



ADMINISTRATIVE SUPERVISORS' RATING OF DESKTOP PUBLISHING COMPETENCIES POSSESSED BY OFFICE TECHNOLOGY AND MANAGEMENT GRADUATE WORKERS IN NORTH-WEST NIGERIA POLYTECHNICS

Ado Garba Gude, PhD*

Department of Office Technology and Management,
School of Management Studies,
Kano State Polytechnic, Kano State Nigeria.

*Corrospoding author's Email: Adogarba20@gmail.com

Peer-review under responsibility of 4th Asia International Multidisciplinary Conference 2020 Scientific Committee

<http://connectingasia.org/scientific-committee/>

© 2020 Published by Readers Insight Publisher,

lat 306 Savoy Residencia, Block 3 F11/1,44000 Islamabad. Pakistan,

editor@readersinsight.net

This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).





Abstract

This study on supervisors' rating of Office Technology and Management (OTM) graduate workers competencies in using MS Desktop publishing in North-West Nigerian polytechnics was necessitated by persistent complaints from employers of labour that OTM graduate workers do not perform as expected in the current era of technology. The study employs a single research question and tested two null hypotheses at 0.005 level of significance with T-test. The research design was descriptive survey. The population constituted of 378 supervisors and no sample was used. The validated questionnaire features a rating scale of 5 points, containing 16 items. Reliability Co-efficient value of 0.77 was obtained with the Pearson's statistical formula of Correlation Co-efficient. Mean and standard deviation was the pattern of data analysis. Findings revealed that administrative supervisors in polytechnics in North-West Nigeria rated their Office Technology and Management (OTM) graduate workers as fairly possessing desktop publishing competencies. Conclusively, Office Technology and Management graduate workers of Polytechnics in North-West Nigeria, do not possess the relevant desktop publishing competencies. It was recommended that The OTM graduate workers should engage in in-service training programmes to improve their competencies.

Keywords: *Competencies, Desktop Publisher, North-West Nigeria, Rating*

Research Highlights

1. Office Technology and Management graduate workers in North-West Nigerian Polytechnics do not possess relevant skills in desktop publishing application.
2. Administrative supervisors in polytechnics in North-West Nigeria do not manifest a significant difference in their mean ratings on the competencies of OTM graduate workers in desktop publishing application as result of gender and ownership of the institutions
3. The administrative supervisors should recommend approval of in-service training for their Office Technology and Management graduate workers to enhance their desktop publishing competencies.
4. The OTM graduate workers should engage in in-service training programmes to improve their competencies in desktop publishing.

Research Objectives

The main purpose of the study was on administrative supervisors' assessment of desktop publishing application competencies possessed by Office Technology and Management graduate workers' in North-West Nigeria Polytechnics.





Findings of this survey would enable management of the institutions under review to identify desktop publishing abilities. The management of the institutions will immensely utilize the finding to either consolidate or adjust areas of incompetence on their OTM graduate workers. This will enable the management to organize seminars/workshops on the areas where weakness emerges. The findings of the study would assist Office Technology and Management graduate employees to identify their strengths and weaknesses which could spur them to perform competently and undertake private lessons that could equip them better to cope-with the challenges of office tasks and responsibilities.

Only administrative supervisors in the Polytechnics who have OTM graduate workers as their secretaries took part in the assessment. Respondent variables were delimited to gender and institution ownership.

Methodology

Survey research was used in the study. The area covered seven states of North-West Nigeria consisting of Kano, Katsina, Kaduna, Kebbi, Jigawa, Sokoto and Zamfara States respectively. The entire population of three hundred and seventy-eight administrative supervisors in all the 10 polytechnics was studied without sampling. The tool for data collection was a five-point rating questionnaire titled “Office Technology and Management Graduate Workers Competencies Questionnaire. It has satisfied the experts’ validation with a yielded reliability co-efficient value of 0.77. Administration of the research questionnaire involved three research assistants who distributed and retrieved 325 copies (representing 86 percent)

The collected data were examined with both mean and standard deviation to find out the responses of the respondents and determine their homogeneity of their ratings while t-test was employed and tested the null hypotheses. Eventually, the null hypothesis was accepted as the p-value appears to be equal or greater than the alpha level of 0.05, and where the p-value was less than the alpha level, it is rejected. The Statistical Package for Social Sciences (SPSS) version 16 was adopted for the analysis.

Results

Administrative supervisors rated Office Technology and Management graduate workers as fairly possessing desktop publishing competencies. This finding is in line with Garba (2012) who investigated and reported that OTM students (potential graduate workers) in the polytechnics in North-West Nigeria were barely proficient in their self-rating in desktop publishing. It was also justified by Haro, D.M.& Nwazor, (2016) that OTM graduate workers in public organization in Katsina State were rated by their supervisors as possessing desktop publishing competencies at a low extent. There exists no significant difference on the mean ratings pertaining to the gender of administrative supervisors of polytechnics in North-West





Nigeria in desktop publishing competencies possessed by their OTM graduates employees. Administrative supervisors of federal and state polytechnics in North West Nigeria do not differ remarkably in their mean ratings of OTM graduates workers competencies in desktop publishing. However, the finding is in disagreement with Chukwumezie (2006) who observed that significant difference exist on the managers' responses on their mean ratings on desktop publishing sub-skill needed by personal secretarial assistants.

Findings

The findings revealed that Office Technology and Management graduate workers in North-west Nigeria polytechnics do not possess the relevant competencies in using desktop publishing application. This finding could be as a result of non-utilization of the graduate workers in the use of the application. It may also be as a result of nonchalant attitude by the graduates for self-development on the application due to the fact that assignments relating to the application were not assigned by their supervisors. Gender and the ownership of the institution have no significant influence in the respondents mean ratings of desktop publishing competencies.

Acknowledgement

This research work is sponsored by Tertiary Education Trust Fund (Tetfund) and supported by Kano State Polytechnic, Kano Nigeria.

References

- Chukwumezie, F. E. (2006). *Computer skills needed by personnel secretarial assistants in private limited companies in south-eastern Nigeria*. Nmandi Azikiwe University, Awka, Nigeria.
- Garba, A. M. (2012). *Self-assessment of Office technology and management students on computer applications in North-west Nigeria Polytechnics*. Nnamdi Azikiwe University, Awka.
- Haro, D.M.& Nwazor, J. C. (2016). Supervisors rating of competencies possessed by office technology and management graduate workers in public organizations in Katsina State. *Nau Journal of Technology and Vocational Education*, 1(1), 163–172.





Author's Biography



Ado Garb Ado Garba Gude, was born in 1964 in Gude town, Kabo Local Government Area, Kano State, Nigeria. Chief lecturer, in the Department of Office Technology and Management, School of Management Studies, Kano State Polytechnic. Hold Higher National Diploma certificate in Secretarial Administration 1994, from Katsina State Polytechnic. Certificate in Postgraduate Diploma in Education 2004 from Federal Collage of Education Kano.

Dr. Gude has MSc.2012 and PhD 2019 in Business Education with specialization in Office Technology and Management from Nnamdi Azikiwe University, Awka, Anambra State of Nigeria. A Member, Association of Business Educators of Nigeria. He has seven publications.