

**Human Capital Development and Data Literacy Skills of Cloud Computing Services  
among Administrators in ICT Polytechnics, Ogun State, Nigeria**

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University, Ibadan, Oyo State, Nigeria**

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Degree (MSc) in Office and Information Management**

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## Certification

This is to certify that **Oluseyi Augustina AKAH** with matriculation number **LCU/PG/001812** carried out this study titled **Human Capital Development and Data Literacy Skills of Cloud Computing Services among Administrators in ICT Polytechnics, Ogun State, Nigeria**, in the Department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, for the Award of Master Degree (MSc) in Office and Information Management and that this work has not been previously submitted.

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(Head of Department)

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**Date**

## **Dedication**

This thesis is dedicated to the Almighty God and to the blessed memory of my beloved mother, Madam Albertina Mojisola Alabi

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## Abstract

Cloud computing service provide easier and quicker information retrieval and discovery, allow students to store and share documents, offer a more flexible environment by enabling ubiquitous access to materials, and facilitate interaction among students and instructors. However, it is worthy of note that administrators in ICT Polytechnics, Ogun State, Nigeria have been battling with problems of poor technological advancement and implementation due to ineffective staff training and poor data literacy skills. This prompted this study to investigate Human Capital Development and Data Literacy Skills of the Quality of Cloud Computing Services among Administrators in ICT Polytechnics, Ogun State, Nigeria. The study adopted a descriptive and cross-sectional survey design. The population of the study was 186 administrators in ICT Polytechnics, Ogun state, Nigeria. A structured questionnaire was adopted for data collection. The reliability result of the instrument was 0.904 Cronbach Alpha coefficient. 186 copies of questionnaires were administered and 126 was recovered which represent 67.7% response rate. Data were analyzed using descriptive and inferential statistics. Findings revealed that the human capital development and data literacy skills have positive and significant influence on the quality of cloud computing services of administrators in ICT Polytechnics, Ogun State, Nigeria (Adj.  $R^2 = 0.560$ ,  $F(2, 123) = 80.694$ ,  $p < 0.05$ ). This study concluded that human capital development and data literacy skills influences the quality of cloud computing services among administrators in ICT Polytechnics, Ogun State, Nigeria. The study recommended that administrators in ICT Polytechnics should continually improve on the quality of cloud computing services provided.

**Keywords:** Cloud Computing Service, Administrators, Human Capital Development, Data Literacy Skills.

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## List of Acronyms

<b>Abbreviation</b>	<b>Meaning</b>
SMEs	Small and midsize enterprises
SaaS	Software as a service
DaaS	Data as a Service
HRIMS	Human Resources Management Information System
HRMS	Human Resources Management Software
HR	Human Resources
CDIO	Conceive – Design – Implement – Operate
ICT	Information and Communication Technologies
IT	Information Technology
NIST	National Institute of Standards and Technology.
SPSS	Statistical Package for the Social Sciences
PaaS –	Platform as a Service
IaaS –	Infrastructure as a Service
SaaS –	Software as a Service
HaaS	Hardware as a Service
CRM	Customer Relationship Management

CPS –	Cloud Service Provider
CSA	Cloud Security Alliance
SLA	Service Level Agreement
IP	Infrastructural Provider
PC	Personal Computer
RAS	Resources Allocation Strategy
SADC	Southern African Development Community
SLA	Service Level Agreement
GDP	Gross Domestic Product
HRIS	Human Resources Information System
HRD	Human Resources Development
PI	Performance Improvement
KSAO	Knowledge, Skills, Abilities and other Characteristics
ROI	Return on Investment
FDI	Foreign Direct Investment
SOA	Service Oriented Architecture
OECD	Organization for Economic Cooperation and Development
IOM	International Organization for Migration

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