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THE IMPACT OF INFORMATION TECHNOLOGY ON RECRUITMENT AND TRAINING: A CASE OF NIGERIA IMMIGRATION SERVICE

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Abstract

The import and necessity for adoption of Information Technology in this modern society has become a universal phenomenon. Most organizations utilized information technology to have a competitive edge. Nigeria Immigration Service did not want to be left behind in promotion and utilization of information technology to enhance its performances through e-training and e-recruitments. A sample of one hundred officers and men of Nigeria Immigration Service was studied using validated questionnaire. The response rate was 100%. Data collected were analysed using ANOVA method. The research results revealed that there were significant relationships between information technology, training and recruitment. It was recommended based on the research findings that Nigeria Immigration Service should invest more in information technology to take advantage of it and have good workforce that can compete with its counterpart anywhere in the world. The paper concluded that if the organization could invest more on information technology it will reduce human influence in her recruitment processes and also allows for well trained officers and men.

Keywords: Information technology, Nigeria Immigration, Recruitment, Service, e-passport, Training

INTRODUCTION

Information technology has become a critical aspect of human activities, such as banking, insurance, commerce, military and paramilitary services. Many organizations have realized the importance of Information Technology and its performance of tasks and increasing customer's satisfaction, support systems, managers' decision making and especially the organization's effectiveness, such awareness has caused most organizations to quickly move towards the application of IT (Yardley, 2005) as cited in (Rezaei et al, 2014). Nigeria Immigration Service is one of the early adopters of information technology in Nigeria through the introduction of e-passport in 2007 (Udeh, 2010). However, the service was computerized before that time. Since the pace was set by him in 2007, it had grown to a stage where other security agencies not only in Nigeria but throughout Africa can source for information from Nigeria Immigration Service through its newly established Technological edifice by its Comptroller General, Babandede Mohammed at the Service headquarters in Abuja.

According to Mishra and Akman (2010), Turkey has undergone series of major changes, these changes have had certain impact on organisations' HRM strategies and organizations have started investing significant resources in automating their HR departments. Surveys in Turkey showed that 90% of HR departments operate with some form of computerised HRMs. Automation of Human Resources department points to, e-training, e-recruitments, e-records management and other human resources functions that are aided or can be aided with the use of information technology applications.

In Asia, Iran has emphasised the impact of information technology on labour productivity in her economy from 1990s onwards (Rezaei., Zare., Akbarzadeh., & Zare, 2014). In addition, Saha and Majumber (2017), saiod in India an attempt to automate the process of performance appraisal as a function of human resources management, organizations are increasingly taking the help of IT, which helps to systematically record all the data necessary for performance appraisal.

In Africa according to Mutuku and Nyaribo (2015) in Kenya, information technology has been adopted in the banking sector because it has a beneficial influence on firm's productivity which can only be achieved if it is well understood.

Furthermore, Ringim, Dantsoho, and Hanmaikyur (2017), said in Nigeria, before deregulation of financial sector, first generation banks dictated the pace of products and service offer in Nigeria. Also, with the advent of internet and other e-banking services those banks could no longer decide pace in the market (Ringim, et al).

In addition, Nigeria Immigration Service embraced the use of ICT in its operations with the introduction of the Combined Expatriate Residence Permit and Aliens Card (CERPAC). Ever

since the service has taken giant stride s in the use of ICT, it processes an operational procedures, notably the introduction of online payment for its facilities, in other words e-revenue collections was popularized by Nigeria Immigration Service, before it became a Federal Government policy (Ogunkanmi, 2016). The introduction of machine readable electronic passport in 2007 was a land mark achievement by the Service in that Nigeria became the first country in Africa to introduce the e-passport among the first fourty countries in the world to do so (Udeh, 2010). Another significant achievement in the realm of ICT development is the establishment of a well equipped forensic laboratory for the examination of travel documents and monetary instruments. Information Technology has also been deployed to all entry points such as Airports, Seaports and Land borders t o enhance her operations.

In Nigeria, most of the researches conducted were in the financial industry such as banks, insurance companies and stock exchange market. However, the nexus between information technology and human resources such as recruitment and training has not been well researched.

Statement of the problem

Previous studies were conducted in the financial sector with emphasis on service deliveries. Information technology is critical to the smooth operations of most of the security agencies including the military. However, there have been cases of recruitment problems and lack of adequate training due to none application of technology in this regard. This was due to lack of total acceptance of information technology by the organization.

Objective of the study

I. To find the relationship between information technology and recruitment in Nigeria Immigration Service.
II. The second objective was to show if there is any relationship between information technology and training in Nigeria Immigration Service.

Research questions

I. Is there any significant relationship between information technology and recruitment.
II. Does information technology have impact on training.

Research hypotheses

I. Information technology has no significant relationship with recruitment.
II. There is no significant relationship between information technology and training.

Scope of the study

The research study focused on Information technology, recruitment and training in Nigeria Immigration Service. The population of the study was 100, which comprised both officers and men of the Service.

Significance of the study

This study could assist both current and future management of Nigeria Immigration by taking advantage of information technology to resolve all issues relating to recruitments and trainings.

LITERATURE REVIEW

Conceptual Review

Information Technology (IT) is the bedrock for internal survival and development in a rapidly changing global environment and challenges us to devise bold and courageous socio-economic issues such as reliable infrastructure, skilled human resources, open government and other essential issues of capacity building. In addition, an information technology policy built on reliable human resources and infrastructure constitutes the fundamental tool and means of assessing, planning, managing development change and for achieving sustainable growth. It is for this reason that every progressive country has a national IT policy and an implementation strategy to respond to the emerging global reality and thus avert becoming a victim of digital divide (Nnebe, 2007).

According to Osaghale (2009), the ICT is conceptualized as the hub, the connecting link of the tools, methods and mechanisms for generating, manipulating, assembling, collecting, preservation, sharing and dissemination of information all round the clock, unhindered globally. In another dimension, wiki educator said information technology reflects the combination of three technologies, digital computing, data storage and ability to transmit digital signal through telecommunication network. Information technology is said to be affecting us individually and as a society and that information technology stands firmly on hardware and software of a computer and telecommunication infrastructure.

Zuppo (2012) proposed an ICT hierarchy level that contains some degree of commonality in that they are related to technologies that facilitate the transfer of information and various types of electronically mediated communications. Furthermore he argued that the term ICT is also used to refer to convergence of audio-visual and telephone networks with computer networks through a single enabling or link system. In addition Information technology (IT) is the use of any computers, storage, networking and other physical devices, infrastructures and processes to create, process, store, secure and exchange all forms of electronic data.

Government organizations, industries now automate their business and day-to-day processes. Adeniji (2016), said the roots of the word technology suggest that it is a means to an end. Technology in the broadcast sense is the application of modern communications and computing technologies to the creation, management and use of technology typically refers to equipment such as computers, data storage devices, networks and communication devices. Information technology can also mean the use of hardware, software services and supporting infrastructure to manage and deliver information using voices data and video.

In addition, Merrian-Webster.com defines information technology as the technology involving development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data. On the other hand Byte-notes.com says information technology includes, all computers with a human interface., all computers peripherals which will not operate unless connected to a computer or network., all voice, video and data networks and the equipment, staff and purchased services necessary to operate them., all salary and benefits for staff whose job descriptions specifically include technology functions., that is, network services, applications development and systems administration., all technology services provided by vendors or contractors., operating costs associated with providing information technology., and all costs associated with developing, purchasing, licensing or maintaining software.

Training

According to Nda and Fard (2013) as cited in (Adefulu, Amos & Ogunkanmi, 2020). training is an organized way in which organizations provide development and enhance quality of new and existing employees. However, Ganesh and Indradevi (2015), said training is the acquisition of knowledge or skills and competencies. Going by this definition it has specific goals for improving one's knowledge, skills and their capacities, capabilities performance and their productivity. In the same vien, Agunis and Kraiger (2009) say the significance of training is that it increases the employees' job performance and brings other positive changes such as acquisition of new talents. He further said that training is needed for employees to understand the tasks and acquire the skills needed or necessary in carrying out the tasks. Also, training is more important because it leads to a maximum utilization of all the resources of the firm.

Thus the skills which were utilized by human resources of a firm can increase output and quality improvement at the company. Training increases efficiency, morale of employees, better human relations, reduction in supervision, increase in organizational reliability and flexibility. According to Agunis and Kraiger (2009), training programs not only develop employees but also help organization make use of their human resources in favour of gaining competitive

advantage. Therefore it seems mandatory by the firm to plan for such training programs for its employees to enhance their abilities and competencies that are needed at the work place.

Khan (2012), as cited in (Ogunkanmi, 2016) states that employee training is a learning experience that seeks relatively permanent change in employees that improve job performance. Therefore training involves changing skills, knowledge, attitude or behaviour.

In addition, Zahara, Iram and Naeem, (2014) posit that organizations mainly go for training programmes to improve productivity and quality, to increase organizational and employee morale, to motivate employees, to achieve financial gains, for prevention from industrial accidents, to provide wider awareness to employees that leads them to enhance their personal growth, to reduce employee turnover intentions, for enhancement of company's image through conducting ethics training and for updating employee skills to align with company's goals and objectives. They affirm that in most cases training is considered for new employees only, it is good to invest more on development of their skills so that they can increase their productivity. In the same vein ongoing training of current employees is as important as of new employees, it helps them adapt their daily routine work according to rapidly changing job requirements and to improve their performance on current job and prepares them for an intended job.

Recruitment and selection

According to Opatha (2010) as cited in (Ekwoaba, Ikeije & Ndubusi, 2015), recruitment is the process of finding and attracting suitably qualified people to apply for job vacancies in the organization. However Ofori and Aryeetey (2011) define recruitment as the process of generating a pool of competent individuals to apply for employment within an organization. In addition Gamage (2014) said the purpose of recruitment is to provide the organization with a pool of potentially qualified job candidates.

Opatha (2009), said selection is the process of making the choice of the most suitable applicant from the pool of applicants recruited to fill the relevant job vacancy. In the same vein, Ofori and Aryeetey (2011) posited that selection involves the use of one or more methods to assess applicant's suitability in order to make the correct selection decision. It can also be seen alternatively as a process of rejection as it rejects a number of applicants and select only a few applicants to fill the vacancy.

Jovanovic (2004) as cited in (Ogunkanmi, 2016) said recruitment refers to the process of attracting, screening, selecting, and on-boarding a qualified person for a job. He also said, the stages of recruitment process include: job analysis and developing a person specification, the sourcing of person by networking, advertising, or other such methods, matching candidates to

job requirements and screening individuals using testing (skills or personality assessment of candidates' motivations and their fit with organizational requirement by interviewing and other assessment techniques. A modern and better way of recruitment was proposed by (Galaniki, 2002) cited in (Ogunkanmi, 20016), as the use of the internet as a means to recruit and other online activities within the scope of e-recruiting.

In the same vein, Hamilton and Bowers, (2006) cited in (Ogunkanmi, 2016), said the speedy integration of the internet into recruitment process is primarily recognized due to internet's unrivalled communications capabilities, communication through e-mails, blogs, and job portals. In recent years, recruiting using internet is growing and the banking industry has been quick to adapt.

Empirical Review

Owusu-Ansha (2014) conducted a study on leveraging Information technology (IT) in recruitment and selection process - a comparative study and submitted that the focus of recruitment and selection is to match the capabilities of prospective candidates against the demands and rewards inherent in a given job. Because of this banks devote considerable resources and energy to creating high quality selection system.

In addition Gasco, Llopis and Gonzales (2004) conducted a study on the use of Information technology in training human resources, an e-learning case study. Their study reveal the reasons that led large firms to install intranets in their HR department are not only linked with the transfer of HR data management to employees and functional manager themselves.

A divergent study was conducted by Johnson (2008) quoted by (Ogunkanmi, 2016) on expected consequences of information technologies on electronic records management and said that computer technology has made possible, or even necessitated the electronic record and electronic records management. That it has also made almost anyone an author of electronic documents.

Theoretical Framework

This study is based on Technology Acceptance Model which was developed by Davis (1989). It is one of the most popular research models to predict use and acceptance of information systems and technology by individual users (Surendran, n.d). In TAM model, there are two factors identified as perceived usefulness and perceived ease of use in computer use behaviours. Davis (1989), defines perceived usefulness as the prospective user's subjective probability that using a specific application system will enhance his or her job or life performance. This implies that a particular application system is often adopted because of the

perceived benefits it will convey on the users. Furthermore, perceive ease of use (EOU) is defined as the degree to which the prospective user expects the target system to be free of effort (Davis, 1989). In addition, Davis (1989) said TAM's ease of use and perceived usefulness are the most important determinants of actual system use. These two factors are influenced by external variables. The main external factor that are usually manifested are social factors, cultural factors and political factors. Social factors include language, skills and facilitating conditions. Political factors are mainly the impact of using technology in politics and political crisis.

The attitude to use is concerned with the user's evaluation of the desirability of employing a particular information system application. Behavioural intention is the measure of the likelihood of a person employing the application (Surendran, n.d).

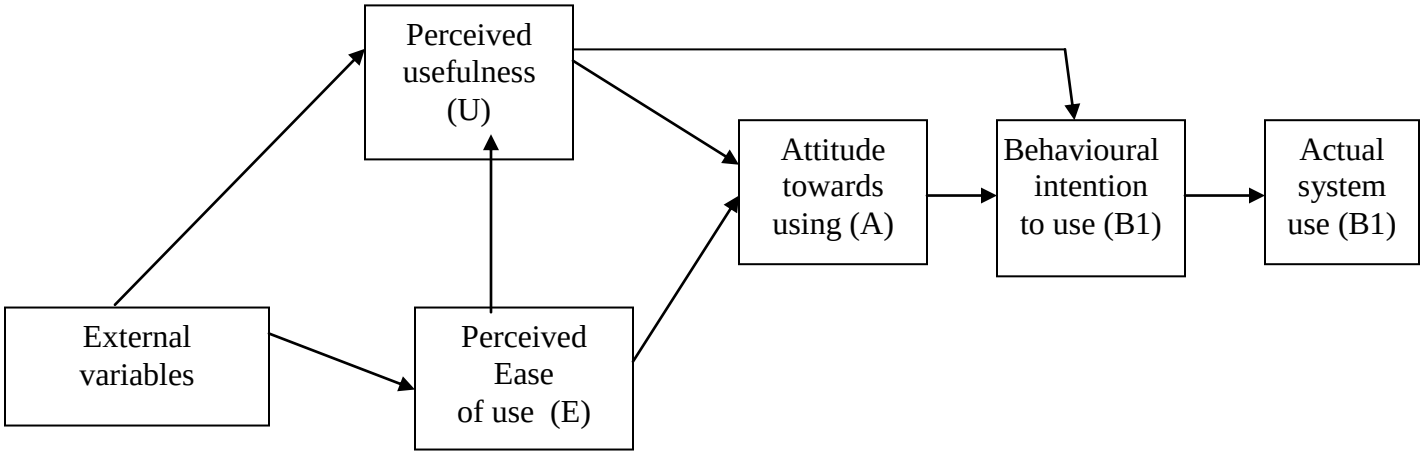

Figure 1 Technology acceptance model (TAM)

Source: Davis (1989).

Other authors (Taylor & Todd, 2011), modified (Davis', 1989) model by developing a new model called combined TAM - TPB model which integrated the Technology acceptance model and theory planned behaviour. Davis and Venkatesh (2000) improved on the earlier TAM model and proposed a new version of TAM called TAM2 which added new variables to the existing model. Inspite of these modifications TAM has been used by researchers worldwide to understand the acceptance of different types of information systems (Surendran, n.d). Zhou et al. have developed a new model based on TAM called online shopping acceptance model (OSAM). Furthermore Shafeek (2011) as cited in (Semaratne, & Samarasinghe, 2019) also used TAM model to evaluate the acceptance of e-learning systems by teachers.

This model was preferred to other theories because it appropriately and adequately addresses the issues of interest to the researcher. The model assisted in guiding the thought of the researcher. The theory also connected both the independent and the dependent variables.

Conceptual Model

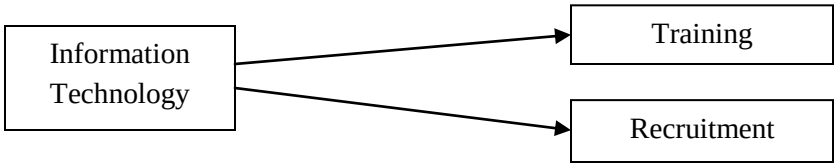

Figure 2 Proposed conceptual model

METHODOLOGY

A quantitative research was adopted for this study. It also made use of survey research design. The total population for this study was 26000 officers and men of Nigeria Immigration Service. The sample size for this study was 100 officers and men determined by convenience sampling technique. Data for this study were gathered through the use of self developed questionnaires. The self developed questionnaire was preferred to capture the specific needs of the organisation under study. The questionnaires were validated by content and construct validity. In order to obtain the reliability of the instrument, Pearson product moment was estimated. The reliability coefficient was 0.69 which indicated that the questionnaires were reliable. The instrument (questionnaire) on information technology and training and recruitment of Nigeria Immigration Service was administered to some set of officers and men as sample twice at different intervals. The data collected was subject to descriptive and inferential statistics.

ANALYSIS

Table 1 Participants responses on availability of computer in the various sections in the command

		Frequency	Percent
Valid	Yes	98	98.0
	No	02	2.0
	Total	100	100.0

Table 1 shows that 98 (98%) of the respondents said they have computers in their sections or directorates, while 2 (2%) said they do not have computers in their sections or directorates.

Table 2 Participants responses on numbers of computers they have in their sections.

		Frequency	Percent
Valid	One	64	64.0
	Two	08	8.0
	Three	03	3.0
	Four and above	25	25.0
	Total	100	100.00

Table 2 shows that 64 (64%) of the respondents said they have one computer, 8 (8%), said they have two computers, 3 (3%) said they have three computers, while 25 (25%) said they have four and more computers.

Table 3 Participants responses on level of literacy in computer

		Frequency	Percent
Valid	Yes	85	85.0
	No	15	15.0
	Total	100	100.0

Table 3 shows that 85 (85%) of the respondents said they are computer literate, shile 15 (15%) said they are not computer literates.

Table 4 Descriptive statistics and Correlation matrix of Recruitment and Information Technology

	N	Mean	Std. Deviation	Sig (2-tailed)	Correlation
Recruitment	100	10.95	2.93834		
Information Technology	100	10.96	2.75212	.000	-.397**

** Correlation is significant at the 0.05 level (2 - tailed).

In analysing the relationship between recruitment and information technology, table 4 shows that recruitment had a mean of 10.9500 with Std. deviation of 2.93834 while information technology had a mean of 10.9600 and Std. deviation of 2.75212. The result in the table further shows that recruitment had a negative correlation with information technology (-.397**) at the significant value of .000. However since the significant value .000 is less than 0.5 cut off point, we therefore concluded that there is significant relationship between Recruitment and Information Technology.

Table 5 Descriptive statistics and Correlation matrix of Training and Information Technology

	N	Mean	Std. Deviation	Sig (2 - tailed)	Correlation
Training	100	9.7500	3.03972		
Information Technology	100	12.2800	2.78553	.004	-.288**

The findings from table 5 shows the relationship between information technology and training with a mean of 9.7500 and Standard deviation of 3.03972, while information technology had a mean of 12.2800 and Standard deviation of 2.78553. The result further shows that training has a negative correlation with information technology (-.288**) at the significant value .004. However since the significant value .004 is less than 0.05 cut off point, we therefore concluded that there is significant relationship between Training and Information Technology.

FINDINGS

From the analysis of data carried out, it is evident that 40% of the respondents came from ICT section which confirmed that Nigeria Immigration Service has accepted or embraced information technology adequately. In addition, the result of the first hypothesis shows that there is a significant relationship between information technology and recruitment. Conceptually the result of this study agrees with (Owusu - Ansah, 2014) who submitted that recruitment process will be faster, global due to e-recruitment. However, he further warned that traditional method of recruitment should not be replaced with e-recruitment, because the loopholes of e-recruitment can be covered by the traditional methods.

Furthermore, the result of the second hypothesis shows that there is significant relationship between information technology and training. This finding agrees with, Gasco., Llopis., and Gonzales (2004) in their study of information technology in training human resources, an e-learning case study. A review of the specialised literature (Albertson, 1999., Ammenhenser, 2000., Burzawa, 1997., Geoffrey, 1997., Kristen, 1997., Rogers, 2000., & Stedman, 1999) as cited in (Lai, 2017), as part of their findings, information technology created online forum which allows an employee that is assigned to a project in a specific sector to connect with another forum and seeks advice from firm's experts.

Theoretically the results of this study aligned with (Davis, 1989) TAM model, (Taylor & Todd, 1995) modified model (TAM - TPB) which integrated the Technology acceptance model and theory of planned behaviour.

CONCLUSIONS AND RECOMMENDATIONS

This study concluded that there was a significant relationship between information technology, recruitment and training. Acceptance of technology by organizations is also a determinant of its use or utilization, and impact on its activities. In view of the contributions of information technology to effective training and enhancement of recruitment in organizations, the following have been recommended.

i. Organizations, such as Nigeria Immigration Service should sustain its investment in information technology since it gives her a competitive edge among security agencies, such as prompt provision of data and information when demanded .
ii. Nigeria Immigration Service should commence both recruitment and selection with little human interface.
iii. Other organizations should also accept technology to enhance their performances.

LIMITATIONS OF THE STUDY

The sample size is small, which may affect the generalization of the result of the study. In addition the researcher was confronted with time and financial constraints. It was a self financed project hence the choice of the sample size for easy administration of questionnaire. The scope of the study might also affect the general application of its result, because of areas not covered.

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