

# **Influence of Information and Communication Technology Skills on Office Managers' Performance in Private Industries in Port Harcourt Metropolis**

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## **ABSTRACT**

The study investigated the influence of information and communication technology skills on office managers' performance in private industries in Port Harcourt Metropolis. The study adopted a descriptive survey design. The population for the study consisted of 134 oil and Gas private industries in Port Harcourt Metropolis, in River State. The sample for the study was 145 respondent's male and female office managers, 30% was used to select one hundred (100) private industries from the population to get the sample size, purposive simple random sample techniques was used to get 145 office managers as sample size. Two research questions were posed while four null hypotheses were formulated. The instrument used for data collection in the study was titled "Influence of Information and Communication Technology Skills on Office Managers' Performance in Private Industries in Port Harcourt. (ICTOMP)". A test re-test method was used to obtain and to establish coefficient of stability of 0.77. The data collected for the study were analyzed using frequency, percentage, mean and standard deviation to answer the responses of the research questions, while the null hypotheses were tested using z-test. The findings revealed that computer appreciation skills, database management skills greatly influence office managers' performance in private industries in Port Harcourt. Based on the findings; some recommendation were made: Training in the use of office equipment should be carried out on a quarterly basis to increase the knowledge level of managers and subsequently their performance; There is need for equipping and keeping other staff of the industry on the "know" of the use of modern technological gadgets for easy communication with management staffs.

**Keywords:** Skills, Office Managers, Performance, Private Industries, Computer Skills.

## **INTRODUCTION**

Information and Communication Technology (ICT) involves the use of computers and other electronic devices to process information. Nworgu (2008) stated that information and communication technology refer to a whole range of facilities or technologies involved in information processing and electronic communication to be handled with skills and expertise, for effective achievement and realization of its potentials in office. Information and Communication Technology (ICT) has changed the face of offices and consequently made business environments to wear a new look. This is particularly noticeable in the area of office administration and management (Valasidou, 2008). Valasidou stated further that information and communication gadgets, equipment and facilities improve the way message is preserved, recalled, shared and relayed for information and communication purposes. The electronic systems are now available for the performance of many functions that were formerly done manually in the office. This makes for greater effectiveness and efficiency in the performance of managers in office activities.

New digital machines and electronic equipment now make for faster, neater, more accurate and more reliable outputs. Most activities of office managers and their assistants are now based on the use of Information and Communication Technology (ICT) which promotes organizational performance and efficiency. As a result of the introduction of new ideas by Information and Communication Technology (ICT), the world has become a global village. Ofurum and Ogbonna (2008), in their view

stated that Information and Communication Technology (ICT) is the combination of computing, telecommunication and video techniques for the purpose of acquiring, processing, storing, and disseminating vocal, pictorial, textual and numerical information. These basic objectives of ICT are made possible through the computing, telecommunication and video techniques. The computing techniques provide the capacity for processing and storing of information; while the telecommunicating techniques provide the capacity for communicating the information to users; and the video techniques provide the capability for high quality display of images. Information and Communication Technology (ICT), according to Igbino (2008), refers to the use of skill in combining information and communication process and devices to obtain, analyze, store, recall and transmit accurate information from one place to another.

In this study, the researcher review Information and Communication Technology (ICT) as tools used for processing, transmitting or communicating data and information electronically. The effective use of ICT requires some peculiar skills that are essential to any activity. The possessing of the appropriate ICT skills leads to the effectiveness and efficiency in information processing, storing and disseminating of information. In the context of this work, a person is said to have acquired a skill when the person can competently and professionally finish a given piece of work at a given time with minimum errors. The possession and application of ICT skills has become indispensable in modern offices in private industries. Private industries are organizations or establishment that are owned and managed by a single individual or group of stakeholders. They are established for the sole aim of making profit. According to Chieze (2016), private industries are conglomerates of enterprises owned by group of stakeholders. They have staff capacity of two hundred staff and above. The strategic position which the office occupies in private industries, or any given organization as the information nerve centre has in turn placed major emphasis on the use of Information and Communication Technology. The universal nature of the office either in private or public sector makes it a place of action, where various functions necessary for information handling are performed, and each function involves the use of one form of technology or another (Adeshina, 2011). The author further stated that the office has been described as a place where administration, which is the management and handling of information, takes place.

According to Oyesode (2006), an office is a place (room or building) where the paper or clerical work of an organization is done. The private industries carry out their administrative, clerical and financial duties in the office. In the office in private industries today, different types of business including the small, medium and large-scale industries are relying on Information and Communication Technology (ICTs) to run their primary business operations. Devices ranging from photocopiers, computers, fax-machines, electronic communication, and image processing among others have their own intelligence and are used to perform functions more efficiently in the private industry, Eze, (2000) in Nwaiwu (2009). As pointed by Oyesode (2006), not only do these integrated systems ensure the smooth operation of basic office functions, but they increasingly provide key interfaces between management and clients in modern offices.

Business operations in private industries are getting more complex and advanced as they are now ICT-based demanding various skills from the managers. Every aspect of business operation such as communications, finance, manufacturing and engineering is experiencing great changes through the applications of ICT devices. These functions of business are now technologically based, and they require technology-based skills. ICT-based office systems represent structured methods of handling business and communication through an integrated network that may include, word processing for generating correspondence, electronic message systems for person-to-person communication, teleconferencing services, facsimile transmission, electronic filing system, on line calendar systems and links to corporate files and outside services (Eze, 2000). The major features or characteristics of ICT-based offices in private industries are that work organizations are getting increasingly flexible, process-based and multi-tasking. According to Oranu and Ogwo (2006), the growing complexities of office in private industries have made employers to seek for employees who are able to flexibly adapt, apply and transfer knowledge to different contents under varying technological conditions and to respond independently and creatively. Managers in modern offices and private industries are required to be equipped with the ICT-based office skills for easy, effective and efficient operations. The general functions of an office that are performed through ICT are gathering of information, keeping information, arranging information, giving information and protecting information.

An Information and Communication Technology (ICT)-based office skills, undoubtedly, offers new roles and responsibilities for managers. Such new roles mean that additional training, qualifications and skills are required from the managers (Akpomi & Ordu, 2009). In the past, the manager's functions were performed manually such that documents and records were maintained on papers, stored in files and drawers. As a result of modern office equipment, managers are requiring increasing their skills for effectiveness and efficiency. Many office functions and managerial duties which were previously done manually have been computerized. Atakpa (2010) stated that managerial functions everywhere in the world have undergone a lot of technical changes. Thus, the diversities of these office technologies require the managers to possess new skills to enable them to be relevant in the industries.

The introduction of Information and Communication Technology (ICT) in industries and organizations would make managers work more interesting and more productive. Typewriters are disappearing in favour of word processors, and spreadsheets are replacing calculators. Information and Communication Technology ICT has changed the equipment and work groups behaviour in offices. Of course, no manager today would like to work in an industry where information processes and administrative work are still done manually (Oni, 2001). According to Mayer in Azih (2013), a manager is an executive who plans, organizes, directs, controls and actualizes organizational goals. He is an executive who has the mastery of office skills and ability to assume responsibility without direct supervision. The manager displays initiative, exercise judgment and takes decisions within the scope of company's authority. A qualified manager should have a wide knowledge of business insight, versatile knowledge in accounting, personnel, office practice, and communication and knowledge of the operation of all departments within the organizations where he or she works. The employability prospect of the manager depends largely on the work skills acquired for employment.

To meet the challenges of ICT-based office, managers would need to possess skills in computer appreciation, office communication and data based management skills for effective operations of ICT-based equipment and facilities (United Nation Educational Social and Cultural Organization, UNESCO and International Labour Organization, ILO 2004). A database management system (DBMS) skill is the ability to organize large numbers of records in a database. Adesina (2006), stated that database help in the collection of a considerable volume of data, which are verified, stored, retrieved and updated on regular basis. It is a collection of programs that allow users the ability to create, query and modify the structure in the database and to control access to it. Database is used for keeping personnel records, customer's records and assets records. Office communication, these are central nervous systems of today's organizations which the manager ought to acquire the skills in other to operate them. Examples are electronic mail (e-mail), voice mail, bulletins board systems, and facsimiles which allow organizations to send messages in text, video, or voice form or to transmit copies of document and to receive it in seconds, not hours or days. Office communications system enhances the communications and coordination among work groups and organizations. It also helps to reduce the flow of paper messages, letters, memos, documents, and reports that either flood many offices and postal systems (Ayandele & Adeoye, 2010). A computer appreciation skill, according to Ugwuanyi (2009), involves having the basic understanding of what computer is and how it can be used as a resource material. Managers should be sensitized enough to be able to use these innovations, for examples, the internet, they should be able to use basic applications as word processing, spreadsheet, electronic mails, and possibly more advanced ones such as presentations.

Management is the process of organizing people and resources efficiently so as to direct activities towards common goal and objectives. In addition, Eksteen (2003) in Makhura (2011) observes that management of those functions required for effective business operations to ensure smooth day-to-day operations of an industry. Management in the context of this study involves the control of office activities, and other related administrative activities in the industry. The administrative machinery for any organizational system must be based on certain basic principles which, according to Amebenomo (2009), are principles of good documentation and negotiation techniques, principles of decision making and problem solving. The author further noted that these principles constitute very important aspects of administrative functions, and that every manager must work for effective communication in the organization he or she administers.

Managers' performance refers to the ability of the manager to take effective decisions and display initiatives in judgment within the company's authorities. The effectiveness of this function can only

be facilitated by using ICT facilities such as telephone, computer networking and e-mail, among others in processing, managing and disseminating timely and accurate information for organizational decision making and problem solving. Adesina (2006) opined that qualified managers should possess a wide knowledge of Business management, versatile knowledge in accounting, personnel, office practice and knowledge of the operation of all departments for effective operational performance. This implies that managers who acquired word processing and data management skills can use advanced hardware's to manipulate words, sentences and paragraphs as well as organize large number of data which are verified, stored, retrieved and updated on regular basis. Private industries are those industries in which the owner or promoter performs many of the specialized functions of management such as production, planning, controlling, employing, supervising, coordinating and costing, etc. It is an industry in which there is personal face to face relationship between the management and the worker. Amebenomo (2009) provides that private industries are those companies whose total assets in capital requirements, plant and working capital are less than five hundred million and employing fewer than one hundred and fifty workers. It includes factories or non-factory establishment.

In terms of its characteristics, Eze (2000) stated that private industries owners handle or supervises the financing, production, marketing and personnel of the industry. For Jacci (2008), decision making process in private industry are more often subjective rather than on any rational analysis, and that the manager does not raise short- or long-term capital needs of the business from the organized financial market. This gives private industries limited asses to the use of ICT gadgets. Incidentally, the poor and unreliable ways office processes are being conducted especially manually in private industries suggest that managers may not have the required skills for ICT-based offices. In view of the inadequacies in communication, documentation and information processing in private industries in Port Harcourt, it is doubtful if managers in private industries are skilled enough in the use of ICT for their work and service delivery.

#### **Statement of the Problem**

The manager, due to the nature of his work has remained to be a key player in the success of achieving organizational goals and objectives. Many private industries relied on the manager's abilities for the achievement of their organizational goals and objectives (Nwaokwa & Okoli, 2012). There are a lot of forces such as act of insubordination, attitude of subordinate and superordinate, staff behaviour, market competition, efficient service delivery, technology and quality management, which are drivers to organizational changes in the present day industries. Every manager in industries needs correct facts and accurate information for appropriate and beneficial decision making and hence makes the role of a manager tasking (Akpomi & Ordu, 2009). Therefore, the need for technological and human support for the office manager from the organization where he/she work is much desirable.

Today, the efficient and effective performance of office managers in the organization depends on the optimal utilization of the office technologies as well as the knowledge and skills of information and communication technology in manipulating the available office technologies. The emergence of modern office ICTs has reduced the tedious tasks of repeating tasks several times. There analog nature of production, reproduction, storage and retrieval of information has been removed by the presence of the ICT (Fry et. al., 2009). This implies that ICT skills if utilized by office managers will in management of data, dissemination of information, organization of meetings, sending and receiving of information without much delay, documentation of document among others are effectively carried out. However, development of office technologies which resulted in the creation and use of computers and software programmes (Malavia & Gogia, 2010). The output of the present-day office managers is quite higher if compared with that of the old-time manager. This is evident if the benefits of using these information and communication technologies such as the use of teleconference, emails, fax devices, google meet and zoom for meetings, Whatsapp, Facebook, the zimbra and internet were viewed as factors maximizing the managers general output. Also, Boseni (2013) opined that the usage of computer telecommunication and video techniques by office managers in management process positively and significantly enhance production of public and private sectors in Nigeria.

Literature available to the researcher shows that there is no empirical evidence to the fact that information and communication technology skills influence performance of office mangers especially in private oil industries. It is based on these observe conditions that this study sought to examine the

influence of information and communication technology skills on office managers' performance in private industries in Port Harcourt Metropolis.

### **Purpose of the Study**

The main purpose of this study was to evaluate the influence of information and communication technology skills on office managers' performance in private industries in Port Harcourt Metropolis. Specifically, the study sought to:

1. Determine the influence of computer appreciation skills on managers' performance in private industries in Port Harcourt Metropolis.
2. Determine the influence of database management skills on managers' performance in private industries in Port Harcourt Metropolis.

### **Research Questions**

The following research questions guided the study:

1. How do computer appreciation skills influence managers' performance in private industries in Port Harcourt Metropolis?
2. How do database management skills as an aspect of information and communication technology skills influence managers' performance in private industries in Port Harcourt Metropolis?

### **Hypotheses**

The following null hypotheses formulated were tested at 0.05 level of significance.

1. There is no significant difference in the mean ratings of male and female managers on the influences of computer appreciation skills on managers' performance in private industries in Port Harcourt Metropolis.
2. There is no significant difference in the mean ratings of male and female managers on the influence of database management skills on managers' performance in private industries in Port Harcourt Metropolis.

## **METHODOLOGY**

The study adopted the descriptive research survey design. The population of the study comprised all the managers in oil industries in Port Harcourt Metropolis. As at the time of this study, there were 334 office managers in private oil industries in Port Harcourt Metropolis according to Rivers State Yellow Pages Directory (2018-2019) edition. Multistage sampling technique was used in selecting the sample size for the study. Stage 1 was the adoption of purposive sampling technique to select registered office managers. At stage 2, stratified random sampling technique by proportion method was used to select male and female managers from registered managers. At stage 3, simple random sampling technique was used to select male and female office managers. Hence, a sample size of 145 office managers comprising of 101 male and 45 females were selected and used for the study. The instrument for this study was a self-structured questionnaire developed by the researcher titled "Influence of Information and Communication Technology on Office Managers' Performance in Private Industries (ICTOMP)". The instrument was design in the pattern of Likert-5-point rating scale Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD) with numerical values of 4, 3, 2 and 1 respectively. The reliability coefficient of the instrument was established to be 0.86 using Pearson Product Moment Correlations (PPMC). Data collected were analyzed using mean and standard deviation to answer the research questions while hypotheses were tested at 0.05 level of significance using z-test. Any value equal or greater than 3.50 was regarded as Strongly Agree, any value from 2.50-3.49 was Agree, and value from 1.50-2.49 was Disagree and any value from 0.50-1.49 was Strongly Disagree. A null hypothesis was accepted if calculated z-value is less than the critical value of z, and not accepted when calculated z-value is equal to or greater than the critical valued of z.

**RESULT**

The result of the study was presented as follows:

**Research Question 1:** *How do computer appreciation skills influence managers' performance in private industries in Port Harcourt Metropolis?*

**Table1: Mean Score and Standard Deviation on the Influence of Computer Appreciation Skills on Managers' Performance in Private Industries**

S/N	Item Statement	Male (N <sub>1</sub> = 101)			Female (N <sub>2</sub> = 44)		
		$\bar{X}_1$	SD <sub>1</sub>	RMK	$\bar{X}_2$	SD <sub>2</sub>	RMK
1	Ability to use fundamental interface computer segments.	3.57	0.87	Strongly Agree	3.81	0.60	Strongly Agree
2	Ability to Boot and shut down PCs	3.94	1.03	Strongly Agree	3.66	0.80	Strongly Agree
3	Ability to introduce PC programs and delicate products	2.77	0.69	Agree	3.42	0.77	Agree
4	Ability to store and recover reports in the PCs	3.60	0.77	Strongly Agree	2.94	1.02	Agree
5	Ability to print document	3.76	0.80	Strongly Agree	2.77	1.03	Agree
6	Ability to demonstrate file documents	3.45	1.11	Agree	3.14	0.69	Agree
7	Ability to utilize the PC consoles productively	3.98	1.02	Agree	3.80	0.68	Strongly Agree
8	Ability to use the guide home keys	2.83	0.69	Agree	3.93	0.73	Strongly Agree
9	Ability to show right development of fingers along the columns	3.08	0.80	Agree	3.75	0.88	Strongly Agree
10	Ability to hit a specific key with the right finger	3.77	0.64	Strongly Agree	2.88	0.80	Agree
11	Ability to scan a document	3.60	1.01	Strongly Agree	3.41	1.01	Agree
12	Ability to associate PC parts and hard products	3.71	0.73	Strongly Agree	3.73	0.84	Strongly Agree
	<b>Average Mean/SD</b>	<b>3.51</b>	<b>0.85</b>	<b>Strongly Agree</b>	<b>3.44</b>	<b>0.82</b>	<b>Agree</b>

Source: *Researcher's Field Survey, 2020*

Results from Table 1 show the mean response on how computer appreciation skill influences managers' performance in private industries in Port Harcourt Metropolis. The result shows that the respondents (male managers) of private oil and gas industries in Port Harcourt Metropolis strongly agreed on item 1, 2, 4, 5, 10, 11 and 12 as a way through which computer appreciation skill influence managers' performance in private industries in Port Harcourt Metropolis. Similarly, the respondents agreed on item 3, 6, 7, 8 and 9 12 as a way through which computer appreciation skill influence managers' performance in private industries in Port Harcourt Metropolis. Furthermore, the female managers strongly agreed on item 1, 2, 7, 8, 9 and 12 as a way through which computer appreciation skill influence managers' performance in private industries in Port Harcourt Metropolis and agrees to item 3, 4, 5, 6, 10 and 11 respectively. On the average, the male managers had a mean score of 3.51

with standard deviation of 0.85 while the female managers had an average mean score of 3.44 with standard deviation of 0.82.

**Research Question 2:** *How do database management skills influence managers' performance in private industries in Port Harcourt Metropolis?*

**Table 4.2: Mean Score and Standard Deviation of the Influence of Database Management Skills on Managers' Performance in Private Industries**

S/N	Item Statement	Male (N <sub>1</sub> = 101)			Female (N <sub>2</sub> = 44)		
		$\bar{X}_1$	SD <sub>1</sub>	RMK	$\bar{X}_2$	SD <sub>2</sub>	RMK
13	Ability to create and maintain a data	3.66	1.02	Strongly Agree	3.80	0.65	Strongly Agree
14	Ability to extract and list all records	2.81	0.93	Agree	3.40	1.11	Agree
15	Ability to sort records in ascending or descending order	3.06	0.77	Agree	3.18	0.71	Agree
16	Ability to generate formulated text with subtotals and totals	3.99	0.60	Strongly Agree	2.90	0.85	Agree
17	Ability to Make a record in a spreadsheet	3.58	0.84	Strongly Agree	3.64	0.60	Strongly Agree
18	Ability to sort sections and characterizing fields and cells	3.71	0.70	Strongly Agree	2.84	0.84	Agree
19	Ability to interpret and execute programme instructions	3.60	0.63	Strongly Agree	3.44	1.01	Agree
20	Ability to insert rows and columns	3.52	1.03	Strongly Agree	3.67	1.02	Strongly Agree
21	Ability to send text and graphics	3.44	0.81	Agree	3.82	0.77	Strongly Agree
22	Ability to operate teleconference facilities	3.73	0.77	Strongly Agree	3.66	0.60	Strongly Agree
23	Ability to co-ordinate mail services with the post offices	3.14	0.96	Agree	2.97	0.92	Agree
24	Ability to compose, send and receive electronic mails (email)	3.83	0.83	Strongly Agree	2.51	0.81	Agree
25	Ability to use Bulletin Board Systems	2.88	0.57	Agree	2.60	0.70	Agree
26	Ability to use internet services skills and their applications and operations						

	in:						
a	Use e-mails	3.06	1.03	Agree	3.06	0.64	Agree
b	Use e-commence	3.50	0.66	Strongly Agree	3.71	1.02	Strongly Agree
c	Use e-banking	3.04	0.70	Agree	3.50	0.55	Strongly Agree
d	Use e-marketing	3.09	0.97	Agree	3.69	0.86	Strongly Agree
27	Ability to use the internet to send mails, conference papers, and journal among others.	3.77	0.77	Strongly Agree	3.72	0.72	Strongly Agree
28	Ability to search for materials through internet	3.49	1.04	Agree	3.41	0.97	Agree
29	Ability to send an attachment with an e-mail	3.70	0.89	Strongly Agree	3.66	0.88	Strongly Agree
30	Ability to use search engine to find desired information	3.94	0.87	Agree	2.89	0.64	Agree
	<b>Average Mean/SD</b>	<b>3.42</b>	<b>0.84</b>	<b>Agree</b>	<b>3.36</b>	<b>0.81</b>	<b>Agree</b>

Source: *Researcher's Field Survey, 2020*

Result from Table 2 show the mean response on how database management skills influence managers' performance in private industries in Port Harcourt Metropolis. The result shows that the respondents (male managers) of private oil and gas industries in Port Harcourt Metropolis strongly agreed on item 13, 16, 17, 18, 19, 20, 22, 24, 26b, 27 and 28 as a way through which computer database management skills influence managers' performance in private industries in Port Harcourt Metropolis. Similarly, the respondents agreed on item 14, 15, 21, 23, 25, 26a, 26c, 26d, 28 and 30 as a way through which computer database management skills influence managers' performance in private industries in Port Harcourt Metropolis. Furthermore, the female managers strongly agreed on item 13, 17, 20, 21, 22, 26b, 26c, 26d, 27 and 29 as a way through which computer database management skills influence managers' performance in private industries in Port Harcourt Metropolis and agrees to item 14, 15, 16, 18, 19, 23, 24, 25, 26a, 28 and 30 respectively. On the average, the male managers had a mean score of 3.42 with standard deviation of 0.84 while the female managers had an average mean score of 3.36 with standard deviation of 0.81.



### Statistical Test of Hypotheses

The following null hypotheses were formulated and tested at 0.05 level of significance to guide the study.

1. There is no significant difference in the mean ratings of male and female managers on the influences of computer appreciation skills on managers' performance in private industries in Port Harcourt Metropolis.

**Table 3: z-Test Analysis on Influence of Computer Appreciation Skills**

S/N	$\bar{X}$	SD	N	df	$\alpha$	zcal	zcrit	Remark
Male	3.51	0.85	101					
				143	0.05	1.46	1.96	Accepted
Female	3.44	0.82	44					

**Source:** *Researcher's Field Result; 2020* Accept Ho if  $zcal \leq zcrit$ , Otherwise Reject Ho.

Since the calculated value of z ( $zcal = 1.46$ ) is less than the critical value of z ( $zcrit = 1.960$ ) at 0.05 level of significance, the null hypothesis was accepted. This implies that there is no significant difference in the mean ratings of male and female managers on the influences of computer appreciation skills on managers' performance in private industries in Port Harcourt Metropolis.

2. There is no significant difference in the mean ratings of male and female managers on the influences of database management skills on managers' performance in private industries in Port Harcourt Metropolis.

**Table 4: z-Test Analysis on Influence of Database Management Skills**

S/N	$\bar{X}$	SD	N	df	$\alpha$	zcal	zcrit	Remark
Male	3.42	0.84	101					
				143	0.05	0.41	1.96	Accepted
Female	3.36	0.81	44					

**Source:** *Researcher's Field Result; 2020* Accept Ho if  $zcal \leq zcrit$ , Otherwise Reject Ho.

Since the calculated value of z ( $zcal = 0.41$ ) is less than the critical value of z ( $zcrit = 1.960$ ) at 0.05 level of significance, the null hypothesis was accepted. This implies that there is no significant difference in the mean ratings of male and female managers on the influences of database management skills on managers' performance in private industries in Port Harcourt Metropolis.

### DISCUSSION OF FINDINGS

The study investigated the influence of information and communication technology skills on office managers' performance in private industries in Port Harcourt Metropolis. However, the result in Table 1 shows that computer appreciation skill greatly influences managers' performance in private industries in Port Harcourt Metropolis. Also, the result of Table 3 shows that there is no significant difference in the mean ratings of male and female managers on the influences of computer appreciation skills on managers' performance in private industries in Port Harcourt. This finding is corroborated by Nwaokwa and Okoli (2012). They revealed that ICT has influenced the performance of secretaries in much different ways, speedy delivery of information, accuracy and effectiveness at work. Consequently, the no gender difference in the perception of the respondents indicated that the responses of male and female respondents do not differ significantly on how computer appreciation skill influence managers' performance in private industries in Port Harcourt Metropolis.

Also, the result in Table 2 shows that database management skills as an aspect of information and communication technology skills greatly influence managers' performance in private industries in Port Harcourt Metropolis. While the result of Table 4 shows that there is significant difference in the

mean ratings of male and female managers on the influence of database management skills on managers' performance in private industries in Port Harcourt Metropolis. This finding is corroborated by Alita and Hawa (2014) who found that the correlation coefficients, mean, standard deviations and percentages revealed that some office equipment contributed positively to output at varying degrees. Furthermore, they found that there existed positive and significant correlations between equipment availability and knowledge on one hand and knowledge of use and productivity on the other. Consequently, the gender difference in the perception of the respondents indicated that the responses of male and female respondents differ significantly on how database management skills as an aspect of information and communication technology skills influence managers' performance in private industries in Port Harcourt Metropolis.

## CONCLUSION

Conclusively, the findings of the study showed that the responses of male and female respondents do not differ significantly, this indicates that the impact of information and communication technology skills on office managers' performance is not gender sensitive, rather male and female managers are jointly of the view that information and communication technology skills have great potential in improving the performance and work rate and accuracy of managers in private industries in Port Harcourt Metropolis. Furthermore, with adequate skill in the use of ICT gadgets, the laborious exercise of filling papers in filing cabinets and shelves, where records accumulate dust over a long period of time will be avoided.

## RECOMMENDATIONS

Based on the findings of the study, it was recommended that:

1. Training in the use of office equipment should be carried out on a quarterly basis to increase the knowledge level of managers and subsequently their performance.
2. There is need for equipping and keeping other staff of the industry on the "know" of the use of modern technological gadgets for easy communication with management staffs.

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