



INFORMATION COMMUNICATION TECHNOLOGY USE AND JOB PERFORMANCE OF REGISTRY STAFF IN UNIVERSITIES IN NIGERIA

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ABSTRACT

The relationship between job performance and information communication technology (ICT) use of individuals working in the university registry cannot be over emphasized. The responsibilities of registry personnel in the management of the records of students and staff is so broad that manual system cannot ensure effectiveness hence, the use of ICT is very important. There is insufficient studies in this area of study especially as it relates to university system. This study therefore, reviewed the activities of registry staff in higher institutions of learning with respect to the ICT use and job performance of registry staff in universities using Ogun State as case study.

Survey research design was adopted in the study. The population of the study comprised of 1311 registry staff of universities in Ogun State and the sample size was determined firstly by purposive selection of five (5) universities based on years of establishment and population, which gave a total target sample size of 1021. Taro Yamane sample size formula was then applied for appropriate selection of 399 out of 1021 sample size of registry staff. Data were collected with a validated questionnaire. The Cronbach's alpha reliability coefficient for each of the constructs ranged from 0.70 to 0.91. The overall response rate of 0.88 was obtained. The collected copies of the questionnaire were analysed, using multiple regression analysis at 0.05 level of significance.

Findings revealed that ICT use was a significant predictor of job performance ($\beta = 0.153, p < 0.05$) therefore ICT use has a significant influenced on job performance of registry staff ($R^2 = 0.106$). The study concluded that ICT use influenced the job performance of registry staff in universities in Ogun State, Nigeria. The study recommended that the university management ensure the provision of ICT equipment and proper functioning and use in a conducive environment for effective job performance of employees.

Keywords: Information Technology, Job performance, Registry and Management

Introduction

The registry offers administrative and support services to the university. As the nucleus of the university's administrative activities, it is considered as the entry and exit gate for both staff and students. It guides and supports the work of academic and administrative staff in a number of areas including university and other regulatory bodies, institution and national quality matters, admissions, student assessment and graduation, employment and deployment of staff. The Registry thus provides services to enable the university achieve its goals of teaching, learning, research and public service. It therefore, coordinates all activities of the university by ensuring that there is an uninterrupted calendar and enforcing that everything is in place for effective rules and regulations to flow.

The registry plays an important role in the management of students' records like students' files, letters, memos, pictures, films, journals, diaries, health report, welfare, transcript, certificate, disciplinary action, education planning and other documents containing useful information relating to academic system.

A vital aspect of Educational Managements relates to the collection, collation, analysis and interpretation, transmission and storage of relevant information and data on all aspects of the school. Academic records management occupies a strategic position in the efficient and effective management of students' records in the university administration (Seniwoliba, et al 2017). It is central in ensuring the credibility of students' records, because proper records management always proves very relevant in terms of providing accurate students records for verification and confirmation in times of disputes. Record keeping and management are increasingly becoming major aspects of the school management, most especially the higher institutions of learning which Polytechnic belongs to.

The survey by Joy and Agala (2019) identified effective records management (Rm) as part of the strategies for ensuring quality assurance in the management of university education in Nigeria. Accurate, comprehensive and trustworthy records that provide information about university's operation and services are often created but are not properly managed. Instead, handful of

setbacks are recorded in terms of improper security of records, inadequate resource, incompetent personnel, use of manual system in recording and storing of information and negative attitude of staff towards record keeping (Allison & Otuza, 2017).

The followings according to Olorunnisola (2016) are the basic characteristics of record keeping and management: Authentic: It must be possible to prove that records are what they are purported to be and who created them, by keeping records of their management through time. Where information is later added to an existing document within a record, the added information must be signed and dated.

With electronic records, changes and additions must be identified through audit trails. This is to say that, records must be the type that can be proven to be what they claim to be or what the possessor of such records claims it to be.

Reliable: Records must be reliable, such that it must contain the truth and there must be accurate presentation of facts to which they attest and such records must be dependable in the course of subsequent transactions or activities.

Accurate: Records must be accurately reflecting transactions that they document.

Secure: Records must be securely maintained to prevent unauthorized access, alteration, damage or removal. They must be stored in a secured environment, the degree reflecting the sensitivity and importance of the contents. Where records are migrated across changes in technology, the evidence preserved must remain authentic and accurate. Similarly, effective students' records management can ensure an advantage of one university over another, enable a seamless access and controlled access to students data simultaneously by different arms of a university and also protects a university from student's fraud.

These organizations require valuable employees who performs their duty diligently, and these high performers are considered as an asset for the organization. Employees who achieve great levels of performance are more valued and favorable by others. Performance is a critical factor in organizational success. Individuals recognized that by performing excellently, they will be recognized as unavoidable assets to the organization. In defining performance, focus is on behaviours rather than outcomes because a focus on outcomes could lead employees looking for an

alternative way to achieve the desired results, which is likely to be detrimental to the organisation because other important behaviours will not be reflected.

Khoshnaw et al (2020) stated that job performance of the registry staff of universities is the outcome achieved through efforts and behavior aligned with organizational and individual goals. Furthermore, Hendri (2019) defines job performance as the stage where employees fulfill their duties and responsibilities at work. Therefore, one way to improve the skills of registry staff in the modern day is to acquaint them with ICT tools with which to work. The use of Information Communication Technology (ICT) in institutional administration includes providing solution to specific administrative problems, through its analytical quality it can be used on data of any package that is suitable for the problem at hand, it has capacity to handle large quality of data, process them, store them, and release them when needed even at the fastest speeds, ICT enhance quality of decision- making and information management. It encourages skill acquisition and competency of administrators, ICT guarantees effective administrative practices in record keeping, information management, personnel administration and resources allocation, it also saves time and prevents unnecessary wastages in administration.

The use of ICT tools has led to radical change in task level processes, workflow and communication abilities of individual and groups. Apart from modeling real-world interactions, ICT-supported learning has provided an opportunity to work with students from different cultures, thereby helping to enhance learners' communication skills (Fomunyam, 2019).

Ijov and Wombu (2019) studied the Impact of Information and Communication Technology on Tertiary Institutions. The study examined the various impacts of ICT on tertiary institutions as well as the major obstacles to the utilization and implementation of ICT in tertiary institutions. The study suggested that tertiary institutions should be equipped with the modern and advanced technological infrastructure to enable the effective use of appropriate technologies required for teaching and learning programmes and government at all levels should make available adequate funds and resources particularly for the funding and sustenance of tertiary education.

Meanwhile, ICT has brought about a revolution with emphasis on improved methods and efficiency. Message transmission is no longer a tedious process, but it speeds up consideration for the exigencies of time and space. In most cases, storage and retrieval of records and files have replaced manual methods of organizing and pulling out of files cabinet and records, faxes have outmoded telegrams.

The 21st century has experienced unprecedented progress in the volume of the task that can be achieved within a given time frame because of the proper employment of information and communication technology (ICT) literacy and skills to improve and enhance job performance. Therefore, in organizations today, use of ICT is important for improved job performance. Technology is the system where we interact with information through people's ability to handle information, and think logically by solving problems, it also reveal to us about their future success than their knowledge of specific hardware or software. ICT includes any communication service or application encompassing computer and its peripherals. These tools include Internet networks, e-mail systems, videoconferencing scanner, flash drives, smart technology, telephones, tablets, video, projector and many more. ICT and its tools are utilized in a variety of different organizations for different purposes. It is used mostly to speed up the communications networks in addition to a variety of other activities, including record of organization, storage and retrieval. Registry department will acquire efficient and reliable record-keeping system using these technologies.

Globalisation is encouraging the rapid spread of emerging skills and technologies requiring an adaptive flexible workforce of higher institutions that can meet their required needs in this information age. Nowadays, as people contrasting between working autonomously and working in teams, all jobs needs a greater knowledge to enable people to work effectively and better. Further advances in technology are increasingly providing users with more opportunities to communicate and collaborate in ways that can greatly improve efficiency and productivity across organisation. Those organisations employing staff with inadequate or inappropriate ICT skills may not be able to maximize returns on both human and capital investments. By providing appropriate training to employees, organisations can improve productivity and competitiveness by ensuring that their employees have the right skills to do the best job. Hence, the need for ICT use in every sphere of life's endeavour cannot be underestimated. ICT use are electronics ways of keeping records information recorded by a computer that is produced or received in the initiation, conduct or completion of an agency or individual activity. Examples of electronic records include: e mail messages, word processed documents, electronic spreadsheets, digital images and databases.

Statement of the Problem

Effective records management in the university system in Nigeria universities, with particular emphasis on managing information generated on students from admission, matriculation, registration, examination, graduation, among others, seem to be challenging. Incidences of misplaced documents, incomplete students' files, delayed release of results, and access to vital records and documents are common occurrences in most universities. Researchers, government, and the general public have expressed considerable concern on the need for the integration of ICT in the administration of university system. This is because when ICT facilities are provided and utilized, it reduces occupational stress, which was to result in greater administrative efficiency and job performance. ICT facility seems not to have been applied appropriately in the management of university records in Ogun State of Nigeria. This may be as a result of inadequate provision of ICT facilities, power failure, computer illiteracy, and lack of training of registry staff in the use of ICT tools, Also this challenge might have been occasioned by the lack of and/or inadequate information and communication technology (ICT) infrastructure on one hand and users' competence in the management of students' records on the other hand.

In this era of globalization, job performance of registry staff cannot be divorced from the level of ICT proficiency which is necessary for quantity and quality output especially in terms of record keeping. Unfortunately, it seems that some of the registry staff still do not recognise the opportunities that ICT presents to improving the efficiency and effectiveness of their job.

Objective of the Study

The main objective of this study is to investigate the influence of Information Communication Technology use and job performance of the registry staff in universities in, Nigeria. The specific objectives are to:

1. determine the level of job performance of registry staff in universities in Nigeria
2. identify the types of ICT tools used by the registry staff in universities in Nigeria;
3. examine the influence of ICT use on the job performance of registry staff in universities in Nigeria
4. identify the challenges faced by the registry staff in their job performance in universities in Nigeria.

Research Questions

The following research questions were answered in the course of the study:

1. What is the level of job performance of registry staff in universities in Nigeria?
2. What are the ICT tools used by the registry staff in universities in Nigeria?
3. What is the frequency of ICT use by the registry staff in universities in Nigeria?
4. What are the challenges faced by the registry staff in their job performance in universities in Nigeria?

Hypotheses

The following null hypotheses were tested at 0.05 significant level.

Ho1: ICT use has no significant influence on job performance of registry staff in Universities in Nigeria.

Concept of Job Performance

Organizations need highly creative individuals in order to meet their goals, to meet their customer needs and to deliver the goods they specialized in, to as well gain an upper advantage. Accomplishing tasks and performing at a high level can be a means of satisfaction, with feelings of mastery and pride. Job performance is the level of success that an employee performs in line with all his/her efforts to do the given job. If the employee is rewarded when he/she reaches his/her job goal, his/her job satisfaction level increases and affects the effort and success level of the work which will be given to the employee later (Ay & Keleş, 2017). Besides, the effective and productive working of the employees within the company depends largely on their high job satisfaction. Job performance, if it is noted by others in the organization, it is often rewarded by financial and other benefits. Organizations have to be strong and resilient to survive against developing technology, changes and increasing competition. Accordingly, these processes faced by organizations directly affect employees (Karaman, 2020). In other words, in today's competitive environment, standards must be maintained in order for businesses to survive in the business world. The way to achieve high productivity in organizations is to show the highest possible performance of employees within the

standards (Çakır & Gözoğlu, 2019). In this context, if we need to mention the concept of performance, it is a concept that has a certain purpose and is obtained after a planned activity and determines the result quantitatively or qualitatively (Çalışkan & Pekkan, 2017; Çalışkan et al., 2019).

Job performance is very important because with this performance it can be seen how far the ability to carry out the tasks assigned to him, so that it can be said that employees bear a large responsibility and burden (Ali et al., 2018). These are the capacity to perform, the opportunity to perform, and the willingness to perform. They explained that job performance represents behaviors employees engage in while at work which contribute to organizational goals. They further admit that job performance is a result of the interaction between declarative knowledge (knowledge of facts or things), procedural knowledge (knowledge of what needs to be done and how to do it), and motivation (reflective of an employee's choices regarding whether to expend effort, the level of effort to expend, and whether to persist with the level of effort chosen). These determinants factors influence performance largely through the acquisition and usage of job knowledge and the motivation to do well. According to them, other important aspect of job performance is that it must be tailored toward organizational goals and must be relevant to the job or role. Therefore, performance does not include activities where effort is toward achieving peripheral goals. There are various jobs each with different performance standards. Therefore, job performance is related as a combine construct consisting of more than one kind of behavior.

Overview of Information Communication Technology (ICT) Use

According to UNESCO, Information and communication technology (ICT) is defined as a technological and engineering discipline that uses scientific and management techniques in information handling (Ratheeswari, 2018). Hence, it uses different technologies to capture, communicate, collect, analyse, store and distribute the information needed to perform a specific task faster (Bobillier Chaumon et al., 2014; Pedagoo, 2020).

Information Technology play an important position in schools. This is because it aids smooth planning, directing, organizing, staffing and controlling within the institutions. Its ultimate goal is to develop a viable system to maximize the effective use of modern data approach to institutions management practices. It also aimed at assisting management, and indeed operating personnel to produce timely and accurate information. It answers the increasing needs of tertiary institution as it allows the registry staff to have access to all relevant organizational information which enables them to make quick decisions within a reasonable length of time.

Information Technology (IT) spans wide variety of areas that include but are not limited to computer software, computer hardware, programming languages, and data constructs. Anything that renders data, information or perceived knowledge in any visual format whatsoever, via any multimedia distribution mechanism, is considered part of the domain space known as Information Technology (IT). This is a broad subject which deals with technology and other aspects of managing and processing information. ICT is mostly used as an extended synonym for IT, but is usually a more general term that stresses the role of unified communications and the integration of telecommunications such as telephone lines and wireless signals, as well as necessary software, storage and audio-visual systems, which enable users to create access, store, transmits and manipulate information. In other words, ICT consists of IT as well as telecommunication, broadcast media all types of audio and video processing and transmission and network based control and monitoring functions.

ICT has opened up the opportunity to collaborate with other scholars in different tertiary institutions globally (Barakabitze, 2019). ICT has provided more opportunities for research collaboration and networking among scholars all over the world, thus; national and international dimensions of research issues are being studied as researchers can easily connect for communication and comparison of their findings, with experts. Researchers are thus, no longer faced with a lack of information, but with a glut of information.

Owoyale-Abdulganiy and Ayuba (2021) studied the use of ICT for teaching Islamic Studies amidst of COVID-19 pandemic in Kwara State. The simple random sampling technique was used to sample schools from the state's three senatorial districts. The findings revealed that Smartphones, Radio, Television, and a variety of applications such as Whatsapp, Zoom,

Telegram, Facebook, Google, 2go, Twitter, Instagram, and a slew of others were heavily used for teaching and learning Islamic studies in Kwara State during the Coronavirus lock-down. It was suggested that in order to improve the effectiveness and efficiency of Islamic studies teaching and learning through virtual learning, teachers and students should receive rigorous training on how to make the best use of ICT tools.

Jameel and Ahmad. (2021) studied the role of information and communication technology on knowledge sharing among the academic staff during the COVID-19 pandemic. The study examined the impact of ICT and ICT infrastructure on academic staff knowledge sharing. The stratified sample method was used in the study. According to the findings of the study, ICT and ICT infrastructure had a positive and significant impact on knowledge sharing among academic staff at Iraqi public universities. The study recommended that the government and universities enhance and improve the ICT infrastructure, which would greatly benefit the reputation and ranking of universities.

Information is whatever is capable of causing a human mind to change his opinion about the current state of the real world. Also, communication refers to the transfer or exchange of information from person to person or from place to place. When an action produces a reaction, whether positive or negative, communication has taken place. It can also be defined as a process, a transfer of information, ideas, thoughts and messages. It involves a sender, a receiver, a caller and a language that is understood by both the sender and the receiver. It involves the exchange of ideas, facts, opinions, attitudes and beliefs between people.

Communication: By using ICT it has brought a number of opportunities to organisations, such as: Cost savings by using VoIP alternative to normal telephone, email / messaging in place of posting, video conferencing of rather than traveling to meetings, e-commerce web sites substitute to sales catalogues. Easy accessibility to global markets. Internet can be access from any parts of the world and orders can be taken wherever there is a compatible banking system to process payments, credit / debit card, bank transfer facility. Organisations with good communications can respond to changes quickly.

Information management: Institutions can benefit from using ICT for information management, for instance in the data mining of customer information to produce lists for targeted advertising, improved stock control, reduce in less wastage and better cash flow. Managers are better equipped and will have more reliable and up-to-date information on which to base their decisions.

Security: Although the use of ICT can bring a lot of security problems. It can also solve or reduce some security problems, for example divert methods can keep data safe from unapproved people both while it is being stored or while it is being sent electronically. This is important for reasons such as data protection legislation or commercial secrecy. ICT allows physical security systems such as fingerprint, iris or facial recognition.

ICT use and Job Performance

Usually, performance ascertains how well a process achieves its purpose. Information and Communication Technology influences flexibility of the organizations and companies, use of ICT increase the tendency of companies to perform better in market due to easier differentiation of products and services. However, ICT may have bigger impact as it can completely restructure the production process and transaction methods, increase flexibility and improve outputs.

Many studies have been carried out on many organization in relation to ICT use and job performance. Das (2019) elaborated that ICT has revolutionalized the educational sector with emphasis on improved methods and efficiency in the management of educational sector. ICT is simply a way of processing, storing and sending information electronically. In this way information is much more quickly processed and as earlier pointed shared, related disseminated, preserved and recalled for meaningful communication purposes. For the past twenty years the use of ICT has fundamentally changed procedures of nearly all forms of endeavour within business and governance. Education is a very socially oriented activity and quality education has traditionally been associated with strong teachers having high degrees of personal contact with learners. But with the world moving rapidly into digital media and information, the role of ICT in education is becoming more important and this importance will continue to grow and develop in the 21st century.

Adelakun et al., (2022) studied the benefits, challenges and prospects of Electronic Learning System using two research processes administered to students and lecturers, and the findings of their study showed that information technology will improve performance and lead to greater productivity when standard IT infrastructure is installed. Hence, all education curricula should be incorporated with appropriate digital technology to meet the present and future challenges of globalisation and the knowledge economy. The study revealed that there was a consequential impact of ICT facilities utilization on secretaries' job performance. The result showed significant relationship

between job performance and utilization of ICT facilities, also between secretaries job performance in public and private Universities. However, no significant difference was observed between female and male secretaries in the utilization of ICT facilities. Based on these findings, strategies for utilizing ICT facilities that can influence the job performance of secretaries in Public and Private Universities were recommended.

Iyala, Ogbo, Usman, and Samson, (2023) investigated the impact of ICT and students' academic performance of secondary school of Northern Senatorial District, plateau state, Nigeria. The study concluded that there is low academic achievement among students because teachers in public secondary schools of Northern Senatorial District, plateau state do not have access to ICT facility to enable them teach students electronically to improve their academic performance

The Technology Acceptance Model (TAM)

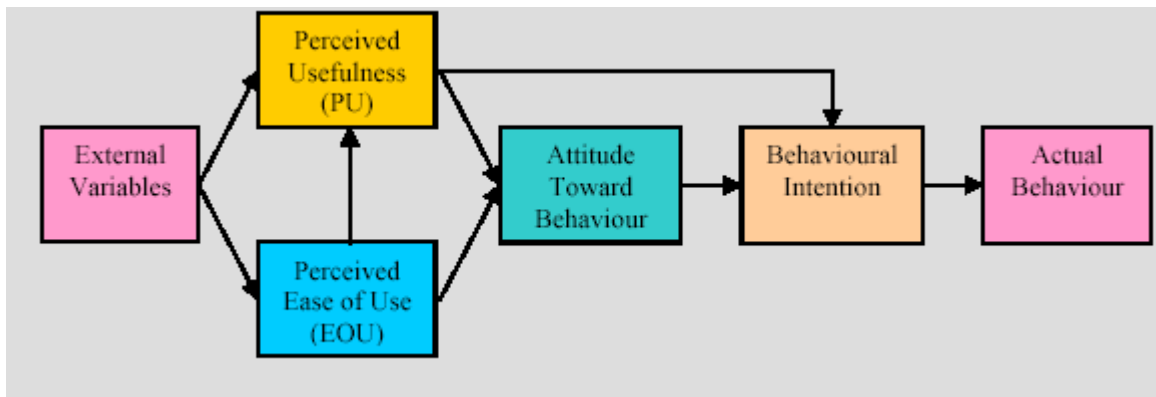
The Technology Acceptance Model (TAM) was developed by Davis (1989) during his doctoral thesis at Sloan School of Management. This model is an information systems theory that models how users need to accept and use a technology. The model explains that users are influenced by the following factors in their decision to use a new technology including perceived usefulness (PU) and perceived ease of use (PEOU) and users' attitudes, intentions and actual computer usage behaviour. Behavioural intention is mainly determined by attitude and perceived usefulness. Attitude is determined by perceived usefulness (PU) and perceived ease of use (PEOU). Perceived usefulness is the degree by which a person believes that using a particular system would enhance his or her job performance while perceived ease-of-use was described as the degree to which a person believes that using a particular system would be free from much effort (Davis, 1989). TAM replaces determinants of attitude of TRA by perceived ease of use and perceived usefulness. Generally, TAM specifies general determinants of individual technology acceptance and therefore can be and has been applied to explain or predict individual behaviours across a broad range of end user computing technologies and user groups (Davis, 1989).

The goal of TAM is to state an explanation of the determinants of computer acceptance that is fully capable of explaining user behaviour through a broad range of end-user computing technologies and user populations, for both parsimonious and theoretically justified. But since it incorporates findings accumulated from over a decade of information science research, it may be especially well suited for modelling computer acceptance (Davis, 1989). He then published Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology in MIS Quarterly in 1989. Moreover, he published User Acceptance of Computer Technology: In Comparison of Two Theoretical Models with Bagozzi and Warshaw in Management Science in 1989. Each of these works presented the original work on TAM.

This theory is relevant to the study because technology acceptance model proposed that the use of an information system (ICT use) by registry staff will be determined by the behavioural intention, and that behavioural intention is determined by registry staff's attitude towards the use of the system and also by their prediction of its utility (as in whether it will improve their job performance).

Conceptual Model

The model below (Figure 2.1) is conceptualized for this study to explain the relationship of the correlates that attempt to predict job performance. The model provides conceptual foundation for defining the concepts of ICT use in terms of ICT Utilization, Accessibility, Management support and Frequent use of equipment, motivation in terms of intrinsic and extrinsic motivation and job performance in terms of Employee competencies, Job security, Welfare and social security, Training of employees, Salary packages and quality of work of registry staff in Ogun State. In this model, the arrow shows that ICT use and motivation (independent variables) interact individually and in combination to influence.

Figure 2.1: Technology Acceptance Model

3.0: Methodology

Research Design

This study adopted a survey research design. This is because the researcher seeks to examine certain categories of people whose opinions may vary and the most convenient method of reaching them is through administration of structured questionnaire. The researcher is interested in examining the influence of the independent variables (ICT use) on the dependent variable (job performance).

Population

The population of the study was 1311 registry staff from all the fourteen (14) universities in Ogun State. This is in accordance with the National Universities Commission (NUC) 2015 list of accredited Universities in Nigeria and personal contact with the personnel records at the Human Resources unit of the studied Universities in Ogun State). Table 3.1 presents the information on the population of the study.

Table 3.1: Population of Sampled Universities

S/N		Population	Sample Size (39% of population)
1	Federal University of Agriculture, Abeokuta	300	117
2	Olabisi Onabanjo University	250	98
3	Tai Solarin University of Education	290	113
4	Babcock University	102	40
5	Covenant University	79	31
	Total	1021	399

Sample size and sampling Technique

The sample size of this study was determined firstly by purposive selection of five (5) universities base on years of establishment and population; one federal, two state and two private universities, in order to get a fair representation of the entire population. To get the sample size among the the registry staff selected universities, Yamane (1967) sample size computation formular was applied in the selection of 399 out of 1021 sample size of registry staff. This is due to the fact that the researcher wants to sample only registry staff and every registry staff in the universities stands the chance of being selected for participation.

$$n = \frac{N}{1 + N(e^2)}$$

Where;

N (population size) = 1021

e(sampling error)=5% or 0.05.

Therefore

$$n = \frac{1021}{1 + 1021(0.05^2)}$$

$$n = \frac{1021}{1 + 1021(0.0025)}$$

$$n = \frac{1021}{1+2.5525} = 399 = 39\% \text{ of the total population}$$

The 399 was round off to 400 in order to get a round figure.

Testing of Hypothesis

Ho1: There is no significance influence of ICT use on job performance of registry staff in Universities in Ogun State.

This was tested using linear regression analysis and the result is displayed on Table 4.8.

A Summary of Linear Regression Analysis Showing the Influence of ICT use on job performance of registry staff in Universities in Ogun State

Predictor	<i>B</i>	<i>T</i>	<i>R</i>	<i>R</i> ²	<i>F</i>	<i>Sig</i>	<i>Remark</i>
ICT Use	.322	6.533	.322	.104	42.681	.000	Significant

The result indicated that ICT use ($\beta = .322, p < .05$) was a significant predictor of job performance. This implies that ICT use did significantly predict job performance of registries in Ogun State. The value of R (.322) for the model produced by the regression analysis is within the range of -1 to +1. R squared (.104) is the proportion of variation in the dependent variable explained by the regression model revealing that ICT use accounts for 10.4% variance of job performance of registry staff in Ogun State ($R^2 = .104, P < .05$).

Therefore, the hypothesis that there is no significant influence of ICT use on job performance of registry staff in Universities in Ogun State is rejected. Apart from modeling real-world interactions, ICT-supported learning has provided an opportunity to work with students from different cultures, thereby helping to enhance learners' communication skills (Fomunyan, 2019).

Discussion of findings

This study examined information communication technology use and job performance of registry staff in universities in Ogun state, Nigeria. The research hypotheses were tested in this research.

The null hypotheses were rejected while the alternative hypotheses were accepted. The discussion of findings was based on the research hypotheses and research questions in the study which were drawn from the objectives of the study; find out the level of job performance, identify the types of ICT tools used, find out the purpose of ICT tool used, ascertain the frequency of ICT used on job performance, examine the influence of ICT use and job performance, and identify the challenges faced by the registry staff of universities in Ogun State, Nigeria.

Adelakun et al., (2022) studied the benefits, challenges and prospects of Electronic Learning System using two research processes administered to students and lecturers, and the findings of their study showed that information technology will improve performance and lead to greater productivity when standard IT infrastructure is installed. The results show that computer, Internet, scanner, flash drive, database, photocopy machine, World Wide Web, CD Rom, projector, digital camera, television, video, image, drawing, radio are the types of ICT tools used in the registry in universities in Ogun State. In most cases, storage and retrieval of records and files have replaced manual methods of organizing and pulling out files and records, faxes have outmoded telegrams, computer are more efficient than typewriters and traditional classroom has been overtaken by digital photography; saving cost and hours (Abosede & Akinola 2015), in order words ICT use has taken over and it has added value and efficiency to registry staff job performance which equally resulted to goals achievement for the organization

Registry staff agreed that they use ICT for regular exchange of sensitive information among my colleagues; to store staff/students data; for their career development; to communicate to their colleagues, students, parents and

stakeholders; for preparation of student certificate processing; to be efficient and effective in the job performance; to store staff/students data and for verification purposes; for communication of academic for maintenance of academic records of students; to update university records of activities from time to time; to acquiring information to build good public image with parents and stakeholders; for new students who apply for university online admission; for preparation of student transcript processing; for students who apply for university examinations and prompt responds to issues.

The way to achieve high productivity in organizations is to show the highest possible performance of employees within the standards (Çakır & Gözoğlu, 2019). Therefore, ICT has increased efficiency and has made accessibility of information easy for decision making. This has actually motivated the registry staff at various level to be more effective and hardworking because there is availability of ICT has helped them to be more efficient in their job performance.

Conclusion

This study concluded that the variables of ICT use and employee motivation do simultaneously influence job performance of registry staff in universities in Ogun State, Nigeria. This study clearly shows that ICT has become a necessary tool for accomplishing the administrative tasks with ease. Through this study it is evident that transformation in accordance with technological advancements is happening in the education sector. The study also revealed that there is high frequency of use of ICT tools among registry staff.

Likewise, ICT use challenges is based on lack of availability of ICT tools, hacking, inadequate flow of information, poor electricity and lack of technical expert to mention just a few. In order word this has constituted a lot to low job performance for staff and it has, to a large extent, affect organizational goals and objective.

As a result of the above findings, this study therefore concludes that there is a significant relationship between ICT use, employee motivation and job performance. Organizations should do all they can to make sure that employees/staff are well motivated and provides them with ICT tools/facilities necessary for their use to ensure better service delivery. The implication of this study cannot be overemphasized as this study will educate the management of the organization (especially the organization under study) of the importance of ICT use and how to motivate their workers to performance.

Recommendations

The following recommendations were made based on the findings of the study:

1. The universities' management should ensure a conducive environment for ICT equipment to avoid damages and make sure that the registry staff environment is conducive in order for them to perform their duty effectively.
2. The universities' management should train and retrain their staff to be able to meet with the ICT needs to as well improve the job performance of registry staff..
3. Since Information and Communication Technology (ICT) has come to stay, registry staff that are not computer literate should take positive steps to remedy their deficiencies by going for training so as to flow along with the reforms and ensure constant power supply supplemented with standby generators should be provided by the university administration to check the menace of frequent electricity power failure.
5. The university administration should provide adequate reward package that provides a competitive edge required to attract the best skills staff, retain and motivate them to aid their job performance.

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