ICT SKILLS ACQUSITION AND SERVICE DELIVERY OF BUSINESS CENTRE OPERATORS IN YEWA SOUTH LOCAL GOVERNMENT AREA, OGUN STATE

Adelani, Adebayo Mathew & Jolaade, Isaac Akindele
Email address: adebayo.adelani@federalpolyilaro.edu.ng; isaac.jolaade@federalpolyilaro.edu.ng
Phone Numbers: 08038907573 & 08062302713
Department of Office Technology and Management,
The Federal Polytechnic, Ilaro, Ogun State.

Abstract

This study examined ICT skills acquisition and service delivery of business centre operators in Yewa South Local Government Area, Ogun State, Nigeria. The study was survey in design and three research questions were raised. Population consists of business centre operators in Yewa South Local Government Area, Ogun State, Nigeria. One hundred and twenty (120) respondents were selected randomly as sample for the study. Structured questionnaire was the main instrument used to gather data for the study. One hundred and twenty (120) copies of the questionnaire were produced and administered on the respondents. But, seventy (70) copies were filled, returned and used as sample size. Data collected were analysed using frequency counts and mean method. The study found that ICT skills acquisition improved on business centre operators' service delivery in Yewa South Local Government Area. The study concluded that ICT skills acquisition enhances the service delivery of business centre operators in Yewa South Local Government Area. It was recommended that Business Center Operators should always create enabling environment while carrying out their businesses.

Keywords: ICT, Skills Acquisition, Service Delivery, Business Centre Operators

Introduction

Business centres skilfully managed economic services and deals in individual business outfit for a reasonable interval. They are trades generally positioned in the heart of towns, cities or countries where most businesses are conducted for easy accessibility.

Service delivery outfits provide facilities customers cannot produce on their own. The four components of service delivery are employee engagement, service quality, service culture and customer service. All these aimed to provide the clients with increased value by setting standards, policies, principles and constraints to guide all aspects of their business and customers' interactions (Indeed Editorial Team, 2021). It is the contact with *public administrative services whereby customers, citizens, enterprises provide data, handle undertakings and satisfy clients' obligations (*Thijs, 2022). Additionally, these services should be delivered in an effective, predictable, reliable and customer-friendly manner.

Good service delivery support enhancement of countries' service delivery practices through development support, revision and implementation of regulations to help in ensuring consistent and coherent administrative procedures and public liability. It offers expertise in the use of quality assurance skills, and provides problem-solving skills to help monitor, assess and as well re-design the service delivering processes (Thijs, 2022). Thus, business centres make available corporate frameworks to supply services from the providers to clients.

Russell (2021) posit service providers as essential in delivering services to customers through accessible channels which involve activities of planning, designing, implementing and supporting. Their importance guarantees meeting outfit goals toward maximizing revenue and reduction to costs. Service providers enable evaluation of provided services and improvement to processes which is one of the main functions of outfits which embrace all phases of operations. Equally, suitable service providers are needed since success and failure of businesses depend greatly on how well outfits (business centres) can provide services and support to customers.

Components in delivering services employ employee engagement, service quality, service culture and customer service. They aimed at providing clients with increased value of setting standards, policies, principles and constraints to guide all aspects of their business and customers' interactions (Indeed Editorial Team, 2021). According to Oyekan et al (2014), there is global full realization that information is prime commodity of the present age. This assertion shows combination of experience and new knowledge which brings about her management, a commodity

relatively vital to the healthy development of individuals and the society at large. So, this progression rests upon the spread and usage of varied information and skills.

Information and Communication Technology (ICT) contributes to service, revenue generation and poverty reduction. It empowers individuals and enterprises to secure profitable prospects through increase in process efficiency, stimulating involvement in extended fiscal systems, and instituting opportunities for job creation (Shah, 2022). ICT is embraced as effort which improves service delivery to citizens (Egessa and Manyasi, 2016). It is now an essential activity aiding everyday life (Anonymous, 2016). ICT inspires online service marketing helping an estimated 12 million people and find work by connecting them with employers globally. And, it backs up innovation which creates new and more flexible forms of employment and work (Walsh and Cieslik (2013). Also, ICT transforms the world, creates new job opportunities and makes labour markets more innovative (World Bank, 2022).

In spite of ICT usefulness in the world of work, the most important challenges it faces involve unsteady internet connection, training deficient, scarce support and lack of time (Vien, et al 2019).Also, it faces the challenge of limited accessibility and network connection, limited technical support, lack of effective training, limited time and lack of teachers' competency (Simin et al, 2022). In this regard, this study examined ICT Skills Acquisition and Service Delivery of Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria.

Statement of the Problem

Technology has been improving the ways and methods businesses are transacted. ICT backs up innovation which creates new and more flexible forms of employment and work. It has been seen as the most attractive device toward service delivery enhancement. But, faces the challenge of ease of access and network linkage, practical sustenance, operative training, inadequate timing and lack of trainers' competency. As a result, this study investigated ICT Skills Acquisition and Service Delivery of Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria.

Objectives of the Study

1. To identify ICT skills which enhance service delivery of Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria.
2. To ascertain the challenges associated with acquisition of ICT skills by Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria.
3. To examine the effect of ICT skills on the service delivery of the Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria.

Research Questions

1. What are ICT skills which enhance service delivery of Business Centre Operators in Yewa South Local Government, Ogun State, Nigeria?
2. What are challenges Business Centre Operators' faced while acquiring ICT skills in Yewa South Local Government Area, Ogun State, Nigeria?
3. What is the effect of ICT skills on Service Delivery of Business Centre Operators in Yewa South Local Government Area, Ogun State, Nigeria?

Methodology

This study was a survey and carried out in Yewa South Local Government Area, Ogun State, Nigeria. Population comprised Business Centre Operators in the Area. Structured Questionnaire was the main instrument used to collect data from the respondents. Sample of the study was one hundred and twenty (120) respondents selected randomly among Business Centre Operators in Yewa South Local Government Area. One hundred and twenty copies (120) of the questionnaire were produced and administered on the respondents but seventy (70) copies were duly filled, retrieved and used as sample size. Frequency counts and mean method were used for data analysis. Acceptable mean value was set at 2.50 while any value lesser than the acceptable value was rejected.

Results

Table 1: Mean Rating of Respondents' responses on ICT Skills

S/N	Item statement	SA	A	D	SD	Total	Mean	Decision
1.	AutoCAD	25	45	0	0	70	3.4	Accepted
2.	Desktop Publishing	38	32	0	0	70	3.5	Accepted
3.	Graphic Design	30	40	0	0	70-	3.4	Accepted
4.	Marketing Automation	45	25	0	0	70-	3.6	Accepted
5.	Virtual Learning Environment	32	30	8	0	70-	3.3	Accepted
6.	Microsoft Office	50	20	0	0	70	3.7	Accepted
Grand Mean = 3.5								

Source: Field Survey 2022

Table I revealed Grand Mean of 3.5 showing that the Research Question One is upheld. This result indicated that all the listed items on this table are useful for Business Centre Operators' Service Delivery in Yewa South Local Government Area, Ogun State, Nigeria.

Table II: Mean Rating of the Respondents' responses Challenges faced by Business Centre Operators in the acquisition of ICT skills.

S/N	Item Statement	SA	A	D	SD	Total	Mean	Decision
7.	Lack of Skilled Experts	40	23	7	0	70	3.5	Accepted
8.	Irregular Power Supply	55	15	0	0	70	3.8	Accepted
9.	Unstable Internet Connection	43	27	0	0	70	3.6	Accepted
10.	Limited Time	40	25	5	0	70	3.4	Accepted
11.	Limited Technical Support	45	22	3	0	70	3.6	Accepted
Grand Mean = 3.6								

Source: Field Survey 2022

Table II revealed Grand Mean of 3.6 which means that the Research Question Two is upheld by the respondents.

Table III: Mean Rating of Respondents' responses on ICT Skills which influence Business Centre Operators' Service Delivery

S/N	Item Statement	SA	A	D	SD	Total	Mean	Decision
12.	AutoCAD	45	20	5	0	70	3.6	Accepted
13.	Desktop Publishing	50	19	1	0	70	3.7	Accepted
14.	Graphic Design	45	25	0	0	70	3.6	Accepted
15.	Microsoft Office	55	15	0	0	70	3.8	Accepted
16.	Virtual Learning Environment	40	25	5	0	70	3.5	Accepted
Grand Mean = 3.6								

Source: Field Survey 2022

Table III showed Grand Mean of 3.6 indicating respondents' acceptance of the items listed on the table. The research question is therefore upheld.

Discussion of Findings

Items 1-6 were used to collect data from the respondents on research question one. The result revealed mean responses of 3.4, 3.5, 3.4, 3.6, 3.3 and 3.7 respectively. The grand mean was 3.5 showing that the research question is accepted by respondents. The result is in line with Johnson and Page (1990) assertion that ICT is the umbrella terms for acquiring, processing storing and disseminating information whether textual, numerical, graphic or vocal form, using computer and communications. Also, this result corroborates Walsh et al (2013) views that ICT inspires online service marketing helping an estimated 12 million people and find work by connecting them with employers globally to back up innovation in creating new and more flexible forms of employment and work.

Items 7 – 11 were used to gather data for research question two which sought to know the challenges Business Centre Operators are facing in the acquisition of ICT skills. The mean responses of 3.5, 3.8, 3.6, 3.4 and 3.6 were shown respectively with 3.6 as the grand mean which stipulates research question two acceptance. This result corroborates Simin et al (2022) position that significant challenges facing the use of ICT skills are limited accessibility to network connection; limited technical support; lack of effective training; limited time, and lack of teachers' competence. Also, the result is in tandem with Vien et al (2019) affirmation that unstable internet connection, lack of training, lack of support and lack of time are challenges facing ICT skills acquisition.

Items 12-16 were used to collect data from respondents on research question three which sought to knowICT Skills which influence Business Centre Operators' Service Deliveryin Yewa South Local Government Area, Ogun State, Nigeria. The findings revealed mean responses of 3.6, 3.7, 3.6, 3.8 and 3.5 respectively with the grand mean of 3.6 specifying respondents' acceptance of the research question. The result is in line with World Bank (2022) assertion that Information and Communication Technologies are transforming the world, creating new job opportunities and making labour markets more innovative. This result is in tandem with Simin, et al (2022) views that utilization of ICT skills is vital for the enrichment of learning and routine opportunities necessary in the 21st century world of work. The result corroborates Shah (2022) position that ICT empowers individuals and enterprises in securing profitable prospects through increase in process efficiency, stimulating involvement in extended fiscal systems, and instituting opportunities for job creation. And, also in agreement with Egessa and Manyasi (2016) affirmation that ICT encompassed efforts which improve service delivery to citizens.

Conclusion

ICT provides support for acquiring, processing, storing and information spread both in textual, numerical, graphic or vocal form, using computer and communications. It flexibly boosts online jobs and other operations which helps in making available income streams. The study concluded that AutoCAD, Desktop Publishing, Graphic Design, Marketing Automation, Virtual Learning Environment and Microsoft Office are ICT Skills. It also revealed lack of skilled experts, irregular power supply, unstable internet connection, limited time and technical support as challenges militating against acquisition of ICT Skills. Therefore, the study concluded that acquisition and utilization of ICT skills enhance service delivery of business centre operators in Yewa South Local Government Area, Ogun State, Nigeria.

Recommendations

Based on the findings and the conclusion drawn from the study, the following recommendations are made.

1. Business Centre Operators should avail themselves of the opportunities embedded in ICT skills acquisition to deliver services appropriately to clients.

2. Business Centre Operators and Managers should be attending workshops and trainings regularly to abreast themselves of new trends in ICT and as well alleviate the skilled experts' challenge.

3. Business Centre Operators should make adequate arrangement for alternative source of power so as to aid their effectiveness and efficiency.

4. Business Centre Operators should make adequate subscription for internet linkage so as to always maintain online business and virtual learning environment.

5. Government at all levels should minimize taxes on business centres to encourage self-reliance undertakings toward the country's economic development.

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