EQUIJOST

The Impact of Information Technology on Organizational Performance of Nigerian Immigration Service, Kebbi State Command

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Abstract

This study investigated the impact of information technology on organizational performance of Nigeria Immigration Service (NIS) Kebbi State Command. To achieve the objectives of the study, the primary data was collected through the use of questionnaires. The population used for this research comprises of the entire personnel of NIS Kebbi State Command (465) while *Krejcie and Morgan 1970 table* was used to select the sample size of 214 personnel for the purpose of this study. The 214 questionnaires were administered for data collection. From the results obtained it is revealed that there is a positive relationship between the information technology and organizational performance; it also shows that information technology has significant effect on organizational performance. The study revealed that there are IT devices available for the personnel of NIS Kebbi State Command to discharge their statutory duties efficiently. The study revealed that the use of IT contributed to increase in revenue generation, helped provide the up-to-date technology in computers, and improved the data collection process and reporting by the NIS personnel. This helped in making decision making process faster, improved the operational efficiency and productivity of the personnel, facilitated better communication in service delivery, helped secured the information and helped improved the performance of organization. Which means that there is significant relationship between the Information technologies with the organizational performance of the staff of immigration service in Kebbi state offices.

Keywords: Information Technology, Organizational Performance, Migration Information and Data Analysis System (MIDAS)

1. Introduction

Information Technology is the term that represents any technology that helps in producing, processing, manipulating, storing, communicating, and/or disseminating information. It includes computer hardware, networks, software, data and other related materials used to build information systems. Information technology has become a necessity in almost every organization today [1]. It is now difficult to establish an organization without the introduction of a computer. Chulkov [2] demonstrated that IT is a major contributor to the development of developing countries. Since the early part of 20th century, the world has been witnessing an exponential growth in information technology which was considered by many as the most exciting development since the industrial revolution of the 18th century [3]. Information technology has changed the way we go about our daily lives at work, at home, banks, shops, schools, universities and colleges; our thinking and commutation activities. Today the World is globally connected with internet which help individuals communicate with each other from different corners of the world using personal computers, mobile phone among others [4]. Technology is unquestionably considered a central growth point in this century, especially in a strong and competitive organizational environment that requires the use of advanced IT tools and applications in improving the efficiency, less cost and high-quality products and services [5].

Several organizations continue to revolve around technology such as security agencies. These agencies continue to incorporate the new technologies into their operating system. Organizations continued to employ information technology to solve various problems related to such organizations for more effective and efficient running of their organization [6]. Various Information Technology applications have been used to improve the productivity of employees and management of the organizations [6,7]. As these organizations grow and evolve, they rely heavily on information technology to solve various simple and complex problems. Organizations today implement and use information technology to solve problems such as employee's attendance, employee's personal record, promotion exercise, quality assurance and evaluation among others in order to compete with other organizations globally [8]. In addition, organizations have used IT to opens up exciting and new opportunities for organizations to accomplish various task and objectives effectively [6].

Although the usage of information technology globally by various organization have exponentially increased in recent years, the use of IT by various organizations in Nigeria is still at infant stage in most Government

Institutions where only 4.7 percent use Information Technology effectively [9]. Although in Nigeria Immigration Service (NIS) in recent years has witness increase in the usage of Information technology such as the introduction of e-passport, e-visa applications among others, the question of whether the introduction of the Information technology has impact on the organizational performance of NIS remained unanswered.

The purpose of this study was to determine the level of IT use at PS Kenya and its relationship with performance. In particular, the following research question was addressed; what is the impact of information technology on performance at PS Kenya?

The purpose of this research work is to examine the impact of information technology in relationship organizational performance of Nigeria Immigration Service, a case study of Kebbi State Command. In particular, the following research question was addressed; what is the impact of information technology on performance at organizational performance in Nigeria Immigration Service. Kebbi State Command?

The paper is organized as follows, section one presents Introduction, section 2 presents Literature Review, section 3 presents Methodology, section 4 presents Results and Discussion and section 5 presents Conclusions and Recommendations.

2. Literature Review

2.1 Concept of Information Technology

Information technology emerged in the 1990s when computers became the basic tools at work at all levels and fields to meet the demands of everyday life, business activities in institutions, as well as with students. Therefore, professionals needed to develop technology and lay the foundations for their infrastructure.

Information technology (IT) is the use of computers to store, retrieve, transmit, and manipulate data or information. IT is considered as a subfield of information and communications technology (ICT). Information technology constitutes of techniques for processing, the application of statistical and mathematical methods to decision-making, and the simulation of higher order thinking through computer programs [10]. The term is commonly used as a synonym for computers and computer networks, but it also involves other information related technologies such as television and telephones. Several products or services within our society today are in one way or the other related or adopt information technology such as the use of computer hardware, software, internet, telecom equipment, and e-commerce among others [11]. Information technology has witness exponential increase in usage by several organizations in

order to improve the organizational performance of such organizations.

2.2 Concept of Organizational Performance

The concept of organizational performance elaborates on the concept of outcome, objective, quality, and reduces the economic aspects of efficiency and effectiveness of an organization. The definition indicates that the term performance was originally derived from mechanics and theaters, in order to be used to reflect the good results obtained in other fields [12].

Presented that performance consists of "achieving the goals given to you in the integration of business structures". In their view, performance is not just the finding of an outcome, but rather the result of a comparison between outcome and purpose. Unlike other authors, [13] observes that this concept actually compares outcome with purpose. The author's definition is far from clear, as the results and objectives vary, often, from one field of work to another. Performance is not a matter of fact, waiting in a certain place for measurement and testing, but a socially constructed reality that exists in people's minds, if it exists somewhere.

2.3 IT and Organizational Performance

The success of information technology seems daunting. Until the 1980s, computers were the only technology that was covered as information technology. At present, IT is like an umbrella that includes a group of resources, services, jobs and basic technologies. IT models are typically divided into three groups of computers, multimedia devices and telecommunications tools [14].

Since 1960, Information Technology (IT) have been widely used by various organizations. However, it was mostly used in general field of writing and administration, such as bookkeeping and accounting [15]. IT was used as a local guardian for internal and external organizations; in other words, as a basis for support for other parts of the organizational structure. Advances in technology and other developments have improved the information technology economy and greatly increased its use [6].

Today, the use of information technology cannot be overemphasized. Information technology have moves from traditional data processing and recording transactions to a competitive tool that changed and enhances the performance and functions of organization. [16] The exponential increase in the usage of Information Technology, various organizations have been motivated to re-evaluate their resource and technology management in order to achieve their various strategic objectives.

Various researchers in the field of organization have reported that information technology plays a significant role to achieve various effective performance and

organizational functions [6]. For example, administrative performance of organizations has improved significantly with the aid of Information technology usage by various organizations. People at the management level are provided with better means of communication and information that help in their decision making. Furthermore, various organizations rush to adopt new technologies help them in savings, general efficiency, profitability, high flexibility and improved services [6]. An organization often fails to embrace new technologies when it perceives that it is facing poor financial conditions, staff limitations (e.g., lack of IT professionals and highly skilled staff), and information barriers to knowledge and management barriers such as innovation technology innovations within the organization. Although the impact of Information Technology on the services and operations of organizations has been tested by several studies. However, Different organizations allocate their resources to IT infrastructure in different perspective based on interest and objectives they tend to achieve for their various organizations.

3. Methodology
This section presents the step-by-step procedure of how the research was conducted which involved data collection and data analysis.

3.1 Data Collection
Data collected for the study was obtained using both primary source of data means of collecting data. Questionnaires was used where the respondents were provided with options to choose from. The respondents were equally provided with option of expressing their personal view which was not previously asked.

3.1.1 Sample size
The sample size of this research study is made up of (214) personnel randomly selected from the Nigeria Immigration Service Kebbi State Command. The sample size was chosen from the 475 personnel of the NIS with the aid of Krejcie and Morgan 1970 Table. The 214 copies of the questionnaires were administered to the respondents. These items were framed as statements with accompanying 5-point Likert scales (1) Very Little Extent, (2) Little Extent, (3) Neutral, (4) Large Extent, (5) Very Large Extent and (1) Strongly Disagree, (2) Disagree, (3) Neutral, (4) Agree, (5) Strongly Agree. The distributions of weighted means used in this research are as follows: strongly disagree (1<1.8), disagree (1.8<2.6), neutral (2.6<3.4), agree (3.4<4.2) and strongly agree (4.2<5).

3.1.3 Sampling technique
The sampling technique used for the study was simple random sampling, in which every element or subject of the population has an equal chance of being selected.

3.2 Data Analysis
This section presents the data analysis. The collected data was analyzed using statistical package called PSPP. PSPP is an open-source application used for statistical analysis of sampled data. The software is seen as an alternative to the IBM SPSS, it is similar in many aspects to the SPSS application. Descriptive statistics such as frequency distributions, percentages and averages were used to analyze the collected data. Inferential statistics such as regression analysis was performed. The significance level was set at 5% (0.05) for every statistical set.

4. Results and Discussions
This section presents the results and discussions for the study. The results are presented in Tables 4.1-4.5.

Table 4.1: To What Extent Does NIS Kebbi State Command use Information Technology?

Statement	Very Little Extent (%)	Little Extent (%)	Neutral (%)	Large Extent (%)	Very Large Extent (%)	Mean
Mobile phone	2.34	12.62	0.00	49.00	36.04	4.04
Desktop Computer	0.00	2.81	0.00	38.78	58.41	4.53
Laptop	0.00	4.67	0.00	25.23	70.10	4.61
iPad / Tablet	30.37	43.93	0.00	14.02	11.68	2.33
Internet	10.00	15.00	0.00	55.00	20.00	3.60
Printer	2.62	8.02	0.00	25.00	64.36	4.40
Passport reader	0.00	3.27	0.00	35.98	60.75	4.54
Fingerprint reader	1.00	6.00	0.00	68.00	25.00	4.10
Scanner	7.01	12.15	0.00	21.03	59.81	4.14
Flash drive	40.00	25.00	0.00	25.00	10.00	2.40
External Hard drive	70.00	20.00	0.00	9.00	1.00	1.51
Radio equipment	8.41	18.69	0.00	37.85	35.05	3.72

From the Table 4.1, it can be seen that majority of the respondents representing 49.06 with a mean of 4.04 agreed to a very large extent on the use of mobile phones, 58.41% with a mean of 4.53 agreed to a very large extent on the use of desktop computer, 70.10% with a mean of 4.61 agreed to a very large extent on the use of laptop, 43.93% with a mean of 2.33 agreed to a little extent on the use of Ipad/Tablet, 55.00% with a mean of 3.3.60 agreed to a very large extent on the use of internet, 64.36% with a mean of 4.40 agreed to a large extent on the use of printer, 60.75% with a mean of 4.54 agreed to a large extent on the use of passport reader, 68.00% with a mean of 4.10 agreed to a large extent on the use of fingerprint reader, 59.81% with a mean of 4.14 agreed to a very large extent on the use of scanners, 40.00% with a mean of 2.40 agreed to a very little extent on the use of flash drive, 70.00% with a mean of 1.51 agreed to a very little extent on the use of external hard drive and 37.85% with a mean of 3.72 agreed to a large extent on the use of radio equipment.

Table 4.2: What is the Impact of Information Technology on Organizational Performance in NIS Kebbi State Command?

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean
IT contributed to increase in revenue generation.	0	3	0	41	56	4.50
IT has improved the performance of organization.	0	0	0	25	75	4.75
IT has significantly improved the data collection process and reporting by personnel.	0	0	0	22	78	4.78
IT has made the decision-making process faster.	1	3	0	45	51	4.42
IT has improved the operational efficiency of the personnel.	0	0	0	7	93	4.93
IT has improved productivity.	0	0	0	5	95	4.95
IT has facilitated better communication in service delivery.	0	0	0	15	85	4.85
IT helped provide the up-to-date technology in computers.	0	0	0	36	64	4.64
Internet always available and reliable.	7	26	0	52	15	3.42
IT helped secured the information.	0	0	0	73	27	4.27

From the Table 4.2, it shows that 56% of the respondents with a mean of 4.50 strongly agreed that the use of IT has contributed to the increase in revenue generation, 75% with a mean of 4.75 strongly agreed that the use of IT has improved the performance of organization, 78% with a mean of 4.78 strongly agreed that the use of IT has significantly improved the data collection process and reporting by personnel, 51% with a mean of 4.42 strongly agreed that the use of IT has made the decision making process faster, 93% with a mean of 4.93 strongly agreed that the use of IT has improved the operational efficiency of personnel, 95% with a mean of 4.95 strongly agreed that IT has improved the productivity, 85% with a mean of 4.85 strongly agreed that the use of IT has facilitated better communication in service delivery, 64% with a mean of 4.64 strongly agreed that the use of IT has helped provide the up-to-date technology in computers, 52% with a mean of 3.42 agreed that internet is always available and reliable, 73% with a mean of 4.27 agreed that the use of IT has helped secured the information of the organization.

4.1 Regression Analysis

Table 4.3: Regression Results Summary

R	R square	Adjusted R^2	Std. Error of the Estimate
0.89[a]	0.79	0.77	0.37

a. Predictors: (Constant), IT

Table 4.4: ANOVA

	Sum of Square	df	Mean Square	F	Sig.
Regression	4.71	1	4.71	34.58	0.000[b]
Residual	1.23	9	0.14		
Total	5.93	10			

a. Predictors: (Constant), IT
b. Dependent Variable: Performance

The table 4.4 shows the result of the hypotheses tested at 5% (0.05) significance level and the p value is found to be 0.000 hence the information technology has significant effect on organizational performance.

Table 4.5: Coefficients

	Unstandardized coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
Constant	1.87	0.45	0.00	4.16	0.002
X	0.66	0.11	0.89	5.88	0.000

a. Dependent Variable: Performance

From the research study, it was discovered that there is a positive relationship between the information technology and organizational performance; the hypotheses tested shows that information technology has significant effect on organizational performance. The study revealed that there are some IT devices available for the personnel of NIS Kebbi State Command to discharge their duties efficiently which includes but not limited to mobile phones, desktop computers, laptops, printers, passport readers, fingerprint readers, scanners, flash drivers and radio equipment. The study revealed that the use of IT contributed to increase in revenue generation, improved the performance of organization, improved the data collection process and reporting by personnel, decision making process faster, improved the operational efficiency of the personnel, improved productivity, facilitated better communication in service delivery, helped provide the up-to-date technology in computers, internet and helped secured the information.

5. Conclusions

The study investigated the impact of information technology on organizational performance using Nigeria Immigration Service Kebbi State Command a case study. The study revealed that there is a positive relationship between the information technology and organizational performance of the Nigeria immigration service in Kebbi state offices; it also shows that information technology has significant effect on organizational performance with the hypotheses tested. The study shows that there are IT devices available for the personnel of Nigeria Immigration Service Kebbi State Command to discharge their statutory duties efficiently. Based on the findings of this study, the following recommendations were made: The study recommends that Nigeria Immigration Service Kebbi State Command should adopt the idea of using up-to-date IT devices/tools so as avoid obsolescence so as to improve the service delivery. There is equally need for regular training and retraining of the personnel on the use of IT tools, border management information system software and radio equipment as it will help increase long-term productivity, reduce mistakes and saves time. In addition, there is need for the provision of adequate funding by the government to provide adequate IT infrastructures and improved power supply. The organization should provide more backup storage devices for the safety of the organization's vital information.

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