AN ASSESSMENT OF ADEQUACY OF AVAILABLE EDUCATION RESOURCES FOR OFFICE TECHNOLOGY AND MANAGEMENT PROGRAMMES IN POLYTECHNICS IN THE SOUTH WEST ZONE OF NIGERIA

BY

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Abstract

The study assessed the level of adequacy of educational resources available for implementing the mandate of Office Technology and Management Programmes in government owned Polytechnics in the South Western States of Nigeria. Eighty Seven (87) members of academic staff in the Department of Office Technology and Management in government owned Polytechnics in the South Western States of Nigeria comprised the population of the study. Since the population of the study was small, no sample was drawn for the study. Four research questions were formulated while a structured questionnaire was used as instrument for data collection. Data collected were analysed through the use of mean scoring techniques. The result of data collected and analysed revealed that facilities such as classrooms, laboratories, furnished staff offices and textbooks/journals are fairly adequate while micrographics and electronic communication equipment are not adequately available for training secretaries/office managers. The study also revealed that financial resources are not adequate and this had affected facilities installed in terms of their numbers and their maintenances. On the other hand, the study revealed further that adequate personnel are available but members of academic staff who are Information and Communication Technology (ICT) compliant are few. Finally, the study recommended among others, that government, Polytechnics management and other stake holders should establish a Resource Mobilization Centre that would be responsible for sourcing funds to purchase and install modern educational resources that will ensure effective teaching and learning processes and realization of the objective behind the introduction of Office Technology and Management programmes in Nigerian Polytechnics.
Key Words: Educational Resources, Office Technology and Management (OTM), Information and Communication Technology, (ICT), Instructional Materials, Polytechnic.

Introduction

Decree No. 33 of 1979, with its amendments and several edicts at various times in the state of the federation, gave birth to the Federal and State Polytechnics and Colleges of Technology now dotted all over the country. These technological institutions, by whoever established, have common objectives which inter alia, include "to provide full-time and part-time courses of instruction and training in technology, applied science, commerce and management" (Aja 2003). Against this background, the National Board for Technical Education (NBTE) established earlier in 1977, was charged with the responsibility of drawing curriculum and course specifications for polytechnics and colleges of technology. The curricula so formulated were aimed at moulding the type of personnel who can perform a range of functions in their fields to acceptable levels and who should be immediately employable in industry on completion of their courses.

Meanwhile, in an attempt to combat unemployment and poverty in the society as well as improving the economic performance of the nation, the debate on knowledge economy has drawn more attention of government at all level to vocational and technical education programme in which Office Technology and Management {OTM} programme serves as a component of vocational education. Office Technology and Management Programme is an important component of Business

Education programmes run in the polytechnics, colleges of technology and universities all over the country. The mandate of Office Technology and Management programmes are clearly stated in the objectives of the course. Office Technology and Management Programme is designed to equip students with secretarial/office management skills for employment in various fields of endeavours. Students of the programme are exposed to courses in their special areas as well as in general education. In addition to the acquisition of vocational skills in Office Technology and Management, the students are equipped with effective work competencies and socio-psychological work skills which are very essential in everyday interactions with others. (Oyesode 2012).

Office Technology and Management programme is designed at National Diploma (ND) and Higher National Diploma (HND) level of polytechnics and colleges of technology. The knowledge attitudes and vocational skills obtained at ND level will enable the students to fit in properly into the office of any organization and perform professionally the functions of the secretary. At HND level the students are expected to acquire an in-depth knowledge of office administration and management particularly, knowing the concepts, office procedures, office machines and equipment, recording, general services, managing personnel, planning and controlling. At the end, the training received will enable the students to fit into any organization and perform not only as a secretary but also as an

office manager when the occasion demands (NBTE, 1998 and 2004).

In order to implement the mandate of Office Technology and Management programme in the polytechnics and colleges of technology, the government through its agency, NBTE prescribed the minimum resources input that need to be made available, for the administration of the programme. This study will, therefore assess the level of adequacy of educational resources available for effective implementation of Office Technology and Management programme In public Polytechnics in the South West Zone of Nigeria.

Educational Resources in Office Technology and Management programme are those basic requirements for the attainment of the objectives of the programme. It comprised human material and financial resources. Human resources in Office Technology and Management programme include academic staff, support staff in the office and laboratories as well as resource person in all capacity. The material resources include all instructional facilities and equipment needed in the workshop and laboratories, while financial resources have to do with funding of schools. The provisions of adequate and appropriate learning experiences which generate effective or meaningful learning require adequate financial and other resources. Ironically, in many institutions human and financial resources are inadequate. Instructional facilities and equipment needed in the workshops and laboratories are either too

obsolete, poor, inadequate or not in existence. The question now is: What is the status of educational resources available for implementing the mandates of Office Technology and Management programme in the public polytechnics in South West Zone of Nigeria?

The primary purpose of this study was to ascertain the adequacy of educational resources provided for office and technology and management programmes in public Polytechnics in the South Western States of Nigeria towards the effective teaching and learning of Office Technology and Management programme in order to ensure quality output. Specifically, the purpose of the study is to determine the level of adequacy of:-

- instructional facilities available for effective implementation of the mandate of the Office Technology and Management Programme in public polytechnics in the South Western States of Nigeria.
- equipment available for effective implementation of Office Technology and Management Programme in public polytechnics in the South Western States of Nigeria.
- funding the Office Technology and Management Programme in public polytechnics in the South Western States of Nigeria.
- Personnel available to implement the mandate of Office Technology and Management Programme in public polytechnics in the South Western

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Research Questions

In line with the purpose of the study and statement of the problems the following research questions were raised for the study.

- What is the level of adequacy of instructional facilities available for effective implementation of the mandate of Office Technology and Management Programme?
- What is the level of adequacy of equipment available for effective implementation of Office Technology and Management Programme?
- What is the level of adequacy of funding the Office Technology and Management Programme?
- What is the level of adequacy of personnel available to implement the mandates of Office Technology and Management programme in the polytechnics in the south western state of Nigeria?

Method

The study employs survey method and the study was conducted during 2014/2015 academic session. The researcher adopted survey method for this study because it will enable the researcher to have accurate assessment of some characteristics of the population or universe from the samples selected and make inferences from the characteristics of the defined population of the study (Adaranijo 2011).

The population of the study comprised 87 academic staff in the departments of Office Technology and Management in government owned polytechnics in South Western States of Nigeria. The populations include:

Meanwhile, since the population of the study was small, no sample will be drawn, hence the entire population of the study was used. Adaranijo (2001) explains that only on rare occasions does survey study involves the entire population and it describes such surveys in which the whole population is studied as census.

The instrument used in this study was a structured questionnaire on a 5 point rating scale as follows: Very Highly Adequate (5 point), Highly Adequate (4 point), Adequate (3 point), Fairly Adequate (2 point) and Not Adequate (1 point). The instrument was face validated by two Chief Lecturers in the Office Technology and Management Department of Federal Polytechnic, Ede, Osun State for fact, clarity, relevance and content validity. The instrument for data collection was administered to the respondents personally with the help of colleagues from polytechnics selected for this study. Out of the 87 copies of the questionnaire distributed 80 copies were retrieved and considered valid. This gave the return rate of 92%

Mean ratings were used to analyze and interpret data collected. The mean ratings were interpreted as follows: 4.6 - 5.0 (very highly adequate), 3.6 - 4.5 (highly adequate), 2.6 - 3.5 (adequate), 1.6-2.5 (fairly adequate

and 1.0-1.5 (not adequate). This will assist the researcher in taking appropriate decision about the research questions stated for this study.

Results

The data collected were analysed and presented in Tables 1-4 and the result of it was used to answer the research questions stated for this study.

Research Question I: What is the level of adequacy of instructional facilities available for effective implementation of the mandate of Office Technology and Management programme?

Table 1:   Mean ratings on the level of adequacy of instructional facilities available for effective teaching and learning of Office Technology and Management Courses

S/N	Instructional Facilities	Mean	SD	Level of Adequacy
1.	Word processing laboratory	3.01	23.37	Adequate
2.	Electronic Typing Pool	1.38	7.33	Not Adequate
3.	Manual Typewriting Pool	3.08	21.99	Adequate
4.	Furnished Classrooms used for teaching students	2.93	23.32	Adequate
5.	Office Practice Laboratory	2.97	20.18	Adequate
6.	Shorthand speed practice laboratory	2.95	19.54	Adequate
7.	Furnished staff offices	3.68	27.00	Highly Adequate
8.	Standby generating set for the use of Dept.	2.19	13.77	Fairly Adequate
9.	Relevant textbooks and journals on OTM courses	3.13	20.43	Adequate
10.	Stationeries for Office and Students use	3.12	20.94	Adequate
11.	Audio visual for teaching and learning process	1.2	7.57	Not Adequate
	Grand mean/Standard Deviation	2.69	18.69	Adequate

Source: Survey Study 2015

The data in Table 1 above indicate the level of adequacy of instructional facilities available for effective teaching and learning of Office Technology and Management courses in the selected polytechnics in the South western states of Nigeria. The result shows that no item was assessed very highly adequate by the respondents, while Furnished Staff offices with the mean of (3.68) was rated highly adequate. Seven items were assessed adequate. These include: Word Processing Laboratory, (3.01), Manual Typewriting Pool, (3.08) Furnished Classrooms used for teaching students (2.93), Office Practice Laboratory (2.97), Shorthand Speed Practice Laboratory (2.95), Relevant Textbooks and Journals on OTM courses (3.13) and Stationeries for office and students use with the mean of (3.12). On the other hand, Electronic Typing Pool with the mean of 1.38 and Audio visual for teaching and learning process with the mean of 1.22 were

rated not adequate while standby generating set for the use of Department and students with the mean score of 2.19 were rated fairly adequate.

The table 1 also reveals a grand means of 2.69 while the average standard deviation of 18.69. This indicates that the available instructional facilities for effective teaching and learning of Office Technology and Management courses are adequate.

Research Question 2: **What is the level of adequacy of equipment available for effective implementation of Office Technology and Management programme?**

Table 2: **Mean ratings on the level of adequacy of Equipment available for teaching and learning of Office Technology and Management Courses**

S/N	Equipment	Mean	SD	Level of Adequacy
1.	Manuel Typewriters	3.81	26.85	Highly Adequate
2.	Functional Electric Typewriters	1.4	7.41	Not Adequate
3.	Functional Electronic Typewriters	1.4	7.41	Not Adequate
4.	Functional Computers	3.18	20.49	Adequate
5.	Tape recorders	3.16	20.99	Adequate
6.	Dictaphones	2.19	13.77	Fairly Adequate
7.	Functional Reprographic machines (such as copiers, duplicators, and Rizo)	2.4	13.99	Fairly Adequate
8.	Projector	2.92	18.59	Adequate
9.	Micrographics such as microfilming machines	1.17	7.94	Not Adequate
10.	Electronic communication equipment such as e-mail facsimile (FAX) facilities	1.32	8.10	Not Adequate
11.	Laminating, Spiral Binding, Shredding, and Paper cutting machines	2.37	21.83	Adequate
	Grand Mean/Standard Deviation	2.37	15.21	Fairly Adequate

Sources: Survey Study 2015

The results in Table 2 reveal the level of adequacy of Equipment available for teaching and learning of Office Technology and Management courses. The findings show that only Manual typewriters are Highly adequate with the mean score of 3.81 while the result of four items, that is Functional electric typewriters (1.4), Functional Electronic typewriters (1.4), Micrographics such as microfilming machines (1.17) and Electronic communication equipment such as e-mail, facsimile (FAX) facilities with the mean score of 1.32 were assessed to be Not adequate. On the other hand Functional Computers (3.18), Tape recorders (3.16), Projector (2.95) and Laminating, Spiral Binding, Shredding, and Paper Cutting Machines were assessed to be Adequate. However, Dictaphones with the mean score of 2.19 and Functional reprographic machines with the mean score of 2.4 were

assessed to be fairly adequate for the teaching and learning of Office Technology and Management courses.

The table 2 indicates a grand mean of 2.37 while the average standard deviation is 15.21, this result indicates that on the average the total equipments available for teaching and learning of Office Technology and Management courses are fairly adequate.

Research Questions 3: What is the level of adequacy of funding the Office Technology and Management Programme?

Table 3: **Mean ratings on the level of Adequacy of funding Office Technology and Management Programme in the Polytechnics**

S/N	Funding	Mean	SD	Level of Adequacy
1.	Funding from Government	2.21	14.98	Fairly Adequate
2.	Imprest from Polytechnic management to purchase stationeries, laboratory and office	2.22	14.86	Fairly Adequate
3.	consumables	1.5	7.88	Not Adequate
4.	Funding from Alumni	1.43	7.44	Not Adequate
5.	Financial assistance from corporate body	1.41	7.48	Not Adequate
6.	Financial assistance from local community	1.4	7.44	Not Adequate
7.	Financial assistance from professional body Funding research efforts in Office Technology	2.22	14.36	Not Adequate
8.	and Management Programme	1.4	7.44	Not Adequate
	Financial assistance from International Organisation			
S	Grand mean/Standard Deviation	1.72	10.24	Fairly Adequate

Source: Survey Study 2015

Findings: The result of the data collected and analysed in table 3 above reveals the level of Adequacy of Funding Office Technology and Management Programme in the selected Polytechnics in the South Western States of Nigeria. The assessment showed that funds allocated for running Office Technology and Management Programme in the Polytechnics is Fairly Adequate in three items. These include: Funding from Government (2.21), Imprest from Polytechnic Management to purchase stationeries, laboratory and office consumable (2.22) and funding through research efforts with the mean score of 2.22. On the other hand four items were assessed Not Adequate, these include Funding from Alumni (1.5), Financial assistance from corporate body (1.43), Financial assistance from Professional body (1.4) and Financial assistance from International Organisation with the mean score of 1.4.

The result of data collected and analyse in table three indicates a grand mean of 1.72 and the average standard deviation of 10.24. This result reveals that funding of Office Technology and Management Programme in the public Polytechnic in the South West Zone of Nigeria are fairly adequate.

Research Questions 4: **What is the level of adequacy of personnel available to implement the mandates of Office Technology and Management programme in the Polytechnics in the South Western States of Nigeria?**

Table 4: **Mean Ratings on the level of Adequacy of Personnel available to implement Office Technology and Management Programme**

S/N	Personnel	Mean	SD	Level of Adequacy
1	Qualified and experienced Lecturers	3.81	26.85	Highly Adequate
2	Qualified and experienced Instructors	3.08	21.99	Highly Adequate
3	Lecturers who are ICT compliant	2.97	20.18	Adequate
4	Supporting staff (secretary, lab attendant etc)	3.08	21.99	Highly Adequate
5	Experienced laboratory technicians	2.95	19.54	Adequate
	Grand Mean/Standard Deviation	3.18	22.11	Adequate

Source: Survey Study 2015

The data in Table 4 revealed the level of Adequacy of Personnel available in Office Technology and Management Programme, The data collected and analysed revealed that personnel for implementing the mandate of Office Technology and Management Programme are Highly Adequate with the following details: Qualified and Experienced Lecturers (3.81), Qualified and Experienced Instructors (3.08) and Supporting staff with the mean score of (3.08) while Lecturers who are ICT compliant and Experienced Laboratory technicians were assessed Adequate with the mean score of 2.97 and 2.95 respectively.

A grand mean of 3.18 with the average standard deviation of 22.11 was obtained in table four; this is an indication that the personnel available to implement the mandates of Office Technology and Management Programme in the public Polytechnics of the South Western States of Nigeria are Adequate.

Discussion of the Findings

The results of data collected and analysed in Table 1 revealed that instructional facilities that enhance effective teaching and learning such as word processing laboratory, furnished classrooms used for teaching students. Office Practice Laboratory, Shorthand speed practice laboratory, relevant textbooks and journals

on OTM courses, and stationeries for office and students use are all assessed to be adequate in the selected polytechnics in the South Western States of Nigeria. The implication of these findings is that if instructional facilities are adequate a fair usage of them will be expected. Meanwhile for effective teaching and learning to take place in Office Technology and Management Programme Instructional facilities need to be very highly adequate or highly adequate. This result agreed with the findings of Ugwuanyi and Eze (2008) that instructional facilities are not very highly adequate in the polytechnics for the effective teaching and learning of OTM programme. On the other hand the result of the data collected and analysed also revealed that standby generating set for the use of Department is not very highly adequate or highly adequate and this will have a negative effects in the teaching and learning process since majority of the instructional facilities rely on electricity power supply

The findings in Table 2 showed that major equipment needed to be installed in the Office Technology and Management Laboratory are not adequate or are fairly adequate. Functional Electric typewriters, Micrographics, Electronic communication equipment, are not adequate while Dictaphones, Functional reprographic machines, are rated fairly adequate. The consequences of this finding is that effective teaching and learning will not take place where, relevant modern equipment that promote effective teaching and learning

process was inadequate. These findings collaborated with the findings of A Ayeduso (2000) that educational resources in the administration of Business Education programmes in colleges of education are not adequate. The implication of these findings is that Office Technology and Management graduates are not properly trained and equipped with the modern skill in modern office technology and cannot be fitted properly in modern office and perform professionally the functions of secretary/office manager as stipulated in the objectives of office technology and management curriculum. On this, Koko (2005) observed that most Business Education graduates embark on information technology training (Computer training) during their youth service periods and while waiting for employment opportunities. This will not be the case when the equipment, are adequately provided for the teaching and learning process.

The results in Table 3 on the level of adequacy of funding Office Technology and Management programme in Polytechnics revealed that financial resources allocated to office technology and management programmes are not highly adequate and this will have a negative effects on the quality of office technology and management programme in the polytechnic. This result agreed with the finding of Ayeduso (2005) that Business Education programme and Office Technology and Management programme can only be effectively implemented with available educational resources. Adegbenjo

(2013) also reported that the major problem facing effective teaching and learning of OTM programme is insufficient fund and lack of support for the programme.

The analysis in **Table 4** proved that adequate personnel for both academic and supporting staff are highly and adequate. However, the result also revealed that academic staffs who are ICT compliant are adequate but not highly adequate. This result agreed with the findings of Njoku (2000) that most of the secretarial lecturers never utilized modern office equipment available because of lack of competence and time. On the other hand, the result of table 4 also collaborated with the findings of Folorunso (2010) who reported that the need to retrain the academic staff in the department of Office Technology and Management in order to be able to cope effectively with the introduction of the new curriculum which has replaced the old secretarial studies curriculum. There is no doubt. Information Communication Technology (ICT) has great challenges to business educators as well as Business Education students/office technology and management students, hence, the need for all concerned to update their knowledge by attending workshop, seminar and conferences on current issues in the field of Office Technology and Management programme.

Conclusion

Office Technology and Management Programme is a programme designed to equip the recipient with the necessary skills, aptitudes and intelligence, in order to ensure effective, functional and qualitative educational programme which will produce qualified and competent personnel for self employment in many job dusters to reduce unemployment rate of graduates. In order to achieve capability building, the programme is placing emphasis on skill acquisitions and competency based training should be intensified. Meanwhile, the success of a project is affected by the resources available to carry out the project. Office Technology as an academic programme can only be effectively implemented with adequate human, material and financial resources.

Recommendations

In order to ensure effective teaching and learning of Office Technology and Management courses as well as realization of the laudable objectives of Office Technology and Management Programme, the following recommendations are hereby made:

- Facilities needed in Office Technology and Management programme should be adequately provided by the Government and Polytechnic management to ensure effective implementation of Office Technology and Management mandates.

- Government and Polytechnic Management should provide ICT equipment such as computers, micrographics and electronic communication gadgets for Office Technology and Management Department. This will help the students to be familiar with ICT technologies and be able to fit in properly in any Modern

Office after graduation.

- All the stake-holders in Office Technology and Management Programme should assist in funding the programme. Federal and state governments that own polytechnics in the country should realize that Office Technology and Management Programme is capital intensive, hence the need to fund the programme adequately is very paramount for the success of the programme. Office Technology and Management students' association, alumni association and employers of Office Technology and Management graduates should also assist in funding Office Technology and Management Programme. Also government funding agencies such as Education Trust Fund (ETF), TETFUND, should come to the aid of Office Technology and Management Programme in the polytechnics.

- Academic staff and supporting staff in the polytechnic should be retrained on ICT technologies. The training is necessary as business educators who are ICT complaint are not adequate in the polytechnics.

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