

**Information Management Practices, Information Technology Practices and Job
Performance of Secretaries in Tertiary Institutions, Lagos State, Nigeria**

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Certification

This is to certify that Christiana Omoye IDIAKE with matriculation number LCU/PG/000656 carried out this study titled “Information Management Practices, Information Technology Practices and Job Performance of Secretaries in Tertiary Institutions in Lagos State, Nigeria” in the department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, For the Award of Doctor of Philosophy (Ph.D) Degree 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

This project is dedicated to the Almighty God.

Acknowledgement

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Abstract

Job performance of secretaries in tertiary institutions could be enhanced by the provision of necessary information management training and information technological equipment. The life circle of every organization can be traced to information and technology management practices which are factors to enhance job performance of secretaries. However, in a situation whereby the indicators of information and technology management are not practiced, there is every tendency that the level of job performance of secretaries in such organizations will be questioned. In this regard, this study deemed it fit to investigate how Information Management Practices (IIMP) and Information Technology Practices (ITP) influence Job Performance (JP) of secretaries in higher institutions of learning in Lagos state. Descriptive research design was adopted. The Population consisted of 1189 secretaries in higher institutions of learning in Lagos state. Multistage sampling technique was adopted, afterwards, 226 secretaries served as the sample size for this study. The reliability coefficient for each of the variable ranged from 0.70 to 0.95. Data collected was analyzed using descriptive and inferential statistics. Findings revealed that IMP had no significant influence on JP (Adj. $R^2 = -0.004$; $p = 0.714$), however, ITP was found to significantly influence JP (Adj. $R^2 = 0.102$; $p = 0.000$). Jointly, only ITP was found to statistically significantly influence JP (Adj. $R^2 = .098$, $F_{(2, 223)} = 13.194$, $p = 0.000$). The study concluded that in terms of achieving maximum job performance, only ITP will bring about this. According to the study, secretaries in higher education institutions in Lagos State should be - paid handsomely if they perform additional tasks for the organization. They should also be encouraged to make decisions that are engineered by IT-related factors and utilize state-of-the-art IT facilities while on the job.

Key Words: Information Technology Practices, Information Management Practices, Job Performance, Lagos state, Secretaries.

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Table of Contents

Preliminary Pages	Page
Title	i
Certification	ii
Dedication	iii
Acknowledgement	iv
Abstract	v
Table of Contents	vi
List of Tables	ix
List of Figures	x
List of Acronyms	xi
Chapter One: Introduction	
1.1 Background to the Study	1
1.2 Statement of the Problem	14
1.3 Aims and Objectives of the Study	16
1.4 Research Questions	17
1.5 Hypotheses	17
1.6 Scope of the Study	18
1.7 Significance of the Study	19
1.8 Limitation to the Study	19

1.9	Operational Definition of Terms	20
-----	---------------------------------	----

	Endnotes	24
--	-----------------	----

Chapter Two: Literature Review

2.1	Conceptual Review	27
-----	-------------------	----

2.1.1	Overview of Job Performance	27
-------	-----------------------------	----

2.1.2	Overview of Information Management Practices	52
-------	--	----

2.1.3	Overview of Information Technology Practices	72
-------	--	----

2.2.	Theoretical Review and Framework	98
------	----------------------------------	----

2.2.1	John Campbell Theory of Job Performance	98
-------	---	----

2.2.2	Marchand's Information Orientation Theory	102
-------	---	-----

2.3	Review of Empirical Studies	106
-----	-----------------------------	-----

2.3.1	Information Management Practices and Job Performance	106
-------	--	-----

2.3.2	Information Technology Practices and Job Performance	128
-------	--	-----

2.4	Conceptual Framework	132
-----	----------------------	-----

2.5	Summary of Literature Reviewed	134
-----	--------------------------------	-----

	Endnotes	138
--	-----------------	-----

Chapter Three: Methodology

3.1	Research Design	151
-----	-----------------	-----

3.2	Population of the Study	151
-----	-------------------------	-----

3.3	Sample and Sampling Techniques	152
-----	--------------------------------	-----

3.4	Description of the Research Instrument	155
-----	--	-----

3.5	Validity of Research Instrument	157
-----	---------------------------------	-----

3.6	Reliability of the Research Instrument	157
3.7	Administration of Research Instrument	158
3.8	Method of Data Analysis	158
	Endnotes	160
Chapter Four: Results and Discussion of Findings		
4.1	Data Presentation	161
4.2	Research Questions	164
4.3	Test of Hypotheses	175
4.4	Discussion of Findings	181
	Endnotes	186
Chapter Five: Conclusion		
5.1	Summary of Findings	188
5.2	Conclusion	189
5.3	Recommendations	189
5.4	Contribution to knowledge	191
5.5	Suggestion for Further Studies	191
	Bibliography	192
	Appendices	207
	The University Compliance Certificate	221

List of Tables

Table	Name	Page
3.1	Population of the Study	151
3.2	Table for determining sample size of a known population	152
3.3	Proportionate Sampling Calculation for the Sample used	153
3.4	Summary of Reliability Test	156
4.1	Gender of Respondents	160
4.2	Age Distribution of Respondents	160
4.3	Educational Qualification of Respondents	161
4.4	Years of Experience of Secretaries in Tertiary Institutions in Lagos State	162

List of Figures

Figure	Title	Page
2.1	Conceptual Model Information Management Practices, Office Automation and Job Performance	132

List of Acronyms

JP	- Job Performance
IMP	- Information Management Practices
ITP	- Information Technology Practices
IMPITPJP	- Information Management Practices, Information Technology Practices, Job Performance