

Work Ethics, Artificial Intelligence Usage and Office Managers' Productivity in Public Universities, Osun State, Nigeria

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**Being 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 Fulfilment of the Requirements for the Award of Master of Science (M.Sc.)
Degree in Office and Information Management**

2025

Certification

This is to certify that **Mary Oluwafunmilayo OLOWOOKERE** with Matriculation Number **LCU/PG/005280** carried out this research work titled “**Work Ethics, Artificial Intelligence Usage and Office Managers' Productivity in Public Universities, Osun State, Nigeria**” in the Department of Office and Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, Nigeria, for the award of Master of Science (M.Sc.) Degree in Office and Information Management and that this work had not been previously submitted.

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Dedication

This research work is dedicated to the Almighty God.

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Acknowledgements

My appreciation goes to the management and staff of Lead City University, Ibadan for providing the needed support and conducive environment for learning during the course of my study and in conducting this research. I also appreciate the staff and managements of Obafemi Awolowo University, Osun State University, University of Ilesa and Federal University of Health Sciences, Ila-Orangun for the data provided for this study, as well as the services provided by staff of the Library in Lead City University, Ibadan, Oyo State.

I also use this privilege to acknowledge the immeasurable support and intellectual contribution of my able supervisor; Dr. Oluwatosin A. Ologbosere, the Head of Department, Office and Information Management; Dr. Oluwatosin A. Ologbosere for her guidance, understanding and constructive criticism which have contributed to the quality and success of this work. To Prof. L. A. Abioye, the Dean of the Faculty of Communication and Information Science, Lead City University, and all lecturers in the Faculty, I appreciate the opportunity given to me to acquire knowledge in my chosen field. To the Provost, School of Postgraduate Studies, Prof. Afolakemi Oredein and other members of staff of the Postgraduate School, Lead City University, I say thank you for providing a very conducive environment for learning and support during my programme in the University. I am grateful to the university librarian, Dr. Lanre Osaniyi and to all lecturers in Office and Information Management Department; Prof. E. A. Erwat, Assoc. Prof. T. E. Adenekan, Dr. K. O. Popoola (PG Coordinator), Mr. P. B. Olusola, Mrs. R. O. Adegbite-Akinpelu, Mrs. V. O. Ahamze, Mr. A. A. Adeyemi, and the Departmental Administrator, Mrs. T. F. Akinyoola. I say a big thank you.

I say a heartfelt thanks to my Dearest husband, Dr. T. A. Olowookere for all his numerous supports, guidance and mentorship towards the success of this work. A big thanks to Revd. Dr. S. Ayomipo and Dr. M. Ayomipo for their prayers and encouragement, also special thanks to Dcns. Jayeola, Dr. M. Okewole, Dr. B. O. Oguntunde, Mr/Mrs I. Peter, Mrs Adewole, Mr. F.

Daramola and Mrs. E. Samuel, for their support during this study. I appreciate Mrs. Adesoji, Mr. Olakunle, Mr. Akinola, and Mr. Owolabi for their assistance during the data gathering.

Finally, I owe a debt of gratitude to my children OoreOluwa and OreOluwa, my parent, in-laws, siblings, family members, friends and also to all our course mates who have contributed in one way or the other, may God richly bless you all, Amen.

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.

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Abstract

Productivity is central to effective university administration, where office managers coordinate institutional operations and ensure timely task execution. Their productivity is shaped by multiple factors, notably adherence to professional ethics and the adoption of emerging technologies. This study examined the influence of work ethics and Artificial Intelligence (AI) usage on the productivity of office managers in public universities in Osun State, Nigeria. A descriptive survey design was employed, and data were collected from 183 respondents using a structured questionnaire. The instrument's reliability was confirmed with a Cronbach's alpha coefficient of 0.937, obtained from a pilot study involving 21 respondents. Data were analyzed using descriptive and inferential statistics, including regression analyses. Findings revealed a high level of productivity among office managers across the input, process, and output dimensions (Grand Mean = 3.45). Respondents demonstrated strong adherence to work ethics in terms of duty compliance and rule integrity (Grand Mean = 3.60), while AI usage, measured by perceived usefulness and perceived ease of use, was moderate but appreciable (Grand Mean = 3.20). Regression analysis showed that work ethics (Adjusted $R^2 = .509$, $F(1,181) = 189.541$, $p < 0.05$) significantly and positively predicted productivity, while AI usage (Adjusted $R^2 = .142$, $F(1,181) = 31.001$, $p < 0.05$) also had a significant but smaller effect. The combined influence of work ethics and AI usage (Adjusted $R^2 = .534$, $F(2,180) = 105.395$, $p < 0.05$) was equally significant, indicating that office managers who uphold strong ethical standards and effectively utilize AI tools are the most productive. The study concludes that fostering ethical responsibility alongside AI adoption is vital to enhancing office managers' productivity in public universities in Osun State. It recommends continuous ethics training, AI capacity-building workshops, and institutional policies that reinforce ethical compliance and technological integration.

Keywords: *AI Usage, Input-Process-Output Model, Office Managers, Productivity, Public Universities, Work Ethics, Nigeria.*

Wordcount: 298

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List of Acronyms

Abbreviation	Meaning
AI	Artificial Intelligence
DET	Deontological Ethics Theory
IPO	Input-Process-Output
LCU	Lead City University
OM	Office Manager
TAM	Technology Acceptance Model
TFP	Total Factor Productivity
WE	Work Ethics