applications

The result in Table 2 shows Supervisor's evaluation of OTM graduates' employees' job performance in Delta State government establishments with respect to information and communication technology functions. The result revealed that OTM graduates' employees' job performance is also adequate in terms of creating word processing documents, navigating the computer, using Microsoft Excel to analyse information and calculations, managing files and folder effectively, designing simple flyers and memos, sending and receiving emails with attachment.

The result is supported by Duniyain, Okoro and Ndinechi (2013) who found that information processing function are required in the electronic office. This is because information, being the bedrock of office functions was rated high in the frequency table. {The importance of} Acquiring professional and up to date skills in this area of office technology cannot be overemphasized considering its importance. Information and communication technology competencies just like other sphere of life have actually had impact on the modern office due to the rapid change that the office is undergoing. Similarly, the finding agreed with Yakubu in Okoro (2018) who posited that emphasis on secretarial training in this 21<sup>st</sup> century has changed from shorthand to information and communication technology. Therefore, the revolution of information technology currently sweeping through all facets of human endeavor must be adequately woven into curriculum to meet the expectation of employers of OTM graduate workers.

### **Conclusion**

Based on the result of the study, it is concluded that the job performance of office technology and management graduates' employees in Delta State government



establishments is adequate in terms of managerial function and information and communication technology function. It therefore means that the objectives of office technology and management programme which is to produce graduates who can fit properly into the office of any organization and perform professionally, is being achieved.

### **Recommendations**

Based on the findings of this study, the following recommendations were made:

1. The academic board of various polytechnics in Nigeria should ensure that the quality of training and education in Office Technology and Management programme is sustained so that the quality of graduates produced do not fall below the required standard specified by NBTE and expected by employers of labour. This can be achieved when lecturers in the department are properly supervised to ensure that they maintain the standard enshrined by the NBTE particularly 25% theory and 75% practical for all information and communication technology courses.
2. NBTE should continue to emphasize adequacy of physical facilities and equipment in office technology and management programme. Any OTM programme without adequate number of functional facilities and equipment should be asked to provide it for accreditation to be granted.
3. Industrial organizations being one of the major beneficiaries of the products of polytechnics should be made to realize that it is part of their cooperate social responsibility to help polytechnics in producing highly skilled manpower by providing funds, technical support and instructional materials such as ICT facilities to polytechnics.

### **References**

- Afeidia, A. (2010). *Introduction to office duties (revised edition)*. Auch: Way Publisher.
- Aminu, S. (2009). The secretary and the effects of new office Technologies on record keeping management. *Namoda Journal of Management Science*, 1(1), 34-39. Answers.com.Retrieved on 20/12/2016from[http://www. answerscom/ topic/ performance- appraisal 223R](http://www.answerscom/topic/performance-appraisal-223R).
- Appiah, E. & Emeh, Y. (2011). Information technology and internal auditors' activities in Nigeria. *Asian Journal of Information Technology*, 10(6): 201-208.



- Ejeka, C.A. (2017). *Office Practice and Management I for Tertiary Institutions*. Benin City: Justice Jeco Printing and Publishing Global.
- Ejeka, C.A. (2019). Directors and Permanent Secretaries appraisal of office technology and management graduates' work performance in Imo State civil service Nigeria. *British Journal of Education* 7(7) 28-29.
- Iro, D. M. (2012). Appraisal on effectiveness of office functions performed by office technology and management graduates in North-west Nigeria. *Unpublished Masters Degree Thesis*, Nnamdi Azikiwe University, Awka, Nigeria.
- Iro, D. M. (2016). Assessment of the adequacy of office technology and management programme curriculum relative to employers requirement in North West Nigeria. *Unpublished Doctoral Degree Dissertation*, Nnamdi Azikiwe University, Awka, Nigeria.
- Isifeh-Okpokwu, A. O. (2003). Relevance of shorthand in information technology era. *Book of Readings in Business Education*, 1(3), 52-57
- National Board for Technical Education (2004). Curriculum and course specifications for ND/HND OTM programme. Kaduna: NBTE.
- Okoro, B. O. (2018). Evaluation adequacy of office technology contents in business education programme of universities in south-east and South-south Nigeria. *Unpublished Doctoral Degree Dissertation*, Department of Vocational Education, Nnamdi Azikiwe University, Awka.
- Peters, C. B. (2010). Technology in office education: Challenges and implications for secretaries and business educators. *Association of Business Educators of Nigeria Book of Readings*, 1(3), 11-16.