

**Information Communication Technology Use, Organisational Support and Work
Engagement of Office Administrators in Universities, Osun State, Nigeria**

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**Being a Thesis Submitted to the Department of Office and Information Management,
Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo
State, Nigeria**

**In Partial Fulfillment of the Requirements for the Award of Master of Science
Degree (MSc) in Office and Information Management**

Certification

This is to certify that **Temilade Oluwaseyi WINDAPO** with matriculation number **LCU/PG/005854** carried out this study titled “**Information Communication Technology Use, Organisational Support and Work Engagement of Office Administrators in Universities, Osun State, Nigeria**” in the Department of Office and Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, for the Award of Master of Science Degree (MSc) in Office and Information Management and that this work has not been previously submitted elsewhere.

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Date

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(Head of Department)

Date

Dedication

I dedicate this project to God Almighty, the Author and Finisher of my Faith.

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Even though the above-mentioned institutions and persons have assisted in the process of this project work, I alone stand responsible for the error(s) if any, found in this work”.

Abstract

The study investigates Information Communication Technology (ICT) use, organisational support and work engagement of office administrators in universities, Osun State, Nigeria. Descriptive survey research design was adopted for the study, and the population comprised 261 office administrators in universities, Osun State, Nigeria. The sample size was 261 which was determined using total enumeration technique. The questionnaire was used for data collection; and the reliability test of the instrument was work engagement = 0.90; Information and Communication Technology use = 0.84; and organizational support = 0.82. Data was analysed using descriptive and inferential statistics. Findings showed that the level of work engagement among office administrators in universities in Osun State is high ($\bar{x} = 3.01$). The level of ICT use among office administrators was moderate ($\bar{x} = 2.96$). The level of organisational support for office administrators was high ($\bar{x} = 3.11$). There was significant influence of ICT use on work engagement of office administrators ($F_{(1, 259)} = 143.479, p < 0.05$). There was significant influence of organisational support on work engagement of office administrators ($F_{(1, 259)} = 16.821, p < 0.05$). There was a significant combined influence of ICT use and organisational support on work engagement of office administrators ($F_{(2, 258)} = 83.441, p < 0.05$). The study concluded that Information Communication Technology (ICT) use, organisational support predicts work engagement of office administrators in universities, Osun State, Nigeria. It was recommended that to enhance the level of work engagement, office administrators should be empowered by giving them the authority to make certain decisions within their scope of work. They should be involved in institutional planning and policy discussions where their expertise can contribute meaningfully.

Keywords: Information Communication Technology Use, Organisational support, Work engagement, Office administrators, Osun State

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