



## ABSTRACT

Information and Communication Technology (ICT) is an indispensable tool in every day to day activity. Indeed, the inescapability of ICT utilisation has achieved quick changes in innovation, social, political, cultural and global economic transformation. It is in this vein, that the study examined the relevance of ICT facilities to administrative staff competence in Ogun State local government service. Among the objectives of the study were to ascertain the extent of ICT facilities available

# RELEVANCE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FACILITIES TO ADMINISTRATIVE STAFF COMPETENCE: OGUN STATE LOCAL GOVERNMENT SERVICE COMMISSION IN PERSPECTIVE.

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## Introduction

### Background to the study

Local Government is the nearest level of government to the individuals of Nigeria, from a historical point of view, present-day Local Government Administration in Nigeria can be followed the British arrangement of Local Government. The term local government administration in Nigeria has pulled in genuine consideration both broadly and universally since the great local government reform of 1976. In any case, it ought to be expressed nonetheless, that local administration did not begin with the approach of British Administration in Nigeria since certain types of arrangements of local government organization pre-dated the British standard. The local government system is probably the most established foundation. The most punctual type of local government system existed as family and town gatherings. The majority rule government itself began and was created along the lines of local administration activity in the old Greek City-States.

Information and Communication Technology (ICT) is a combination of technologies from collecting, storing, processing, communicating and delivering information related to administrative competence (Johnson, 2007) in Wokocha, Babalola, James and Appiah (July 2018). Information and Communication Technology facilities are high-tech equipment



for the administrative competence of office managers and to determine factors affecting the usage of ICT facilities in the Civil Service Commission. Findings from the study revealed that the majority (81.7%) of the respondents affirmed the high availability of ICT resources while (79%) also confirmed that they were adequately provided with the necessary machine to work effectively, and the majority (89%) agreed that the staff were completely skilled in the use of modern office tools. Findings indicated the schedule of work demands the use of modern ICT equipment as agreed by (89%). The study recommends that office managers should be trained and re-trained in the use of modern office machines and equipment to increase their administrative competence. Ogun State Local Government Service Commission needs to expose administrative staff to in-service training and ensure that a high standard of efficiency and productivity is maintained at all times.

**Keywords:** ICT facilities, Administrative Competence, Local Government Commission

that aids efficient communication. According to Iboro (2016), Information and Communication Technology (ICT) is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computers and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning. Information and Communication Technology can therefore be viewed as the advancement in communication through the application of sophisticated machines such as computers and other software.

However, Information and Communication Technology (ICT) is characterized as Personal Computer PC based apparatuses utilized by individuals to work with the data and correspondence handling needs of an organisation. It envelops the PC equipment and programming, the system and a few other gadgets (video, sound, photography camera, and so forth.) that convert data (content), pictures, sound, movement, etc. into a normal computerized structure. It has been found that the utilisation of (ICT) facilities has improved human limits in each field of the human undertaking, including business exchanges, modern tasks, instructive projects and exercises in life all in all.

Consequently, Information and Communication Technologies (ICT) have turned out to be key instruments and had an insurgency sway on how we see the world and how we live. Today, the spot of ICTs facilities in an organisation and the world when all is said and done cannot be undermined. Cutting edge organizations are led and encouraged using phones, fax machines and PC correspondence arranges through the web. This wonder has brought forth the contemporary web-based business, e-government, e-medication, e-banking and training among others.

There is a notion however that, the use of information technology (ICT) facilities in the workplace have become an integral part of employees' daily work routines, and it significantly affects their administrative competence. Organizations have extensively



implemented ICT facilities to empower employees and generate desirable outcomes. As new technologies constantly emerge and alter the ways employees do their work, the experience and perception of using ICT facilities continue to be a central issue. (e.g., Hsieh, Sharma, Rai, & Parasuraman, 2018).

Ozaji in Jimoh (2017) characterized ICT resources as dealing with and preparing information (writings, pictures, charts, guidance and so forth) for use, by methods for electronic and specialized gadgets, for example, PCs, cameras, and phone. Ofodu (2017) additionally allude to ICT as electronic or mechanized gadgets, helped by human and intuitive materials that can be utilized for a wide scope of educating and learning just as for individual use.

The word Administration has been derived from the Latin words 'ad' and 'ministiare' which means to serve. In simple language, it means the 'management of affairs' or looking after the people. Katz (2018) postulates that administrative competency could be seen as representing specific expertise or accomplishment; the capacity of an organization; mean specific behaviours contributing to excellence, an acceptable minimal level of job proficiency, and underlying characteristics which are causally related to effective job performance within the context of organisational administration. For an organisation to complete their activity proficiently and successfully, particularly in this time of administrative competence based on innovation and globalization, the utilization of Information and Communication Technology (ICT) ends up a goal. Curiously, associations everywhere throughout the world are quickly consolidating data and correspondence innovation (ICT) into all features of work, managers and executives. A director who prevails with regards to utilizing ICT in their work procedures does not just add to improve his authoritative ability yet in addition advantage by and by from upgraded work efficiency (Carlson and Gadio, 2020).

Moreover, Administrative competence has to do with skill, knowledge, qualification, capacity or authority to manage or direct the affairs of a public or private office, business or organization which utilisation of ICT can be categorised with the acquisition of skill, add more to the users' knowledge with a qualified background that can give the user capacity to direct the affairs of the organisation.

Local government can be depicted as the lower level of government. It is legitimately unmistakable and has been forced to raise income and embrace relegated duties under an initiative that is chosen and responsible for the nearby populace. It can likewise be expressed that Local government activities control is decentralized as devolution. Likewise, note that in different pieces of the world,

Information and Communication Technology (ICT) is an indispensable tool in our day to day activities. Indeed, the inescapability of ICT utilisation has achieved quick changes in innovation, social, political, cultural and global economic transformation. Therefore, ICT has held sway on both the quality and amount of managerial ability when applied. Hence, ICT gives chances to employees to communicate with each other, and with the world, all the more successfully during formal and casual conveyance of regulatory work.

Tiamiyu (2003) cited in Ashim (2018) notes that ICTs are the electronic technologies for creating, acquiring, storing, processing, communicating and using information; ICTs can be analytically classified along two dimensions: (i) content-conduit dimension (horizontal



axis); and (ii) service-product dimension (vertical axis). Content-oriented ICTs emphasize content (e.g database products; electronic books, web- sites). Conduit-oriented ICTs provide the channels or media for the storing, conveying or transmitting of information content (e.g. the telephone network). Product-oriented ICTs are physical objects for information processing or transmission equipment (e.g. computers, cellular phones, TV transmitters, etc.). ICT facilities are usually combined and networked to form ICT infrastructure or systems.

The researcher desired to examine the extent to which the available facilities like computers, printers, digital cameras, projectors, scanners, photocopiers, internet facilities and whiteboards. Etc. are utilized in the Local Government Service Commission administration and their employee competence in Ogun State local Governments Service Commission of Ogun State, it also attempts to find out those factors that affect the use of ICT for productivity and the level of effective use of ICTs at Ogun State Local government service Commission in Nigeria.

The main reason for this study was to research the utilisation of ICT facilities as correlate to the administrative competence in the Local Governments Service. Accordingly, the general structure of the examination was guided by the accompanying three fundamental inquiries: -

1. What is the extent of ICT facilities available for the administrative competence of office managers?
2. To what extent do office managers use ICT facilities for administrative competence?
3. What are the factors affecting the use of ICT facilities in the Civil Service Commission?

Significant numbers of studies are relevant to the topic under investigation, Mose, Lagat and Kisia(2016), indicated that training, cost, government policy and organisational culture amongst others affect the utilisation of ICT in a public organisation. Amesi and Yellowe (2018) examined the availability of usage of information and communication technology in facilities of education. Their findings revealed that ICTs gadgets available are moderately and not effectively utilized for teaching and learning in faculties of education. Halisco, (2011), surveyed factors affecting information and communication techniques (ICTs) used by academic libraries in southwestern Nigeria. The study found out that factors like irregular supply and lack of adequate and academic librarians' attitudes towards the use of ICT at workplaces hinder the effective use of ICTs in Libraries. Omolayole (2002) stated three major reasons militating against the effective use of ICTs in Nigerian academic libraries. Some of the factors according to the researcher harmed the availability and use of ICT. The authors stated that low level of computer culture, poor telecommunication infrastructure and adequate awareness. In a situation where those who are supposed to use it are not computer literate, utilizing the facility will be a problem.

Theories of technology attempt to explain the factors that shape technological innovation as well as the impact of technology on society and culture. It aims at describing an individual's acceptance of information systems. It was developed by Fred Davis and



Richard Bagozzi in 1989. TAM is one of the most influential extensions of Ajzen and Fishbein's "Theory of Reasoned Action (TRA)" in the literature. Davis's technology acceptance model is the most widely applied model of users' acceptance and usage of technology (Venkatesh, 2000).

Basic Assumption of the Theory The theory assumes that an individual's information systems acceptance is determined by a few major variables, notably:

**Perceived usefulness:** – This was defined by Fred Davis as "the degree to which a person believes that using a particular system would enhance his or her job performance". It means whether or not someone perceives that technology to be useful for what they want to do.

**Perceived ease-of-use:** – Davis defined this as "the degree to which a person believes that using a particular system would be free from effort"(Davis, 1989). If the technology is easy to use, then the barriers are conquered. If it's not easy to use and the interface is complicated, no one has a positive attitude towards it.

The theory has been applied to different computer-related technologies (e.g. word processors, e-mail, WWW, WhatsApp, Twitter, Instagram, Snapchat etc.) under different situations, by different groups of users (e.g organizations, undergraduate students and knowledge workers), leading its proponents to believe in its robustness. However, the theory explains the determinants of computers and other related technologies like ICT acceptance in general, capable of explaining managers' administrative competence across a broad range of end-user computing technologies and user populations. The above explanation justifies its appropriateness to the study.

In the current 21st century of managing human and material resources through effective and systematic governance, governments in both the developing and developed world are craving for the use of ICTs in one way or the other; purposely to reduce bottlenecks associated with manual efforts and bring governance close to their citizens of different categories. Complementing this view, United Nations (2012) notes that in the current recessionary world climate, in which the lives of people have become ever more interconnected, governments have been harnessing the power of information and communications technologies (ICT) for delivering much-needed sustainability in social and economic services to their Citizens.

Consequently, Ambali (2018) postulates that in every sphere of social, economic and political life there is an administration which means that for the proper functioning of the organisation or institution it must be properly ruled or managed and from this concept emerges the idea of administration.

Naturally, administration implies bringing an institution under proper and fruitful management. So, administration may mean fruitful management. The word fruitful means every work is done with a definite purpose. Public administration means that type of administration (or management) which is specially related to the public and public means all men living in a definite area.

Management practice has been a major beneficiary of the introduction of information technology. Management functions include planning, organizing, directing, controlling, coordinating and staffing. All these have been positively influenced by the advent of information technology. The planning function of management has benefited from the



ready availability of information on every factor required for planning. With the computer, projections of income, expenditure, raw-material requirements and pricing, are much easier, much faster and much more accurate. Coordination is also much more easily facilitated by communication. Improvements in communication automatically influence the better coordination activities of a corporation. The controlling function is aided by the computer because standards can be more specifically set and more accurately measured. Staffing is affected by the existence of a database of personnel. Personnel requirements can be most efficiently met by gaining access to a database of applicants if developed (Ademiluyi, 2004).

### **Methods**

A survey was chosen as the research design to obtain necessary data for this study while the employees in the Ogun State Local Government Service Commission are the population of the study. The total population sampling technique was used for the study as the population was manageable. Justification of the adoption aligned with the submission of Adeosun and Udabah (2013) while citing Nnana (2003) that when the population of the respondents is not many the whole population must be studied. The study was carried out in Ogun State Local Government Service Commission with a total population of 120 staff, comprising of senior staff of 76, and junior staff of 44. Senior staffs were under the categories of Management staff which are: Directors, Assistant directors, Confidential Secretaries, Executive Officers, Accountants and Technical Officers. The instrument used for data collection was a structured questionnaire titled "Utilization of Information and Communication Technology Facilities for Administration Competence Questionnaire" (UICTFACQ).

### **Results**

**Research Question One:** What is the extent of ICT facilities available for administrative competence for an office manager? Table 1 show that ICT facilities are available in Ogun State Service Commission

Table 1.1: ICT availability in Ogun State Service Commission

Responses	Frequency	%
<b>Highly Available</b>	51	46.3
<b>Available</b>	39	35.4
<b>Moderately Available</b>	18	16.3
<b>Not Available</b>	2	2
Total	110	100

Source: Researchers' Field Survey 2021

Data indicates that (46.3%) of the participants indicated that ICT facilities are highly available for use in their offices, (35.4%) claimed that ICT facilities are available, (16.3%) affirmed that it is moderately available while (2%) said that ICT facilities are not available.



**Table 1.2: Workers are adequately provided with necessary machines for daily work in my workplace.**

Responses	Frequency	%
<b>Strongly Agree</b>	38	34.5
<b>Agree</b>	49	44.5
<b>Disagree</b>	13	11.8
<b>Strongly Disagree</b>	10	9.2
<b>Total</b>	110	100

Source: Researchers' Field Survey 2021

Data showed that the majority (34.5%) of the participants strongly agreed that workers are adequately provided with the necessary machine and (44.5%) of the participants agreed that workers were adequately provided with the machine while (11.8%) and (9.2%) of the participants disagreed and strongly disagreed respectively that workers were adequately provided with necessary machines for daily work.

**Table 1.3: Our offices are adequately provided with modern office support equipment that aid in the use of modern office technological equipment.**

Responses	Frequency	%
<b>Strongly Agree</b>	42	38.2
<b>Agree</b>	58	52.7
<b>Disagree</b>	6	5.4
<b>Strongly Disagree</b>	4	3.7
<b>Total</b>	110	100

Source: Researchers' Field Survey 2021

On adequate provision of modern office support equipment that aid in the use of modern office technological equipment (table1.3). (38.2%) of the participants strongly agree that such equipment was adequately provided, (52.7%) of the participants agree with the statement while (5.4%) and (3.7%) of the respondents disagree and strongly disagree respectively to the statement.

**Research Question Two:** To what extent do office managers utilize ICT facilities for administrative competence?

**Table 2.1: Office Managers extent in the use of ICT's facilities for Administrative competence**

	Strongly Agree		Agree		Strongly Agree		Disagree	
	No	%	No	%	No	%	No	%
<b>Modern technological equipment is optimally used in carrying out organizational functions.</b>	43	39.0	44	40	17	15.5	6	5.5
<b>Staff are competently skilled in the use of modern office tools.</b>	39	35.4	59	53.6	8	7.2	4	3.8



<b>The schedule of work really demands the use of modern ICT equipment.</b>	45	40.9	41	37.2	16	14.5	8	7.4
<b>There is efficient coordination of organisational function with the use of modern office technologies.</b>	32	30	59	53	10	9.1	9	8

Source: Researchers' Field Survey 2021

Data shows that (75.5%) of the respondents strongly agreed that modern technological equipment was optimally used in carrying out organisational functions while (24.5%) of the respondents disagree with the statement. Similarly, (89%) of the respondents strongly agreed that the staff were completely skilled in the use of modern office tools, while (11%) strongly disagreed and disagree with the statement. Also, (89%) of the respondents strongly agreed that the schedule of work demands the use of modern ICT equipment but (11%) of the respondent disagreed with the statement. In the same vein, item 4 on the table indicates that (78.1%) of the respondents strongly agreed that there is efficient coordination of organizational function with the use of modern office technologies, (21.9%) of the participants strongly agreed with the statement that efficient coordination of organizational function is enhanced with the use of modern office technologies.

**Research Question Three: What are the factors affecting the use of ICT facilities in the Civil Service Commission?**

	Strongly Agree		Agree		Strongly Disagree		Disagree	
	No	%	No	%	No	%	No	%
<b>Inadequate training affects utilisation of ICT in our office to very extent.</b>	36	32.7	42	38.1	23	20.9	9	8.3
<b>Training cost of ICT is very expensive and time demanding</b>	42	38.1	38	35.6	19	17.3	11	9
<b>There is no clear government policy on vandalism of ICT equipment to discourage officers that engage in intentional or unintentional vandalism.</b>	40	36.3	47	42.7	12	11	11	10

Source: Researchers' Field Survey 2021

Data indicates that (70.8%) of the respondents strongly agreed that inadequate training affects the utilization of ICT in their offices to a very high extent while (29.2%) of the respondents strongly disagreed. Data also reveals that (73.7%) of the respondents strongly agreed that the training cost of ICT was very expensive and time-demanding, while (26.3%) of the respondents strongly disagreed. Data also shows (79%) of the respondents strongly agreed that there was no clear government policy on vandalism of ICT equipment to discourage officers that engage in intentional or unintentional vandalism while (21%) of the respondents strongly disagreed with the statement.

**Discussion**

Findings revealed that the majority (81.7%) of the respondents affirmed the high availability of ICT resources while they (79%) also confirmed that they were adequately





provided with the necessary machine to work effectively. Result also showed that there was adequate provision of modern office support equipment to aid the use of modern office technological equipment as agreed by the majority (90.0%). Findings are in discord with the work of Amesi and Yellowe (2018), who found out the ICTs gadgets available are moderately and not effectively utilized for teaching and learning in faculties of education in Rivers state university.

Of significance was the result of which revealed that the majority (75.5%) of the respondents agreed that modern technological equipment was optimally used in carrying out organisational functions. However, the majority (89%) of them agreed that the staff were completely skilled in the use of modern office tools. Findings indicated the schedule of work demands the use of modern ICT equipment as agreed by (89%). It was also discovered from the analysis that there was efficient coordination of organizational function with the use of modern office technologies as confirmed by (78.1%).

Concerning likely challenges that may affect the use of ICT for administrative competence, findings revealed that (70.8%) representing the majority agreed that inadequate training affected utilization of ICT in their offices to a very high extent while (73.7%) of them agreed that the training cost of ICT was very expensive and time-demanding, similarly, the majority (79%) of them agreed that there was no clear government policy on vandalism of ICT equipment to discourage officers that engage in intentional or unintentional vandalism. In supporting the findings, Mose, Lagat and Kisia (2016), Halisco (2011); Omolayole (2002) are in support of the findings. According to them, irregular power supply, attitude towards the use of ICTs by the managers, level of computer literacy, inadequate awareness, training, cost, government policy and organisational culture are the factors that mostly affect the utilization of ICT in a public organisation.

### **Conclusion**

The study has taken a cursory look at the use of ICT resources as correlates to administrative competence in Ogun State Local Government Service Commission. It was evidenced through the literature that effective use of ICT will assist the managers in bringing about administrative competence. The study found out that majority of the respondents confirmed the high availability of ICT resources. Likewise, modern technological equipment was optimally used in carrying out organisational functions. Inference from the above means that effective use of ICT correlates with administrative competence in Ogun State Local government service commission. Therefore, this study concludes on the notion that ICT use is effective in Ogun State local government service commission as it correlates with the administrative competence of managers about coordination of organisational function with the use of modern office technologies. Based on the result also, the study concluded that there was no clear government policy on vandalism of ICT equipment to discourage officers that engage in intentional or unintentional vandalism.

### **Recommendations**



- i. Office Managers should be trained and re-trained in the use of modern office machines and equipment so as to increase their administrative competence.
- ii. Ogun State Local Government Service Commission needs to expose administrative staff to in-service training and ensure that a high standard of efficiency and productivity is maintained at all times.
- iii. Government should make efforts to provide new technologies and provide associated facilities as well as provide power supply to enhance effective utilization of this equipment for national development.

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