



doi:10.5281/zenodo.19110984

# **Assessment of Polytechnic Office Technology and Management Lecturers' Competencies in the Utilization of Excel and Word Processing Records Management Technologies in South- East, Nigeria**

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## **ABSTRACT**

The study sought to assess the polytechnic Office Technology and Management Lecturers' competencies in the utilization of electronic records management technologies in South-East Nigeria. Five research questions were answered and five hypotheses tested at 0.05 level of significance. Descriptive survey research design was adopted for the study. A total of 114 OTM lecturers in the eight government owned polytechnics (federal and state) in the South-East states of Nigeria made up the population of the study, and the population formed the sample for the study. The research instrument was a structured questionnaire comprising 29 items arranged in two clusters in line with the research questions. The instrument was validated by three experts and was used to collect data. Test of reliability on the instrument using Cronbach Alpha yielded coefficients of .825 and .913 for clusters 1 and 2 respectively with general reliability co-efficiency of 0.85. Mean and standard deviation were used to analyze data relating to the research questions while t-test was used for testing the null hypotheses at 0.05 level of significance. Major findings included that majority of the polytechnic OTM lecturers in the South-East Nigeria utilized competencies in word processing records management and electronic mail records management technologies at a moderate level for records management. Findings further revealed that the respondents did not differ in their opinions on their level of competencies in the utilization of electronic records management technologies for records management. Based on these findings, the researcher recommended among others that School management in collaboration with professional bodies (e.g, National Institute of Office Technology and Information Management, NBTE or similar bodies) can sponsor Excel and data analytics workshops, in OTM department to enable lecturers to further enhance their competencies in excel records management technologies.

**Keywords:** Competencies, Office Technology and Management, Websites Records, Database Records Management, Technologies

## **INTRODUCTION**

The rapid advancement of technology has transformed the way office operations are managed in polytechnics, emphasizing the need for lecturers in Office Technology and Management (OTM) to possess adequate competencies in utilizing key software applications. In Nigerian polytechnics, the role of OTM lecturers extends beyond traditional teaching to include equipping students with practical skills that meet the demands of the modern workplace. Excel and Word Processing are essential tools

for record management, data analysis, and overall administrative efficiency in academic institutions. The competency of OTM lecturers in leveraging these technologies is crucial for imparting relevant skills to students, enhancing productivity, and ensuring effective management of institutional records. The utilization of Excel and Word Processing technologies is fundamental to office administration, requiring skills such as data management, document preparation, and record keeping. Lecturers' competencies in these areas are not only essential for effective teaching but also for contributing to the development of a technologically adept workforce. The high level of concern, among others, centers on office technology in records management in Nigeria's education system. According to Emeasoba (2016), one of the primary concerns related to office technology in records management within the context of Nigeria's education system is the need for continuous capacity building and training of educators and students in the use of office technology for records management. Emeasoba stressed that many educators may not be adequately trained to integrate technology into their teaching practices, and students may lack the necessary skills to utilize office technology effectively for managing records. The transmission of knowledge is a function of the relevance of the curriculum content and the relevance of the method of teaching. Thus the potential of OTM programme in polytechnics to achieve the goal of equipping students with relevant records management skills and competencies for either self or paid employment in today's business world is vitiated by a number of notable factors which include advancement in business technology, curriculum content and the mode of its implementation also known as teaching or lecturing (Umezulike & Anozie, 2022).

Polytechnic education in Nigeria refers to a system of tertiary education provided by institutions owned and operated by either the federal government, state government or private individuals, offering programs in technical, vocational and applied sciences. Polytechnic both at federal, state or private levels prepare people to acquire knowledge, skills and competencies for job performance in all works of life (Umezulike & Anozie, 2022; Azih & Ama, 2019). The federal polytechnics are owned, funded and operated by the federal government, while the state polytechnics are owned and operated by the various state governments. The National Board for Technical Education (NBTE) regulates all polytechnics across the country to ensure uniformity and standardization of technical and vocational education (Umezulike & Anozie, 2022). Polytechnics in Nigeria are therefore called upon to meet up with the daily demands of middle level manpower of the public and private enterprises. Agi (2021) reported that going by the provisions of the Federal Polytechnic Act (2019) as amended; the mandate of polytechnics is to promote technical and vocational education, train middle and higher level manpower for local industries, technology innovation and transfer as well as skill development to enhance the socio economic development of the nation. Kalagbor (2024) observed that the curriculum for the establishment of polytechnics was designed to expose students to a variety of practical courses that should give students the foundation for technical knowledge and skills rather than theory. Polytechnic education is meant to provide technical learning that should assist a society to meet with industrial aspirations. It plays a crucial role in human resource development of the country by creating skilled manpower, enhance industrial productivity and improve the quality of life. However, Olabode and Afolabi (2024) pointed out that as important as this sector of education is to the economic growth, it is disturbing that most of the lecturers (OTM Lecturers inclusive) are still facing the problem of technology transfer and skill development.

OTM programme in polytechnics is a branch of education that involves teaching skills and operations of the business industry (Okoli, 2022). It is a training programme that encourages the beneficiaries to acquire skills and competencies to fit into business world. It is the intellectual preparation of people for earning a living in a contemporary industrial and business environment. Thus, OTM is an education programme for the acquisition and development of skills and competencies, attitude and attributes which are very necessary for efficiency of the economic system (Azih and Ama, 2019). It is an aspect of vocational and technical education that trains students on information management skills with relevant equipment and technologies to fit into occupations in contemporary business world. Ozoma (2014) stated that OTM programme in Nigerian polytechnics is a programme designed to equip students with relevant electronic records management skills for employment in various fields of endeavour. Ozoma further stated that OTM programme equip students with learning experience in various application software and equipment for processing (creating, modifying, maintaining, disposing and archiving), various kinds of office information. According to Alozie and Iheukwumere (2017), records management refers to the systematic administration of records and documented

information throughout its lifecycle which includes creation, maintenance, use, storage and disposal. Alozie and Iheukwumere (2017) stated that records management is responsible for the efficient and systematic control of the creation, receipt, maintenance and disposal of records including processes for capturing and maintaining evidence of, and information about business activities and transactions. According to Records Management Lifecycle (2025; Records life-cycle, n.d.), the stages of records management lifecycle align with the general records management practices, but are tailored to unique characteristics of digital files. Otamiri and Igolo (2021) stated that records management in educational institutions and business organizations ensures that information remained accurate, reliable, accessible, and secure. Otamiri and Igolo further stated that records management can be physical or electronic and can also be the combination of both. Azuka and Azuka (2012) identified various types of records to include: correspondence records, accounting records, legal records, personnel records, progress records and miscellaneous, etc. Because these records are now created, distributed, maintained, preserved, retrieved and disposed using automated technique, they are called electronic records

Electronic records are digital information created, received and maintained as evidence of business activities and their proper handling requires electronic records management (ERM) (Otamiri & Igolo, 2021). According to Otamiri and Igolo electronic records management is using automated techniques to manage records. It involves all the activities designed to control the lifecycle of records from its creation to final disposal. ERM ensures that records are systematically captured, organized, stored, retrieved, and disposed of in line with legal and organizational requirements (Azuka and Azuka, 2012). According to Alozie and Iheukwumere (2017), electronic records management can be regarded as components or applications within electronic records management technologies. (International Council of Archives, 2016; National Archives and Records Administration [NARA], 2020) stated that the management of websites, database, etc records constitute part of the practice of electronic records management, which is implemented through various electronic records management technologies that enable the systematic control, storage, and preservation of digital records. Electronic records management, especially, management of word processing records, management of excel records, management of database records, management of websites records, management of e-mails etc have grown tremendously and are adopted by both academics and organizations for efficient and effective communication. and business operations. Ajike (2015) defined word processing record as a type of electronic records that stores textual information and formatting, created and edited using word processing software like Microsoft word, Google DOC, or Apple pages. Ajike (2015) noted that word processing documents serve as electronic counterparts to traditional paper documents and are commonly used for writing reports, letters, essays etc. They offer advantages to the lecturers of OTM such as improved document accuracy, enhanced productivity, professional document presentation, share and collaborate electronically etc. Word processing documents can be seamlessly integrated with excel records through mail merge, data import/export to enhance data management and reporting capabilities (Emeh, 2016).

An excel record is an electronic record that utilizes spreadsheet software such as Microsoft Excel or Google sheets to organize, analyze and manipulate data. It consists of cells organized in rows and columns where users (OTM lecturers inclusive) can input text, numbers, and functions etc., to create charts, and perform calculations etc. Ezeonwurie and Igboke (2021) noted that the OTM graduate's role with excel documents often involves supporting various administrative and analytical tasks within the organization. Some common responsibilities of OTM lecturers' regarding excel documents include, equipping OTM students with the skills of data entry, organizing excel files, using excel functions to create charts, formatting data in excel sheets, collaboration, documentation and data cleaning, etc. According to Ajike (2015) excel records management can be integrated with database records management through data import/export tools, enabling seamless synchronization and updating of records.

Assessment is the broad term that includes all of the various methods to determine the extent of an individual's achievement. It refers to the method used to determine skill gap of an employee within an organization (Mkpa, 2017). Teacher's assessment is essential because it points to what skills are necessary to develop for success. Ogora and Eze in Eliot and Inan (2016) defined assessment as the process of organizing text data into interpretable format on a number of factors with data obtained using a variety of instruments such as text, questionnaire and observation etc. Eliot and Inan (2016)

stated that competencies assessment identify the competency levels of workers, based on the requirements specified. Electronic records management competencies of OTM lecturers could therefore be assessed or measured based on the estimated skills required as provided or specified on NBTE (National Board for Technical Education) curriculum for OTM programme. Polytechnic lecturers, especially those in OTM, cannot understand the reason why most OTM lecturers should limit the use of electronic records technologies in OTM programme. For them, effective management of electronic records such as word processing documents and databases, etc., play a major role in enhancing their academic work and their problem solving skills.

Effective and competent lecturers on the other hand can use electronic records management technologies selectively and appropriately to enliven teaching process, motivate students, achieve positive attitude to learning and achieve the goal and objective of OTM program in polytechnics (Okafor & Ile (2024). Ogaigah and Ofulue (2014) observed that the increasing adoption of electronic records management technologies in offices of business organizations has affected every aspect of information management transforming not only the way that records are created, identified, classified and stored, but also creating new challenges, skills and competencies. As a result, business education in tertiary institutions is undergoing various technological changes and OTM programme in polytechnics is not left out in contributing her quota to meet office challenges in information and records management.

In polytechnics, academics (men and women) with the knowledge of the OTM field of specialization to function as OTM lecturers are recruited to teach and work in order to produce graduates for the country's economy, especially in the automated office. Ovbiagele, Mgbonyebi and Olaniye (2018) noted that male lecturers in OTM tend to possess higher electronic records management competencies than their female counterparts. Ovbiagele, et al. (2018) opined that this disparity may be due to factors such as technological exposure and training opportunities. Ovbiagele, Mgbonyebi and Olaniye (2018) further stated that female OTM lecturers on the other hand demonstrated more willingness to learn and adapt to new electronic records management systems, narrowing the gap between the levels of competencies possessed by male and female OTM lecturers in electronic records management for. However Ovbiagele, Mgbonyebi and Olaniye (2018) suggested that directed training and support can further enhance the skills and confidence of the OTM female lecturers in electronic records management for more effective teaching. Other criteria of assessment of OTM lecturers and all other academic staff include years of experience and additional qualifications. Oxford English Dictionary in Usman (2020) defined years of experience as the duration of time an individual has spent working in a particular field, profession or occupation. It is the length of time an academic staff, particularly OTM lecturers in polytechnics have spent in their profession which could be used as criterion to assess their competencies in electronic records management. Addressing the years of experience of OTM lecturers in records management is important because, it helps to determine their level of expertise and proficiency in managing electronic records effectively (Stephen, 2021).

Additional qualification is the specialized training or degree that academic staff acquires beyond their basic academic qualifications, which serve as a yardstick to assess their enhanced skills and knowledge in a specific area of specialization (Business Dictionary.com, 2017). Using additional qualifications as a yardstick to assess the competencies of academic staff (OTM lecturers inclusive) is important because they demonstrate the lecturers' commitment to ongoing professional development, enhanced expertise, and ability to stay current with industry trends and best practices such as in electronic records management (Stephen, 2021). In polytechnic educational system, particularly in Office Technology and Management programme, lecturers are expected to possess very high level competencies to handle electronic records efficiently. However, anecdotal evidences and preliminary studies suggest that there may be gaps in the skills and knowledge required for management and teaching of electronic records management among OTM lecturers. Additionally it can lead to inefficiencies and errors in handling organizational electronic records by OTM graduates, which can affect administrative and decision making in the modern organization.

### **Statement of the Problem**

Office Technology and Management lecturers, especially those in polytechnics have the sole responsibility of developing the needed skills, competencies, and attitudes for records management of OTM graduates in today's global economy. The incursion of OTM gadgets into the classroom and the ever rapid changes in business technology has tended to impose important changes in the actual

records management competencies possessed by the teachers in this area. Again the use of publication as a major criterion for assessing the competency levels of OTM lecturers in their course delivery appears to pose a serious problem. In the equitable assessment process, while paper publications assess the broad perspective of teachers' knowledge, it does not go into the discreet aspects of their competencies in terms of specific subjects or OTM application areas. On the other hand, the use of once a year evaluation involving the completion of appraisal form also has its own defects. So how best to assess the competencies of polytechnic OTM teachers in the utilization of the various electronic records management technologies is not clear nor does it provide a sound criterion measure for OTM lecturers' competencies in the utilization of electronic records management technologies for managing such electronic records as word processing records,, spreadsheet records, database records, websites records, and electronics mails records among others. As pointed out, it seems that most of the lecturers in OTM are still facing the problem of technology transfer and skill development in the area of electronic records management. The researcher is therefore interested in assessing the actual competencies of polytechnic OTM lecturers in the utilization of electronic records management technologies for records management.

### **Purpose of the Study**

The main purpose of this study is to assess OTM lecturers' competencies in the utilization of electronic records management technologies for records management in Polytechnics in South East-States Nigeria. Specifically, the study sought to assess the:

1. Level of competencies of Polytechnic OTM lecturers in the utilization of Excel/spreadsheet records management technologies
2. Level of competencies of Polytechnic OTM lecturers in the utilization of word processing records management technologies

### **Research Questions**

The study was guided by the following research questions:

1. What is the level of competencies of polytechnic OTM lecturers in the utilization of excel records management technologies?
2. What is the level of competencies of polytechnic OTM lecturers in the utilization of word processing records management technologies?

### **Hypotheses**

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

**Ho<sub>1</sub>:** There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of excel records management technologies on the basis of qualification.

**Ho<sub>2</sub>:** There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of word processing records management technologies based on gender.

### **METHODOLOGY**

The study adopted descriptive survey research design was. The population of the study comprised all the 114 OTM lecturers identified in all the government owned polytechnics (state and federal) across South-East states of Nigeria. Since the population size of 114 is manageable, the researcher did not use sampling. The research instrument was a structured questionnaire comprising 29 items arranged in five clusters in line with the research questions. The instrument was validated by three experts and was used to collect data. To ascertain the reliability of the instrument, 30 copies of the instrument were administered to 30 OTM lecturers in the Polytechnic Calabar, Cross River State, Delta State Polytechnic, Uguwashu Uku, and Federal Polytechnic Orogun, Delta State. Test of reliability on the instrument using Cronbach Alpha yielded coefficients of .825 and .913 for clusters 1 and 2 respectively with general reliability co-efficiency of 0.85. Copies of the questionnaire (114 copies), were administered on the respondents by the researcher with the help of one research assistant in each school Mean and standard deviation were used to analyze data relating to the research questions while t-test was used for testing the null hypotheses at 0.05 level of significance.

**RESULTS**

**Research Question 1:** *What is the level of competencies of polytechnic OTM lecturers in the utilization of spreadsheet/Excel records management technologies?*

**Table 1: Mean Responses on the level of Competencies of Polytechnic OTM lecturers in the Utilization of Spreadsheet/Excel Records Management Technologies. (n = 105)**

S/N	Excel records management competencies for records management	Mean	SD	Remark
1	Design spreadsheet templates with proper structure for data consistency	4.08	1.16	HL
2	Accurately enter, import, and validate data in spreadsheets (e.g., Excel Google Sheets)	3.35	1.21	ML
3	Assign metadata and appropriate file names for spreadsheets.	3.81	1.33	HL
4	Categorize spreadsheets based on content type (e.g., students' records).	3.61	1.37	HL
5	Assign version control to spreadsheet records.	3.88	1.16	HL
6	Protect spreadsheets with password and access restrictions.	3.77	1.20	HL
7	Follow institutional spreadsheet retention policies.	3.40	1.53	ML
8	Flag critical spreadsheet records for long term retention or review.	3.48	1.18	ML
9	Delete obsolete spreadsheets in compliance with data protection regulations.	3.67	1.25	HL
10	archive finalized spreadsheet data securely	3.35	1.35	ML
11	apply formatting to other cells with shortcuts to save time	2.96	1.27	ML
12	enter and organize data into spreadsheet document, such as employee information, financial records or inventory details systematically using excel	3.37	1.40	ML
13	create comprehensive report using excel document data	3.71	1.19	HL
14	Automate repetitive task in spreadsheet document	3.14	1.31	ML
15	create share and collaborate on spreadsheet document in a cloud-based environment using Google sheet	3.74	1.34	HL
	<b>Cluster mean</b>	<b>3.55</b>		<b>HL</b>

Source: Field survey, 2025

Note: VHL = Very High Level; HL = High Level; ML = Moderate Level; LL = Low Level; VLL = Very Low Level

The result in Table 1 represents level of competencies polytechnic OTM lecturers in the South East States of Nigeria have in the utilization of excel records management technologies with the cluster mean of 3.55. This shows high level of competencies polytechnic OTM lecturers in the South East States of Nigeria have in the utilization of excel records management technologies. The mean of all the items fall between the limits of moderate and high level. Prominently, the item on design spreadsheet templates with proper structure for data consistency has the highest mean of ( $\bar{x}$  =4.08), indicating that the item exerts the highest level of competencies. The remaining items have their mean ranging from 2.96 – 3.88. The result also shows that the standard deviation of the items ranged from 1.16 – 1.53.

**Research Question 2:** *What is the Level of Competencies of Polytechnic OTM Lecturers in the Utilization of Word Processing Records Management Technologies?*

**Table 2: Mean Responses on the level of Competencies of Polytechnic OTM Lecturers in the Utilization of Word Processing Records Management Technologies. (n = 105)**

S/N	Word processing competencies for records management	Mean	SD	Remark
16	create structured documents using templates and styles	3.96	1.16	HL
17	Save and export documents in standard record formats (e.g., docx, PDF).	3.71	1.26	HL
18	edit text, including using features like find and replace, spell check and grammar tools	3.59	1.41	HL
19	name and organize documents using classification codes or folders	3.66	1.29	HL
20	input and manage meta data such as author, data, and keywords to enhance document retrieval and organization	3.83	1.19	HL
21	apply security features, such as password protection and encryption to safeguard sensitive document versions	3.65	1.13	HL
22	manage document versions, track changes and maintain historical records	3.40	1.46	ML
23	restrict editing, and enforce document protection settings	3.53	1.20	HL
24	Track revisions and use version history features	3.35	1.37	ML
25	Store critical word processing records in secure digital repositories.	3.51	1.35	HL
26	to archive final versions in read-only formats	3.09	1.38	ML
27	delete or declassify drafts and outdated word processing records responsibly	3.24	1.38	ML
28	create forms using fields, and advanced tools	3.46	1.38	ML
29	create and use templates	2.94	1.35	ML
	<b>Cluster mean</b>	<b>3.49</b>		<b>ML</b>

Source: Field survey, 2025

Note: VHL = Very High Level; HL = High Level; ML = Moderate Level; LL = Low Level; VLL = Very Low Level

The result in Table 2 reveals level of competencies polytechnic OTM lecturers in the South East States of Nigeria have in the utilization of word processing records management technologies with the cluster mean of 3.49. This shows that the level of competencies polytechnic OTM lecturers in the South East States of Nigeria have in the utilization of word processing records management technologies is moderate. The mean of all the items fall within the region of moderate and high level. Notably, the item on create structured documents using templates and styles has the highest mean of ( $\bar{x}$  = 3.96). The remaining items have their mean ranging from 2.94 – 3.83. The result also shows that the standard deviation of the items ranged from 1.13 – 1.46.

**Research Hypothesis 1:** There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of polytechnic OTM lecturers in the utilization of excel records management technologies on the basis of qualification.

Data collected to test the hypothesis is presented in Table 3.

**Table 3: Analysis of Variance on the Level of Competencies of Polytechnic OTM lecturers in the utilization of Spreadsheet/Excel Records Management Technologies on the basis of qualification (n = 105)**

Model	Sum of Squares	Df	Mean Square	F	P-value	Decision
Between Groups	18.494	2	9.247	.102	.903	
Within Groups	9278.496	102	90.966			NS
Total	9296.990	104				

Source: Field survey 2025

Table 3 revealed the calculated F-value as .102 and the P-value of .903 which is greater than .05 level of significance. The difference is not significant. Therefore, the research hypothesis 3 which states that there is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of excel records management technologies on the

basis of qualification is retained. This shows that there is no significant difference in the mean ratings of polytechnic OTM lecturers in the South East States of Nigeria on the level of competencies of OTM lecturers in the utilization of excel records management technologies on the basis of qualification.

**Research Hypothesis 2:** There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of polytechnic OTM lecturers in the utilization of word processing records management technologies based on gender. Data collected to test the hypothesis is presented in Table 4.

**Table 4: Independent t-test analysis on the mean ratings of polytechnic OTM lecturers on the level of competencies of Polytechnic OTM Lecturers in the Utilization of word processing records management technologies based on gender**

	Gender	N	X	SD	Df	A	p-value	Remark
Managing Word Processing	Male	36	23.58	9.33	103	.05	.266	NS
	Female	69	25.75	9.50				

**Note:** NS = Not significant, S = Significant, DF = Degree of Freedom;  $\alpha$  = level of Significance, SD = Standard Deviation, ( $\bar{X}$ ) = Mean

The result in Table 4 reveals that the p-value of .266 is greater than 0.05 level of significance at 103 degree of freedom. Therefore, the null hypothesis 4 which states that there is no significant difference in the mean ratings of polytechnic OTM lecturers in on the level of competencies of polytechnic OTM lecturers in the utilization of word processing records management technologies based on gender is retained.

## DISCUSSION

The findings of the study regarding OTM lecturers' competencies in the utilization of spreadsheet/excel records management technologies shows that polytechnic OTM lecturers in the South East states of Nigeria have high level of competencies in excel records management technologies. This finding may have resulted because most polytechnics in the South East now provide similar ICT infrastructure, such as computer laboratories, internet connectivity and licensed software like Microsoft Office in their laboratories. In addition, institutional policies often encourage all lecturers to incorporate digital tools in teaching and administrative tasks. Because of this equitable access to technological facilities OTM lecturers, regardless of their qualifications practice and enhance their Excel records management competencies for records management. The findings of the study are in agreement with the findings of Ezenwafor and Gaba (2020) who reported that OTM graduate workers in North-West Nigeria possessed high level competencies in spreadsheet management, and attributed it to the high level competencies of OTM lecturers in managing electronic records (excel records management inclusive). Ogundeji and Johnson (2023) reported that OTM lecturers in selected Nigerian polytechnics exhibited moderate level of proficiency in excel management, and recommended structured professional development programs that should cover basic, intermediate and advanced level of spreadsheet competencies. However, Mensah and Kwakye (2023) reported that most OTM lecturers in Southern Ghana possessed only basic skills in excel management, showing that their skills in excel records management technology is low. The findings of Mensah and Kwakye also revealed that lack of access to up-to-date digital software, limited technical support and inadequate infrastructure hindered their development of excel management, and recommended online courses and certification for OTM lecturers.

Furthermore, the test of hypothesis shows that there is no significant difference in the mean ratings of polytechnic OTM lecturers on their utilization excel records management technologies on the basis of qualification. This means that OTM lecturers' academic qualifications does not significantly affect their excel records management competencies, in other words, polytechnic OTM lecturers in South-East Nigeria with different qualifications have similar mean ratings in their utilization of excel records management technologies. This is in agreement with Eka and Nwosu (2024) who found that lecturers

in Nigerian polytechnics regardless of their degrees, developed excel records management skills through practical experience and training rather than academic qualifications.

The study revealed that polytechnic OTM lecturers' in South-East Nigeria have moderate level of competence in the utilization of word processing records management technologies. This finding may have resulted because many polytechnic OTM lecturers, especially the more senior lecturers often focus more on teaching theoretical aspects of office technology than on continuously updating their practical word processing skills, especially the newer software versions and advanced records management features. The finding of this study is in agreement with the findings of Uteh (2013) who reported that polytechnic OTM lecturers in the South Eastern states of Nigeria rated their competency level in ICT as moderate ((management of word processing records as electronic records inclusive). However, the finding of the study disagree with the findings of Ukata and Nmechiele (2024) who reported that OTM lecturers in government tertiary institutions in Rivers State possessed high level of ICT instructional competencies for implementing OTM curriculum, (competencies in management of word processing records inclusive).

Furthermore, the test of hypothesis revealed no significant difference in the mean ratings of polytechnic OTM lecturers on their utilization of word processing records management technologies based on gender. This finding indicates that both male and female OTM lecturers in polytechnics in South-East Nigeria are of the same opinion that they have a moderate level of competencies in the utilization of word processing records management technologies. Ovbiagele, Mgbonyebi and Olaniye (2018) stated that gender does not influence their proficiency, and attributed this to limited hands on ICT training and lack of consistent access to up-to-date computer facilities and software for practical application.

## CONCLUSION

Based on the findings of the study, the following conclusions were arrived at: that OTM lecturer utilize electronic records management technologies in polytechnics in South-East states of Nigeria. However there are areas for improvement in terms of their utilization of word processing records management technologies and electronic mails records management technologies. The utilization of ERM technologies is assessed in polytechnic OTM lecturers' records management competencies for ensuring that lecturers can create, organize, store, retrieve and preserve records electronically using modern tools and platforms. Office Technology and Management lecturers' level of competencies in ERM technologies is assessed to enhance their teaching effectiveness and students' competence. Therefore competencies in ERM technologies are indispensable for achieving efficiency, reliability and sustainability in modern records management practices. It is therefore important that OTM lecturers take into cognizance the need to continue to improve on the level of their usage of these ERM technologies so as to deliver more practical, up-to-date lessons aligned with industry standards that will equip student especially OTM students with digital literacy and records management competencies demanded in today's workplace.

## RECOMMENDATIONS

As a result of the findings of the study and the conclusions drawn from the study, the following recommendations are made:

1. School management in collaboration with professional bodies (e.g, National Institute of Office Technology and Information Management, NBTE or similar bodies) can sponsor Excel and data analytics workshops, in OTM department to enable lecturers to further enhance their competencies in excel records management technologies
2. OTM lecturers should collaborate and share knowledge from peer learning groups to share skills and solve real records management challenges together, especially in managing word processing records.

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