

EFFECT OF INSUFFICIENT OFFICE TECHNOLOGY AND MANAGEMENT TEACHERS ON ACADEMIC PERFORMANCE OF STUDENTS IN TERTIARY INSTITUTIONS IN SOUTH-WEST NIGERIA

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Abstract

The nature of the core courses in Office Technology and Management.(shorthand and word processing) demands motivating students at all times to keep their interest in the course burning and on the increase. Lack of competent Office Technology and Management teachers' water down the interest of students to opt for Office Technology and Management course. The paper investigates the effect of insufficient Office Technology and Management teachers on academic performances of students in Office Technology and Management courses. The study adopted descriptive design; population consisted of all ND (2) OTM students of Federal Polytechnic, Ede and MoshoodAbiola Polytechnic, Abeokuta and NCE(2) Business Education students of AdeniranOgunsanya College of Education, Oto/Ijanikin. The sample consisted of 50 students randomly selected from each of the institution. A five point likert-type scale was used to elicit data from the respondents. The instruments were validated by two experts in Business education department and one expert in measurement and evaluation. The reliability of the research instrument was tested using test-re-test method which gave a coefficient of (r) value of 0.82. The data collected were analysed using frequency count, percentage and chi-square. The null hypotheses formulated were rejected at 0.05level of significance since the calculated values were greater than the table value. The study revealed that there is significant relationship between teachers' qualifications and students' academic performances. The paper recommends amongst other that qualified and certified teachers should be employed by government to teach Office Technology and Management courses.

Keywords: Insufficient, Performance, Office Technology and Management, Tertiary institutions

Introduction

Office technology and Management is a vocational programme that is offered in Colleges of Education, Polytechnics and Universities primarily to educate and train students to become Office Technology and Management teachers or administrators with the appropriate skills and competences to take up a career in teaching, office occupation and business. Amor and Udoh (2014) defined Office Technology and Management as an area of instruction that has been in existence for several decades which plays very significant role in national and economic development to combat unemployment crisis and alleviate poverty. Office Technology and Management is also very useful to private organizations and individuals in terms of employability, job creation and self-reliance. Office Technology and Management provides knowledge, skills, competences and attitudes needed for would be Secretaries to function well in office occupation and also be self-reliant. In support of this definition Chukumezie (2015) opined that Office Technology and Management education revolves around job, skills, employability and self-dependency. Also National Board for Technical Education (2010) define Office Technology and Management as that type of education that equips students with vocational skills, effective work competences and socio-psychological work and skills essentials for interpersonal relations.

In addition National Policy on Education (2013) stresses development in the youth in preparation for a meaningful living in the society. Office Technology and Management courses are skill courses that

require meeting the basic principles that underline the writing of strokes and keyboards. The Office Technology and Management students must have a good skill of decipher differences in words and linguistic information. He must also have a good memory which serves as a data bank in the transformation of sound into shorthand characters. Office Technology and Management requires diligence and understanding of English words which are important in shorthand dictation and transcription from recorded materials.

Statement of the Problem

The learners of Office Technology and Management must be taught by someone who understand not only Office and Management but also teach the course, motivate the learners and provides appropriate environment for learning. Furthermore, the new system of education i.e. 6-3-3-4 is aimed at making students self-reliant but unfortunately students perform poorly in this Office Technology and Management Courses. Some of the possible causes of students' poor performances in Office Technology and Management could be as a result of the following: poor attitudes of students towards Office Technology and Management courses, parents attitudes towards Office Technology and Management Courses, lack of accessibility to practical classroom and hours of teaching, inability to coordinate the head, the heart and the hand, poor background in English language, inadequate teachers and teachers' poor method of teaching among others. It is against this background that the paper attempts to examine the effect of insufficient Office Technology and Management Teachers on academic performances of students in Tertiary Institutions in South-West Nigeria.

Purpose of the Study

The purpose of the study is to determine the effect of insufficient Office Technology and Management Teachers on academic performances of students in tertiary institutions. However, the specific purposes are to determine:

1. The significant relationship between teachers' qualification and students' performances in Office Technology and Management courses.
2. The significant relationship between insufficient teachers in Office Technology and Management and students' performances.

Research Questions

4. There is no significant relationship between teachers' qualification and students' performances in Office Technology and Management courses.
5. There is no significant relationship between insufficient teachers in Office Technology and Management and students performances.

Literature Review

Concept of Office Technology and Management

Office Technology and Management is an academic discipline and is relatively new development in Nigeria education scene, it is a by- product of ICT in our society. It was formally called secretarial studies or office management depending on the institution. It is an arm of Business Education with multi – various discipline which include commerce, word processing, shorthand, computer application, computer appreciation, office practice, office management etc all this aforementioned courses are carried out consciously or unconsciously on a daily basis. It is the development in the economy that aids the growth of the nation Usman (2015) opined that Office Technology and Management is a vital tool in the hand of government to combat unemployment crisis and is also a tool to alleviate poverty. It is also useful to private organisations and individuals in terms of employability, job creation and self –reliance.

According to Oxford dictionary (2018), a teacher is someone who impact knowledge or instruct someone as how to do something using methods intended primarily to improve their performance on an examination rather to enhance their understanding of a subject. Oyesode (2013) posted that a teacher is a

legal entity or an individual who hold a full-time appointment as a member of teaching and research staff of a school, college or university who is trained in the art and science of teaching and has obtained appropriate certificates. It is important to note that there has to be a relationship between the skill possessed by Office Technology and Management teachers and ability to use it for teaching delivery before there can be a drive towards having an improved teaching pedagogy. Afemikle (2014) stated that good teacher would beget good students from which system can get a replenishment of its teaching stock. In the same vein poor teacher will beget poor students and resultant effect will be poorer future teachers.

Teachers can only give skills and ideas to the learners it they acquired the relevant job experience of their trade and they are at the centre of transmitting such knowledge and strive for development in their discipline. For Office Technology and Management teacher to be able to teach effectively it needs certain skills in maintaining class control or management presentation of the subject matter to the students, use of chalkboard, questioning etc Isineyi (2010) identifies the following as some of the causes that tends to brings about the problem of insufficient teachers in teaching office technology and management in higher institutions. It includes poor salary and fringe benefits, problems of facilities and training of Office Technology and Management teachers. The reason for this phenomenon may be that after graduation from their institutions of learning rather than teach, they opt out for more lucrative jobs. The few left to teach sometimes regard teaching as a last resort or a transit camp till something comes up.

Methodology

Descriptive survey design was used because it allows for a systemic and detailed study. Population of the study consists of Office Technology and Management ND (2) students of Federal PolytechnicEde, MoshoodAbiola Polytechnic and NCE (2) Business Education students of AdeniranOgunsanya College of Education. The sample comprises of 50 students of ND (2) of Federal Polytechnic Ede, 50 students of ND (2) of MoshoodAbiola Polytechnic and 50 NCE (2) students of AdeniranOgunsanya College of Education, Oto/Ijanikin, Lagos State. Stratify random sampling procedure was used in selecting the sample study. Total of 150 students were used for the study. Structure questionnaire were used to collect needed information from the respondents. The instruments were validated by two experts in Business education department and one expert in measurement and evaluation. The reliability of the research instrument was tested using test-re-test method which gave a coefficient of (r) of 0.82. The questionnaire consisted of two sections. Section A sought personal information about the respondents such as gender, age, level etc while section B consisted of ten (10) items that were raised based on research questions stated for the study. Respondents were however expected to choose an option that best suit them which include Strongly Agreed (4) Agreed (3) Disagreed (2) and Strongly Disagreed (1). The researchers administered the questionnaire personally to the respondents. Before the respondents started to respond to the items, the aims of the whole exercises were explained to them. They were asked to answer all questions as honesty as possible and were assured of the confidentiality of any information given. All data collected were analyzed using frequency count, simple percentage and chi -square

Results

Research Question1: Is there any significant relationship between teachers' qualifications and students' performance in Office Technology and Management?

Table 1: Relationship between teachers' qualifications and students' performance

Statement	SA	A	SD	D	tal
6	13	24	52	1	150
7	12	33	97	8	150
8	129	21	0	0	150
9	31	27	88	4	150
10	100	49	1	0	150
Total	345	154	238	13	750

Chi –square formally

$$X^2_{cal} = \frac{\sum(O-E)^2}{E}$$

Table 2: Contingency Table

	E	O-E	(O-E) ²	$\frac{(O-E)^2}{E}$
73	69	4	16	0.2319
24	30.8	-6.8	46.24	1.5013
52	47.6	4.4	19.36	0.4069
1	2.6	-1.6	2.56	0.9846
12	69	-57	3,249	47.0869
33	30.8	2.2	4.48	0.1571
97	47.6	49.4	2,440.36	51.2681
8	2.6	5.4	29.16	11.2681
129	69	60	3,600	52.1739
21	30.8	-9.8	96.04	3.1182
0	47.6	-47.6	2,265.76	47.6
0	2.6	-2.6	6.76	2.6
31	69	-38	1,444	20.9275
27	30.8	-3.8	14.44	0.4688
88	47.6	40.4	1,632.16	34.2891
4	2.6	1.4	1.96	0.7538
100	69	31	961	13.9275
49	30.8	18.2	33.24	10.7545
1	47.6	-46.6	2,171.56	45.6210
0	2.6	-2.6	6,76	2.6

= 347.6863

To calculate the expected frequency

$$\frac{\text{Row total} \times \text{column total}}{\text{Grand total}} \times 10$$

Grand total

$$E = \frac{345 \times 150}{750} = 69 \quad E = \frac{154 \times 150}{750} = 30.8$$

The above shown that the calculate value is 347.6863 and the tabulated value is 21.026 with 0.05 level of significance this show that there is relationship between teachers' qualification and students performances in Office Technology and Management. This indicates that teachers who possess higher qualifications are better than those with lower qualifications in Office Technology and Management. This is in line with Isineyi (2016) which says that shortage of qualified teachers due to inadequacy of programme for the training of Office Technology and Management is one of the problems that tend to bring about insufficient teachers in Office Technology and Management thereby bringing about poor performance of Office Technology and Management students.

Research Questions 2: Is the any significant relationship between insufficient teachers in Office Technology and Management and students' performance in Office Technology and Management courses?

Table 3: Relationship between insufficient teachers in Office Technology and Management and students' performance

Statement	SA	A	SD	D	Total
6	82	34	21	13	150
7	29	16	78	27	150
8	51	32	24	43	150
9	92	56	2	20	150

10	3	15	103	29	150
Total	257	94	228	132	-750

Table 4: Contingency Table

O	E	O-E	(O-E) ²	$\frac{(O-E)^2}{E}$
82	51.4	30.4	936.36	18.217
34	30.6	3.4	11.56	0.377
21	45.6	-24.6	605.16	13.271
13	22.6	-9.4	88.36	3.945
29	51.4	-22.4	581.76	9.762
16	30.6	-14.6	213.16	6.966
78	45.6	v 32.4	1049.76	23.021
27	22.6	4.6	21.16	0.945
51	51.4	-0.4	0.16	0.003
32	30.6	1.4	1.96	0.064
24	45.6	-21.6	466.56	10.232
43	22.6	20.6	424.36	18.945
92	51.4	40.6	1,648.36	32.069
56	30.6	25.4	645.16	21.084
2	45.6	-43.6	1,900.96	341.688
0	22.6	-22.4	501.76	224
3	51.4	-48.4	2,342.56	45.575
15	30.6	-15.6	243.36	7.953
103	45.6	57.4	3,294.76	72.254
29	22.6	-6.6	42.56	1.945

= 350.716

$X^2_{cal} = 350.716$

$X^2_{cal} = 21.026$

This shown that there is significant relationship between insufficient Office Technology and Management teachers and students' performances in Office Technology and Management courses. This is in line with Usman (2015) that agreed to the fact that there are insufficient teachers of Office Technology and Management in Tertiary institutions to teach Office Technology and Management effectively, thereby bringing about poor performance of students in this field of study.

Conclusion

The result of this study made it known that some students and teachers are the reason behind the challenges of insufficient teachers in Office Technology and Management in Tertiary institutions. From the respond of both students and teachers, it was obvious that most teachers and students do not find the course interesting, some just find themselves in the career just by coincidentally and not bother to make research in order to understand it better. It was also decided that there is no sufficient time allocated to the teaching and learning of the course on the school time table.

Recommendations

In line with the identified challenges, the following strategies hereby recommended:

1. The Federal Government should show more commitment to the programme by providing adequate fund, giving attractive scholarship to Office Technology and Management students.
2. Qualified and certified teachers should be employed by the government with very attractive salary and allowances to attract them to join the few ones on the ground.

3. Students should be allowed to have frequent access to computers and internet services to motivate them to opt for Office Technology and Management courses.
4. Adequate instructional materials should be provided by school management for teaching and learning of Office Technology and Management.

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