**INFLUENCE OF INFORMATION AND COMMUNICATION TECHNOLOGIES ON**

**WORK PERFORMANCEL, A CASE STUDY OF**

**AKWA IBOM STATE POLYTECHNIC, IKOT OSURUA**

**CHAPTER ONE**

**INTRODUCTION**

* 1. **Background of the Study**

New technologies have resulted in the new deployment of advanced and superior tools to enhance smart and quick delivery of works in the society. In considering this fact, Hilbert (2007) describes these technologies collectively as information and communication technologies (ICTs) as a revolution which has penetrated almost all fields of human activities, thus transforming economic, political and social life.

ICTs are crucially important for sustainable development. Two decades ago, most developed countries have witnessed significant changes that can be traced to ICTs, hence in a simple term information and communication technologies (ICTs) can be defined as electronic machines that can store, organize, find information, do calculations and control other machines, as much these have helped in so many organizations to reduce the work load on staff and make their work performance better.

Work performance according to Oxford Advanced Dictionary (2005) is the act of performing, carrying in to execution or action, so in this dimension, the influence of ICTs has been felt, because the amount of work accomplished by a computer system within a shorter time and using less resources are more than the task carried out by man in long duration of time.

ICTs have always been considered as a competitive advantage in the business environment of effective performance. But the important thing is that the actual charges that could increase the potential value of information would occur if the organization is able to use this important resource through the application of new technology. ICT with features such as storing, processing, marketing and transferring a large bulk of data can assist management to improve the organization performance. In addition, the significance of productivity and the necessity of its assessment have received much attention given the increasing levels of competitive technology complexity, diversity of tastes, lack of resources, and rapid exchange of information.

For a time, some suggestions are offered on how to manage resources with an approach as organization work performance. Infact, organization work performance emerged through widespread use of crew Resource Management (CRM) aiming at transferring communication structure principle based on ICT dealing with issues related to clients and employees. Organization work performance is, in a general sense an efficient mechanism plan and technology in the field of management dealing with how companies are communicating with their new and old employees. Like other new managerial concept, organization work performance is viewed as an efficient mechanism that provides mutual and shared values for employers and employees.

* 1. **Statement of the Problem**

Over the years, ICTs have played vital roles in almost all walks of life and the influence of ICTs has been felt in all areas including medical, marketing, agricultural sector, administration and even in communication. It is also accepted by many, that ICTs have played enormous roles substituting manual manpower in different organizations, hence, the notion “imagine a world without ICTs. This study is therefore necessitated following the assumption that work performance in many organizations in this era is generally influenced by ICTs.

As such this study sought to find the influence of information and communication technologies (ICTs) on the work performance of staff of Akwa Ibom State Polytechnic, Ikot Ekpene.

* 1. **Objectives of the Study**

The study has the following objectives

1. to ascertain the extent staff of Akwa Ibom State Polytechnic are exposed to ICTs.
2. to identify forms of ICTs staff of Akwa Ibom State Polytechnic are exposed to.
3. to find out how ICTs enhance job performance of staff of Akwa Ibom State Polytechnic.
4. to ascertain the extent ICTs have influenced job performance of staff of Akwa Ibom State Polytechnic.
	1. **Research Questions**

The study has the following research question;

1. to what extent are staff of Akwa Ibom State Polytechnic exposed to ICTs?
2. what forms of ICTs are staff of Akwa Ibom State Polytechnic exposed to?
3. how do ICTs enhance job performance of staff of Akwa Ibom State Polytechnic?
4. to what extent do ICTs enhance job performance of staff of Akwa Ibom State Polytechnic?
	1. **Scope of the Study**

This work is based on influence of Information and communication technologies on work performance, using the staff of Akwa Ibom State Polytechnic as a case study. This is so, due to the fact that all institution cannot be studied in the whole.

* 1. **Significance of the Study**

This study will provide useful insight to student and researchers who will find this work important as they attempt to explore the field.

Also, the study would serve as a point of reference for staff seeking additional information in these research topic and other related subject matter and even the general public. This study will also add to existing literature on the role of ICTs assistance on work performance.

* 1. **Limitations of the Study**

The attitude of the respondents was not quite encouraging as some of them were reluctant at first to corporate. Another major problem was financial constraint which affected the data and information needed in writing this project. This was another factor that served as limitation to this research. This research work was expected to start and completed within a specified time during which the researcher needed to travel, attend lectures and do their necessary things that are relevant to the study.

These were however solved through providence in finance and time management.

* 1. **Definition of Key Concepts**

**Influence:** For the purpose of this work, influence is the ability of ICTs to control the activities or behavior of staff of Akwa Ibom State Polytechnic in their work performance.

**Information and Communication Technology (ICT):** This is simply the use of electronic mediated devices to help efficiency of work performance at Akwa Ibom State Polytechnic.

**Work Performance:** This is the way staff of Akwa Ibom State Polytechnic carry out their day to day activities.