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ASSESSMENT OF COMPUTER APPLICATION PROFICIENCY AMONG OFFICE MANAGEMENT AND TECHNOLOGY GRADUATES IN RIVERS STATE UNIVERSITIES

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Abstract: The study examines Computer Application Packages Possessed for Modern Office Needs by Office Management and Technology Graduates in Rivers State Universities. Two research questions were posed for the study and two null hypotheses were formulated and tested at 0.05 level of significance. The study adopted a descriptive survey design. The population of the study consisted of all 23 Office Management and Technology Postgraduates Masters Students in 2022/2023 academic session in Rivers State University and Ignatius Ajuru University of Education. The entire population of 23 Postgraduate Masters Students was studied and the census method was used as the population size was considered limited and comfortable by the researcher. The instrument for data collection was self- structure questionnaire with two sections: one section was used to elicit demographics data while the second section contain items used to answer the research questions. The instrument was structured on a four-point rating scale of Very High Extent (VHE) 4 points, High Extent (HE) 3 points, Moderate Extent (ME) 2 points, Low Extent (LE) 1 point. The instrument was validated by three Experts: two Business Educators and a Psychometrician, all from the Faculty of Education in Rivers State University. The reliability of the instrument was established using Pearson Moment Correlation Coefficient (PPMCC) and a reliability index of 0.80 was obtained indicating that the instrument was reliable and suitable to be used for the study. Data collected was analyzed using mean to answer the research questions and standard deviation to determine the closeness of the responses from the mean, while t-test statistics was used to test the null hypotheses at 0.05 level of significance. Finding revealed that Office Management and Technology graduates from Rivers State University and Ignatius Ajuru University of Education do not differ significantly in their mean responses regarding the computer application packages possess for modern office needs. Based on the findings, it was recommended among others that curriculum designers and planners should ensure that the necessary computer application packages are embedded in office management and technology curriculum such as Microsoft PowerPoint to enable office management and technology students possess requisite knowledge to create visually appealing slide shows for meetings, presentation and reports, enhancing communication and information dissemination.

Keywords: Computer Application Packages, Office Management and Technology Graduates, Microsoft PowerPoint, Microsoft Acces

Introduction

An office is seen as any place where business, clerical and professional activities take place. The modern office, according to Ekpenyong (2018), involves the use of new inventions or devices in an office to transform, or change the process of office work. Ekpenyong stated that, it is this rapid change in the technology of office work through the use of computers to do

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the work that was previously done manually that explains what we call modern office. Modern office encompasses more innovative equipment that facilitates efficiency in office work than traditional offices. Traditional office depends on manual typewriters and punching machines. The office of today has changed as a result of technology which has led to the introduction of many electronic devices which now adorn the offices.

Hence an economy which is poor in technology can never grow in today's scenario. This is because technology makes our work much easier and less time consuming. According to Koko (2015), technology is changing process and content to the extent that students today are immersed in a world that abounds with information. Technology today is a tool used to remove geographical barriers and facilitates everybody to learn anytime and anywhere without the presence of the lecturer, (Koko & Nlem 2019). Again, the influence of technology in manufacturing, commerce, Education, banking, home and especially industries and offices have fundamentally altered the nature of organizational work, its structures, systems and processes, how things are done, the expertise and competence required and the resources needed to carry out tasks. To perform effectively, office managers and secretaries must possess the skills to address the converging challenges of sophistication, globalization and technological innovations (Obi in Iro-Idoro, Osore & Jimoh 2018). According to Hakaraha (2020), electronic equipment permits fast and economical processing of huge amount of data, records can be managed using electronic filling techniques and electronic document interchange. Central to the ICT operations is the computer, which have enhanced function performed by office Management and Technology graduates in modern offices today. Graduates of Office   Management and Technology are produced from Universities, Polytechnics and

Colleges of Education. A graduate of Office Management and Technology is a person who has completed a course of study in Office   Management and Technology programme. Esene (2014), opined that graduates of OMT programmes are called Office Technology Managers, Professional Secretaries or Administrative Assistant Officers.

Hence, Okoro (2019), enumerated some of the computer application skills OMT graduates must possess in order to fit into modern offices to include: Word processing skills for documents, Networking skills, Skills in computer spreadsheet manipulation, Operation of MS word for windows, Microsoft Access, design and maintain webpage Internet services skills, Video/teleconferencing skills, E-commerce, E-tailing and other E-business concepts, ability to use search engines, carry out electronic presentation using MS power point, Database management skills, Advanced desktop publishing skills, Ability to assemble reports from complex sources such as retrieving information from electronic files.

The invention of computer brought the greatest revolution in Office Management and Technology (OMT) programme as well as the business and work environment of the era. According to Onyeizugbe and Orogbu (2015), a computer is an electronic device that accepts data from an input device, performs some kind of manipulations on the data in accordance with the defined instructions and transfers the manipulated or processed data to an output device for further processing or in final printed form, such as business documents, schedules and management control reports. Furthermore, Onyeizugbe and Orogbu buttressed that Microsoft packages are aspect of computer application possessed by Office Management and Technology.

Rosen (2022), asserts Microsoft Word, Excel, Access, Publisher, PowerPoint, and Outlook was created by the Microsoft Corporation. Rosen added that each program in the Package has a distinct function and works with the

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other applications in the package. Applications like Word, Excel, PowerPoint, Access, OneNote, Outlook, and Publisher make up Microsoft Office applications.

Hence, Microsoft PowerPoint is a presentation program developed by Microsoft. It allows users to create visually appealing slideshows for business, educational, or personal purposes. Microsoft PowerPoint is an essential computer application package that holds significant importance for Office Management and Technology graduates in modern office needs. According to Okeke and lfesi (2018), Microsoft PowerPoint presentation is an aspect of OMT curriculum designed to equip students with strong skills to effectively and efficiently work using a computer based visual aid presentation applications.

According to Perry (2013). Microsoft Access as a computer application package provides a user-friendly interface for creating and managing databases. Microsoft Access is a relational database management system (RDBMS) developed by Microsoft. It enables users to create and manage databases to store and organize large amounts of data. Microsoft Access is a database management system (DBMS) from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools. It allows Office Management and Technology graduates to organize and store large amounts of data efficiently. It is a part of the Microsoft Office suite of applications and is designed to help users create and manage databases.

Microsoft Access allows users to create databases, tables, forms and reports to manage and analyze data and supports data import from other sources such as Excel, SharePoint and others. (Johnson 2021). In addition, Microsoft Access is a valuable computer application package that holds significance for Office Management and Technology graduates in modern office needs. Therefore, the relevance of OMT programme is measured by the effectiveness, competence and job performance of the graduates of the programme when employed in private and government organizations (Amiaya, 2013). Also, the rationale for determining the extent OMT graduates possess skills in meeting the modern office needs can be underscored when viewed from the perspective of supervisors' position as ones who monitors or oversees employed graduates of OMT programme to ensure that they perform their assigned jobs efficiently at the right time. And the frequency of the emergent of new technologies in the work environment of the trainee office workers underscore the need for assessing the computer application packages possessed by graduates of OMT programme.

Statement of Problem

In recent times, it has been observed that there have been unprecedented outcry and complaints about the kind of graduates from our Nigeria institutions. This is in consonants with the assertion of Godspower and Ekpo (2021) who stated that graduates produced by the educational institutions in Nigeria, have little or no skills relevant to the needs of the work place. Hence Office Management and Technology graduates are no different in this regard. According to Idele and Paul-Mgbeafulike (2018), despite the introduction of computer application packages in all level of education and the transformation of the Office Management and Technology programme in order to make students fit to work in modern offices; students are still found to be lagging behind.

Martins (2021) noted that, Office Management and Technology graduates are misfit for today's workplace due to lack of requisite computer application packages such as Microsoft PowerPoint and Microsoft Access required by employers in modern offices. By implication, there is a gap between the skills possessed by these graduates and

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the skills required in modern offices. It was on this note that this study seeks to examined the Computer Application

Packages Possessed for Modern office Needs by Office Management and Technology Graduates in Rivers State Universities.

Purpose of the Study

The purpose of the study was to investigate the Computer Application Packages Possess for Modern office needs by Office Management and Technology Graduates in Rivers State Universities. Specifically, the study attempted to achieve the following:

1.   Determine the extent to which Microsoft PowerPoint as a computer application packages is possessed for modern office needs by Office Management and Technology graduates in Rivers State Universities

2.   Determine the extent to which Microsoft Access as a computer application packages is possessed for modern office needs by Office Management and Technology graduates in Rivers State Universities

Research Questions

The following research questions guided the study:

1.   To what extent do Office Management and Technology Graduates Possess Microsoft PowerPoint as a computer application packages for modern office needs in Rivers State Universities?

2.   To what extent do Office Management and Technology Graduates Possess Microsoft Access as a computer application packages for modern office needs in Rivers State Universities? **Hypotheses**

The following null hypotheses was tested at 0.05 level of significance.

1.   There is no significant difference in the mean responses of Business Education graduates in Rivers State University and Ignatius Ajuru University of Education on the extent they possess Microsoft PowerPoint for modern office needs.

2.   There is no significant difference in the mean responses of Business Education graduates in Rivers State University and Ignatius Ajuru University of Education on the extent they possess Microsoft Access for modern office needs.

Methodology

The study adopted a descriptive survey design. The population of the study was 23 students which consisted of all Business Education Postgraduate Masters students in Office Management and Technology option in 2022/2023 academic session in two institutions namely: Rivers State University and Ignatius Ajuru University of Education. The entire population of 23 Postgraduate Masters Students was studied and the census method was used as the population size was considered limited and comfortable by the researcher. The instrument for data collection was self- structure questionnaire with two sections: one section was used to elicit demographics data while the second section contain items used to answer the research questions. The instrument was structured on a four-point rating scale of Very High Extent (VHE) 4 points, High Extent (HE) 3 points, Moderate Extent (ME) 2 points, Low Extent (LE) 1 point.

The instrument was validated by three Experts: two Business Educators and a Psychometrician, all from the Faculty of Education in Rivers State University. The reliability of the instrument was established using Pearson

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Moment Correlation Coefficient (PPMCC) and a reliability index of 0.80 was obtained indicating that the instrument is reliable and suitable to be used for the study. The instrument was administered to the respondents by the researcher. Data collected was analyzed using mean to answer the research questions and standard deviation to determine the closeness of the responses from the mean, while t-test statistics was used to test the null hypotheses at 0.05 level of significance.

Results Research Question 1

To what extent do Office Management and Technology Graduates possess Microsoft PowerPoint as a computer application packages for modern office needs in Rivers State Universities?

Table 1: Mean rating of Office Management and Technology graduates on the extent to which Microsoft PowerPoint as a computer application package is possess for modern office needs in Rivers State Universities.

S/N Items statement. Ability to:	(IAUE N =15)			RSU N=8		
	X	SD	Remarks	X	SD	Remarks
1. enable graduates to create visually appealing and engaging presentations	3.2	1.02	High Extent	3.37	0.81	High Extent
2. communicate information effectively through visually aid	3.53	0.91	High Extent	3.27	0.75	High Extent
3. share and distribute presentation via email or offline platform	3.93	0.98	High Extent	3.22	0.77	High Extent
4. capture attention, maintain interest and enhance over all presentation experience	3.4	0.99	High Extent	3.32	0.14	High Extent
5. use features such as charts, graphs images, videos to enhance visual impact of their presentation	3.33	0.88	High Extent	3.34	0.43	High Extent
Grand X & SD	**3.39**	**0.95**	**High Extent**	**3.29**	**0.78**	**High Extent**

Source: Field Survey Data, 2024.

Data presented on Table 1 revealed that Microsoft PowerPoint as a computer application package is possess by Office Management and Technology Graduates for modern office needs. This is evident in the mean responses of the respondents. The items indicated mean and standard deviation values respectively as follows: enable graduates to create visually appealing and engaging presentations. (3.2, 3.37 and 1.02, 0.81), communicate information effectively through visual aid. (3.53, 3.27 and 0.91, 0.75), share and distribute presentation via email or offline platform (3.93, 3.22 and 0.98, 0.77), capture attention, maintain interest and enhance over all presentation experience. (3.4, 3.32 and 0.99, 1.14), and use features such as charts, graphs images, videos to enhance visual impact of their presentation. 3.33, 3.34 and 0.88, 0.43) The grand mean and standard deviation of 3.39, 3.29 and 0.95, 0.78 respectively indicate that the respondents agreed to a high extent that PowerPoint as a computer application package is possess for modern office needs.

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Research Question 2

To what extent do Office Management and Technology Graduates possess Microsoft Access as a computer application packages for modern office needs in Rivers State Universities?

Table 2: Mean rating of Office Management and Technology Graduates on the extent to which Microsoft Access as a computer application package is possess for modern office needs in Rivers State Universities.

S/N		(IAUE N = 15)				RSU N=8		
		X	SD	Remarks	X	SD	Remarks	
6.	create and manage database	3.7	0.91	High Extent	3.57	0.62	High Extent	
7.	analyse data carry out Calculation and present data in a structure and meaningful way.	3.33	0.96	High Extent	3.62	0.71	High Extent	
8.	develop customized solution Tailored to their specific office needs	3.53	1.91	High Extent	3.4	0.77	High Extent	
9.	share data import and export Data and generating report using data from multiple sources.	3.6	1.12	Low Extent	3.65	0.45	Low Extent	
10.	Streamline data workflow and enhance productivity.	3.7	0.98	Low Extent	3.25	1.14	Low Extent	
Grand X & SD		**3.57**	**0.97**	**High Extent**	**3.48**	**0.73**	**High Extent**	

Source: Field Survey Data, 2024.

Data presented on Table 2 revealed that Microsoft access as a computer application package is possess of Office Management and Technology graduates for modern office needs. This is evident in the mean responses of the respondents. The items indicated mean and standard deviation values respectively as follows: create and manage database. (3.7, 3.57 and 0.91, 0.62), analyse data carry out calculation and present data in a structure and meaningful way (3.33, 3.62 and 0.96, 0.71), develop customized solution tailored to their specific office needs. (3.53, 3.4 and 0.91, 0.77, share data import and export data and generating report using data from multiple sources. (3.6, 3.65 and 1.12, 1.45), streamline data workflow and enhance productivity. (3.7, 3.25 and 0.98, 1.14). The grand mean and standard deviation of 3.57, 3.48 and 0.97, 0.73 respectively indicate that the respondents agree that Microsoft Access as a computer application package is possess by Office Management and Technology graduates for modern office needs.

Hypothesis 1

There is no significance difference in the mean responses of Business Education graduates in Rivers State University and Ignatius Ajuru University of Education on the extent they possess Microsoft PowerPoint for modern office needs.

Table 3: Summary of t-test Analysis on the extent to which Office Management and Technology Graduates possess Microsoft PowerPoint as an aspect of computer application package for modern office needs.

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Variable Category	N	X	SD	Df	α	t-cal	t-crit	Decision
IAUE	15	3.39	0.95					
				21	0.05	0.27	2.000	Accepted
RSU	8	3.50	0.78					

Data presented in Table 3 showed the t-calculated value of 0.27 at 21 degree of freedom and 0.05 level of significance. Since the calculated t-value of 0.27 is less than the t-critical (t-crit) of 2.000, the null hypothesis is accepted. This implies that the hypothesis: There is no significant difference in the mean responses of office graduates in Rivers State University and Ignatius Ajuru University of Education on extent they possess Microsoft PowerPoint for modern office needs is retained.

Hypothesis 2

There is no significance difference in the mean responses of Office Management and Technology graduates in Rivers State University and Ignatius Ajuru University of Education on the extent they possess Microsoft Access for modern office needs.

Table 4: Summary of t-test Analysis on the extent to which Office Management and Technology Graduates possess Microsoft Access as an aspect of computer application package for modern office needs

Variable Category	N	X	SD	Df	α	t-cal	t-crit	Decision
IAUE	15	3.45	0.97					
				21	0.05	0.35	2.000	Accepted
RSU	8	3.55	0.73					

Data presented in Table 4 showed the t-calculated value of 0.35 at 21 degree of freedom and 0.05 level of significance. Since the calculated t-value of 0.35 is less than the t-critical (t-crit) of 2.000, the null hypothesis is accepted. This implies that the hypothesis: There is no significance difference in the mean responses of Office Management and Technology graduates in Rivers State University and Ignatius Ajuru University of Education on the extent they possess Microsoft Access for modern office needs is retained.

Discussion of Findings

Result presented in research question one revealed the extent to which Office Management and Technology Graduates in Rivers State Universities possess Microsoft PowerPoint skill as a computer application package for modern office needs. This fact was proven in the respondent responses as they agreed to a high extent that, Microsoft PowerPoint skill is possess for modern office needs. This finding is in line with the findings of Okeke and Ifesi (2018) who stated that PowerPoint presentation is an aspect of OMT curriculum designed to equip students with strong skills to effectively and efficiently work using a computer based visual aid presentation applications. The hypothesis stated that there is no significant difference between the mean responses of Business Education graduates in Rivers State University and Ignatius Ajuru University of Education on the extent to which Microsoft PowerPoint as a computer application package is possess for modern office needs. In line with this assertion, Duarte (2017) explained that PowerPoint allows graduates to communicate information effectively through visual aids. Duarte added that OMT graduates can use features such as charts, graphs, images, videos,

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and animations to enhance the visual impact of their presentations and convey complex concepts in a simplified manner.

From the result presented in research question two, it is revealed that Microsoft Access as an aspect of computer application package is possess for modern office needs by Office Management and Technology Graduates in Universities in Rivers State. This is evident in the responses of the respondents as they agreed that Microsoft Access skill are possess for modern office needs. The finding of this study is supported by the assertion of Johnson (2021) who explained that Microsoft Access allows users to create databases, tables, forms and reports to manage and analyze data and supports data import from other sources such as Excel, SharePoint and others. The hypothesis stated that there is no significant difference in the mean responses of Office Management and Technology graduates in Rivers State University and Ignatius Ajuru University of Education on the extent to which Microsoft Access as a computer application package is possess for modern office needs. This corroborates with the study of Perry (2013) who noted that, Microsoft Access provides a user-friendly interface for creating and managing databases. Perry added that MS Access allows Office Management and Technology graduates to organize and store large amounts of data efficiently.

Conclusion

This research study indicated that computer application packages were the elements students should have in order to enhance their ability in the job market. It was concluded that Office Management and Technology graduates should possess the necessary computer application packages for modern office needs. These computer application packages include: Microsoft PowerPoint to enable office management and technology graduates create visually appealing slideshows for meetings, presentations, and reports, enhancing communication and information dissemination. Microsoft Access to enables office management and technology graduates organize and manage large amounts of data, create custom databases, and generate reports for decision-making and analysis purposes. These computer application packages enable graduates to contribute effectively to the overall success of the modern office. Therefore, Universities should provide the students with learning opportunities and experiences that would enable Office Management and Technology graduates possess these requisite computer application skills.

Recommendations

Based on the findings of this study, the following recommendations were drawn:

1.   Curriculum designers and planners should ensure that the necessary computer application packages are embedded in   Office Management and Technology curriculum such as Microsoft PowerPoint to enable Office Management and Technology students acquire requisite knowledge to create visually appealing slideshows for meetings, presentations, and reports, enhancing communication and information dissemination.

2.   Office Management and Technology Lecturers they should equip students with Microsoft Access skills to help them organize and manage large amounts of data, create custom databases, and generate reports for decision-making and analysis purposes.

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