Influence of Modern Technology on Office and Information Management Profession in Ken Saro Wiwa Polytechnic, Rivers State

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ABSTRACT
The study investigated influence of modern technology on office and information management profession in Ken Saro Wiwa Polytechnic, Rivers State. The study adopted an analytic descriptive research design. Two research questions and two hypotheses were postulated. The population of the study consisted of 218 staff (127 academic and 91 administrative staff). The sample size consisted of 106 staff (81 academic and 25 administrative staff); balloting 49% of the population size. The stratified random sampling technique was adopted. A self-structured questionnaire titled “Modern Technology Office and Information Management Profession Questionnaire (MTOIMPG)” with 10 questionnaire items on a validated modified four-point rating scales was used. The Cronbach Alpha value 0.87 was also obtained. Data obtained was analyzed using the mean (\(X\)) and Z-test. Specifically, the mean (\(X\)) was used to answer the research questions while the Z-test was used to test hypotheses at 0.05 level of significance. The result showed that academic and administrative staff on modern technology influences opportunity for training and retraining programmes and management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. While the following recommendations were made that: both government and private organizations should procure adequate modern office technology/equipment to enhance the productivity in Ken Saro Wiwa Polytechnic, Rivers State; institutions should involve the secretaries in deciding the kind of technological device they wish to procure since the latter are going to use them and secretaries who lack adequate knowledge and skill in the usage of modern office technology/equipment should be retrained to fit into the current trend of technological advancement for effective performance or keep them abreast with the technological dynamism in the 21st century.

Keywords: Modern Technology, Information Management, Training and Retraining, Management Productivity.

INTRODUCTION
For decades now, fast changes have been taking place in all facets of human life including the office itself. This is as a result of technological advancement. Every office in today’s business world, be it government, industry or other human endeavours, require facts and accurate information for quick decision-making. The office workers including the secretarial support office respect certain support from the organization into which he/she is employed. This support can be technological machines and equipments and human. MacDonald (2008) stated that it is very important for secretarial support officers to acquire skills needed for a
particular task is and this can be done through a well-drawn management plan for training and retraining of employees.

Today’s secretaries are exposed to office technology including the internet that makes work much easier and knowledge more accessible. It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photo-copy machines, duplicating machines, dictating machines, printers, among others. Secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to services academically vis-à-vis globally (Awodoyin, 2014). Technological changes have altered the procedures and techniques for office functions to include the computers, electronic mail, voice mail, and the internet.

Spencer cited in Awodoyin (2014) defined automation as the process of replacing human work with work done by machines or system designed to perform a specific combination of action automatically or repeatedly. However, in recent times, the secretary’s routine work has reached an advanced stage due to the invention of automated office equipment. Most of the traditional and routine tasks are performed by automated office equipment such as computers, telephone, etc.

The efficiency and effectiveness of the secretary in the academic profession depends on the availability of office technologies as well as the skills and competencies of the secretary (Oku 2013). Modern organizations have come to appreciate the role and importance of the secretary as well as the need to provide the requisite and necessary office machines and equipment for the efficiency of the secretarial functions. According to Awodoyin (2014), the pertinent questions that emanating from the study sought answers to include the following:

i. How does modern technology/equipment impact on the performance of secretaries in the school system?
ii. What type of office equipment is available and in use in the organizations concerned?
iii. How does the secretary’s knowledge in the operation of the equipment affect the usage of the equipment concerned?
iv. How does the usage of modern office technology/equipment contribute to the secretary’s performance and productivity of the school?

It is generally acknowledged that technological advancement has affected many professionals both in the public and private organizations, and the role of the secretary is no exception. The secretary is the pivot of any efficient and dynamic organization and their effective performance depend upon the office equipment, knowledge and skills of the professional secretary (MacDonald, 2008).

The modern technology and economic development in recent years have affected to a large extent the functions and performance of the office management technology profession. Consequently, there arise the needs for development of improved devices for the purpose of increasing productivity levels, to make work less tedious. Record keeping and inventions of Manu scripting were first developed. When it becomes imperative that these two innovations could not provide a complete answer to smooth take off of business and full office operations, further inventions were made giving birth to the art of typing with machines (Perron, Taylor, Glass, & Margerum, 2010).

The invention of the typewriter and its uses in the office were almost revolutionized to application. Work could be done more quickly, more legibly, more accurately and more economically. But the expansions of educational activities demand for more and better skill and experienced personnel. In view of Perron et al (2010), the invention of the typewriter was followed by adding and calculating machines, cash register and book-keeping machines. The office today has changed largely due to technical advances, new business procedures and concepts and international movement.

The use of new machines like computers, fax, machines, electric typewriters, word processing etc has generated new skills and new job opportunities. These have posed a lot of challenges to the office management technology Profession. Some office management technology Profession cannot operate these electronic gadgets and other modern equipment. In a research carried out by Jack (2012), it was discovered that many personnel in office management technology Profession were rated so low in their abilities to
operate such equipment. Their knowledge and shorthand was appreciated but surprisingly, these office management technology professions could only exhibit a faint knowledge of the mechanism of the copiers and duplicating machines.

Added to this, most office management technology Profession has problems in their work places because of lack of seasoned proficiency needed to operate these machines. Lockhart as cited by Perron et al (2010), the whole role of typist changed by the impact of new technology. This could mean that the secretarial studies in which we are much involved may need a re-examination with more emphasis on the administrative role of office personnel and fresh look at the whole activities of office management.

Whistler cited in Kawara (2014) opined that in a recent study in five tertiary institutions were conducted to determine employment changes at various job levels as a result of automation. These institutions believed that without the use of computer that they would need 60% more personnel. In effect, while there may not be (and probably is not) a reduced number of office employees, more work is now being done with electronic machines, than ever before. For some institutions, the installation of computer has hardly affected the total unemployment picture; on the contrary, new skills have been required. In many institutions the rate of turnover among office employees continues to a high with the result that proposed, reductions in manpower requirements are compensated by moral attrition (Mingaine, 2013)

Further, in an economic and statistical analysis conducted by fortune magazine as cited by Mingaine (2013) that not denying that fact that technology does change and does displace a substantial number of workers, it was noted that ten years after computers have come into common use no fully automated process exists for any major project in education industry. With the introduction of automation, an organization stands to gain among others, increased production, efficiency of work and low labour turnover and improved secretarial performance.

He further stressed that the survival and success of any organization to a large extent depends on well qualified and result oriented employees. This is because any organization that has abundant manpower resources that can be harnessed or controlled within its domain will continue to play a leading role in the pursuit of her goals and objectives. On the other hand, retraining of workers involve the renewal or updating of worker’s skills, knowledge, attitude, work habits and competencies to enable them perform their assigned responsibilities creditably changes which have taken place in the techniques of production.

Training and Retraining Programme

However, secretarial support officers such as the secretary, office professionals, and office technicians are expected to be well trained and retrained in modern facilities because of the rapid changes in the trend of their day to day activities. However, experience has shown that most educational institutions do not properly utilize human resources within their domain by way of either formal training is not provided or retraining programmes not being planned there by leaving these important resources to waste. According to Adu & Olatundun (2013) institutions are faced with the problem of retraining workers with minimum or no cost at all which often result to no training or retraining programmes over longer period of time.

Since the fundamental aim of training is to help the institutions achieve it purpose by adding value to its key resources. Then, training is said to be the bedrock of development. Adewunmi (2003) maintained that training is the institutional procedure by which people learn new knowledge and skills for a definite purpose. He further added that training is also an organizational deliberate effort directed towards maintaining and improving current job performance. Visigh (2019) defined training as a process of learning that is directed towards the acquisition of specific knowledge and skills by employees to perform a job better & formal training programme is a deliberate effort of the employers to provide opportunities for employees to acquire job related skills, knowledge and attitude. Both managers and non-managers may receive help from training and development programmes, but the experiences are likely to vary. Non-managers such as secretarial officers are much more likely to be trained in the technical skills required for their current Jobs, whereas managers frequently receives assistance in developing the skills required in future Job, Particularly conceptual and human relations skills.
According to Educational Glossary (2013) training is an institutional effort aimed at helping an employee to acquire basic skills required for the efficient execution of the functions for which he was hired. This means training is an organizational vigorous attempt which has become of necessity that easy the impartation of ability and knowledge on employee required for the efficient execution of the functions for which he was hired. Training is a sort of programme an institutions obtain proficiency on employee to enable them do their work better. Albert Teacher Association (2015) defined training as an organizational effort to change the behaviour or attitude of employers so that they can perform up to the acceptable standard on the job. Atef (2011) agreed to the above definition also stated that training is the deliberation effort by an organization to change the work related behaviour and attitude of employees, it is believed that successful performance of any institutions depends upon the competence of its human resources. Thus, training aim at providing new knowledge advancing skills and changing the attitude of workers.

Retraining on the other hand, involves the renewal or updating of worker’s skills, knowledge, attitude, work habits and competencies to enable them perform their assigned responsibilities creditably. Atef (2011) went further to say that retraining is a function of observed training needs and the amount of changes which have taken place in the techniques of production. Re-training of workers is very vital to the productivity of any organization considering the technological changes taking place in the world of work. This means workers must be retrained to acquire the necessary skills and knowledge to be able to meet with these changes and perform their assignment.

Training can be categorized into two that is formal and informal. Educational Glossary (2013) opined that formal training programmes must have planned curriculum and must conform to the standards laid down by the education authorities concerned. This is done in a formal training institution like higher institutions of learning e.g. Universities, Polytechnic, Colleges of Education and Federal and state training centres. This is also a systematic and standardized form used in imparting or improving on knowledge and skills. However, informal training is rather casual and incidental. Typically, there are no specified training goals as such, nor are their ways to evaluate if the training actually accomplished these goals or not. This type of training and development occurs so naturally that many people probably are not aware that they are in a training experience at all. Probably the most prominent form of informal training is learning from experience on the job. Examples are informal discussions among employees about a certain topic, book discussion groups, and reading newspaper and journal articles about a topic, & more recent approach is sending employees to hear prominent speakers (Albert Teacher Association, 2015).

There are different training and retraining programme a secretarial support officer can undergo in order to improve his/her efficiency and effectiveness in an institution, these range from both local and international programmes. In the view of Eze & Emmanuel (2013), computer Education listed the following as training programmes a secretarial support officer can undergo in order for him/her to be continuously relevant in the educational institution.

Some institution, small and large shy away from training and retraining effort because, they think that, by developing or upgrading the skill of the workforce, their employees will be more marketable to their competitors. This explain why institutions prefer top training employees in areas or skills specific to them, while some other institutions prefer to poach using money as an attractor, thereby, investing little or nothing in training.

Modern office and their workers directly or indirectly benefits from training and retraining in one way or the other. Eze & Emmanuel (2013) opined that there are specific benefits that small businesses receive from training and retraining its workers, which includes;

i. Increase job satisfaction and moral among employee)
ii. Increase employee motivation
iii. Increase efficiencies in processes, resulting in financial gain
iv. Increased capacity to adopt new technologies and methods
v. Increased innovation in strategies and product
vi. Reduced employees turn over

There are several general factors affecting training of employees. They occur at institutional level and individual level. These include the organization of work, resources for training and motivation to training.

**Management Productivity**

Information and communications technology (ICT) ensures continuous interaction between managers and their subordinates. Technology is the key in improving performance in an organization. Bhargava (2010) stated that prior research concerning information technology (IT) business value has established a link between business IT investment and tangible returns such as output productivity. The study further suggests that IT is vital to intermediate processes such as those that produce intangible output. Among these, the use of IT in innovation and knowledge creation processes is, perhaps, the most critical to a firm’s long-term success. A study conducted by Azih cited in Atef (2011) emphasized the need for building secretaries’ capacity in modern office technology. He mentioned that secretaries should be abreast of the importance and use of modern office technology, and recommended the need for training programmes to be organized periodically for secretaries to update their knowledge on modern office skills, and institutions training secretaries must include in their curriculum these modern office technology skills for programme relevance. Azih cited in Atef (2011) also showed that training is important in complementing the use of modern office technology. He mentioned that secretaries and managers perform various office duties in their organization, and their ability to apply some of these modern office technologies leads to efficiency in the performance of their assigned roles. The necessary office technology equipment should be provided in every institution, and training and retraining programme should be organized for secretaries in every institution for occupational relevance. According to Hogue & Alam (2010), the productivity frontier shows the maximal attainable productivity at different levels of technology and management (ability of manpower). It should be noted that, in a firm, management has a much stronger impact on productivity than technologies do (Oku, 2013). An institution can derive a strategy to improve productivity by taking other factors into account, although productivity can be seen as being confined to the technologies of institutions. Eze & Emmmanual (2013) mentioned that the functions and effectiveness of an educational manager in today’s institutions depend on the availability of office technologies, and on the skills and competencies of the managers. The ability to use technologies to benefit the organization can help managers to easily complete their tasks, and, most importantly, can increase their performance. Modern institutions have come to appreciate the roles and importance of school managers, and the need to provide necessary office machines and equipment to facilitate managerial functions (Bhargava, 2010).

Thus, office technology in the workplace is very important, and managers will buy technologies irrespective of expenses. Managers are aware of opportunities and threats that office technologies can bring to their offices and believe that technologies improve performance and make work easy, and, therefore, they try to limit the risks and exploit opportunities. With over 90% of respondents agreeing that modern office technology is important for institution, the results show that the relationship between using technologies and managers’ performance is positive because many respondents use technology and also believe that it improves performance (Awodoyin, 2014).

Institutions must use all their efforts to support managers, as with good support systems, performance will be maximized. Baro (2011) noted that performance appraisal will receive much attention in management circles in the coming years, and also asserts that it is a valuable tool for recognizing management strengths and weaknesses, a chance to develop management talents, and an essential part of educational planning. It can be used to do SWOT analysis, because at the end of the assessment the appraiser can identify the strengths, weaknesses, opportunities and threats of the institution. Hence, educational managers have to think ‘out of the box’ and find the easiest way to perform their functions. Managers can start by considering office technologies as a tool that can enhance the profession.

**Statement of the Problem**

The introduction of automation in office and information management profession appear to be a blessing to its users, on the other hand, office management technology professionals who had not up-dated their skills fear that it would replace them. Is that a genuine fear? if an automated office would effectively replace the
secretary, how soon would that happen? Much is observed today about the changing office scene. Although many views are expressed concerning this subject, it is widely acknowledged that the future office operations and procedures are quite different from the ones the office management technologies profession are accustomed to.

Are today’s secretary’s training programmes designed to accommodate the ever-changing job demands to enable her cope effectively with them. These views are more guesses which have not been subjected to scientific study. Hence, this work, “influence of modern technology on office and information management profession in Ken Saro wiwa Polytechnic, Rivers State” investigated untrained and factors that negate in-service training, obstructing the automated opportunities and managerial constrict to administrative productivity to modern technology on office and information management profession in Ken Saro wiwa Polytechnic, Rivers State.

**Purpose of the Study**
The purposes of this study is to investigate the influence of modern technology on office and information management profession in Ken Saro wiwa Polytechnic, Rivers State while the objectives are:

1. To ascertain ways modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro wiwa Polytechnic, Rivers State.
2. To determine ways modern technology influences management productivity of office and information management in Ken Saro wiwa Polytechnic, Rivers State.

**Research Questions**
In a bid to achieve the objective mention above, the researcher sought answers to the following questions.

1. What are the ways modern technologies influence opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State?
2. What are the ways modern technologies influence management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State?

**Hypotheses**
The following hypotheses were tested at 0.05 alpha levels guided the study:

1. There is no significant difference in the mean responses of academic and administrative staff regarding ways modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.
2. There is no significant difference between the mean responses of academic and administrative staff regarding ways modern technology influences management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

**METHODOLOGY**
The study adopted an analytic descriptive research design. The population of the study consisted of 218 staff (127 academic and 91 administrative staff). The sample size consisted of 106 staff (81 academic and 25 administrative staff); balloting 49% of the population size. The stratified random sampling technique was adopted. A self-structured questionnaire titled “Modern Technology Office and Information Management Profession Questionnaire (MTOIMPQ)” with 10 questionnaire items on a modified validated four-point rating scales response options such as: Strongly Agree (SA) = 4 Points; Agree (A) = 3 Points Disagree (D) = 2 Points; Strongly Disagree (SD) = 1 Point. The Cronbach Alpha value 0.87 was also obtained. Data obtained was analyzed using the mean ( $\bar{X}$ ) and Z-test. Specifically, the mean ( $\bar{X}$ ) was used to answer the research questions while the Z-test was used to test hypotheses at 0.05 level of significance.
**Research Question 1:** What are the ways modern technologies influence opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State?

| Table 1: Mean on training and retraining programmes of office and information management |
|-----------------------------------------------|----------------|----------------|---------------|----------------|----------------|
| S/N | Statements | Acada. (N=81) | | Admi. (N=25) | |
| | | M | S.D. | RMK | M | S.D. | RMK |
| 1 | Training and retraining upgrade staff to effective information management | 3.46 | 0.50 | AG | 3.47 | 0.50 | AG |
| 2 | Old staff not in touch with current trend in modern technology should be sacked | 3.51 | 0.50 | AG | 3.42 | 0.49 | AG |
| 3 | Modern technology is unproductive compare with yesterday manual age | 1.48 | 0.51 | DA | 1.58 | 0.50 | DA |
| 4 | It promotes productivity in the profession | 3.46 | 0.50 | AG | 3.59 | 0.49 | AG |
| 5 | It faster in message delivery | 3.49 | 0.50 | AG | 3.53 | 0.50 | AG |
| | **Grand Mean** | **3.08** | AG | **3.12** | AG |

Field data, 2019 (AG=Agree; DA=Disagree; RMK=Remark)

Table 1 shows the result that academic and administrative staff perceived ways modern technologies influence opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. As shown in the table, grand mean responses of 3.08 and 3.12 for academic and administrative staff respectively, indicate that both academic and administrative staff “agreed” that modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

**Research Question 2:** What are the ways modern technologies influence management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State?

| Table 2: Mean on management productivity of office and information management |
|-----------------------------------------------|----------------|----------------|---------------|----------------|----------------|
| S/N | Statements | Acada. (N=81) | | Admi. (N=25) | |
| | | M | S.D. | RMK | M | S.D. | RMK |
| 6 | Technology in information management promotes productivity in the profession | 3.41 | 0.49 | AG | 3.40 | 0.49 | AG |
| 7 | It is replacement of inconsistency and complexity of the then existing manual systems | 3.62 | 0.49 | AG | 3.47 | 0.50 | AG |
| 8 | Management policy enhances technological advancement in the institution | 3.55 | 0.50 | AG | 3.28 | 0.45 | AG |
| | Management effectiveness in modern technological proficiency can earn huge for the institution | 3.61 | 0.49 | AG | 3.27 | 0.44 | AG |
| 10 | Modern technologies influence management productivity of office and information management | 3.46 | 0.50 | AG | 3.60 | 0.49 | AG |
| | **Grand Mean** | **3.53** | AG | **3.40** | AG |

Field data, 2019 (AG=Agree; RMK=Remark)
Table 2 shows the result that academic and administrative staff perceived ways modern technologies influence management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. As shown in the table, grand mean responses of 3.53 and 3.40 for academic and administrative staff respectively indicate that both academic and administrative staff respectively “agreed” that modern technologies influence management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

Hypotheses 1: There is no significant difference in the mean responses of academic and administrative staff regarding ways modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

Table 3: Z-test analysis of the mean ratings of academic and administrative staff regarding ways modern technology influences opportunity for training and retraining programmes of office and information management

<table>
<thead>
<tr>
<th>Category</th>
<th>N</th>
<th>$\bar{X}$</th>
<th>SD</th>
<th>DF</th>
<th>Z-cal</th>
<th>Critical value</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>25</td>
<td>2.40</td>
<td>1.08</td>
<td></td>
<td></td>
<td>1.96</td>
<td>HO$_1$</td>
</tr>
<tr>
<td>Academic</td>
<td>81</td>
<td>2.35</td>
<td>1.19</td>
<td>104</td>
<td>0.07</td>
<td>1.96</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Field data, 2019

The result from table 3 shows that the calculated Z-value of 0.07 is less than the critical value of 1.96 with 104 degrees of freedom at 0.05 level of significance. Since the calculated Z-value is less than the critical value, the hypothesis is accepted. Therefore, academic and administrative staff on modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

Hypotheses 2: There is no significant difference between the mean responses of academic and administrative staff regarding ways modern technology influences management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

Table 4: Z-test analysis of mean ratings of academic and administrative staff regarding ways modern technology influences management productivity of office and information management

<table>
<thead>
<tr>
<th>Category</th>
<th>N</th>
<th>$\bar{X}$</th>
<th>SD</th>
<th>DF</th>
<th>Z-cal</th>
<th>Critical value</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>25</td>
<td>3.12</td>
<td>1.01</td>
<td></td>
<td></td>
<td>1.96</td>
<td>HO$_1$</td>
</tr>
<tr>
<td>Academic</td>
<td>81</td>
<td>2.93</td>
<td>1.05</td>
<td>104</td>
<td>0.32</td>
<td>1.96</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Field data, 2019

The result from table 4 shows that the calculated Z-value of 0.32 is less than the critical value of 1.96 with 104 degrees of freedom at 0.05 level of significance. Since the calculated Z-value is less than the critical value, the hypothesis is accepted. Therefore, academic and administrative staff on modern technology influences management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State.

**DISCUSSION OF FINDINGS**

In research question 1, it was perceived that the ways of academic and administrative staff on modern technologies influence opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. The result shown that training and retraining upgrades staff to effective information management and that old staff not in touch with current trend in
modern technology should be sacked. Also, it promotes productivity in the profession and faster in message delivery. On the other hand, modern technology is unproductive compare with yesterday manual age. Besides, hypothesis 1 reveals that there is no significant difference between the mean responses of academic and administrative staff regarding ways modern technology influences opportunity for training and retraining programmes of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. Thus, training is not only desirable but also necessary if an institution wants to maintain its employees. Educational Glossary (2013) identifies the following important of training and development. Training and retraining increases productivity i.e. it ensure a rapid growth in output. Training and retraining reduces the rate of accident i.e. it enables the employees to be more conscious and efficient in discharging responsibility. Training and retraining also reduces the cost of supervision i.e. if there is an efficient training and retraining, the service of the supervisor will no longer be required while Atef (2011) said it also enhances employees’ morale i.e. Training and retraining serve as a motivational factor to employees. In research question 2, it was perceived that the ways of academic and administrative staff on modern technologies influence management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. The result shown that technology in information management promotes productivity in the profession and that it replaces inconsistancy and complexity of the then existing manual systems; also, management policy enhances technological advancement in the institution and that modern technological proficiency can earn huge for the institution regarding it influence also. Besides, hypothesis 2 reveals that there is no significant difference between the mean responses of academic and administrative staff regarding ways modern technology influences management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. According to Asabere & Enguah (2012), management of performance to productivity involves activities that ensure that goals are consistently met. Management productivity focuses on enactment of an organization, a department, an employee or even processes to build a product or service, and many other areas. Kawara (2014) reaffirmed that productivity is enhanced by many factors, including rewards, recognition and salaries. Having performance complements, such as modern office technologies, can also improve the productivity of managers, because technologies can make their office work mobile.

CONCLUSION
Modern office technology can make a significant difference in a workplace. It was found that office technologies enhance performance, but only if the office is equipped with relevant and needed technologies. There is a fairly strong correlation between the right use of office technologies and positive change in management performance. This seemingly suggests that the organizations concerned recognize the role of modern office technology/equipment as integral to achieving the objective of improving performance and increasing productivity towards the achievement of their predetermined short range and long term objectives.

RECOMMENDATIONS
Based on the results and findings of the study, the following recommendations were made:
1. Both government and private organizations should procure adequate modern office technology/equipment to enhance the productivity in Ken Saro Wiwa Polytechnic, Rivers State.
2. Organizations should involve the secretaries in deciding the kind of technological device they wish to procure since the latter are going to use them.
3. Secretaries who lack adequate knowledge and skill in the usage of modern office technology/equipment should be retrained to fit into the current trend of technological advancement for effective performance or keep them abreast with the technological dynamism in the 21st century.
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