

**AVAILABILITY OF OFFICE EQUIPMENT AND IT'S EFFECT ON OFFICE
WORKERS PRODUCTIVITY IN AMBROSE ALI UNIVERSITY, EKPOMA**

BY

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**A PROJECT SUBMITTED TO
THE DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT,
SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY,
AUCHI POLYTECHNIC, AUCHI, IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF HIGHER NATIONAL
DIPLOMA(HND) IN OFFICE TECHNOLOGY AND MANAGEMENT**

DECEMBER, 2022

CERTIFICATION

We, the undersigned, certify that this project work was carried out by **MAKANJUOLA PETER KEHINDE** with **MATRIC NO. ICT/2212070101** of the Department of Office Technology and Management, Auchi Polytechnic, Auchi.

We also certify that the work is adequate in scope and quality in partial fulfilment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

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Date

DEDICATION

This project work is dedicated to God Almighty the giver of life for His divine source of inspiration and to my beloved parents.

ACKNOWLEDGEMENTS

Firstly, I wish to use this opportunity to express my profound gratitude to Almighty God, for his infinite mercy, grace, love and protection over my life throughout this programme, am grateful and I will forever be grateful.

My special thanks to my Project Supervisor, **Dr. (Mrs.) Q. A. Braimah** for her intellectual suggestion, guidance, and motherly love towards me and her patient time throughout the course of this project work. May God bless you Mummy.

My sincere appreciation goes to the Head of Department, (G. C. Nwoko) for his fatherly role and advice in the Department. God bless you sir. My gratitude also goes to all the lectures in the Department of Office Technology and Management, especially Mrs. M. Akugbe Ogbeide, Mr. B. E. Iredia and others too numerous to mention, for their love, advice, support and immense contributions to the success of my programme. God bless you all abundantly.

I wish to express my warmest appreciation to my wonderful parents, Late Chief Mankanjuola Majebi Raphael and Mrs. Florence Mankanjuola, for her love, support and prayers throughout my programme. May you live to enjoy the fruits of your labour in Jesus name. My appreciation also goes to my siblings my Best Part Mr. Mankanjuola Paul Taiye, Counsellor John Orimidara, Mr. Christopher, Mrs. Omuh Regina, Mr. Mankanjuola Ojo for their love, prayers and support also to my friends, and course mates as well as my relatives who in one way or the other contributed to my academic pursuit. I also wish to express my appreciation to my dear friend COMR. ASSUMPTA A.K.A BENEFIT 4 ASICTS, My Dear Landlord Mr. Peter. Also to my NAOITEMS EXCOS (2021/2022) Academic Session for their immense support on my successful tenure in the office.

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ABSTRACT

This study examines Availability of Office Equipments and its Effects on Office Workers Productivity in Ambrose Ali University Ekpoma. The research survey design method was used for the study. Conceptual and empirical literature were consulted. The researcher carried out a survey on Ambrose Ali University, Edo State, using 100 questionnaires distributed to the respondents out of which the 100 was retrieved. The simple percentage method of analysis was used to analyze the data obtained for the study. It was revealed that modern types of office equipment are generally in use in Ambrose Ali University, Ekpoma, it was also discovered that modern office equipment brings job commitment to works in the institution. The study concluded that for the institution to remain successful and be able to complete favourable with other institution, it should stick firmly to the modern types of office equipment. The study recommended amongst other that efforts should be made by the management to see that they have adequate knowledge about the equipment they purchase and that the University should see that their equipment are always adequate and they should guide against any measures that will lead to its incapability.

CHAPTER ONE

INTRODUCTION

Background to the Study

Office equipment has gone beyond manual typewriter, ink, pot, local storage Facilities, into more complicated and effective modern office equipment. Some organisation has embraced and purchases some of this equipment why others has not. In the early age office activities which include paperwork were done manually with the use of machine such as manual typewriter, large duplicating machine, collating machine etc. These later developed into new modern office equipment due to the disadvantage which includes noise, bulkiness, and lack of speed, waste of energy, time and resources. Today, office equipment is required in every field of specialization; this is because they facilitate clerical work and preparation of office document. The use of fax machine, WAP phone, teleprompters, internet and email facilities, is now the order of the day, these have now made the work of the office professional more efficient than what is use to be and given rise to what is now known as the modern office. Other equipment include punchers, staplers, electric fan, air conditioners, enhance furniture and fitting to create a more comfortable and convenient work environment for office activities to be carried out smoothly.

Mills and ford (2012), note that office equipment enable worker to work with the minimum fatigue. It does not only increase efficiency but boost production process which is the main objective of the organization. Office work is made easier as less effort is put into achieving a greater result. An employee may not have to go from one place to another but can easily sit at his table and carry his regular office

activities. However, today's office cannot be discussed without relating to technology.

According to Ali and Akinbi (2014), technology is an alteration in the life of an equipment, character, knowledge and method of doing things. The impact of these equipment resulted into acquisition of needed office professionals to effectively operate these facilities in order to be relevant in their labour market.

Pickard (2011), also states that employees who feel good are likely to be more productive. It is easy to instinctively understand that a few standard equipment in the office will make it a nicer place to be for employees to feel better as a result of the standard equipment in the office. However, when the finance manager wants to know why thousand of money is wasted every year on caring for a few office equipment, it is difficult to effectively demonstrate the bottom line return on such an investment.

Many organizations are being driven by the value systems of office equipment rather than its contribution to the organizations productivity. In recent times, employees learn to operate new office equipment mainly through attending courses, trainings, workshop and seminars during which manufacturers will introduce their products and demonstrate by giving illustrations about their equipment to various operators. Pickard further stresses that the office is the centre of social interaction and the design provide better meeting rooms, open spaces and telecommunication facilities demands serious attention. The stacking plans for the building are equally important, an efficient office layout will take careful operational advances to optimize the use of assets, facilities and function in use.

Boating (2016) state that today's modern office equipment depend largely on the use of office equipments to maximize and increase organizational productivity. Office equipment help in making office work easier, efficient and time saving and

ensures accuracy. Watson (2012), emphasizes that technology changes has tremendously made an impact in various organizations especially with regards to the office. He points out that office automation product looks nothing like it did just 10 years ago. Outfitted with some of the most modern business systems and equipment, the office today is a contemporary and strict place for business. The sound of noisy and distraction equipment or unsightly machines is now a thin of the past. The quality of output cannot be compared to what it looks like years ago. Roger (2016), points out that environment now resembles any peaceful environment that you can easily relax in and not feel overwhelmed with huge and bulky machines. Some of the hardware cannot be seen easily unless you look really hard.

However, office professionals need to be trained to be acquainted with the use, procurement and maintenance of existing office equipment as well as know its relevance and benefits to the organization as a whole. This is to enable organization face the challenges associated with it. This is because despite the fact that the technology has changed and transformed the office to a better one. There are still some problems and aspects that cannot be overlooked as a result of those technological changes. The use of some of this equipment has adverse effects on the operators and the organization in general; which can also have effect on its production level.

It is in this regard that the study is embarked on availability of the equipment and its effect on organization productivity.

Statement of the Problem

The impact of the office equipment is of paramount importance to any organization. However, there are some foreseeable problems along with the numerous advantages of its existence. Many organizations do not put this into

consideration especially when it comes to organization productivity. Office equipment increases the rate of intra and inter office communication, however, the cost of installation and keeping the equipment in a working state is exorbitant. The initial cost outlay and maintenance of the equipment will increase their expenses. As a result of this some organization do not purchase or make use of them without checking the cost effect.

Most times, office professionals are not trained on the proper use of equipment or the various maintenance procedures that is required of equipment usage. Many organizations do not provide adequate necessary equipment, though they exist, strict measures, rules and protocols need to be followed as declared by the management before employees can have full access to them. It is also a general problem to secretaries and every other worker that makes use of office equipment in the organization.

Hence this study take a look in to the availability of office equipment which as to do with how organisation are able to purchase and make this equipment available and accessible to workers, and its effect on office workers productivities which has to do with how workers are able to handle these equipment to get the desirable results in the office.

Purpose of the Study

The purpose of this study is to examine availability of office equipment and its effect on organizational productivity. Specifically, the study will examine:

- i. To identify modern office equipment that are available.
- ii. To determine whether workers achieve maximum production from the use of the office equipment.

iii. To find out the problems encounter with the procurement and maintenance of office equipment.

iv. To find out the impact of office equipment on the productivity of workers.

Research Question

The following research questions guided the study.

i. What type of office equipments are available?

ii. Do workers achieve maximum satisfaction from the use of office equipment?

iii. What are the problems encountered in procurement and maintenance of office equipment?

iv. How does the provision of adequate office equipment enhance productivity of workers?

Significance of the Study

This study will be very important to the management Ambrose Ali University, Ekpoma and other employee of labour. This is due to the fact that good office equipment increases output and enhances the achievement of the set goals. The research work will also be relevant to applicants who intend to seek for employment in certain office. They would therefore be fully sensitized through this study on the knowledge and skills they should endeavour to acquired in the course of their training. It will also enlighten them on the problems that they may face in the office. This study will be beneficial to workers of Ambrose Ali University, Ekpoma as it will enhance their work effectively with the use of modern office equipment to enable them perform as it is expected. Finally this project will serve as a guide and source of information for further research on this subject matter or other related topics.

Scope of the Study

This study is delimited to availability of office equipment and its effect on office workers' productivity in Ambrose Ali University, Ekpoma. Covering identifying modern office equipment that are available, determining whether workers achieve maximum production from the use of the office equipment, finding out problems associated with the procurement and maintenance of office equipment and impact of office equipment on the productivity of workers.

Operational Definition of Terms

Equipment: Office equipment includes all items of machines and furniture that facilitate office operation.

Copiers Per Minute: That is copies that are done in with speed and can achieve great increase.

Traffic Cop: Controlling all the information flowing between the keyboard, the computer itself, the printer and various other devices you may have connected.

Machine Technology: Involves the physical aspect of equipment processes and work layout.

Knowledge Technology: Are the actual methods, systems and procedures involved in carrying out the work or converting input to output.

CHAPTER TWO

LITERATURE REVIEW

This chapter deals with the review of related literature. The review is done under the following sub-headings:

- ✓ Office machines as a concept.
- ✓ Classification of office equipment.
- ✓ Criteria for selection of the office equipment.
- ✓ Procedure for maintenance of office equipment.
- ✓ Merit of office equipment.
- ✓ Demerit of office equipment.
- ✓ Furniture/fitting of office equipment to enhance production.
- ✓ Assessment of office equipment as it affects the productivity.
- ✓ Summary of Literature Reviewed.

Office Equipment as a Concept

An office is the part of any establishment which carryout the administrative and clerical duties and where the records of business are prepared and for the purpose of providing services. Office equipment is a place where clerical activities are being carried out, where equipment and machines are used for the production of services for communication and record. According to Tedisco and Mitchell (2018), office equipment is seen as a “good’ that are used to produce other goods and services but are not themselves used up in the process”. It further stresses that the term is used

chiefly for such capital assets as machinery, tools and vehicle of various kinds, included in this definition are typewriter, calculators, copier, etc. Thus, all of these 'goods' produce service but are not themselves used up or depleted on the process. There have been remarkable changes in office machines and the organization. Despite these challenges there are still challenges that are being faced which have an adverse effect on organization productivity. It is on this regards that this study is embarked upon availability of office equipment and its effect on office workers productivity, benefit of using the office equipment, its level of availability in organization and the problem associated with the procurement and maintenance of office equipment in the organization and the problem associated with the procurement and maintenance of office equipment in the organization was discussed

Mullins (2016), state that office equipment has a large part in information technology, which broadly includes the physical aspect of machines, equipment processes and work layout (machine technology) involved in the transformation or conversation process, and actual methods, system and producers involved (knowledge technology) in carrying out the work of the organization and transforming or converting inputs into output.

We have new information technology today, this refers to microelectronic and microprocessors as applied in manufacturing process, information processing, service provision and products themselves. Their main application may be summarizes as follows:

Advance manufacturing technology or computer aided engineering such as computer numerical control machine tools (CNC), Computer Integrated Manufacturing (CIM), and so on. New technology employed in the provision of service to customers, client patient, in service sector, application include Automated Teller Machine (ATM)

Electronic Fund Transfer (ETF), Electronic Data Interchange (EDI) and other. Technology advances have produce far reaching changes in the way work are done in the offices. This has make the work more sophisticated as business competition has become more and more acute.

Classification of Office Equipment

Office equipment includes all items of machines and furniture that facilitates offices operations. Equipment can be classified into five classes namely communication equipment, reprographic equipment, Mailroom equipment, filling equipment and others mechanic aids.

Communication Equipment: According to Azuka (2013), communication refers to how to share information on what we know or what to know. The quickest way to share or give information or instruction to anyone is by the Spoken word. Below are some of the communication equipment.

Intercom: The inter-communication looks like a small box with switch on it and it is usually placed on a desk. By pushing a button, the employer can attract the attention of employee and speak with him or her without leaving his office. The operation to the equipment is simple and can be conveniently be used for intra-department communication.

Tannoy System: In an open office system, it becomes difficult for a Boss to pass information because of noise. In this situation, Tannon system play a vital role in the process of communication. In this way one person can pass notices or instruction on to everyone in the building simply by switching on the set and talking into a microphone. The message will be heard in every department, which has a speaker linked to the system.

Telephone: It is an apparatus for transmitting articulated sound by means of magnetic electricity and wires. Telephone system is an innovation in information technology in communicating with somebody over a long distances using wires or radio. These machines provide an easy oral communication within an organization or between two organizations or between intrapersonal communications. It is very fast or very safe for private discussion.

Mailroom Equipment: Mechanization of the office led to the purchase of several machines aimed at facilitating office work. The machine used in the mailroom include:

Addressing Machine: The term addressing came from the function which the machine was first designed, that is reproduction of names and address on newspapers wrappers. The machine is most useful in office that have job involving repetitive information. Most organization have a list of people-customers and suppliers to which they correspond regularly. Whenever such organization write to them much time has to be wasted to developed and to eliminate the task of reducing the amount of time spent on the respective typing or writing of envelopes.

Collating Machine: When documents which of main pages have been typed or duplicated the sorting and shaping together of document is called 'collating machine have a stapling attachment others also perform the complete collating inserting-sealing machinery process. This equipment has help the office workers in the case of many cards used thereby increase their productivity.

Frankling Machine: The tedious task of fixing posting stamps to envelops is avoided by the uses of Frankling or Postal Stamping Machine. These Machines print on envelopes a red outline of a postage stamp together with sender code and the date of posting. The cost of installation of frankling machine is usually high and only

large company can afford it. When you are using a franking machine, you must be sure that you alter the data everyday.

Other equipment use are opening machine, folding machine, inserting machines, envelope seating machine, postage books etc.

Computer Equipment: A computer is an electronic devices or tool design to accept data as (input), performed prescribed mathematical and logical operation at a high speed (Processing) and supplied the result of these operation (output). The electronic machine capable of performing calculation and other manipulation of various types of data under the control of a stored set of instruction. The machine itself is the hardware, the instruction are the software or program.

According to Joleto (2002), the computer has become so indispensable in home, office and industries such that with their application, the job of office workers has greatly improved and this also made life easier for them. The effect of a computer system on the job designing, production, calculating can be done in slow time instead of using manual equipment which could take days to complete and this greatly assist the office workers to attend to other work. Computer system help the office workers to store and receive information that are of important to the organization. The computer is the modern equipment that can assist the office workers to attend to other work. Therefore effective management of information and processing the computer is the modern equipment that can assist the office workers to perform their duties accurately and effectively. There are various services that can be connected to the computer system. Such services include internet, E-mail, Facsimile transfer etc.

Internet Services: An internet means international network. It is an improvement on the computer as a tool of communication in the dispensation. It is a graphical hypertext based, multimedia tool capable computer. You can now view graphic and

video file listen to audio file as well as retrieve information from internet. Internet is an international network where different information is placed and source from various locations for the purpose of meeting human need. These networks consist of many computer stations which are linked through satellite system. It is a tool for assessing information from data bank relevant to the need of an organization as well as individuals.

E-mail: Electronic mail (e-mail) is another services render by the internet services. It involved sending written message via computer system. The communication can be feasible the sender and the receiver of the message must be subscriber to the internet service provider. Most organization are connected to this service because of its speed owing to the fact that on daily basis, it is very important for the development growth and this make the office worker more versed to the computer knowledge. The effect of e-mail cannot be over emphasized. It helps the office worker to get message across to appropriate authority within a short period of time. They can receive message from boss while on business trip.

Facsimile Transfer (FAX): Facsimile Transfer is a means of transmitting and receiving image (map, drawing and picture) as well as point or handwriting and can therefore be used to send exact copies of the documents. The equipment establish to link by means of either telephone system to the computer for direct transmission of computerize information by fax without interception or delay which might arise the ordinary post or even a personal delivery service were used.

The effect of facsimile transfer on office workers is that document can be transfer without the loss of security, facsimile help to send message as exact as original copy of the document and the idea of loss in transits is eliminated completely thereby protect the job of secretaries and keep the secret of the organization.

The Modem: The modem enables you to transmit data from one computer to another ordinary telephone lines. It converts the computers digital language into telephones analogy language for transmission. At the other end, a receiving modem converts it back to a digital signal this is where the modem name comes from, it is a device that modulates and demodulates data. There are two types of modem, the internal and external modem. The internal modem is a board that is fits into a slot in the computer and the external modem, is a small box that is attaches to the computer cable.

Reprography Equipments: Reprography equipments are machines used for making copies of documents. In the environment, any equipment used for the production of copies is called a reproduction or reprographic. They include the followings:

Scanners: Scanners is an electronic machine or device that can be used to transfer document or printed materials like graphics and pictures, into another electronic device such as computer for onward processing. It eliminates retyping of a document afresh.

Global System for Mobile Communications (GSM): GSM is one of the products of information and communication technology industry that has allowed the use of handset telephone which can be used worldwide for the purpose of communication between one person and another. Global System for Mobile Communication permits an individual to have a telephone line which can be used anywhere the server of the operator is provided.

To be able to use Global System for Mobile Communications, you must buy a handset and a SIM card or line of any GSM operator to get you connected to their telephone services. GSM provides more facilities in the use of handset telephone than ordinary communication of sound, in fixed wired telephone. It is a useful device that enhances office communication and performance of office functions.

Photocopy Machines: Photocopy machines are the most commonly used office machines for reproducing documents. Two imaging technologies are used: Analogue and digital. This is similar to laser printer, in that its paper is electro-statically charged to attract toner to its surfaces. The toner may be in powder or liquid form and can be refilled as needed right in the office. According to Delhi (2012), photocopies are classified according to capacity. Copies per minutes and copier per month. Here are the typical range for standard types of copier.

Types	Copies Per Minute	Copies Per Month
Low –volume	10-20	2,000-20,000
Medium volume	20-50	20,000-50,000
High-volume	5-100	50,000-100,000

Low volume copiers tends to have few special features and may even be desktop models. Medium-volume copiers are generally equipped with an automatic document feeder and a collator and adequate for most referred routine office copying needs. High-volume copiers sometimes referred to high speed copiers-duplicators, often provide two sides printing and stapling. Furthermore, its features vary by manufacturer and to even greater extent by the volume of work the machine was designed to perform. Some of the machine was designed to perform some of the common features are described below:

- **Automatic Document feeder:** This is usually accommodates 50 or more pages set of a time. Another version of this feature called semi automatic document feeder, allow you to manually feed page into the copiers in a continuous stream one at a time.

- **Collate:** If you frequently need numerous copies of lengthy documents, you will need a copiers that can collate for you. Each collated copy is assembled in a separate sorter bin.
- **Job Interrupt:** This feature also known as “memory” allows you to stop a large job in progress so that someone else can use the machine for a quick copy or two. The copier remembers where it was in the original job and resumes copying without mixing up the sequence of pages.
- **Paper Trays:** Low volume copiers generally accept one tray size at a time, but medium and high volume copiers can hold up to three trays for 8 1/2 x 14, and 11”x17”, (computer printout size) paper.
- **Reduction/Enlargement:** Most copiers rated for medium or high volume have the ability to make copies that are from roughly 60 percent to 140 percent of the sizes of the original.
- **Sorter:** Copiers that collate have a sorter to collect each collated set of copies. The sorter is a set of shelves that moves up and down to accept copies as they exit from the machine.
- **Stapling:** Generally available only on high-volume machines, this features enable you to produce collated and stapled document automatically.
- **Two Side Copying:** This features also known as “duplexing” may be automatic or semi automatic, if automatic, the copier will print both side of each sheet before ejecting the copies to the tray or sorter.

In semi automatic version, the users may have to manually turnover and reinsert the partially printed copies.

Typewriter: The typewriter is the most commonly used and best known of office machines. It is used not only for neat and clean letters and reports not for the fact that a number of copies can be made with the uses of stencils and carbon papers.

There are three models of typewriters these are:

- The Pica Model which has a pitch of ten letters to an inch.
- The Elite Models which has a pitch of twelve letters to an inch and
- Continental model, which has 9.9 pitch i.e 88 spaces across an with-inch typing paper.

There are various of typewriter today namely, the standard typewriter, the electronic typewriter and the automatic typewriters.

- **Standard Typewriters:** This is the normal type of machine popularly referred to as the manual typewriter, where the typists fingers provide the motive power to operate the type bars and a clockwork mechanism and escapement produce interest movement of the carriage.
- **Electronic Typewriters:** These are becoming more and more popular and increasingly are offering more and more facilities. Some of these features are of immense help to the operator and some are not likely to be used a great deal.
- **Automatic Typewriter:** The introduction of automatic typewriter has led to a considerable increase in the speed of the typing services where repeated typing of standard matter is required. Basically, automatic typewriter operates on the principles of prepared master which is used to activate the typewriter to produce a required work. The basic automatic typewriter is a normal electric typewriter fitted with a punching and reading devices.

Filing Equipment: Filing equipment is the orderly storage of documents. The objective in storing these documents is not only to keep the place tidy but also to ensure they can be retrieved within the shortest possible time. Filing is the commonest method for safeguarding important information and records. There are various types of filing equipment which include; flat files, ring folder, wallet file, box file, cabinet with drawers, suspension file loose-leaf binder etc.

- **Manila or Flat Files:** These are made of thin card. Most companies use flat files to keep together all the letters or documents concerning day-to-day activities of organization.
- **Box Files:** These are usually provided with a spring clip or some other retaining device. Boxes are generally filled with a strong clip so that paper or document may be held firmly.
- **Cabinet with Drawers:** These are the commonest form of storage found in offices. These cabinets are made of steel and when all the drawers are closed, they can be locked; steel has replaced wood because it is more durable and also relatively fireproof.
- **Suspension Filing:** This is the system in which files are suspended on metal carriers in cabinets by means of metal bars attached to their edge. Pockets are provided in which files or folders could be suspended. Such pockets are joined in a continuous process across the length of the cabinet drawers or across the rack of the lateral filing.

Mechanical/Electronic Aids: In addition to the office equipment so far discussed, there are other equipment used to facilitate office work. Modern organizations such as those that have to cope with a large volume of figures. For the purpose of conveyance, these figure machines have been grouped as mechanical/electronic aids. They include;

- **Adding Machines:** Like calculating machines are used to figure as quickly as possible the many computations that are necessary in modern day business offices. Somebody in the office sometimes the confidential secretary, may be required to figure out the computation for the weekly payroll, the annual budget or income tax report for the organization. Some basic types computing machines add, subtract, multiply, divided and do other mathematical computations. Adding machines can be operated manually or electrically.
- **Calculating Machine:** Calculating machine are used when calculation have to be made on large scale. These machines contribute to greater business efficiency. It increases clerical efficiency and brings about economy in staffing. The three basic types are key drawn, rotary and printing calculator. The key-driven calculator adds and multiplies and is widely used in billing and checking because it is capable of computing extensions precisely and speedily. The rotary calculator is an all-purpose machines which adds, subtract, multiplies, divide and solve mathematical problems such as discount and percentages. It is used widely in billing and statistically works because it is versatile. The printing calculator is a machine for the small offices. It adds, subtracts, multiplies and divides.
- **Accounting Machines:** Accounting machines are bookkeeping or posting machines. They are complex and combine the functions of computing machines and those of typewriting machines. Accounting machines containing registers can record, the accounting of purchases, sale invoice, statement, orders and delivery devices and other accounting papers.

Printing Machine: Printers provide the printed output, or hard copy from a computer. They vary widely in speed, quality of output, available printing fonts, and cost. Two categories of printers exist: impact and non-impact.

Impact Printers: Impact printers strike a ribbon, similar to typewriters, while non-impact printers create characters through the use of heat or light or by spraying ink on a page.

Non-impact Printers: Non-impact printers are noiseless but cannot make carbons. There are four types of non-impact printers are ink jet printers, thermal-transfer printers, laser printers etc. The old fashioned mimeograph, long favoured by schools and non profit organization because of its easy and low cost, it still in use but has very little application in today's offices.

Offsets Printing: is also popular in the centralized reprographics department of many organizations as well as in franchised retailed copying shops. Offset machines is often used for books and magazine printing; it becomes important for organization to resolve using generators and alternative sources of power in order to produce and increase their efficiency.

In addition, Grolier (2017), defines generator as a machine that converts mechanical energy to electrical energy. More broadly, an electric generator can be defined as any devices that convert some form of energy to electrical energy. These devices includes batteries and fuel cell which converts chemical energy to electrical energy; photoelectric cells, which convert the energy of light to electricity and thermo electric generator which convert thermal energy to electrical energy. There are various types of generators Homopolar generator, magneto hydrodynamic generator and high frequency as generators.

Criteria for Selection of Office Equipment

It should be remember that errors in machines selection could be disastrous, very costly to the department and damaging to the reputation of any offers who recommended the purchases of offices equipment in an office. To help in this decision-making process of selecting office machines, here are some factors to consider before making any purchase.

- **The Need for the Equipment:** Certain machines are indispensable to the effective operation of an office. These machines should as possible be purchased, such machines includes, computers, photocopy, generator etc.
- **The Amount of Money Available:** You should not budget over and above the amount of money that has been set aside for the purchases of the equipment.
- **The Price of the Machines:** Depending on the budgeted amount the prices of the machines should be taken into consideration. If a machine is cheap and good,
- **Speed of Machines:** If an operation is time sensitive, a machine often can be justified because automation can move up deadlines, speed up, rush jobs and improve peak-time work performance.
- **The Durability of Machines:** This is important because certain machines last longer than others. The Gestetner brand of duplicating machines for example is very durable.
- **The Space in the Office:** The space in the office should be considered before embarking on the purchases of any machines. Where space is at a premium the portable machines that can be placed on top of a table or filing cabinets should be preferred.

- **Availability of Spare Parts:** there are certain machines which when break down cannot be repaired easily simply because the parts are not available or are only available overseas.
- **Availability of People with Technical Know-how:** -you should also think about the possibility of getting experts locally instead of going overseas to look for them anytime the machine breaks down.
- **Need for Accuracy:** Is high degree of accuracy required? Will the machines improve the accuracy of job performance through the elimination of checking and rechecking?
- **Operation:** Certain machines require specially trained experts to handle them whereas there are other machines that can be operated by anybody without very little training.

Procedures for Maintenance of Office Equipment

When the machine does not operate properly, a services person should be contacted immediately to remedy the problem as soon as possible. Lucky (2015), states that the maintenance of office equipment is critical if the equipment is to function properly when needed and to where satisfactorily the problem can be rectified through the service plan.

There are three types of plan available under this and they include; A contract with the service department, a per-call arrangement with the service department and an in-house service plan.

- ✓ **Service Contracts/Maintenance Agreement:** This is where an organization enters into a contract with the manufacturer of the equipment or with an independent service company to provide service for a one year period for a specified fee. Service contract can provide unlimited service, including

periodic inspection and cleaning of the equipment, unlimited emergency calls, and replacement of worn-out or defective parts without charge. But service contract may be higher, when equipment is located beyond a certain distance.

- ✓ **Per-call Arrangement:** In per-call arrangement, the manufacturer inspects and or repairs equipment only when a specific request is received from the organization. Each per-service calls is charged on a hourly basis. It may also include the serviceman's mileage or driving time.
- ✓ **In-house Service:** Organization with a large numbered of machines may maintain their own service department with personnel who are especially trained to service equipment. This type of in-house assistance can eliminate the expense of an annual service contract with the manufacturer.

Merit of Office Equipment

Office machines have been developed to improved office methods and speed up office work. The employer, the employee and the general public gain the benefits derived.

- ✓ Management can be sure of more up to date records and records are not only accurate they are also reliable.
- ✓ Information and instruction concerning work will be more prompt received and so there will be better communication between employer and employee.
- ✓ There will be cheaper goods and services to the public as a result of economics affected by the employers.
- ✓ There is reduction in mental strain.
- ✓ There will be better and quicker service and information to the public.
Document will be prepared and served to customers in more legible form.

- ✓ Office equipment such as fans, air-conditioner, suitable furniture etc. Create conducive atmosphere for staff.
- ✓ Hardware Computer, which is the latest word processing automation system help the organization to process data store information indefinitely until it is needed or wiped off from the diskette, therefore, save the organization heavy cost of procuring cabinets and files.

Demerits of Office Equipment

- ✓ It is a bit costly to maintain and at times they can breakdown unexpectedly.
- ✓ When a machine is used, it enforces its own pattern that may be rigid upon the system, which makes it less flexible than was the case.
- ✓ Manual machine can subject the operators to fatigue and in turn little or no output will be achieved.
- ✓ Electric/electronic system are subject to power failure; when there is power failure the whole work will come to a standstill. This does not only cause delay but could make organization lose substantial income.
- ✓ It involves high capital outlay.

Furniture/Fitting of Office Equipment to Enhance Production

Seating position is very important in most organization. Many people suffer from back pains as a result of sitting all day on unsuitable chairs. Njukeden (2011) opines that there is every justification for management today to pay close attention to types of furniture it buys for office use. The height of desks and chairs is important writing surfaces which are too high or too low can cause physical pain and eyestrain and consequently lower a person's productivity (Ottih, 2013).

- ✓ **Desk Height:** Individual differences have to be adapted to fit the employee no matter the size and height of the employee. Today, most desks have screw

adjustments in the legs for changing the height from different inches. Some also have work surfaces that can be lowered easily to enable the user to perform certain work assignment comfortable, such as those using typewriter or computer terminal.

- ✓ **Desktop Surface:** The desktop surface be resistant to heat stain and scratches, easy to clean and easy to write on. Two materials that are commonly used for desktops are laminated plastic and linoleum. Laminated plastic has the linoleum can also maintain a good appearance for many years.

Selection of Office Equipment

- ✓ Furniture should be of standardize design.
- ✓ Furniture should be of good quality and rigidly constructed to prevent vibrations and to maintain sturdiness.
- ✓ Casters and glides should be smooth and round to prevent injury to persons and clothing.
- ✓ The design of furniture should be able to move to and fro for the user to provide maximum comfort and efficiency.

However, it is certain that all users need working and sitting space to enable them to be productive. Therefore criteria for selection of office furniture is essential.

Types of Office Furniture

There are several kinds of office furniture for office use among which are:

- ✓ **Executive:** This is chosen mainly for its appearance. Its main purpose is to impress visitors with the prestige of the executive using it.
- ✓ **Special:** This is designed for a specific purpose in the office e.g a secretary's desk, a collating desk etc.
- ✓ **Built-in-Furniture:** This is cheaper to buy and saves floor space.

- ✓ **General Clerical:** These should be suitable for the work to be done on them.

It is possible to get will design standardized desks which enhances the appearances of the office.

Fitting: People react to physical condition, sometimes the reaction is subconscious so that a person becomes fatigue but does not know why. In adequate lighting, ventilation, heating etc, could cause this according to Armstrong (2016) fitting are also known as physical condition that cause the work environment to be conducive for maximum production.

The following are physical conditions that enhance production in any given organization.

- ✓ **Lighting:** The best light is daylight, in many offices daylight is not sufficient or is non-existent, so artificial lighting is essential. Some shading of light is desirable to avoid glare, lighting requirement vary according to the desirable to avoid the height of the ceiling, the number of people working in the office the position of desks, machines, the type of work being done etc.
- ✓ **Heating:** A temperature between a minimum of 16^{0c} and a maximum of 19^{0c} should be maintained. When people are too cold their energy is channelled into keeping warm with a consequent reduction in output, while an over heated atmosphere induces lassitude in many people with the same result.
- ✓ **Ventilation:** Many offices are air-conditioned so that window do not have to be opened. Air condition systems either draw in fresh air from outside or re-cycle used air after cleaning and re-oxygenating. Some system create substantial draughts which limit the positioning of furniture. If there is no air-conditioning there must be adequate ventilation. A stuffy atmosphere is

caused by increased carbon-dioxide which reduces people's capacity to think and act, thus reducing output.

Assessment of Office Equipment as it Affects the Productivity

In judging these machines an organization productivity, the researcher observed that there is a close inter-relationship between the machine side of technology and the specialist knowledge side of the technology (Brandy2011).

In addition, the nature of technology can therefore be applied to the analysis of all organization. For example, in any organization the machine side will include computer, facsimile, telephone reprography etc. However, having known that neither do these machines operates themselves nor do productions spring up on its own, without an operator, there are close inter-relationship between machines side and the specialist who operates the machine.

Therefore, in assessing these machines on productivity, and how the availability of office technology has influence the behaviour of people at work. The following has been drawn out.

- ✓ It affects the nature of social interactions. For example, the size and nature of work groups, the extent of physical mobility and of contracts with other people. All this is achieved as a result of well equipped machines in the work place.

- ✓ The machines are sources of motivation; since people with higher level of specialist technical knowledge and expertise tend to receive higher status and pay, others are moved to acquire or add more to their knowledge.
- ✓ The new office machine offers vast improvements over older models. Today's office machines feature a good deal of automated and self-diagnostic functions that make them easier to use, easier to maintain and more productive.
- ✓ With the new office machines, organization are known as "electronic" office as being composed of various functions which are done either completely or almost completely by today's current marvels of electronic machines and the likes.

Summary of Literature Reviewed

Having looked at office equipment and its worth on organization productivity there is need for the equipment to be intact for maximum production. Office equipment is defined in the review as a 'goods' that are used to produce other goods and services but are not themselves used up in the process". It further stresses that the term is used chiefly for such capital assets as machinery, tools and vehicle of various kinds, included in this definition are typewriter, calculators, copier, computer etc. Thus, all of these 'goods' produce service but are not themselves used up or depleted on the process. Office equipment has a large part in information technology, which broadly includes the physical aspect of machines, equipment, processes and work layout (machine technology) involved in the transformation or conversation process, and actual methods, system and producers involved(knowledge technology) in carrying out the work of the organization and transformation or converting inputs into output.

It is important to note that anything which reduce fatigue increase productivity. Also, anything which is designed to minimize movement both saves

processing times and reduces stress. Therefore, it is essential for management to be of the opinion of making their organization that of “electronic office” to be on the leading edge of technology, not being contented to sit back until all the “bugs” are ironed out. Creating a truly electronic office will command a large infusion of capital. The review also shows the classification of office equipment which includes all items of machines and furniture that facilitates offices operations. This equipment can be classified into five classes namely communication equipment, reprographic equipment, mailroom equipment, filing equipment and others mechanic aids. Finally, the thoughtful planning and placement of office equipment for office workers is to be able to access them easily which will energize them to work with minimum fatigue.

CHAPTER THREE

RESEARCH METHOD

This chapter is based on the procedures the researcher used in collecting data for the study. This includes: Research Design, Population of the study, Sample and Sampling Techniques, Instrument for Data Collection, Methods of Data Collection and Method of Data Analysis.

Research Design

The survey design method was used for the study, the choice of this research design was considered appropriate because of its advantages of identifying attributes of a large population from a group of individuals. The design was suitable for the availability of office equipment and its effect on office workers productivity in Ambrose Ali University, Ekpoma.

Population of the Study

The population used for this study includes Senior staff, Middle level staff and Junior Staff. Based on the data collected from the organization there are 35 senior staff, 35 middle level staff and 60 junior staff in the organization.

The breakdown of the study population in relation to the organization under study is as follows.

Table 1

Population of the Study

S/NO	CATEGORY	NO
1.	Senior Staff	35
2.	Middle Staff	24
3.	Junior Staff	41
	Total	100

Sample and Sampling Technique

The research used the entire population for the sample size. This is due to the fact that the population is not too large and is corresponds with the view of Denji and Ali (1991) who opines that where the population is not large, every member of the population should be used. This therefore shows that the sample size remains 100.

Instrument for Data Collection

The questionnaire, which is instrument used for collection of data contains structured statement so that diverse responses could be harmonized for analysis and interpretation. The questionnaire is made up of two section number A-B. Section A, dealt with the personal data of the respondents while other sections contained items for responding to the research question are put in one section for easy understanding response.

Method of Data Collection

The questionnaire was the primary method of data collection used for the study. Data were gathered from textbooks, journals, magazines, newspaper, projects of past students as well as internet services. This formed the secondary method. The

questionnaire was distributed to the study participants within a period of two weeks. A total number of one hundred (100) questionnaire were distributed by the researcher to the respondents out of which one hundred (100) were retrieved and these were used for the analysis and interpretation of data.

Method of Data Analysis

The simple percentage method is believed to be straight forward easy to interpret and understand method. The researcher therefore choose the simple percentage method to analyze the data collected. Using the formular below:

$$\frac{\text{Total Number of Responses}}{\text{Total Number of Respondents}} \times \frac{100}{1}$$

CHAPTER FOUR

DATA ANALYSIS, FINDING AND DISCUSSION

Data Analysis

This chapter deals with how data collected for this study were analyzed, findings and discussion of findings. Questionnaire were distributed to the study participants. A total number of one hundred (100) questionnaires were distributed by the researcher to the respondents out of which one hundred (100) was retrieved (i.e 99.9% return rate) and these were used for the analysis and presentation of data.

Section A: Background Information of Respondents

This part deals with the background information of respondent based on age, sex, category of staff, level of education and the period of service.

Table 2

Age Distribution of Respondent

Age	No of Respondents	Percentages (%)
17-20 years	3	3
21-26 years	20	20

27-30 years	52	52
31 years and above	25	25
Total	100	100

Source: Field Data, 2022

The table 2 shows the distribution of respondents according to age variable, 3 respondents representing (3%) fall within the age of 17-20 years, 20 respondents representing (20%) fall in the age of 21-26, 52 respondents representing (52%) which fall within the age 27-30 years while the remaining 25 respondents representing (25%) which fall within 31 years and above. It can be seen that the age bracket of 27-30 years has the highest population.

Table 3

Sex Distribution of Respondent

Sex	No of Respondents	Percentages (%)
Male	44	44
Female	56	56
Total	100	100

Source: Field Data, 2022

The table 3 above indicates that 44 respondents representing (45%) were male while 56 respondents representing (56%) were female. These shows that female are more than male in the population.

Table 4

Category of Staff Distribution of Respondents

Variable	No of Respondents	Percentages (%)
Senior Staff	22	22
Middle Staff	50	50

Junior Staff	28	28
Total	100	100

Source: Field Data, 2022

The table 4 above indicates that 22 respondents representing (22%) were senior staff, 50 respondents representing (50%) were middle staff, while 28 respondents representing (28%) were Junior staff. This shows that middle staff are more in the population.

Table 5

Education Qualification of Respondents

Qualification	No of Respondents	Percentages (%)
BSc	25	25
MSc	2	2
PhD	-	-
HND	35	35
ND	23	23
Others	15	15
Total	100	100

Source: Field Data, 2021

The table above table 5 indicates that 25 respondents representing (25) are BSc holders, 2 respondents representing (2%) are MSc holders, 35 respondents representing (35%) are HND holders, 23 respondents representing (23%) are ND holders, while 15 respondents representing (15%) are others. It can be seen from the above table that HND holders are more than the rest in the respondents.

Table 6

Years of Service of Respondents

Variable	No of Respondents	Percentages (%)
1-5 years	36	36
6-10years	64	64
Total	100	100

Source: Field Data, 2022

The table 6 above indicates that 36 respondents representing (36%) were in service for 1years to 5years while 64 respondents representing (64%) were 6years to 10years. This shows that the respondents in service between 6years to 10years are more in the population.

Section B: Items Related to Research Questions

Research Question One: What types of office equipments are available?

Responses to items 1, 2, 3 and 4 of the research questionnaire were analyzed and used to answer research question one as shown below:

Table 7

Tabular Analysis of Response to Research Question One

S/N	Items	Variables	No. of Respondents	Percentage
1.	The office is stuffed with the electronic types of equipment e.g computer etc.	Strongly agreed	82	82%
		Agreed	8	8%
		Disagree	10	10
		Strongly disagree	-	-
		Total	100	100
2.	The modern types of office equipment are generally in use in all the office.	Strongly agreed	50	50%
		Agreed	35	35%
		Disagree	5	5%
		Strongly disagree	10	10
		Total	100	100
3.	Communication equipment is available in the organization.	Strongly agreed	82	82%
		Agreed	10	10%
		Disagree	8	8%
		Strongly disagree	-	-
		Total	100	100
4.	Internet facility is available in the	Strongly agreed	70	70%
		Agreed	23	23%

organization.	Disagree	-	-
	Strongly disagree	7	7%
	Total	100	100

Source: Field Data, 2022

Item 1 on the questionnaire was provided with four variables, 82 respondents representing (82%) strongly agreed that office is stuffed with the electronic types of equipment e.g computer etc. 8 respondents representing (8%) agreed, while 10 respondents representing (10%) disagreed that offices in Ambrose Ali University, Ekpoma are stuffed with the electronic types of equipment such as computer etc.

Item 2 on the questionnaire was provided with four variables, 50 respondents representing (50%) strongly agreed that modern types of office equipment are generally in use in all the office of Ambrose Ali University, Ekpoma, 35 respondents representing (35%) agreed, while 5 respondents representing (5%) disagreed to the notion.

Item 3 on the questionnaire was provided with four variables, 82 respondents representing (82%) strongly agreed that communication equipment is available in Ambrose Ali University, Ekpoma, 10 respondents representing (10%) agreed, while 8 respondents representing (8%) disagreed that communication equipment is available in Ambrose Ali University, Ekpoma.

Item 4 on the questionnaire was provided with four variables, 70 respondents representing (70%) strongly agreed that internet facility is available in Ambrose Ali University, Ekpoma, 23 respondents representing (23%) also agreed, while 7 respondent representing (7%) strongly disagreed that internet facility is available in Ambrose Ali University, Ekpoma.

From the above analysis, it can be inferred that the institution has various types of office equipment.

Research Question Two: Do workers achieve maximum production from the use of office equipment?

Responses to items 5, 6, 7, and 8 of the research questionnaire were analyzed and used to answer research question two as shown below:

Table 8

Tabular Analysis of Response to Research Question Two

S/N	Items	Variables	No. of Respondents	Percentage
5.	The availability of office equipment reduce fatigue and increase productivity.	Strongly agreed	98	98%
		Agreed	2	2%
		Disagree	-	-
		Strongly disagree	-	-
		Total	100	100
6.	Workers can now do things faster than previously.	Strongly agreed	90	90%
		Agreed	10	10%
		Disagree	-	-
		Strongly disagree	-	-
		Total	100	100
7.	Information can easily be stored in computer instead of files .	Strongly agreed	85	85%
		Agreed	10	10%
		Disagree	5	5%
		Strongly disagree	-	-
		Total	100	100
8.	The equipment add more knowledge to the users skills.	Strongly agreed	90	90%
		Agreed	10	10%
		Disagree	-	-
		Strongly disagree	-	-
		Total	100	100

Source: Field Data, 2022

Item 5 on the questionnaire was provided with four variables, 98 respondents representing (98%) strongly agreed that availability of office equipment reduces fatigue and increases productivity, while the last 2 respondents representing (2%) also

agreed that availability of office equipment reduces fatigue and increases productivity.

Items 6 on the questionnaire was provided with four variables, 90 respondents representing (90%) strongly agreed that workers can now do things faster than previously, while 10 respondents representing (10%) also agreed.

Items 7 on the questionnaire was provided with four variables, 85 respondents representing (85%) strongly agreed that information can easily be stored in computer instead of files, 10 respondents representing (10%) also agreed, while 5 respondents representing (5%) disagreed that information can easily be stored in computer instead of files.

Item 8 on the questionnaire was provided with four variables, 90 respondents representing (90%) strongly agreed that office equipment add more knowledge to the users skills, 10 respondents representing (10%) also agreed.

From the analysis above it can be deduced that workers achieve maximum production from the use of office equipment.

Research Question Three: What are the problems encountered in procurement and maintenance of office equipment?

Response to items 9, 10, 11, and 12 of the research questionnaire were analyzed and used to answer research question three as shown below:

Table 9

Tabular Analysis of Response to Research Question Three

S/N	Items	Variables	No. of Respondents	Percentage
9.	Modern office equipment are expensive to purchase and installed.	Strongly agreed	72	72%
		Agreed	20	20%
		Disagree	8	8%
		Strongly disagree	-	-
		Total	100	100
10.	Office equipments are expensive to	Strongly agreed	95	95%
		Agreed	5	5%

maintain.	Disagree	-	-
	Strongly disagree	-	-
	Total	100	100
11. Qualified engineers	Strongly agreed	87	87%
are expensive to hire	Agreed	10	10%
for the maintenance	Disagree	3	3%
of office equipments.	Strongly disagree	-	-
	Total	100	100
12. Engineers who maintain	Strongly agreed	50	50%
office equipment are not	Agreed	10	10%
staff of the institution.	Disagree	33	33%
	Strongly disagree	7	7%
	Total	100	100

Source: Field Data, 2022

Item 9 on the questionnaire was provided with four variables, 72 respondents representing (72%) strongly agreed that modern office equipments are expensive to purchase and installed, 20 respondents representing (20%) also agreed, while the remaining 8 respondents representing (8%) disagreed that modern office equipments are expensive to purchase and installed.

Item 10 on the questionnaire was provided with four variables, 95 respondents representing (95%) strongly agreed that office equipments are expensive to maintain, 5 respondents representing (5%) also agreed to the notion.

Item 11 on the questionnaire was provided with four variables, 87 respondents representing (87%) strongly agreed that qualified engineers are expensive to hire for the maintenance of office equipments, 10 respondents representing (10%) also agreed, while the rest 3 respondents representing (3%) also strongly disagreed that qualified engineers are expensive to hire for the maintenance of office equipment.

Item 12 on the questionnaire was provided with four variables, 50 respondents representing (50%) strongly agreed that engineers who maintain office equipment are not staffs of the institution, 10 respondents representing (10%) also agreed, 33 respondents representing (33%) disagreed, while the rest 7 respondents representing

(7%) strongly disagreed that engineers who maintain office equipment are not staff of the institution.

From the analysis above, it can be deduced that office workers encounter problems in procurement and maintenance of office equipment.

Research Question four: How does the provision of adequate office equipment enhance productivity of workers?

Responses to items 13, 14, 15, and 16 of the research questionnaire were analyzed and used to answer research question four as shown below:

Table 10

Tabular Analysis of Response to Research Question Four

S/N	Items	Variables	No. of Respondents	Percentage
13.	Modern office equipment increase productivity of workers.	Strongly agreed	94	94%
		Agreed	6	6%
		Disagree	-	-
		Strongly disagree	-	-
		Total	100	100
14.	Office equipments brings job satisfaction to workers.	Strongly agreed	82	82%
		Agreed	16	16%
		Disagree	2	2%
		Strongly disagree	-	-
		Total	100	100
15.	Modern office equipment brings job commitment to workers.	Strongly agreed	90	90%
		Agreed	10	10%
		Disagree	-	-
		Strongly disagree	-	-
		Total	100	100
16.	Office equipment reduce stress and increase job effectiveness.	Strongly agreed	84	84%
		Agreed	13	13%
		Disagree	2	2%
		Strongly disagree	1	1%
		Total	100	100

Source: Field Data, 2022

Item 13 on the questionnaire was provided with four variables, 94 respondents representing (94%) strongly agreed that modern office equipment increase

productivity of workers, while the remaining 6 respondents representing (6%) also agreed that modern office equipment increase productivity of workers.

Item 14 on the questionnaire was provided with four variables, 82 respondents representing (82%) strongly agreed that office equipment brings job satisfaction to workers, also 16 respondents representing (16%) agreed, while the rest 2 respondents representing (2%) disagreed that office equipment brings job satisfaction to workers.

Item 15 on the questionnaire was provided with four variables, 90 respondents representing (90%) strongly agreed that modern office equipment brings job commitment to workers, also 10 respondents representing (10%) also agreed.

Item 16 on the questionnaire was provided with four variables, 84 respondents representing (84%) strongly agreed that office equipment reduce stress and increase job effectiveness, 13 respondents representing (13%) also agreed, 2 respondents representing (2%) disagreed while the remaining 1 respondent representing (1%) also strongly disagreed that office equipment reduce stress and increase job effectiveness.

From the above analysis, it can be inferred that office equipment provides and enhance adequate productivity of workers.

Findings

Based on the result of the research question formulated and data obtained at the end of the study after data analysis and interpretation, the following findings emerged:

1. That modern types of office equipment are generally in use in the institution.
2. That senior staff, middle level and junior staff of the institution can now carryout their functions faster than previously done. That is with the aid of the available equipment.

3. It is was revealed that, the equipment add more to the knowledge and skills of the user and this helps them in the achievement of maximum production.
4. That the independent service company are being employed in the maintenance of their equipment.
5. It was revealed that when the equipments are adequate, it motivates workers to put their best.
6. It was revealed that modern office equipment brings job commitment to workers in an organization.
7. And that, inadequate equipments hinder the performance of the workers.

Discussions of Findings

It is clear that availability of office equipments has positive effects on workers' productivity, office equipments are provided adequately for employees so as to motivate them, increase their knowledge in order to put in their best to ensure maximum productivity. Also, that if there is availability of modern office equipments in most of the offices, it therefore indicates that the management do purchase office equipments to make job easy for their workers.

The availability of office equipment in the offices has help to reduce worker stress, as these equipments help them to perform their job faster. The study also revealed that office equipments increase the knowledge of workers who are making use of these equipments and that workers are more expose as they make use of modern office equipment in carrying out their duties daily.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

The aim of this study is to examine availability of office equipment and its effect on office workers productivity in Ambrose Ali University, Ekpoma. Which has to do with how organisation are able to purchase and make equipment available and accessible to workers and its effect on office workers productivities, how workers are able to handle these equipment to get the desirable results in the office. It will result to vast production in any given area of the institution.

It was revealed that modern types of office equipment are generally in use in the institution, senior staff, middle level and junior staff of the institution can now carryout their functions faster than previously done with the aid of the available equipment. It is was revealed that, the equipment add more to the knowledge and skills of the user and this helps them in the achievement of maximum production. It was also revealed that when the equipments are adequate, it motivates workers to put

in their best and that, inadequate equipments hinder the performance of the workers. There have been remarkable changes in office machines and the organization. Despite these challenges there are still challenges that are being faced which have an adverse effect on organization productivity. It is on this regards that this study is embarked upon availability of office equipment and its effect on office workers productivity, benefit of using the office equipment, its level of availability in organization and the problem associated with the procurement and maintenance of office equipment in the organization and the problem associated with the procurement and maintenance of office equipment in the organization was discussed.

Conclusion

For the Institution to remain successful and be able to complete favourable with other institution, it should stick firmly to the modern types of equipment. The availability of these equipments helps reduces fatigue for workers to achieve large extent, when there is increase in production, in return will lead to maximum production. That trained personnel are not employed to service and maintain the procured equipment by management and these do not save cost and time. The machines have great impact on workers' productivity and as such; it motivates workers to put in more effort. When the machinery are adequate, it enhance the performance and productivity of workers.

Recommendations

The following recommendations are made:

1. Management should strive to employ skilful workers to use these machines effectively and considerably to guide against unnecessary breakdown of equipment.

2. Management should train their staff on how to maintain modern office equipment, to be more professional.
3. Effort should be made by the management to see that workers have adequate knowledge about the equipment they are about to purchase.
4. Management should ensure that equipment are always adequate and guide against any measures that will lead to its incapability.

Limitation of the Study

In the course of carrying out this research work, some problems were encountered by the researcher. The major limitation to the success of this work is financial constraint, the cost involved in searching and browsing for the materials as well as typesetting the project work. There is also problem of locating the respondents and their uncooperative attitudes in giving an honest and genuine answer to the questionnaire administered to them. Another challenge is time factor because it was not easy for the researcher to combine the load of the research work with other academic work, such as assignment and test.

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APPENDICES

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3rd October, 2022

Dear Respondent,

Letter of Introduction

I am a final year (HND) student of the above named department in Auchi Polytechnic, Auchi. I am carrying out a research titled “**Availability of Office Equipment and it’s Effects on Office Workers Productivity in Ambrose Ali University, Ekpoma**”. The study is in partial fulfilment of the requirements for the Award of Higher National Diploma (HND) in Office Technology and Management.

The attached questionnaire is designed to help me carry out the research study. Any information given will be treated in the strictest confidence and will not be put to any other use than for the purpose of this research.

I shall be very grateful for your assistance in providing answers to the questions in the questionnaire.

Thank you.

Yours faithfully,

Makanjuola Peter Kehinde
Researcher

Questionnaire

Note: *Please read carefully and tick (✓) to indicate your answer in the appropriate boxes provided.*

Section A: Background Information of Respondents

1. Age of Respondents: 17- 20 yrs [] 21 – 26 yrs [] 27 – 31 [] 27 – 31 yrs and above []
2. Sex: Male [] Female []
3. Category of Staff: Senior Staff [] Middle Staff [] Junior Staff []
4. Educational Qualification: BSc [] MSc [] PhD [] HND [] ND []
5. For how long have you been in the services: 1yr- 5yrs [] 6yrs-10yrs [] 11yrs- 15yrs [] 16yrs and above []

Section B: Items Related to the Research Questions

Key:

- SA = Strongly Agree
A = Agree
D = Disagree
SD = Strongly Disagree

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S/N	Statements	SA	A	D	SD
1.	The office is stuffed with the electronic types of equipment e.g computer, photocopies etc.				
2.	The modern types of office equipment are generally in use in all the office.				
3.	Communication equipment is available in the organization.				
4.	Internet facility is available in the organization.				
5.	The availability of office equipment reduces fatigue and increase productivity.				
6.	Workers can now do things faster than previously.				
7.	Information can easily be stored in computer instead of files.				
8.	The equipment add more knowledge to the user skills.				
9.	Modern office equipments are expensive to purchase and installed.				
10.	Office equipments are expensive to maintain.				
11.	Qualified engineers are expensive to hire for the maintenance of office equipment.				
12.	Engineers who maintain office equipment are not staffs of the institution.				
13.	Modern office equipment increase productivity of workers.				
14.	Office equipment brings job satisfaction to workers.				
15.	Modern office equipment brings job commitment to workers.				
16.	Office equipment reduce stress and increase job effectiveness.				

