Critical Appraisal of the Information and Communication as a Tool for Effective Administration A Case Study of Yola North Local Government Council, Adamawa State

BY

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Adamawa State Polytechnic Yola

SEPTEMBER 2012

A RESEACH STUDY

ON

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SUBMITED BY

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TO

CONSULTANCY SERVICE UNIT

ADAMAWA STATE POLYTECHNIC YOLA.

IN PARTIAL FULFILMENT OF THE REQUENMENT FOR THE AWARD OF HIGHER DIPLOMA IN PUBLIC ADMINISTRATION.

APPROVAL PAGE

The State polytechnic Yola, Yola Campus.

The project title critical Approval of information and communication AS A TOOL

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Adamawa state was carried out by Abubakar A. Saleh.

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CERTIFICATION PAGE

This is to certify that the project is an original work by Abubakar A.Saleh (CCE/HD/PAD/201006)

It has been prepare accordance with the regulation governing the preparation and presentation of project in Adamawa State Polytechnic Yola, and is here by certify as having fulfilled the requirement of Adamawa State Polytechnic Yola for the award of higher Diploma in public administration. It is here by approved by

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DEDICATION

This work is dedicated to my family and friends.

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I wish to express my sincere gratitude to my supervisor Yunnusa W. Umar of the department of public administration Adamawa state polytechnic yola who is suggestions, valuable criticisms and encouragement, let to the completion of this project.

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ABSTRACT

The Analysis of Information and Communication as the topic refers is too concerned with evaluation or appraisal of the effectiveness of Information and Communication in the day to day running of the yola north local government affairs. Information and communication of every organization especially the public sector, information and communication have been effective which perhaps has been the reason for its success or failure. This study used descriptive approach since it considered documents, individuals and groups to collect date or opinions. In such a process the study used random sampling and survey techniques. This is because they involve all personnel and sections of the population of the study. Simple percentage, statistical frequencies were used on tables, analysis and interpretations. The findings were satisfactory or have scored average scale being that information and communication process has not been perfect and neither poor, so effective administration is not well scored.

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CHAPTER ONE

1.0   Introduction

The public service is detracting and it has come a symbol of lack initiative, redtaptismand inefficiency. Though this cannot be totally justified but it affects the purpose for creating public service in most sectors of organization

Adebayo (1984) in this book "principles and practice of administration in Nigeria, defined administration as direction of person in order to accomplish a specific ends. That when two men cooperate to roll a stone that neither could more alone, the rudiments administration have operated. Whenever people work together for the attainment predetermined objective there is a need of administration that is charge with the possibility of ensuring that aims and objective of that organization were realized. It is the administrative responsibility to ensure that every member of the organization or group contributed his best for the development of the organization sop administration most exist many organizations which have been set up for a defined purpose.

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The local government consist of human beings brought together in hieratical set up making use of equipment human and material resources at on order attained is objectives for which the local was established.

M.J. Balongun (1987) in his book," public administration in Nigeria" defined administration as implementation management information system, organization, stating, leadership, communication, budgeting and financial management.

Administration in its genetic service embraces management as well. Administration is the process of determining the aims and objective for which organization and its management operates in any organization essentially a rule must have performed the role of an administration because he was concerned in his own interest to ensure that affairs were properly managed. And doing that he becomes the becomes the first servant of the community Today. Religions institution, trade unions hospitals etc. all this organization practice administration and share the same features.

1.2 BACKGROUND OF THE STUDY

Information and communication are very important elements in general administration of any type of organization; public or private, local or international.

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Information into interpersonal activities and or group activities. It is a bridge of a term work among various groups and units.

Most conflicts between person and in organization at large arise due to poor information and communication factors. This also is the main factor for poor or ineffective administration.

Yola north local government council is one of the twenty one local government areas of Adamawa state. It has various department and subsections most coordinate and with others and interchange ideas so as to have an effective working relationship and as well execute their duties and responsibilities as expected.

This research is to evaluate or asset the level of the effectiveness of information and communication in the process of administering the affairs of the local government area.

In order to have effective result, the researcher used objective method asses the subject matter. Simple random sampling was used as the sampling technique. Questionnaire and interview method were used. In analyzing, simple percentage was used.

It is expected that the findings or the result of the research work would be useful to the local government as well as other local government and private organizations.

1.3 STATEMENT OF THE PROBLEM

Information and communication in every organized group especially in a bureaucratic set up; there is a channel and pattern of information and communication sources and means to effectively utilize such information and communication acceptable process or processes.

In a bureaucratic set up such as in public sector as yola north local government area, there is a laid down system and pattern of transferring information and pattern of communication. The problem of information and communication rests on how effective they are, and this determines the effectiveness of the administration since the level of effectiveness in predicated on the information and communication flow is as expected or not and how has it affected the administration of the local government administration.

1.4 OBJECTIVE OF THE STUDY

This aspect of the research is to do with the research aims to achieve. That is whether is an effective or not and other wise how information and

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communication has utilized in the administration of the local government affairs. The aims and objectives of this research therefore are:

i)   To find out how information and communication flow has affected the administration of yola north local government area.

ii) To understand the system of information and communication pattern of yola north local government area.

iii) To identify the problem affecting the information and communication effectiveness in yola north local government area.

iv) To find means of improving information and communication strategies in yola north local government area.

1.5 SIGNIFICANCE OF THE STUDY

In a study like this, there are certain gains or benefits which at the completion of the study certain people or organizations will be at the receiving end. This research work on information and communication will be of great help to organization cannot be over emphasized. Effective information and communication is a believed is of immense importance in admiration. Therefore, irrespective of case that this is focusing yola north local government area, it will also be of immense significance to other local government area, other organizations both private and public. It will also be of great import ant's scholars

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and students who will and are undertaking a research or study in the subject matter.

It will also be a great assistance to policy makers in government and non-governmental bureaucratic set up. In other word it will be significant to all organizations irrespective of its nature.

1.6 SCOPE AND LIMITATION

The scope or otherwise area coverage of this study is worth mentioning so as to specify and categorize exactly which and what area and people is dealing with. This study is centered information and communication effectiveness and how it enhances administration in yola north local government administration.

Information and communication is essential aspect of administration. However, the level of its effectiveness will mean what this research is all about.

1.7 LIMITATION

In the process of this research like in any other human endeavor, there are bound to be problems confronting the research and the research processes, in this research like any other there are various types of problems which face the research and the process. Among them included difficulties in obtaining data like of cooperation from the respondents, like of power or light as expected from the nation power authority, like of prepared documents to extract relevant

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information and so on. This project therefore maybe lacking in some aspect precise and details which should have been presented as perfect document.

1.8 RESEARCH QUESTIONS

The research questions are questions that made up the questionnaire and the verbal interview expected to be answered by the respondents.

1) Do you think effective information and communication can make effective administration?

2) Do you communicate frequently with your supervisor/ subordinates?

3) By what means do you communicate?

4) Do you receive feedback of information or communication from your supervisor/subordinates?

5) What do you think are the problems of effective communication in your organization?

6) How can the problems be solved?

7) How can we improve on it?

CHAPTER TWO

2.0 LITERATURE REVIEW

This chapter concerned with the review of related issues and literature of other works. That is related topics discussed explained in other or documents.

The chapter will discuss the following

1. Conceptual definition of communication

2. Importance of communication

3. Communication process

4. Communication organizations

5. Problem of communication

2.1 CONCEPTUAL DEFINATION OF COMMUNICATION

Broadly, the term communication means passing of message and or exchanging information and ideas between two or more people. Hudson in Hamgabda (1996) define communication as an ability to convey in a simple for of information or idea which the recipient to recipsicate in such a way that he can easily understand him. Belmas (1981) explained that communication is the process by which verbal or non-verbal symbols are exchanged between two or more persons.

For a communication to be said has taken place, it means it would involve more than one person. The passing of and or the exchange of idea must be on the other hand been understood and therefore in conveying a meaning that the entire person have understood or have agreed on the same meaning. Davis in Babamgida (1996) pointed out that, the essential feature of communication is that, one person infers from the behavior of another, what idea or feeling the other person is taking to convey. He then eats not behavior as such but to the infused idea or feeling. The other person then leads to his response in team of the idea or feeling that is the meaningbehind it, in other words, communication is said to have been accomplished if the message is interpreted in the same way by the sender, and the recipient of the communication.

2.2 COMMUNICATION PROCESS

This would mean or refers to the means or ways though which communication is carried out and the accomplished. Human communication can be verbally expressed or non-verbally. Osasona and Onyewu (2003).

1. Oral/Verbal Communication: This is a means of communication through the use of words that comes from the mouth. This is usually communication.

2. Non-Verbal Communication: This types of communication involves non words from the mouth, rather it is through expression, gestures and symbols and graphics.

i) Body baggage: This type of communication is through body movements or gestures to express a message or idea to somebody or people.

ii) Paza Language: Message or idea passed through attitudes, feelings, or many other psychological ways.

iii) Sign Languages: This way past of the body is used for communication with the deaf and dumping.

iv) Graphical Expressions: Message passed and receiving through picture or diagrams. The expression of the picture or pattern of the diagram causes certain meanings.

3. Written communication: this type of communication is whereby write ring actions are documented: this may be informs of letter, circular, memo, contents, report, minutes, historical record, etc.

2.3 SIGNIFICANCE OF COMMUNICATION

Communication is an essential aspect of human life especially in an organized group life. Osasona and Onyewa (2003) state that "is necessary for the achievement of goals whatever the goals we want to achieve in life, it personal or organizational and whatever field of human endeavor, it would only be possible through interaction with the people who matter; this in essence is communication.

Apart from achievement of goals, communication is significant because through it we can affect other people and vice-versa in varsity of ways.

This struggle to be heard and understood is a continuous one. The way we feel about others or the things around us, what we want others to know or do for us and what we do for them, how they will go about it will not achieve anything until it is communicated. This could be done through the sender educating or nullifying the receiver and in response; a receiver could satisfy, entertain, persuade or even anger the sender depending on the circumstances.

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In organization, the roles of individuals are classified in term of their communicative duties. The overall assessment of the success of organization is determined by the pattern of information flow it adopts. Communication helps a great deal towards success in organizational management.

Also an organization or individual that is able to effectively communicate with their errors a better stein, desired reputation, good will and could very easily solve misunderstandings or misconceptions if they occur.

2.4 OGANIZATIONAL COMMUNICATION

Organizational communication refers to the communication processes that exist in organizations.

An organization is a coming together of people to work for common goals. The type of communication that exists within the organization will be for achievement of the organization's set objective. Communication and organization status have a lot in common.

Organization status is an assignment in any organization where each person knows who his immediatesuperiors are and unto whom he is answerable. The structure has in built system of rules, regulations, information system, decision making process, operating system, etc. The help to reinforce the structure stated,Daima (1981), which is made up of the pattern of relationship existing between

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people and groups within the organizations. The operating mechanism and the informal structure make up the concept of organizational structure.

2.5 COMMUNICATIONS AND THE ORGANISATIONAL

The communication processes within an organization can be examined in the context of how organizations function. Organizations exist to perform specific function and this demand restricting organization communications to facilitate the effective performance of those functions. Katz and khan (1978) pointed out that "the more an unorganized state how organized state requires the introduction of constraints and restriction to reduce difference and random communication to channel appropriate for the accomplishment of organizational goals. Therefore the very nature of organized systems implies selectivity of channels and the communicative act.

2.6 TYPES OF COMMUNICATION IN ORGANIZATIONS

These are two types of communication in organizational studies:

i) Formal: the technique employed by organization to impose constraints and restriction and to establish communication channels that are appropriate for attaining organizational goals, is the formal organizational studies.

Verbal communication pattern: this is an upward and downward process of communication, in other words, a flow of communication, from the top to the bottom that is downwards; and from bottom to the top that is upward.

Downward communication means from the executive through the managers to the flow staff. Upward is the reverse.

2) Horizontal communication pattern: this type of communication is also called lateral. It is where communication flow is alone line of contemporaries that is e.g. managers or head of department of different units or office of the same rank.

3) Diagonal communication pattern: this type is where the communication flows from inside organization to outside the organization, as well as from outside the organization into the organization.

ii) Informal: informal communication in organization comes as a result of non-official communication among employees and on employers. This type has no official channels.

These two types of informal communication in an organization:

Rumors: A rumor refers to unofficial and unconfirmed information sent through interpersonal channel, say James ode and soda (1990).

Grapevine: this is an opposite of rumors. Grapevine is positive in nature; it is information that come an informal channel through the organization. It is unofficial information because it was yet out officially, e.g. promotion, appointment, etc.

2.7 PROBLEMS RELATED TO EFFECTIVE COMMUNICATION

Individual barriers to communication are the most commonly cited impediment to effective communication and this can be examined in the context of the elements Of the communication process discussed earlier, these include:

a) (i) The sender: the responsibility for effective communication rests with the sender. It is up to the speaker to make sure that the listeners understands, accept and perceives the important of the message. If the sender is impaired from accomplishing effective communication at any stage the message will not be understood.

(ii) Differing perception: successful communication lies on two important prerequisites.

(a) The receiver must be exposing to the message and must paid attention to it.

(b) The receiver must interpret the message in the way the sender intended it to be interpreted. Each represent, in some sender a perceptional barriers which May messages fail to pass.

4) Semantic differences: many communication barriers actually relate to the mean of words and other symbols. Since words, written or spoken are the main vehicles of communication; it is absolutely necessary that they should leave the same meaning for the receiver as the here for the sender.

5) Nature of hierarchy: another barrier which effects organization mainly, is the nature of its hierarchy, the tendency is for a message to become distorted before going through all of them.

Physical: which means factors in the environment like darkness, noise, distance, lack, of public address system, separating walls, etc. which also affect communication in the communication situation.

CONCLUSION

Communication is life wise of any group relationship and co-existence. Organization which are essentially bureaucratic and relies on effective functions of its employees and employers and in an inter and intra communication should be avoided.

CHAPTER THREE

3.0 RESEARCH METHODOLOGY

This chapter is concerned with the method adopted in accomplishing the research work. To achieve or accomplish the objectives set for the research, the chapter is broken into subjects who include:

i)   Research Design

ii)   Area of the Study

iii)   Population of the Study

iv)   Sample of the Study

v)   Sampling Technique

vi)   Description for Data Collection

vii)   Method of Data Collection

viii)   Validity of the Instrument

ix)   Method of Data Analysis

3.1 Design of the Study

The design of the study usually exposes the laindown procedure used in the study; or the general variables and systems adopted. This research being a behavioral study in an organization adopted descriptive or explanatory research procedure. That is a data or information was obtained through verbal and written expression by the respondents. The researcher therefore collected and interpreted the data through analysis in statements.

A survey and random sampling was also used in the collection of the data. The survey become necessary in the sense that various units were visited at various times and locations in attempt to gather information on the same matter. This became absolute because respondents at various locations can express different or the same opinion on the same issue.

The researcher used questionnaire and verbal interview to obtained data from the respondents. This is in order to get a firsthandor direct data from the sources.

A sample statistical table of frequency and percentage was used for the analysis of the data. Below each table the interpretation of the data analysis was presented.

3.2 Area of the study

Area of this study is Yola north local government area of Adamawa state. It is one of the twenty one local government administration areas. Yola local government area is located in the central zone of the state.

It shapes boundaries with Girei local government area of Adamawa state to the north, Yola south to the east, Fufore to the west and Demsa to the local government to the south.

The headquarter of the local government administration is located in Jimeta town. The administration is structure into the executive and legislative council and other bureaucrats and technicians.

The population of Yola north local government is estimated at about 1.5 million people. The major tribes or ethnic groups include kablia, Godogodo, Bata and many other migrant sellers.

Their major occupation is farming, civil servant and trading. Always is market for market day, which attracts traders and customers from the neighboring local governments.

3.3 Population of the Study

The population of the study ideals with the categories and numbers of the people in the place of where the study was carried out. That the population on which the study was conducted.

The population of this study therefore is the yola north local government administrative area. The local government has about two thousand (2000) employees. The employers are classified into senior, junior and executive. Apart from the local government administrative secretarial, there are some unit established outside the secretarial.

3.4 Sample of the Study

Sample of the population of the study refers to actual number of adopted from the population of the study. This means the number of those who responded or from whom information were obtained.

For this study two hundred was used for the study. Because out of the three hundred (300) questionnaires distributed only two hundred and five (205) were returned. Five (5) were invalid; two hundred (200) was therefore the population used as the sample for this study.

3.5 Sampling Technique

This refers to the method or technique used in selecting the population used for the data collection.

This sampling technique is where respondents or population for the study were selected on structure pattern but on the basic everybody has the chance to be involved selection was therefore at random, that is by chance that the researcher got to the respondent.

Survey was also adopted; this is where information or data was gathered on the same matter from various units or sections of the local government establishment.

3.6 Instrument for Data Collection

Instrument for data collection refers to the materials used in obtaining or gathering information or data. In this research, questionnaire was panted and distributed to all the respondents, verbal interview, where a face to face interaction took place and information or data was recorded in note book. Mathematical calculation and computer were used in the calculation analysis and printing of the information collected.

3.7 Method of Data Collection

Method of data collection is the strategies used in collecting the data. The data collected personally by the researcher especially in the interview process. The

staffs, especially the researcher in the local government secretarial also assist in collecting some information from the study. They especially extracted some data from bulletins.

3.8 Sources of Data Collection

Sources have would mean where the information or data was obtained. For thus study, the sources of this study classified into two. That is primary and secondary sources. The primary sources are those data obtained directly from the respondents of study. Secondary sources on the oth1er hand means information or data gather indirectly or from documents, letters, books, etc. this study used both sources.

3.9 Method of Data Analysis

This aspect of the study deals with ideas or strategies used in collecting and processing the hard data or statistical data and information to give a meaningful expression.

The method used in the processing statistical data in this study of sample frequency tally and percentage in tables. Under each table the statistical data obtained were expressed in percentage that is x/Ex X 100

However, where there are values attached to each item (5,4,3,2,1) a decision rule of 3.5 was used to a certain the acceptance or rejection, (strongly agreed SA; agreed A; disagreed SD; disagreed D; did not respond DR).

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CHAPTER FOUR

4.0 This chapter deals with how statistic data or information was collected expressed or analyzed and interpreted to meaningful information.

The statistics obtained are in simple frequency and expressed into percentages. Each static was therefore analyzed and interpreted under each table. The tablesare divided into two main groups that is the senior and junior table.

TABLE 1

Do you communicate with your superior or subordinate effectively?

response	V	cadre	X	EFX	% of EFX
Strongly agreed	5	Snr	60	300	30
		Jnr	4o	200	20
Agreed	4	Snr	30	120	15
		Jnr	40	160	20
Strongly disagreed	3	Snr	5	15	02.5
		Jnr	20	60	10
Disagreed	2	Snr	=	0	0.0
		Jnr	-	0	0.0
Total	5		200	865	100.0

$$\frac{EFX}{X} = \frac{865}{200} = 4.3$$

Table reveals that both the senior and junior employees of yola local government communicate effectively. The decision rule of 4.3 as analyzed from the statistical data indicate acceptance because it fall above 3.5 decision rule.

TABLE 2

Channel of communication is applied in the administration.

Response	V	cadre	X	EFX	%
Strongly agreed	5	Snr	40	200	20.0
		Jnr	60	300	30.0
Agreed	4	Snr	25	100	12.0
		Jnr	30	120	15.0
Strongly disagreed	3	Snr	15	45	7.5
		Jnr	10	30	5.0
Disagreed	2	Snr	10	20	5.0
		Jnr	5	10	2.5
Did not respond	1	Snr	3	3	1.5
		Jnr	2	2	1.0
Total	5		200	8.30	100.0

$=4.15$ accepted $\frac{EFX}{X} = \frac{8.30}{200} = 4.15$

The table shown that channel of communication is applied as expected in yola local government administration. The decision as expressed in the

Interpretation indicated a rule value of 4.15 which is above the 3.4 decision rule.

TABLE 3

How often do you communicate with your superiors or subordinate?

Response	Value	Cadre	F	EFX
Very often	5	Snr Jnr	$\underline{20}$ 25	$\underline{100}$ 125
Directives	4	Snr Jnr	$\underline{25}$ 15	$\underline{100}$ 60
Crcular	3	Snr Jnr	$\underline{26}$ 24	$\underline{78}$ 72
Complains	2	Snr Jnr	$\underline{24}$ 26	$\underline{58}$ 52
Undecided	1	Snr Jnr	$\underline{00}$ 00	$\underline{00}$ 00
Total	5		200	645

$EFX = \underline{645} = 2.23$
$X \quad 200$

This table and data as interpreted reveals that information and communication is not often. But only on circulars that it showed is rather often. The interpretation using the value of the decision rule reveals 2.23 which are rejected.

TABLE 4

What are the means of communication in the organization?

Response	&	%
Thought file	60	30.0
Personal	35	17.5
Electronic	15	07.5
Other means	90	45.0
Undecided	0	0.0

The table reveals that most communications well done must often through other means that the known and laid down processes. 90 respondents which represent 45% agreed to that. While only 35% of the total population of the respondents agreed on file and 35 which represent 17% agreed on personal means.

TABLE 5

Do you often get a feedback?

Responses	&	%
Very often	86	43.0
often	75	37.5
Not very often	19	O9.5
Undecided	20	10.0
Total	200	100.0

This table reveals that feedback on information and communicated when transacted is very often responded or receives a feedback. 86% of the respondents which is 43% agreed on that. While 75 respondents which constituted 37.5% stated feedback is just often not very often. It means this is a feedback on most communications.

TABLE 6

Communication is important in the discharge of duties and responsibilities?

Responses	&	%
Strongly agreed	125	62.5
Agreed	65	32.5
Strongly disagreed	-	-
Disagreed	-	-
Undecided	10	05.0
Total		100.0

Out of the 200 respondents, 125 which constitute 62.5% agreed strongly that communication is very important in the discharge of duties and responsibilities while 65 respondents which constitute 32.5% agreed only. But 10 respondents which make only0.5% did not respond.

TABLE 7

What are the problem for effective information and communication in your organization?

Response	&	%
Ignorance	75	47.5
Fear of threat	65	32.5
Unavailable of means	32	17.5
Undecided	0.5	02.5
Total	200	100.0

The problem associated with effective information and communication in the discharge of the administration is ignorance. 95 respondents representing 47.5% indicate this 65 which constitute 32.5% said fear of threat while 35 which make up 17.5% said unavailability of means to communicate effectively.

TABLE 8

What do you suggest in order to have effective communication?

Response	&	5
Open door policy	125	62.5
Education/Training	45	22.5
Available means	25	12.5
Undecided	05	02.5
Total	200	100.0

TABLE 8; indicate that the problems facing effective communication can be solved through open door policy 125 respondents which represent 62.5% believed in that, while 45 respondents which make up 22.5% will solve the problem.

4.1 MAJOR FINDING

1.) There is a set pattern of passing information and communication in yola   local government administration area.

2.) All system of communication as required is available.

3.) These are existing problems in effective information and communication.

4.2 DISCUSSION OF THE FINDING

The finding of this research on effective information and communication in yola local government area shows that these set patterns (channels of communication in the administration. That is, as it is required the process of communication upwards, downwards and lateral is the system obtained. That is commands, orders, circulars and responses are followed arising from the executive to flow downwards to subordinate along all the necessary levels

In the other hand, these are secretaries, personnel offices and directors responsible to pass information and coordinate any communication between the executive and any department, unity group of individual. Files and personal information can be processed without hindrance. When some members of the executive were interview, they stated that officer's procedure is normal rule and regulation and the officers responsible to pass or receive information between the all levels are available.

The other problems facing communication in administration.

The researcher discovered

Hat most of the staff does not know the processes and channels of receiving and passing information and communication. On the other hand there is fear of threat from the supervisors. The subordinates feed they will scolded if they go to pass

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information and most often not allowed to see the executive offices so as to pass information of the subordinate with them. Some of the subordinates interviewed say they all not often allowed to see the executive offices and that is why they report to meeting at their various residential houses other means such as sending another person to pass the information or communicate with officers on behalf of the subordinates.

5.0 SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 SUMMARY

The focus of this research is to assess the effectiveness of information and communication in the admission of yola local government area. Information and communication is a very important element of administration in public and private organization the effect of ineffective communication can cause a great damage to the administration.

Thus, research set up the main objectives which aimed to accomplish the research work. And it used random sampling technique which gave and included all personnel equal opportunity to express their opinions. This caused any bias.

The data obtained was processed through sample frequency tables and analyzed in percentages which a latter interpreted under each table to give a useful meaning. Findings are obtained from the data analysis and the interpretations. The major findings are;

[a] These is a set pattern of information and communication as obtained in any organization

(b) These are available channels and systems of communications.

(c) These are as well problems affecting effective communications.

5.2 CONCLUSION

Like any organization public or private, yola local government must strive to achieve its set goals.

Despite these are relatively efforts for effective communication it must not run away from a reality rule in any organization also these must be problems here and there in the discharge of their duties and responsibilities which must have a rise from poor information and communication processes and procedures. This means these all least to minimize.

5.3 RECOMMENDATIONS

Recommendations are suggestion based on the observed problems so as to solve them and to obtain effective information and communication process and for effective discharge of duties and responsibilities. Recommendations put in by the researcher are as follows.

1. There is a great need to educate or to sensitize the personnel especially the subordinate or junior cadre officer through seminars, workshops and training.

2. The executive should discourage intermediary persons in communication with their subordinates. They rather operate an open doors policy so that they could receive information and communicate effectively.

3. Make available charts and diagrams available in offices so that it can expose the channels of communication to all personal especially those am aware of the processes.

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RESEARCH QUESTIONS

(1) Do you think effective information and communication can make effective administration?

    (a) Agree   ( )

    (b) Strongly agree   ( )

    (c) Disagree   ( )

    (d) Strongly disagree   ( )

    (e) Undecided   ( )

(2) Do you communicate frequently with your supervisor/subordinate?

    (a) Agree   ( )

    (b) Strongly   ( )

    (c) Disagree   ( )

    (d) Strongly disagree   ( )

    (e) Undecided   ( )

(3) By what means do you communicate?

    (a) Agree   ( )

    (b) Strongly agree   ( )

    (c) Disagree   ( )

    (d) Strongly disagree   ( )

(e) Undecided   ( )

(4) Do you receive feedback of information or communication from your supervisor/subordinate?

(a) Agree   ( )

(b) Strongly agree   ( )

(c) Disagree   ( )

(d) Strongly disagree   ( )

(e) Undecided   ( )

(5) What do you think are the problems of effective communication in your organization?

(a) Agree   ( )

(b) Strongly agree   ( )

(c) Disagree   ( )

(d) Strongly agree   ( )

(e) Undecided   ( )

(6) How can the problem be solved?

(a) Agree   ( )

(b) Strongly agree   ( )

(c) Disagree   ( )

(d) Strongly agree ( )

(e) Undecided ( )

(7) How can we improve in it?

(a) Agree ( )

(b) Strongly agree ( )

(c) Disagree ( )

(d) Strongly agree ( )

(e) Undecided ( )