



Influence of Database Management for Administrative Secretaries' Productivity in Omuma Local Government Council Secretariat, Rivers State

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ABSTRACT

This study sought to determine the influence of Database Management for Administrative Secretaries' productivity in Omuma Local Government council secretariat, Rivers State. A research question and a null hypothesis were formulated to guide the study. A descriptive survey research design was adopted for the study. The population comprised 120 Administrative secretaries from Omuma Council secretariat. The entire 120 Administrative secretaries were used as the sample size, using stratified random sampling. A structured and validated instrument titled "Database Management for Administrative Secretaries (DABAMS)" was used to elicit data for the study. Cronbach Alpha procedure was used to establish the reliability of the instrument with a coefficient of 0.81 which showed that the instrument was reliable. Mean and Standard deviation were used to analyze the responses from the research question, while the null hypothesis was tested using the t-test at 0.05 level of significance. The result showed that database management influence secretaries' productivity in Omuma local Government council. The following recommendations were given among others: those secretaries in the public service should be given awareness by their employers on the need to acquire database management skills for effective productivity.

Keywords: Database, Management, Administrative, Secretaries, Productivity

INTRODUCTION

Database application is another software application that is required of administrative secretaries for effective job performance. This is due to the fact that Microsoft database is the key bank of information of every organization. Quibble (2011) defined database as a collection of information (both alphabetic and numerical) stored in organized manner. Okoli (2012) also defined it as application software that is used to control the creation, maintenance and use of structured type of records. The author further noted that the application skills needed by office managers are: ability to create a database record, ability to use the application features, ability to maintain the application, ability to retrieve information from the database, ability to control access, ability to enforce data integrity and ability to restore data from the backup files among others. Therefore, to be able to use this application effectively, Oguejiofor and Umeh (2016) noted that administrative secretaries must be able to develop these abilities and continue to update on their experiences in knowledge and skills. A decent working environment is a situation where individuals can

do their jobs in an ideal, secure, healthy, and comfort way. Therefore, many studies classify the work environment into toxic and conducive environments.

Hay Group in Nwachukwu (2015) contends that work environment includes a friendly, well-designed, safe physical space, good equipment and effective communication which will improve productivity. Well-designed and organized offices work areas make significant differences to how people feel about their work. Humphries (2005) stated that some of the factors that influence the workplace include: cleanliness, water, lighting, colouring, security and music. Any work environment studies have shown that workers are satisfied with reference to specific work environment features.

Rolloos in Baribor (2013) productivity is a ratio to measure how well an organization (individual, industry or country) converts input resources (labor, materials, machines etc.) into goods and services. In addition, productivity refers to effort to produce with the least effort by combination of labor, material and machines. The working conditions are very important to the organization. If the employees have negative perception of their working conditions, they are likely to be absent, have stress related illness, and their productivity and commitment tend to be low. In the same vein, Mali in Okoli (2012) sees productivity as the measure of how resources are brought together in organizations and utilized for accomplishing a set of results. This implies that it reflects on reaching the highest level of performance with least expenditure of resources.

Statement of the Problem

Having invested in the procurement and maintenance of information communication and technology facilities used for information collection, processing, maintenance, storage and dissemination, the researchers observed that most administrative secretaries still find it difficult to store and disseminate information in their various offices. However, the researchers observed that most Administrative secretaries lack Database management skills as to enable them utilize the database skills for effective productivity, many of the computers in the council secretariat lie idle without being put to use and most Administrative secretaries are still using the manual/ traditional way of storing information and most of them find it difficult to store such information for future use because most of them cannot utilize database application skills, thereby making the Administrative secretaries unproductive in the council secretariat. The researchers thereby observed that database management are highly neglected.

Most Administrative secretaries in Omuma Local Government council secretariat seems not to be trained, most of them lack the basic skills for utilizing the information systems for effective productivity. In the same vein, most of the Administrative secretaries find it difficult to utilize and apply the skills in producing and storing official documents needed for office. This is because most of them lack the needed and required skills that will enable them store information. Why will Administrative secretaries find it difficult to utilize database? Were they not taught and trained for it? If these problems are to be solved, there is need to ascertain the training and facilities used in training Administrative secretaries as to help to determine why they find it difficult to database management skills to enhance productivity.

Database Skills Need of Administrative secretaries Productivity

The database software application package is a software application used for storing, manipulating a group of data that has common attributes. Database is defined by Quible (2011) as collection of information (both alphabetic and numerical) stored in organized manner. Okoli (2012) also defined it as application software that is used to control the creation, maintenance and use of structured type of records.

Obasi (2006) described database software as a generic name that is used to refer to any application that allows you to store information in a format that is both easy to maintain and simple to reference. Obasi also stated that the advantage of having the data on the computer is that, it can be instantly accessed and analysed in a variety of ways. The database applications help secretaries accomplish the task of electronically maintaining office information for easy access when compared to the traditional way of storing and retrieving of such processed information in any organization. Osuagwu, Onuodu and Ugwu (2008) stated that a database is an organized grouping of information or data such as an inventory listing

customers list or sales activity list. They further maintained that the database can be sorted in a certain order, easily retrieved based on the criteria and output.

Olufemi, Chukwu, Quadril and Madinat (2013) stated that database design focuses on how the database structure will be used to store and manage end-user data. They stressed that data modeling; the first step in designing a database refers to the process of creating a specific data model for a determined problem domain. The database application package focuses on the processed and unprocessed documents that can be stored and managed for future utilization . Quible (2011) described database software application as software that allows for the collection of information (both alphabetic and numeric) to be stored in an organized manner. Quible also stated that database can be linked to an index that appears at the back of a textbook, each entry in the index is considered record that contains two units of information-field contains the descriptor, and the other filed contains the page number on which the descriptor is found.

The database has the capacity to store and disseminate the information when needed. According to Okubotimibi (2010), database in an office can be seen as a collection of related information which a secretary can provide for utilizing in decision making. Therefore, database application is part of computer applications which a secretary uses to carry out his or her office duties.

The application of database software by secretaries in their everyday information management helps them to store, manipulate and disseminate such information when needed for office use. Nwachukwu (2015) stressed that the use of database application by secretaries empowers the organization to have easy access to every of its information. Oguejiofor and Nwogu (2014) opined that the level of efficiency required in the production, storage and retrieved of information in this information age has necessitated the need for secretaries to develop database application and management skills which would help them perform excellently.

Agomuo (2005) opined that a database management competency allows the secretary to access the database as they concurrently answer questions from different clients whose data are within the same database. The database application software helps the secretary to store, alter and draw out information from the database. Database software application skills enhance data processing, storage of the processed data, manipulation of the stored data, and retrieval of the stored data for office use..

According to Quible in Nwachukwu (2015), to effectively use the database software, one must possess the following abilities:

1. the ability to retrieve desired information instantly and in the desired format.
2. the ability to storage the data in a secure manner so as to create records that are inaccessible to unauthorized users.
3. the ability to maintain the data stored in the database, including adding records, updating records and deleting records.
4. the ability to eliminates redundant information so that the information can be used in a variety of ways.
5. the ability to validate data at the point of entry so that the incorrect type of information is not entered into a field.

In the light of the above discourse, it would be realized that database application skills is another software application skills that is required of secretaries for job performance. Okoli (2012) also noted that the database application skills needed by office managers are: ability to create a database record, ability to use the application features, ability to maintain the application, ability to retrieve information from the database, ability to control access, ability to enforce data integrity and ability to restore data from the backup files among others. Oguejiofor and Umeh (2016) noted that secretaries must be able to develop these abilities and continue to update on their experiences in knowledge and skills related to database creation and management. Baribor (2013) defined database as an integrated collection of files containing data representing entities that are important to individuals or organizations in their day to day business activities. The level of efficiency required in the production, storage and retrieval of information in the required format necessitate the need for skills in database management. Agomuo (2005) stated that

database is a body of information made up of individual items that are organized so that they can be reviewed in a variety of ways.

Saywer and Williams (2009) stated that database management systems are improvements over file management systems. Oguejiofor and Umeh (2016) stressed that database management systems software, controls the structure of a database and access to data. They also opined that database management systems software is the software that permits an organization to centralize data, manage them effectively and provide access to stored data by application programmes. In same vein, Azuka and Azuka (2012) stated that database can store information, and has the capability of sorting, searching, compiling, combining and manipulating data.

According to Ndialu (2011), database is a collection of persistent data that is used by the application system of the enterprise which may consist of banks, hospitals, universities and other institutions of learning. It is important to note that no organization can store its information via information systems without the manipulating of a skilled office secretary. Most organizations are bent in employing qualified secretaries that will be able to apply the needed information systems application skills for effective and efficient performance.

Purpose of the Study

1. The purpose of the study was to determine the Influence of Database Management for Administrative Secretaries' Productivity in Omuma Local Government Council Secretariat

Research Question

This research question guided the study

1. What is the Database management skills need of secretaries for effective productivity in Omuma Local Government council?

Null Hypothesis

The null hypothesis was tested at $p < 0.05$ level of significance:

1. There is no significant difference in the mean ratings of respondents on the influence of Database management for Administrative secretaries' productivity

METHODOLOGY

The study adopted descriptive survey research design. The research design involves eliciting information from the sample size through the population that is familiar with the ideas and issues relating to the objectives of the study. It is the act of eliciting questions from the respondents. The study was carried out in Omuma Local Government council secretariat, Rivers State of Nigeria. Omuma local Government is one of the 23 Local Governments in Rivers State. The population for the study comprised 120 Administrative male and female secretaries in Omuma Local Government council secretariat, while the sample size of the study comprised the entire 120 Administrative secretaries in Omuma Local Government council secretariat, Rivers State. A structured 4 points scaled questionnaire titled "Database Management for administrative Secretaries Questionnaire" was developed and used for the study. The instrument was face validated by two experts in measurement and evaluation. Their comments on the instrument indicated that the instrument was suitable for use for the study. A coefficient of 0.81 was obtained using Cronbach Alpha method. The instrument was administered to the respondents. A return rate of questionnaire was 100%. Mean and Improvement Need Index were used to answer the research questions, while t-test statistical tool was utilized to test the hypothesis.

RESULTS

1. *What is the Database management skills need of secretaries for effective productivity in Omuma Local Government council?*

Table 4.7: Mean and INI on Influence of Database management for Administrative secretaries' productivity in Omuma Local Government council secretariat

(N = 120)

S/N	Items	\bar{X}_1	\bar{X}_2	$\bar{X}_1 - \bar{X}_2$ (INI)	Remark
1	Skills in organising a set of data	2.18	2.10	.17	Needed
2	Ability to store a set of data	2.64	2.46	.18	Needed
3	Ability to create a data	2.48	2.69	-.21	Needed
4	Ability to print the content of the data file	2.38	2.20	.18	Needed
5	Ability to delete records	1.82	1.76	.06	Needed
6	Ability to edit information	2.48	2.69	-.21	Needed
7	Ability to change existing records	3.64	3.88	.24	Needed
8	Ability to update information	3.46	3.27	.19	Needed
9	Ability to arrange data	1.89	2.15	.26	Needed
	Cluster Mean	2.55	2.58	.09	Needed

Source: Field survey, 2019

Data in Table 4.7 showed the mean ratings of Database management for Administrative secretaries' productivity. The INI for these skills are positive except on ability to create a data (- .21) and ability to edit information (- .21) which means that the level of performance exceeds the skill required for the application. But with positive cluster mean of .09, it implies that there is need to improve upon the skills for productivity of administrative secretaries' productivity. Therefore, the Database application management influences administrative secretaries for job productivity.

Hypothesis 7: There is no significant difference in the mean ratings of respondents on the influence of Database management for Administrative secretaries' productivity

The t-statistic testing the There is no significant difference in the mean ratings of respondents on the influence of Database management for Administrative secretaries' productivity

S/N	Items	\bar{X}_1	\bar{X}_2	SD ₁	SD ₂	t-cal	t-crit	Decision
1	Skills in organizing a set of data	2.87	2.68	1.26	1.09	1.18	1.96	NS
2	Ability to store a set of data	2.64	2.46	1.16	.98	1.20	1.96	NS
3	Ability to create a data	2.48	2.69	1.28	1.26	-1.13	1.96	NS
4	Ability to print the content of the data file	2.38	2.20	.87	1.64	1.26	1.96	NS
5	Ability to delete records	1.82	1.76	1.62	2.84	.86	1.96	NS
6	Ability to edit information	2.48	2.69	1.28	1.26	-1.31	1.96	NS
7	Ability to change existing records	3.64	3.88	1.82	2.18	-1.20	1.96	NS
8	Ability to update information	3.46	3.27	.85	1.09	1.36	1.96	NS
9	Ability to arrange data	1.89	2.15	2.61	2.26	-1.36	1.96	NS
	Cluster t					0.10	1.96	NS

NS= Not Significant at 0.05 alpha level and df = 118

Data in Table showed the t-statistic testing the difference between the Mean responses on There is no significant difference in the mean ratings of respondents on the influence of Database management for Administrative secretaries' productivity. The analysis reveals that the calculated t-values for all the skills are less than the critical t-value (1.96) at .05 level of significant and 364 degree of freedom. Hence, the

null hypothesis that, there is no significant difference There is no significant difference in the mean ratings of respondents on the influence of Database management for Administrative secretaries' productivity is retained. It is concluded that the Microsoft database application skills are need by secretaries for job performance.

CONCLUSION

Database management influences for administrative secretaries' productivity in various offices. The skills needed have a positive INI which is statistically significant at .05 alpha level. This result is influenced by the fact that Database management is a very essential for administrative secretaries' job productivity such as creation, maintenance and use of structured type of records which are basically the daily tasks of office secretaries.

The findings on database management is in agreement with the views of Obasi (2006) that Database applications help secretaries accomplish the task of electronically maintaining office information for easy access when compared to the traditional way of storing and retrieving of such processed information in any organisation. The findings also agree with the opinions of Agomuo (2005) that a database management competency allows the secretary to access the database as she concurrently answer questions from different clients whose data are within the database. Hence database management help the secretary to store, alter and draw out information from database. In addition the database management enhance data processing, storage of the processed data, and manipulation of stored data and retrieved of the stored data for office use.

The findings on the database management skills need of secretaries are in line with the opinions and result of Okoli (2012) that a gap exists between database management competencies needed by office management and the competencies the office managers actually possessed. The researcher however concluded that database management functions are integral part of the functions of office managers and that the office manager cannot process information/data efficiently without the various database management competencies since the competences are the bedrock for efficient performance. In the light of this, it is clear that there is a great need for database application skills for secretaries' job performance especially in the contemporary knowledge driven world.

RECOMMENDATIONS

1. Administrative secretaries should be encouraged to acquire Database management skill effective productivity.
2. Government should supply more computers in the Local Government to enable staff carry out their jobs effectively
3. Staff should be trained on the use of database software like Microsoft Access for data manipulation and storage.
4. Government should provide conducive office environment for staff with a regular update on the software to achieve best result.
5. A database for all staff in the Local Government should be created for easy access of staff records.

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