

## **EFFECT OF INADEQUATE EQUIPMENT ON THE TRAINING OF OFFICE TECHNOLOGY AND MANAGEMENT STUDENTS OF AKANU IBIAM FEDERAL POLYTECHNIC, UNWANA**

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### **ABSTRACT**

*This study critically assessed the effect of inadequate equipment in the training of office technology and management students of Akanu Ibiyam Federal Polytechnic, Unwana. Three research questions guided the study, a descriptive survey research design was adopted. The population of the study comprised 275 students across ND and HND levels. A sample of 136 students were selected using simple random sampling technique. A 43 item structured questionnaire validated by three lecturers in business education was used for data collection. Data were organized and analyzed using mean ( $\bar{x}$ ) and standard deviation. Findings showed that respondents were in agreement that lecturers and students required the listed equipments for effective training to achieve the academic goals of the programme. It was also discovered that department of OTM, AIFPU lack adequate equipment for training students, the researchers observed that available equipment are far below NBTE equipment benchmark specification. The result of the analysis also showed that due to lack of or inadequate equipment, lecturers and students are grossly affected in the course of teaching and learning. Based on the findings it was recommended among others that Federal, State and proprietors of private polytechnics should ensure that there are varied and adequate equipment as specified in the NBTE guideline before admitting students into the program or department.*

### **INTRODUCTION**

Training equipments are tangible resources that can be used in any institution or training center for skills acquisition. This equipment may not be the same in all institutions. The equipment used in training most often, is based on the requirement or needs of the institution/organization or program. In the education system, for instance, equipment used for training of students varies depending on the program, Akpan (2019) expressed that effective education program requires training equipment to blend with theoretical learning to make the recipients functional and useful to the economy. These equipments include: classroom/lecture halls, library, laboratory, machines and so on, which directly or indirectly contribute significantly to the achievement of goals. Adesua (2019) noted that training equipment are aids to effective teaching and learning, there are school buildings, classrooms, library, laboratories, lavatory facilities, office tables and chairs and other materials or equipment that would likely motivate teachers and students to teach and learn

effectively. Ndinechi and Nwogu (2018) presented that training equipment are core environmental factors that enhance acquisition of skills and competences for effective performance in business offices.

For effective training to take place in schools, training equipment are considered important. It is generally accepted that students' performance is directly influenced by adequacy of training equipment available in the institution. This equipment makes training more effective and real. The equipment required for the training of Office Technology and Management students are spelt out clearly in the benchmark minimum academic standard (BAMAS) document of National Board for Technical Education (NBTE) guideline for the accreditation and reaccreditation of program at each level. Nalado (2021) listed the equipment required for effective training of OTM students in-line with NBTE guidelines to include: well ventilated and air conditioned OTM computer laboratories, laptops, demonstration stand, electronic white board, manual typewriter studio, keyboarding software instructional packages, scanners, shredding machines, multi media projectors, teleconferencing facilities, printers, UPS, generator set, solar system, office stationeries, reprography machines, computer chairs and tables, dictating machines, steel cabinet, access to e-book, laminating machines etc. Agbo (2019) expressed that admission of students into OTM program is on ratio of each student to equipment, meaning that, for instance, the guideline stipulated that at the Higher National Diploma (HND) level 45 – 50 typewriters machines are adequate for the ratio of same number of students, while at the National Diploma (ND) level 35 typewriters machines are adequate in the ratio of one is to one as well. Equally computer laboratories should be provided for the teaching of all ICT courses with carrying capacity of 45 – 50 and

30 – 35 for HND and ND respectfully, in other to acquire the desirable skills and competences expected by employer of labour.

Ekpo (2020) revealed that the low quality of learning among OTM students is partly attributed to inadequacy of training equipment. Qualities diminish when the needed training equipment are inadequate or not available. Inadequate training equipment negatively affect OTM students performance below expectation in the examination or office routine task. In line with the above, Eke (2021) posited that OTM students upon graduation are supposed to be job creators, but contrary to these expectations, most of them roam the streets for years searching for very scarces white collar jobs. This is because, they are inadequately equipped with relevant skills probably due to the fact that the program is not up-to-date with the required training equipment. Inadequate equipment for training OTM students has created a gap in era of skills acquisition, which will invariable result to poor performance in the world of work.

### **Needs for Training OTM Students**

The mandates of OTM department is to train its recipients so that upon graduation, they must have acquired the right employability skills to be able to gain employment in the world of work or become self employed. However, Obinna (2019) expressed that employers of labor have kept complaining that OTM graduates are not performing as expected without further training. This assertion was supported by Ugwangi (2020) who observed that, most organizations have expressed their disappointment over the quality of OTM graduates in terms of employability skills possessed to meet up with the global/trends in the work place. In other to bridge the gap, many business organizations has compelled her human resources units to redesign on-the-job training for all employees to undergo necessary

refresher training to acquire the lost skills while in school. This is not without extra cost to the organization. Office Technology and Management Students need adequate employability skills to be effective in the contemporary work environment. Suleman (2020) defined employability skills as the convertible skills desirable by an individual to make him/her employable and functional in the work place. Employability skills cannot be achievable without adequate equipment for training. Effective training is subject to discipline in specific knowledge and skills as well as attitudes exhibited by the students. Undoubtedly, the emerging technologies and globalization brought about a change in the employers' job skills requirements, thereby making the labour market more competitive. Thus, there is need for training the students with marketable skills needed for global competitiveness.

Training equipment are education facilities that enhance effective training during classroom interaction. They are imperative for training and retraining of its' users for effective performance in the process of their program or in the work place. Training equipment used in today's business offices and schools or training centers according to Babalola (2021) includes: air conditioner (AC), computer systems, internet facilities, Personal Computers (PCs), e-library, demonstration stand, electronic board, keyboarding software, voice recording machines, electronic typewriters, shredding machines, teleconferencing facilities, computer chairs and tables, steel cabinets, uninterrupted power supply (UPS), standby power generating plant, multimedia projectors, scanners, printers, reprographic machines etc. Omeje (2019) listed the facilities to include: computers, IBM machines, typewriters, calculators, closed circuit TV, word processors, audio-video retrieval system, and video tape recorder.

Ibekwe (2021) expressed that OTM program required well equipped laboratories and studios with state of the art facilities for effective training of students either at the HND or ND levels. As a matter of fact, there is no way effective training can be carried out without standard computer laboratories, studios and other equipment. OTM courses are practical oriented therefore, require adequate and functional equipment to achieve its goals. The mandate of OTM can only be achieved when human and materials resources are adequately provided for training. This is in agreement with Oyibo (2020) expressed that manpower is one of the critical tools and cannot be undervalued in the training of students in OTM department. Office Technology and Management program is the "blood" of business organization, it required qualified and competent human resources as well as putting the available equipment unto use for training students for gainful employment or self employment.

#### **Required Equipment Available in Office Technology and Management Akanu Ibiam Federal Polytechnic, Unwana for Effective Training of the Students**

Department of OTM, AIFPU is a work oriented educational program which aims at skills acquisition for paid employment, self-reliance or employer of labour. Training in OTM involves the acquisition and development of skills, competencies, attitudes, and attribute to be able to function effectively in the office environment.

OTM Department AIFPU cannot perfectly achieve its target or vision statement due to inadequate equipment required for training its students. A survey of the laboratories and studios at HND and ND level made the researchers observed with dismay that there are grossly inadequate equipment for training students as specified by NBTE for effective teaching and learning that produce

well-equipped graduates that meet the demand of employers of labour.

In the process of the assessment of available equipment in OTM Department AIFPU, the researchers found two computer laboratories housing only 15 functional computers system each for HND and ND, which are grossly inadequate, two manual typewriter (keyboarding) studios housing only 48 functional typewriters for ND which is not sufficient, one scanner machine (not enough), one shredding machine in HOD's office, students rarely see or have access to it for practical demonstration, two multi-media projectors, two printing machines, one steel cabinet, no functional shorthand laboratory, one demonstration stand, no public address system, non-functional air-conditioner in the laboratories gross shortage of office accommodation for academic staff, no departmental library, two portable generator sets that hardly power the few available computers, at various time students contributes money to fuel the generator before conducting practical's. The researchers equally observed that the department is grossly under staffed, the few lecturers in the department are over stressed, one lecturer to upto 5 courses which render them ineffective.

TodaIy, the students enrollment continues to grow geometrically against NBTE requirements for admission into the department. As the enrollment increases, members of equipment remain the same or is diminishing. Data available to the researchers show that the poor state of laboratories and studios negativity affected the department in the recent reaccreditation carried out by NBTE.

### **Effect of Inadequate Equipment on the Training of Office Technology Management Student**

There is a proper saying that “one cannot give what he/she doesn't have” inline with

the above assertion Okolocha (2019) revealed that the decline in students achievement in learning skills courses is to a large extent connected to inadequacy of equipment needed for effective training of students. Poor quality teaching is attributed to absence or inadequacy of equipment. Lecturers and students are handicapped where there are no equipment for training the students to acquire the right skills and competencies for gainful employment. Non availability or inadequacy of training equipment affects OTM students' performance below expectation in the class exams and during practical exercises. The result is that OTM students, upon graduation are supposed to be job creators but contrary to these expectations most of them roam the streets searching for non exiting jobs.

Business organizations today are in dilemma because tertiary institutions cannot produce efficient and effective manpower that can perform with less or no supervision. However, Ogbonna (2021) expressed that employers of labour have kept complaining that OTM graduates cannot perform their office routine effectively and efficiently without further training. In the same direction, Omeji (2019) noted that Polytechnic education in Nigeria has failed to meet its mandates of producing middle and high level manpower for business offices. He noted that the failure is as a result of poor training occasioned by lack of or inadequate facilities for effect training of the students.

### **Statement of the Problem**

Equipping students with relevant skills is an important mandate of OTM program at National Diploma ND and Higher National Diploma HND program in the Polytechnic Education in Nigeria (FRN, 2014). The program is designed to produce skilled and dynamic graduates for gainful employment or self employment. The laudable goal is, however, adversely affected by inadequacy of

equipment needed for effective training of recipients of the program.

In OTM Department of AIFPU, for example, the required training equipment is grossly inadequate. This ugly scenario has challenged the training of students of the program. Students in the department are segmented into groups for practical demonstration in computer and keyboarding laboratories, which most of the time result to struggle amongst the students. Due to large population, time/hours aloted for practical and theoretical training is grossly inadequate therefore, course contents may not be properly covered. The computer labs are conjested, with little or no ventilation, the environment is so harsh that lecturers and students are uncomfortable. It therefore becomes imperative to ascertain the effect of inadequate equipment in the training of OTM students of AIFPU.

### **Purpose of the Study**

The main purpose of this study was to ascertain the effect of inadequacy of equipment on the training of OTM students in AIFPU. Specifically the study sought to identify the:

1. Equipment needed for effective training of OTM students in relevant professional skills acquisition
2. Required equipment available in OTM department AIFPU, for effective training of students.
3. Effect of inadequate equipment in the training of OTM students of AIFPU.

### **Method**

The descriptive survey research design was adopted for the study. The descriptive survey is a type of research design in which a group of people or items are studied. It also involves a one time observation of independent and non manipulated variables (Ouagulu 2011). In this case, data was collected, organized and analyzed as they exist in their natural setting without interfering with them. Thus, the descriptive survey was best suitable for this study because it enabled the researchers to gather information from the identify population and analyzed same as they existed to aid in establishing the effect of inadequate equipment on the training of OTM students of AIFPU.

The study was carried out in the Department of Office Technology and Management, Akanu Ibiam Federal Polytechnic, Unwana. The population comprised 275 OTM student. Sampling technique was used to sampled 136 students because of the enormity of the size. A structured questionnaire was used for data collection after face and content validation by three lecturers in Business Education Ebonyi State University. The researchers adopted the on-the-spot delivery and collection of the instrument, mean and standard deviation were used to answer the research questions. A cut off of 2.5 was used as a base line score for the acceptance or rejection of each items of the questionnaire. Decision rule was that any mean responses of 2.50 and above were accepted as agreed while mean responses below 2.50 were rejected as disagreed.

## Data Presentation and Analysis

### Research Question 1

What are to equipment needed for effective training of OTM students in relevant professional skills acquisition.

Table 1: Equipment Needed for Effective Training of OTM Students

N = 136

| s/n | Variable  | X   | SD   | Decision Rule |
|-----|---|-----|------|---------------|
| 1   | Well ventilated and air condition in computer lab | 3.0 | 0.56 | Accepted      |
| 2   | Function computer sets in ratio 2:1               | 3.4 | 0.59 | Accepted      |
| 3   | Internet facilities                               | 3.5 | 0.61 | Accepted      |
| 4   | Laptops   | 3.4 | 0.76 | Accepted      |
| 5   | Keyboarding software instructional packages       | 3.5 | 0.81 | Accepted      |
| 6   | e-library   | 2.9 | 0.92 | Accepted      |
| 7   | Scanners  | 3.5 | 0.80 | Accepted      |
| 8   | Shredding machines                                | 3.5 | 0.79 | Accepted      |
| 9   | Multimedia projectors                             | 3.5 | 0.81 | Accepted      |
| 10  | Teleconferencing facilitates                      | 3.1 | 0.71 | Accepted      |
| 11  | Printers of various types and sizes               | 3.2 | 0.73 | Accepted      |
| 12  | Uninterrupted power supply (UPS)                  | 3.4 | 0.75 | Accepted      |
| 13  | Eight hourly electricity supply on daily basis    | 3.5 | 0.73 | Accepted      |
| 14  | Office stationeries                               | 3.3 | 0.69 | Accepted      |
| 15  | Suitable computer chairs and tables               | 3.4 | 0.69 | Accepted      |
| 16  | Photocopy machines                                | 3.4 | 0.71 | Accepted      |
| 17  | Steel cabinets                                    | 3.2 | 0.68 | Accepted      |
| 18  | Dictating machines                                | 3.7 | 0.81 | Accepted      |
| 19  | Electric typewriter                               | 3.3 | 0.67 | Accepted      |
| 20  | Demonstration stand                               | 3.1 | 0.59 | Accepted      |
|     | Grand x and SD                                    | 3.6 | 0.81 | Accepted      |

Table 1 presents the results on the equipment needed for effective training of OTM students in relevant professional skills acquisition. From the result items 1 to 20 received the mean ratings ranging of 2.9 to 3.7 within the real limits of 2.50 – 3.5 and are therefore needed. This implies that all the items 1-20 are equipment needed for effective training of OTM students in relevant professional skills acquisition. The grand mean (x) 3.6 implies that these equipment are needed for training OTM students in the relevant professional skills. The range of standard deviation 0.56 to 0.81 revealed that the respondents were not far apart in their ratings. This therefore means that equipment are needed for training OTM students in the relevant professional skills.

**Research question 2**

What are the required equipment available in OTM Department of AIFPU, for effective training of students?

Table 2: Mean Responses in the required Equipment Available in OTM Department of AIFPU, for Effective Training of Students.

| s/n | Variable                        | X   | SD   | Decision rule |
|-----|---------------------------------|-----|------|---------------|
| 21  | Computer sets in ratio 2:1      | 2.0 | 0.70 | Not adequate  |
| 22  | Manual keyboarding machines     | 2.8 | 0.79 | Not adequate  |
| 23  | Scanners                        | 1.7 | 0.82 | Not adequate  |
| 24  | Shredding machines              | 1.9 | 0.84 | Not adequate  |
| 25  | Multimedia projector            | 2.9 | 0.89 | Not adequate  |
| 26  | Printers                        | 2.6 | 0.85 | Not adequate  |
| 27  | Laminating machines             | 1.8 | 0.67 | Not adequate  |
| 28  | IBM machines                    | 1.7 | 0.58 | Not adequate  |
| 29  | Steel cabinet                   | 1.8 | 0.61 | Not adequate  |
| 30  | Demonstration stand             | 2.1 | 0.72 | Not adequate  |
| 31  | Generator for alternative power | 2.2 | 0.68 | Not adequate  |
|     | Grand total                     | 2.1 | 0.74 | Not adequate  |

Table 2 presents the result on the required equipment available in OTM department of AIFPU, for effective training of students. The respondents rated all the items with mean ratings 2.9 to 1.7 which are less than the cut-off point value of 2.50 in 4-point rating scale. This implies that the 21 items available were not adequate enough for training students as contained in NBTE guideline as requirement for accreditation and reaccreditation of program for effective teaching and learning. The grand mean and standard deviation ranges from 2.1 to 0.74 which indicates homogeneity of responses. Therefore it was adjudged that the available equipment for training OTM students are grossly in adequate.

**Research Question 3**

What are the effects of inadequate equipment in the training of OTM students, of AIFPU?

Table 3: Mean Ratings of the Effect of Inadequate Equipment in the Training of OTM Student AIFPU.

| s/n | Variable                                   | X   | SD   | Decision rule   |
|-----|--|-----|------|-----------------|
| 32  | Poor quality teaching                      | 3.4 | 0.92 | Negative effect |
| 33  | Lecturers and students are handicap        | 3.3 | 0.86 | Negative effect |
| 34  | Poor performance of students in ICT skills | 3.4 | 0.89 | Negative effect |
| 35  | Production of half-baked graduates         | 3.3 | 0.78 | Negative effect |
| 36  | Unemployable graduates                     | 3.1 | 0.88 | Negative effect |
| 37  | Unskilled manpower                         | 3.4 | 0.76 | Negative effect |
| 38  | Lack of interest in attending lecturers    | 3.3 | 0.79 | Negative effect |
| 39  | Lack of enthusiasm at learning             | 3.3 | 0.80 | Negative effect |
| 40  | Unaccomplished academic goals              | 3.2 | 0.68 | Negative effect |
| 41  | Result to alternative to practical         | 3.2 | 0.69 | Negative effect |
| 42  | Stress to lecturers and students           | 3.1 | 0.88 | Negative effect |
| 43  | Disappointment to employer of labour       | 3.0 | 0.84 | Negative effect |
|     | Grand x and SD                             | 3.6 | 0.81 |                 |

Table 3 presents the result on the effects of inadequate equipment on the training of OTM students of AIFPU. The respondents rated all the items with mean ratings above 2.50 respectively which is the minimum scores for each of the items. Above all the grand mean for the items is 3.6 and standard deviation of 0.81 which indicates homogeneity of responses. Therefore, it was indicated the items in table 3 were negative effect of inadequate equipment in the training of OTM students of AIFPU.

### **Discussion of Findings**

The study found out that respondents were in agreement that lecturers and students needed adequate equipment for effective training to achieve their academic goals. The findings above is consonance with Hadiza (2021) who asserted that instructional facilities aided content delivery and enhance performance of students. The successful lecturers achieve his objective through available, functional and effective utilization of instructional facilities for instruction delivery. Iweyah and Sam-Eleyi (2021) also affirmed that availability and adequacy of training facilities empowers students by getting them to be more interested in learning and expanding their cognitive reasoning. Ndubuisi (2021) in line with the above affirmed that equipping students with marketable skills and competences is an important mandate of the lecturers in the Polytechnic, this can be achieve when there are available required equipment to enhances goal achievement.

It was equally found that respondents affirmed that OTM Department of AIFPU, lack adequate equipment for training students at ND and HND levels. The researchers observed with dismay that the available equipment are far below the carrying capacity as specification in the NBTE guideline. Amara

(2018) expressed that the poor performance of students in semester examinations is as a result of poor teaching due to lack of equipment.

The students are not well equipped with the right skills and attitude that will help them in practical work as required by employers of labour. Oteh (2020) in agreement with the findings noted that employers of labour in the recent time are disappointed on the graduates of tertiary institutions who cannot deliver in the mandate of their profession.

It was also found that respondents agreed or indicated that inadequate equipment grossly affects lecturers and students during teaching and learning. Today's institutions are producing half-backed graduates due to poor or no teaching, students cannot acquire the right skills and competences needed of them by employers of labour because of inadequate equipment to equip them with the needed training.

### **Conclusion**

Production of skilled and competent manpower is imperative for the attainment of the objectives of OTM program in the polytechnic. The objectives of the program today is rarely achieved due to inadequate and functional equipment for effective training of recipients of the program. Based on the findings of the study, it was concluded that students of OTM, AIFPU are not being adequately taught with required equipment and this may affect their acquisition of skills for job creation upon graduation. The researchers also conclude that there is still a lot to be done by government and management of the institution in the area of providing adequate equipment needed for training of students to meet with the demand of employers of labour.



## Recommendations

Based on the findings of this study, the following recommendations were made:

1. Federal, State and proprietors of private Polytechnics should ensure that there are available and adequate equipment as specified in the NBTE guideline before admitting students in to any program or department.
2. Federal Government and management of Akanu Ibiam Federal Polytechnic, Unwana should as a matter of urgency seek for assistance through TETFund or NGO's to provide required equipment for effective training of the students.
3. Management of AIFPU should regularly appraise and review the statues of her manpower and required equipment to be in line with the minimum standard stipulated by the supervising bodies to prevent the dearth of the educational resources.

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