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## Office Technology and Change Management amid Covid-19 Pandemic Study of Ikorodu Local Government, Lagos State, Nigeria

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### ABSTRACT

Office technology has not only improved the efficiency of office work but changes the nature of office work in general. Office Technology is the use of electronic devices to increase performance in workplace, the development of office systems raises several issues for the organization. Invention of modern Office systems have the potential to bring about profound changes in organization, this changes, if not well managed will affect the aims and objectives of the organization. This paper detailed and focused on The challenges in advancement in Office Technology and the changes involved in organization, how changes in technology are managed for efficiency in an organization, especially during the Covid-19 pandemic in Nigeria, using Ikorodu Local Government as a case study. The study used descriptive statistics which include tables, percentages, and graph. Questionnaires were used as the major research instruments. Three hundred (300 ) questionnaires were distributed among workers in Ikorodu Local Government and Two Hundred (200) were returned, hence, the study population. Two main research questions were formulated to guide the study, relevant Technology and change Management theories were used in this study. Data collected were presented in frequency tables and percentages, graphical representation were made to analyze. Discussions were made to each table and figure. It was deduced from this study that the pandemic era has led to advancement in technology in office system, hence, change is inevitable in office scenario. Based on the findings, this study recommended among other things that, Change in organization should be gradual and there should be training and retraining of office workers that involves in the use of sophisticated office equipment to be able to cope with changes technology bring in the workplace

Keyword: Automation, Organization, Change, Management, Worker

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### 1. INTRODUCTION

The world is undergoing a rapid change due to the innovation of office Technologies, to cope with the modern age needs and to know the effects of all these sophisticated machines. Advance in technology have changed business operations worldwide, this have also affected every aspect of the office procedures. The effects are generally felt in all aspect of human endeavour. These new technologies have facilitated new business procedures from the traditional office to modern and electronic office.

Office Technology represent structured methods of handling business text processing and communications through an integrated network that may include word processing for generating correspondence, electronic message systems for person-to-person communication, teleconferencing services, facsimile transmission, electronic filing systems, on-line calendar systems, and links to corporate files and outside services. In modern office, not only will office work be performed more efficiently, but the concept of office work itself will be changed. Change cannot be avoided when it occurs, hence it is inevitable. The inevitability of change has made most organizations to adapt and consider it as part of the company's existence. Viewing change can be defined and perceived differently by various authors. For instance, Armstrong (2009) has defined change as any changes in structure, management, employees, processes, and other related activities.

Consequently, organizational change is regarded as the empirical observation in an organizational (*Van de Ven and Poole, 1995, Lucey 2008*), any change initiatives and efforts should align with the corporate goals and objectives to ensure organizational success. Therefore, the main purpose of this study is to investigate how organizations manage sudden change in technology among staff and workers of Ikorodu Local Government.

### **1.1 Statement of the Problem**

As the office setting undergo rapid changes due to the innovation of Modern office technologies, the changes the technologies bring can never be ignore as these changes will have effect on the productivity of workers in the organization. Technology can never be static, as technology progresses, office scenario involves more sophisticated machine for the use of workers. This changes that occurs in organization need to be well manage for efficiency and effectiveness of office workers. If not, this can deny the organization achieving its aims and objectives.

### **1.2 Objective of the Study**

- As a result of the above stated problems, this study will generally looked at Office Technology and how to manage the changes Covid-19 pandemic brings among Workers in Ikorodu Local Government, Lagos State Nigeria, and specifically, the study will answer the following research questions:
- Does Office Technology bring Challenges to workers in Ikorodu Local Government amid Covid-19 Pandemic ?
- Does Changes in the use of office technology are well managed in Ikorodu Local Government amid Covid-19 Pandemic?
- Does Office Technology aid efficiency of workers in Ikorodu Local Government?

### **1.3 Research Hypothesis:**

We formulated null hypotheses for this study which state as follows:

- $H_0$ : Office automation has no positive effect on Management of Change in Ikorodu Local Government.

### **1.4 Conceptual Explanation**

#### **1.4.1 Office Technology**

Office Technology refers to all processes that integrate computer and other office equipment with the traditional manual processes in office settings. Ejeka (2015) defined office Technology as the process of utilizing personal computers such as word processors and electronic intercom mail plus other technologies used to upgrade workers productivity and efficiency. The single most significant advance in office technology is the development and proliferation of the personal computer (PC). The reason the computer is so significant and different from other milestones in office technology is because of its versatility and adaptability. While other innovations like adding machines, copiers and fax machines are significant, they are special purpose tools.

The personal computer is limited only by man's imagination, and the state of computer technology. Enumerates the current uses of the PC, then the potential uses currently under development, and finally the technological advances which have allowed and will allow those uses. Follows with a brief discussion of the core reasons for developing and using PCs and managerial considerations.

Jatain (2013), sees office Technology as computer based systems that are sophisticated and expanding very quickly. In any work environment, people, tasks, equipment, and resources are organized to accomplish specific objectives, generally some type of product. Today's business has gone beyond using ordinary manual methods to deliver secretarial duties and other administrative tasks. According to Esene (2012) the modern offices of today, lay due emphasis on paperless office as a way of facilitating the process of correspondence handling and operation. According to Ekula (2010) Administrative staff now required to be able to operate computer using Microsoft packages like Dbase, Excel, Corel Draw and Word Processing packages such as MS word, Power Point, Adobe Page Maker etc. he stated further that, offices computer, database management and other accessories are increasingly being used to organize and control records.

The development of office Technology brings about changes in the way office operate, and this rises some issues for the organization. Some even argue that the use of modern office may constitute some destruction like the use of smart phones, internet and so on during work hours. According to Koko (2011), office workers now are most likely to encounter the use of one office technology gadget or the other in the course of performing their administrative duties, and therefore may be faced with some challenge of carrying out his official duties more efficiently as workers struggles with changes the new technology.

#### **1.4.2 Challenges of Modern Office Technology amid Covid**

##### **1.4.2.1 Technophobia**

The word Technophobia is derived from two Greek words '*Techne*' which means "art, skill or craft" and *phobos* which means "fear or aversion". Technophobia is the constant and persistent fear of technology in greater depth, is defined as "the feeling of severe anxiety associated with using anything technologically advanced". Technophobia is the fear or dislike of an advanced complex device like computers or the technology in general. It generally refers to the sense of an irrational fear, it is the opposite of technophilia or technophile meaning the love for technology.

Technophobia is the fear or dislike of advanced technology or complex devices, especially computers. There are numerous interpretations of technophobia, they seem to become more complex as technology continues to evolve. This concept has caused some groups to kick against modern technological developments. Several studies have established that individuals often exhibit a complex array of emotional reactions in situations requiring the utilization of computer technology. Technophobia has been referred to as aversion to computer, fear or apprehension towards dealing with modern technology, especially computers, thus this can be an obstacle to vital implementation and adoption of e-learning and Information Technology advancement in higher institute of learning in Nigeria. The concept first received extensive notice during the Industrial Revolution, technophobia has been observed to affect various societies and communities throughout the world. As the technology evolves technophobia can not be ruled out in our society.

#### **1.4.3 Causes of Technophobia**

According to (North & Noyes, 2002) Technophobia which also refers to computer anxiety is caused by unexposed to computer technology. They explain further that “fear of impending interaction with a computer that is, inconsistent tackling the threat presented by the computer” As modern technologies become more complex and difficult to understand, increase the probability of their use to produce anxiety.

#### **1.4.4 Other Causes of Technophobia**

- ❖ Fear of unknown
- ❖ Lack of confidence
- ❖ Lack of adequate training and self-development
- ❖ Fear of damaging the computer.
- ❖ Fear of the modern technology
- ❖ Not ICT compliance
- ❖ Lack of following the new technology trends.
- ❖ Laziness
- ❖ Fear of losing power or status.
- ❖ Fear of looking stupid and fear of losing control

#### **1.4.5 Concept of Change and Change Management**

According to Shivappa, (2015) cited by Revenio Jalagat change can be viewed many dimensions. It can be continuous and incremental, discontinuous and radical, planned or unplanned, catastrophic or evolutionary, positive or negative, strong or weak, slow or rapid, internally or externally stimulated). Accordingly, Robbins S.P. (2005) change can be categorized into first order change that consists of evolutionary and incremental change while second order change includes the transformational, strategic, and revolutionary change. Evolutionary and incremental change refers to changes of small magnitude like finding ways to improve the present situations while keeping the general working framework (Blumenthal and Haspeslagh, 2014; Goodstein and Burke, 2020;; Levy,2013; Meziyas and Glynn, 2012; Nadler and Tushman, 2015). On the other hand, the second order change, the transformational, strategic, and revolutionary change emphasized the total change on its framework and they are called radical changes that seek to shape the organizations into new competitive advantage (Ghoshal and Bartlett, 1996; Marshak, 1993; and Hutt, Walker and Frankwick,1995).

Change cannot be avoided when it occurs, hence it is unstoppable. The inevitability of change has made most organizations to adapt and consider it as part of the company’s existence. Viewing change can be defined and perceived differently by various authors. Authors like, Armstrong (2009), Van de Ven and Poole, 1995, Lucey (2008) has defined change as any changes in structure, management, employees, processes, and other related activities.

### **3. METHOD**

Three hundred (300) Questionnaires were purposively administered and distributed to workers in Ikorodu Local Government, Two Hundred (200) questionnaires were finally filled and returned, hence this constituted the study population. The major instrument used in the collection of data for this research work was questionnaire. The questionnaire was prepared in sections, consisting of questions that are related to Office Automation as it affect Change in an organization as signifies in the literature. Data collected are presented in frequency table, percentage, and graphically presented and statistical test (Chi-Square) was used to test the formulated hypothesis.

## 4. DATA ANALYSIS

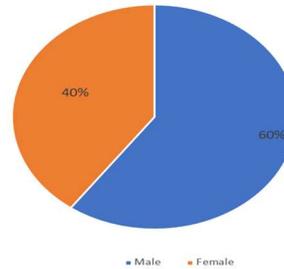
### Data Representation and Analysis

#### Demographic Representation of respondents

Sex	Option	Percentage%
Male	120	60
Female	80	40

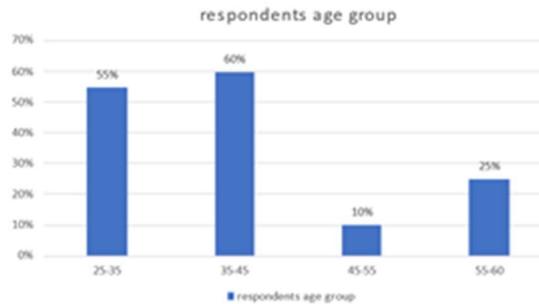
From the table 1 above, 60% of the respondents are male while 40% of the respondents are female. This implies that the Male respondents will be seen as an important tool for this research.

Sex of respondents



#### Age group of the respondents

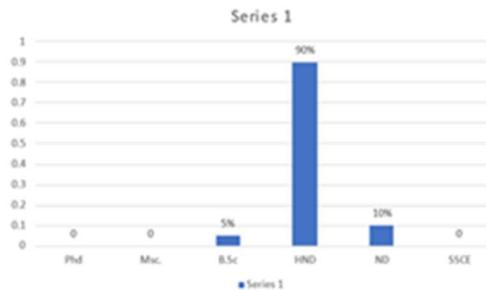
Age Group	Option	%
25-35	10	5
35-45	120	60
45-55	20	10
55-60	50	25



From the Figure above, it shows ages 25 to 35 respondents to be 5%, 35-45 shows to be 60%, 45-55 shows to be 10% and ages 55-60 representing 25%. From the above, it is clearly seen that the age group 35-45 which represent 60% has the highest value and this can be deduced that, active youth are employed in Ikorodu Local Government, hence, automation will be well understood by them.

Level of Education	Option	Percentage%
Phd	Nil	Nil
MSc.	Nil	Nil
BSc	10	5
HND	180	90
ND	10	5
SSCE	Nil	Nil

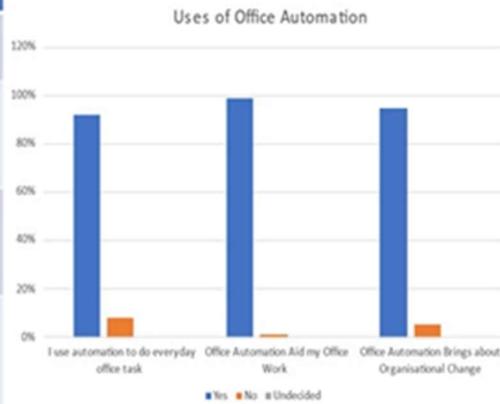
Graphical representation of Respondents level of education



From the above table, respondents with HND as the highest qualification has the highest value of 90% showing that most respondents in Ikorodu Local Government are HND holder.

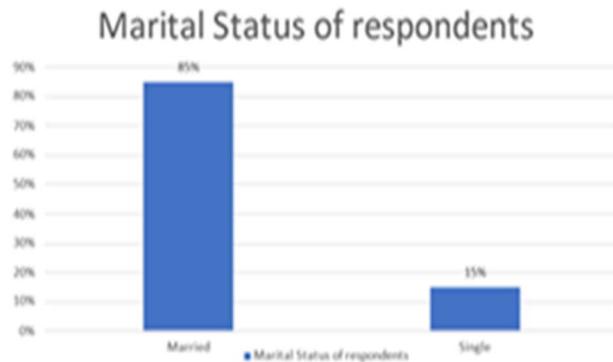
**Level of practice of Office automation in Ikorodu Local Government**

Options	Response Rates						Total	%
	Yes	%	No	%	Undecided	%		
I use automation to do everyday office task	184	92	16	8	Nil	Nil	200	100
I used Office Automation Aid Office work	198	99	2	1	Nil	Nil	200	100
Office Automation Brings about organizational Change	190	95	10	5	Nil	Nil	200	100



**Marital Status of Respondent**

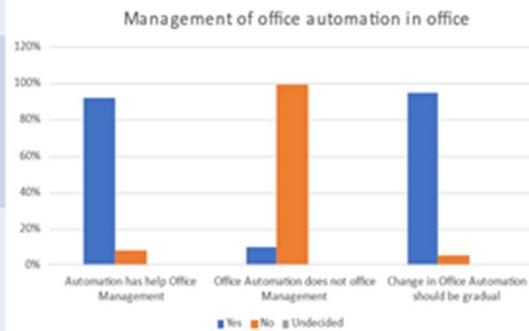
Marital Status	Option	%
Married	170	85
Single	30	15



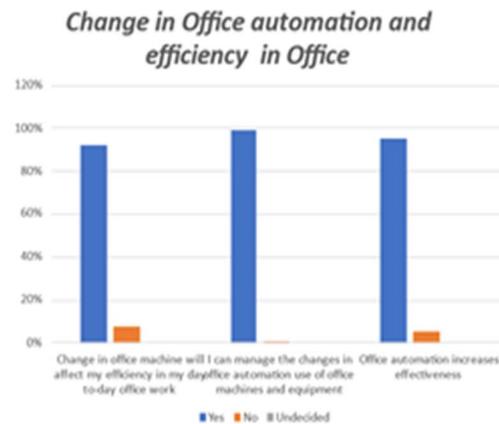
From table above, 85% of respondents are married, 15% are single this shows that most respondents in Ikorodu Local Government are married, this make them mature for this study.

The table below shows how Office Automation aid Office Management in our study area, Ikorodu Local Government, 184 respondents representing 92% of respondents agreed that Office Automation helped office Management, while 10 respondents representing 5% believed that Office Automation does not have any effect on office management and 189 respondents representing 95% are of the opinion that office automation should be gradual.

Options	Sources Response Rate							
	Yes	%	No	%	Undecided	%	Total	%
Office Automation has helped Office Management	184	92	16	8	Nil	Nil	200	100
Office Automation does not help Office Management	10	5	190	95	Nil	Nil	200	100
Change in Office Automation should be gradual	190	95	10	5	Nil	Nil	200	100



Options	Sources Response Rate							
	Yes	%	No	%	Undecided	%	Total	%
Change in office machine will affect my efficiency in my day-to-day office task	184	92	16	8	Nil	Nil	200	100
I can manage the changes in office automation	198	99	2	1	Nil	Nil	200	100
Change in Office automation will increase my effectiveness	190	95	10	5	Nil	Nil	200	100



From the table above, 184 respondents representing 92% responded to the question, Change in office machine will affect my efficiency in office, 199 respondents representing 99% agreed that change in office automation can be managed. 190 respondents representing 95% are of the opinion that Change in automation increases effectiveness and efficiency. From the above analysis, One may generally deduced that Management of Change will aid the use of Office Automation in Ikorodu Local Government.

**Testing Hypothesis H<sub>0</sub>:** Office automation has no positive effect on change management in Ikorodu Local Government

**Decision Rule:** According to table below Since the chi-squares calculated ( $X^2$ -cal) are greater than chi-square tabulated ( $X^2$ -tab) which makes all the figures to be highly statistically significant with the probability of  $F = 0.000$ . Collectively, we reject null hypotheses stated earlier that Office Automaton has no positive effect on Change Management in Ikorodu Local Government, we therefore accept alternative hypothesis that: Office Automaton has positive effect on Change Management in Ikorodu Local Government

**Relationship between Office Automations and Change Management in Ikorodu Local Government Using Chi-Square Analysis**

Model Summary						
Model1	R	R Square	Adjusted R Square	Std. Error of the Estimate		
	0.445	0.198	0.192	0.387		
Model	Sum of Squares		Df	Mean Square	F	Sig.
Regression	10.940		2	5.470	36.586	.000
Residual	44.404		297	0.150		
Total	55.344		299			

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.999	0.241		4.145	0.000
1 BAuto	-0.119	0.109	-0.117	-1.090	0.276
BMgt	0.734	0.145	0.543	5.079	0.000

**Source:** Computations and Out-Put of SPSS based on Author's Field Survey (2021)

**5. CONCLUSION**

Office Automation is getting more attention due to the exposure of the office workers, Based on the finding from this study. The Office Automation is well accepted by worker in Ikorodu Local Government.

## 6. RECOMMENDATIONS

The following recommendations, from both the literature review and findings from the empirical study were made:

- Office Automation should be popularized among old and new workers in the organization by training and retraining them on any new technology in office setting to acquire the knowledge needed to apply full office automation
- High volume of task-oriented communications should exist among the Management and office workers for easy use of any new technology in office.
- There should be significant coordination of activities within and between departments that engaged in the use of sophisticated office equipment.
- There should be familiarity and good working relationships among the office workers.
- Conflict of interest should be discouraged among users of office machines and equipment.
- Change in technology should be gradual.

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