**INFLUENCE OF ICT ON WORK PERFORMANCE (A CASE STUDY OF AKWA IBOM STATE POLYTECHNIC)**

**1.1 Background of the study**

Nowadays, the significance of information and communication technology both as a strategic and tactical resource in work performance in organization and as a major resource of added value is known well to everyone. ICT has always been considered as a competitive advantage in the business environment for effective performance. But the important thing is that the actual changes 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’s performance. In addition, the significance of productivity and the necessity of its assessment have received much attention given the increasing levels of competition, technology complexity, diversity of tastes, lack of resources, and rapid exchange of information.

For a time, some suggestions are offered on how to manage human resources with an approach emerged as organization work performance. In fact, organization work performance emerged through widespread use of Crew Resource Management (CRM), aiming at transferring communication structure principles 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.

There is general agreement among psychologists that man experiences a variety of needs, there is considerable disagreement as to what these needs are and their relative importance (Van Rooyen, J.&nbsp; 2006) One of the basic problems in any organization is how to motivate people to work. Motivating people to work entails, meeting their needs. This is because people working in the organization to meet workers needs affect the satisfaction, which the workers derive from their job

The satisfaction that the workers derive from their job can affect their motivation to work. People are motivated by various factors at different times, according to Wilkinson et al (2007) the first factor is the combination of the individual perceptions of the expectations other people have of them, and their own expectations of themselves. This happens because people come into work situations with various expectations. This is why a balance must be struck as much as possible between organizational objectives and individual aspirations (Sulcas, P.&nbsp; 2007). The essence of this is to ensure a situation where the individual is motivated while the organization is achieving established objectives

**1.2 Statement of the Study**

The world today is a global market in which the internet is the most important sort of information for effective performance. Since the advent of social media sites in the 1990s, it is assumed in some quarters that the organization performance of Akwa Ibom state polytechnic is facing a lot of neglect and challenges. The managerial system in Akwa Ibom State Polytechnic is faced with so many challenges which have certainly brought about a rapidly decline in the quality of work performance to them. There is a deviation, distraction and divided attention between social networking activities and their work performance.

**1.3 Objectives of the Study**

This study examines the influence of ICT on work Performance of Akwa Ibom State Polytechnic Specifically, the study seeks;

1. to examine the role of ICT on work performance in Akwa Ibom State Polytechnic.

2 to look at various techniques of ICT on work performance higher productivity in Akwa Ibom Polytechnic.

1. to ascertain how the use of ICT has influenced the work performance in Akwa Ibom State Polytechnic .
   1. **RESEARCH QUESTIONS**

It is in view of the above problems that the following questions arise

1. What is the role of ICT on work performance in Akwa Ibom State Polytechnic?

2. What are the various techniques of ICT on work performance for higher productivity in Akwa Ibom State polytechnic?

3. How does ICT influence the work performance in Akwa Ibom State polytechnic?

**1.5 Scope of the Study**

The research on the influence of ICT on work performance covers all areas work performance in Akwa Ibom State Polytechnic.

**1.6 Significance of the Study**

This study at the end will be valuable material to the general public as it will bring out a true picture of the influence of ICT on work performance.

The study will also enlighten the of Akwa Ibom State Polytechnic on the need for ICT in a work place.

Again the research would contribute to academic knowledge as it would attempt to find out the influence of ICT on work performance and also would serve as reference material for other researchers.

Finally, it is the basic criterion for the award National Diploma in Mass Communication.

**1.7 Limitations of the Study**

In the course of this research work, problems were encountered.

Carrying out a good research requires a lot of concentration and time. Due to the short time allowed for this research work coupled with academic work at the same time made it impossible to reach for more detail.

Lack of good source of research materials and inadequate finances to purchase some these materials also restricted the study. This affected the wide coverage needed for a comprehensive study of this nature.

**1.8 Definition of Terms**

The following terms are used in the research:

**Influence:** The capacity or power of persons or things to be a compelling force on or produce effects on the actions, behavior, opinions, etc., of others.

**ICT** is an acronym for **Information Communication Technology** which stresses the role of unified communication and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

**Work Performance:** The work related activities expected of an employee and how well those activities were executed. Many business personnel directors assess the work performance of each employee on an annual or quarterly basis in order to help them identify suggested areas for improvement.

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**Work Performance Standard:** This is a work performance in terms of quantity and quality expected from each employee. Performance standards provide the employee with specific performance expectations for each major duty. They are the observable behaviors and actions which explain how the work is to be done, plus the results that are expected for satisfactory work performance.

**Employee:** a person employed for wages or salary, especially at nonexecutive level.

**Employee Performance:** The job related activities expected of a worker and how well those activities were executed. Many business personnel directors assess the employee performance of each staff member on an annual or quarterly basis in order to help them identify suggested areas for improvement.