

Voice–Texting Skill and Office Managers’ Job Performance in Telecommunication Firms in Port Harcourt

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Abstract

This work examined the relationship between voice-texting skill and Office Managers’ job performance in Telecommunication Firms, Port Harcourt. The Krejcie and Morgan table was used to obtain a sample size of 136 respondents. Structured questionnaire was used to obtain primary data after due validation, and ascertaining the reliability of the instrument at 0.768 using Cronbach alpha statistics. The researchers were able to retrieve 125 copies of the distributed questionnaire. SPSS Version 22.0 was used to run the analysis. Mean and standard deviation and tables were used for the univariate analysis while Spearman Rank Order was used for the Bivariate analysis. The findings revealed that there is a significant positive relationship between Voice-Texting Skill and Office Managers’ job performance. The study concluded that digital communication skills such as voice-texting skill enhance Office Managers’ job performance in Telecommunication firms in Port Harcourt. The study recommended amongst others, that Management should install voice-texting packages like personal computer systems as well as provide voice-typing training for Office Managers to increase their capacity in processing and disseminating information contents speedily.

Keywords: Voice-Texting Skill, Office Managers, Job performance, Telecommunication Firms.

INTRODUCTION

In today’s highly technological environment, digital communication skills are imperative if employees would perform their jobs, duties and responsibilities effectually. The term digital skills refer to a professional level where administrative staff demonstrate capabilities or expertise in operating emerging sophisticated digital communication devices and platforms. Within the context of this work, digital skills is operationalizes as voice-texting skill. Voice-to-text as a digital communication tool is indispensable in the telecommunication industry as they are inclined to

enhancing effective communication between two or more parties. These days, coupled with the trend of technology shaping the industries, manufacturers of smart phone and phone's accessories are beginning to build voice-text recognizing apps that aid voice-text messages and other business transactions (Bright, 2015). On this page, Office Managers with the help of speech recognition programs convert spoken to written language to communicate to their subordinates and clients, effectively and efficiently. Because of the multiplicity of digital communication skills, Office Managers can decipher their clients' and subordinates' speech thus enabling them to disseminate information, manage records, and among other things.

With the help of voice-texting skills, Office Managers are able to download a voice-texting application, train it to understand them, and use it effectively and efficiently in conveying information, keeping record and enhancing timely task completion. The use of voice-texting helps the Office Managers to be sophisticated in communicating with clients and subordinates with smart phones and computer systems. Voice-texting application software such as Dragon Home, IBM Speech to Text, Temi, Braina Pro, Transcribe, etc helps the Office Managers to build a strong digital communication model where information can be disseminated, task can be timely completed, and record can be effectively managed. With the practical aid of Austin (2019), it is understood that Office Managers in the telecommunication industry through their smart phones can among others disseminate information, manage records and complete task and assignments related to digital usability, effectively and efficiently. He highlighted the steps via: Open your Messaging App, Speak! Confirming and Sending to the designated recipients.

Abuame (2017) holds that broadcast communications firms stay on web nearness, online scientific handling, cloud innovation appropriation, and a total robotization of the workplace framework.

These extreme digitalization changes likewise requires an upward update of computerized aptitudes among labourers including office administrators. Office administrators inside the content of this work allude to authoritative heads and their colleagues who are liable for taking care of information and data with respect to an office, unit or office in an advanced association. In customary office frameworks, they are frequently known as secretaries, regulatory officials, or potentially managerial heads. It is in this manner, basic for Office Managers, for example, Administrative Officers, Secretaries, and Product/Service Representatives to be carefully educated for powerful administration. The term advanced aptitudes alludes to an expert level where authoritative staff show capacities or mastery in working rising refined computerized specialized gadgets and stages. Inside the setting of this work, advanced abilities is operationalized as voice-messaging aptitude, investigating aptitudes, and distributed computing abilities.

Today, Office Managers get all correspondences typed from personal computer systems and smart devices. They are not just required to develop typing skills; they are expected to develop advanced typesetting skill like voice-texting skill. Voice texting skills underscores the ability to issue commands on computer system using human voice as well the practical ability to type, edit, format, and convert texts into special document formats (Mewewe, 2017). It also refers to the ability to voice-type. Today, there are emerging applications that enable users to voice and format documents using their voice rather than typing with their fingers (Frank, 2018). Office Managers who have upgraded their digital skills use such applications to prepare their documents with easy.

Job performance of Office Managers as used here can be seen as a measure of the extents to which administrative heads or middle level managers handle a lot of responsibilities ranging from planning to coordination and decision making. The Online Business Dictionary (2019) describes the

Office Manager as “an employee of a business or organization whose duties typically include allocating physical resources such as office space and supplies, scheduling internal events, overseeing operational staff such as accountants, technicians, and administrative personnel, and other details necessary to run an office in any industry or field.” There are many ways of measuring Office Managers’ job performance, but this work adopts information dissemination and timely tasks completion. Office Managers as administrative support staff have the responsibility of ensuring that projects and administrative tasks under their auspices are started and completed at the right time before deadlines (Roth, 2016). Time is a major organizational resource. Effective Office Managers make sure that their administrative activities are properly coordinated and operations in different departments in progress.

Office Managers handle a lot of sensitive official documents both in print and electronic format. The extent to which they are able to create, store, retrieve and use official data/information securely and confidentially is a measure of their performance in terms of records management. Records are the lifeblood of Telecommunication firms and they must be secured. Some of the vital records of Telecommunication often handled by Office Managers include project files, letter, invoices, reports, contacts, vouchers, statistics, orders, and so on. Mishandling these records can spell doom for the organization. The Office Manager must therefore ensure that documents are properly managed in the administrative system.

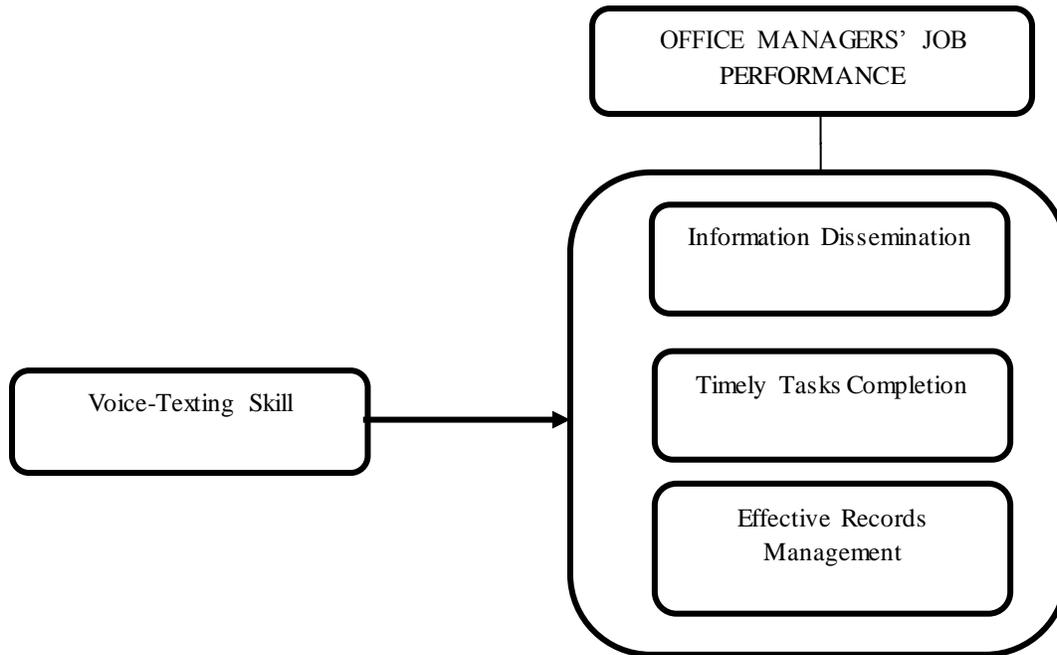
Though previous studies have examined how digital communication skill such as voice texting skill influence office managers’ job performance, research has revealed that there is a dearth of empirical studies on how the adoption of voice texting skill influence office Managers’ job performance. The point of departure of this study is that specifically seeks to examine how voice texting skill influence the job performance of Office Managers job performance in Telecommunication Firms in Port Harcourt, Rivers State.

Problem Statement

One of the major issues that necessitated this study is the growing concern about the dwindling job performance Office Managers in private organizations (Bright, 2015; Sideh, 2018). Some of the Office Managers in Manufacturing Firms seem not meeting up in terms of delivering administrative jobs, circulating information on time. The researcher has also observed that the seeming inability of sales and service representatives to attain targets has been attributed to poor information flow among workers and mishandling of administrative documents. These issues are suggestive of the fact that some of the Office Managers may not have been performing very well administratively.

It also appears that the relationship between digital skills such as voice-texting skill and Office Managers’ job performance in Telecommunication firms in Port Harcourt, Rivers State has not received adequate research attention. There is need therefore, to fill this knowledge gap by embarking on this study. This study is further conceptualized in the conceptual framework depicted in Figure 1.1 hereunder:

Conceptual Framework



Conceptual Framework showing Relationship between Voice-Texting Skill and office managers' Job Performance.

Theoretical Review

This work is anchored on Lewin and Edwards' (1962) Person–Environment Fit Theory.

Lewin and Edwards' Person–Environment Fit Theory was popularized in 1962 as cited in Osita (2018). Person–Environment Fit Theory of psychological stress describes the interaction between the person and environment ($P \times E$) as the key to comprehending people's cognitive, emotional and behavioural reactions such as stress as well as operational productivity level. Two relevant assumptions of this theory are as follows:

- A mismatch between a person and his work environment will lead to tension and uneasiness capable of hampering his level of productivity;
- Worker's capabilities (skill sets) will determine the level of work pressure and how environmental press affects their output (Lewin and Edward as cited in Odu, 2018). This aspect of the theory amplifies the fact that the digital skill level of an average Office Manager will influence how stressful the work will be and also determine his or her ability to perform core duties in terms of dissemination of information, timely task completion and effective record management.

The adoption of person-environment fit theory as the major theoretical framework for this study is predicated on the fact that the theory is related to the independent variable (digital skills) which the theory calls individual capabilities/skills. The theory is also appropriate to serve as the theoretical foundation of this study because it explains and predicts that employee capabilities/skills (in our case voice texting skill) will determine whether the office worker (Office Manager) will be able to achieve results and in what degree.

Research Hypotheses

The following null hypotheses were formulated and tested for this study:

H₀₁: There is no significant relationship between voice-texting skill and Office Managers' job performance in terms of information dissemination in Telecommunication Firms in Port Harcourt.

H₀₂: There is no significant relationship between voice-texting skill and Office Managers' job performance in terms of timely tasks completion in Telecommunication Firms in Port Harcourt.

H₀₃: There is no significant relationship between voice-texting skill and Office Managers' job performance in terms of effective records management in Telecommunication Firms in Port Harcourt.

Voice-Texting Skills and Office Managers' Job Performance

In our present day telecommunication industry voice-to-text as a digital communication tool is indispensable as they are inclined to enhancing effective communication between two or more parties. These days, coupled with the trend of technology shaping the industries, manufacturers of smart phone and phone's accessories are beginning to build voice-text recognizing apps that aid voice-text messages and other business transactions (Bright, 2015). On this page, Office Managers with the help of speech recognition programs convert spoken to written language to communicate to their subordinates and clients, effectively and efficiently. Because of the multiplicity of digital communication skills, Office Managers can decipher their clients' and subordinates' speech thus enabling them to disseminate information, achieve timely task completion, manage records, and among other things.

With the help of voice-texting skills, Office Managers are able to download a voice-texting application, train it to understand them, and use it effectively and efficiently in conveying information, keeping record and enhancing timely task completion. The use of voice-texting helps the Office Managers to be sophisticated in communicating with clients and subordinates with smart phones and computer systems. Voice-texting application software such as Dragon Home, IBM Speech to Text, Temi, Braina Pro, Transcribe, etc helps the Office Managers to build a strong digital communication model where information can be disseminated, task can be timely completed, and record can be effectively managed. With the practical aid of Austin (2019), it is understood that Office Managers in the telecommunication industry through their smart phones can among others disseminate information, manage records and complete task and assignments related to digital usability, effectively and efficiently. He highlighted the steps via: Open your Messaging App, Speak! Confirming and sending to the designated recipients.

Method

The exploratory survey research design was adopted for this study. The population of the study was two hundred and eight Office/Information Managers consisting of 65 secretaries/administrative officers and 143 product/service representatives of the eleven (11) selected telecommunication firms in Port Harcourt. The sample size of this study was one hundred and thirty-six (136) respondents. The above sample size was obtained using the Krejcie and Morgan Sample Size Determination of 1970

Table 1: Cronbach Alpha Reliability Test Results

Variables	Dimensions/Measures	Items	Alpha
Voice-Texting Skill	Voice-Texting Skill	5	.858
Office Manager's Job Performance	Information Dissemination	5	.768
	Timely Tasks Completion	5	.771
	Effective Records Management	5	.802

The data presentation and analysis of this work was done using Statistical Package for Social Sciences (SPSS) Version 22.0. Descriptive statistical tools such as arithmetic mean, and frequency tables were used to conduct the univariate analysis Spearman's Rank Order Correlation Coefficient. The Spearman's (rho) correlation was used to analyze the relationship between independent and dependent variables at $P < 0.05$ (two-tailed test).

Results

Table 2: Correlations between Voice-Texting Skill and Office Managers' Job Performance

		Voice-Texting Skill	Information Dissemination	Timely Task Completion	Effective Records Management
Spearman's rho	Correlation Coefficient	1.000	.576**	.485**	.592**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	125	125	125	125
	Correlation Coefficient	.576**	1.000	.566**	.409**
	Sig. (2-tailed)	.000	.	.000	.000
	N	125	125	125	125
	Correlation Coefficient	.485**	.566**	1.000	.675**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	125	125	125	125
	Correlation Coefficient	.592**	.409**	.675**	1.000
	Sig. (2-tailed)	.000	.000	.000	.000
	N	125	125	125	125

** . Correlation is significant at the 0.01 level (2-tailed).

Column two of table 2 above shows r value of 0.576 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to voice-texting skill and information dissemination. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{01}) which states that there is no significant relationship between voice-texting skill and Office Managers' job performance in terms of information dissemination in Telecommunication Firms in Port Harcourt was rejected and the alternate hypothesis (H_{a1}) was accepted. This implies that there is

a relatively strong positive correlation between voice-texting skill and Office Managers' job performance in terms of information dissemination in Telecommunication Firms.

Column three of table 2 above shows r value of 0.485 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to voice-texting skill and timely task completion. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{02}) which states that there is no significant relationship between voice-texting skill and Office Managers' job performance in terms of timely tasks completion in Telecommunication Firms in Port Harcourt was rejected and the alternate hypothesis (H_{a2}) was accepted. This implies that there is a moderate strong positive relationship between voice-texting skill and Office Managers' job performance in terms of timely tasks completion in Telecommunication Firms.

Column four of table 2 above shows r value of 0.592 at a significant level of 0.00 which is less than the chosen alpha level of 0.05 for the hypothesis relating to voice-texting skill and effective records management. Since the significant level is less than the alpha level of 0.05, the null hypothesis (H_{03}) which states that there is no significant relationship between voice-texting skill and Office Managers' job performance in terms of effective records management in

Telecommunication Firms in Port Harcourt was rejected and the alternate hypothesis (H_{a3}) was accepted. This implies that there is a significant relatively strong positive correlation between voice-texting skill and Office Managers' job performance in terms of effective records management in Telecommunication Firms. These results indicated that having a laudable voice-texting skill is of enormous benefits to office managers' job performance.

SUMMARY OF FINDINGS

Based on the completed quantitative and qualitative analysis above, the following findings were evident:

- (g) Voice-texting skills moderately enhance Office Managers' job performance in terms of information dissemination in Telecommunication Firms in Port Harcourt.
- (h) Voice-texting skills moderately enhance Office Managers' job performance in terms of timely tasks completion in Telecommunication Firms in Port Harcourt.
- (i) Voice-texting skills moderately enhance Office Managers' job performance in terms of effective records management in Telecommunication Firms in Port Harcourt.

DISCUSSION OF FINDINGS

The test of hypotheses one to three revealed that there is a significant positive relationship between voice texting skill and office managers' job performance in terms of information dissemination, timely tasks completion, and effective records management in Telecommunication Firms in Port Harcourt. This implies that office managers whose have the practical skill of typesetting documents using voice command-enabled applications accomplish more administrative functions on time. Thus, increase in office managers' voice texting skill brings about significant corresponding improvements in the job performance of office managers. This finding corroborates with the findings of Bright (2015) that current office skills such voice texting skill enhances the efficiency level of administrative assistants. Similarly, a previous study done by Olayanju and Asowa (2010) found that digital communication competencies of secretaries and supervisors enhances their performance Enugu Educational Zone.

Being versed in voice-to-texting increases the ability of office managers to multi-task and accomplish a whole lot of times at the same time. For instance, while printing or attending to other administrative functions, the office managers can smartly voice-text a memo or SMS without

interrupting the present task. This can go a long way in simplifying jobs for the office manager. With the help of speech recognition programs, office managers can convert spoken to written language to communicate to their subordinates and clients effectively and efficiently. Because of the multiplicity of digital communication skills, Office Managers can decipher their clients' and subordinates' speech thus enabling them to disseminate information, manage records, and among other things (Peter, 2016).

With the help of voice-texting skills, Office Managers are able to download a voice-texting application, train it to understand them, and use it effectively and efficiently in conveying information, keeping record and enhancing timely task completion. The use of voice-texting helps the Office Managers to be sophisticated in communicating with clients and subordinates with smart phones and computer systems. Voice-texting application software such as Dragon Home, IBM Speech to Text, Temi, Braina Pro, Transcribe, etc helps the Office Managers to build a strong digital communication model where information can be disseminated, task can be timely completed, and record can be effectively managed. Office Managers in the telecommunication industry through their smart phones can among others disseminate information, manage records and complete task and assignments related to digital usability, effectively and efficiently (Austin, 2019).

However, this finding is in sharp contrast with the findings of Okolocha and Baba (2017) that there is no significant relationship between secretaries' digital skills and their level of efficiency. This is perhaps when such secretaries or administrative heads work in a paper-based administrative system. In digital work environment, such as telecommunication firms, administrative functions are digitally executed; the office manager must therefore, possess reasonable level of competency in the use of digital communication systems in order to function effectively.

CONCLUSION

Based on the analyses and discussion of findings, the study concluded that digital communication skills such as voice-texting skill enhance Office Managers' job performance in Telecommunication Firms. The study also concluded that secretaries, administrative officers, heads of department and information managers in Telecommunication Firms in Port Harcourt who perform optimally are mainly those who take advantage of emerging digital communication skills. Office Managers who fail to acquire digital communication skills will find it very difficult to perform administrative functions effectively.

RECOMMENDATIONS

Based on the findings and conclusions, the following recommendations were made:

1. Management should install voice-texting packages the personal computer systems as well as provide voice-typing training for Office Managers to increase their capacity in processing and disseminating information contents fast.
2. Office Managers should take personal development efforts in acquiring and updating their voice-texting skills. Personal practices will help them to get familiar with the use of voice-typing applications in preparing administrative documents on time.
3. Office Managers should also endeavour to upgrades their skill on how to use voice search in the saving and location of saved documents in their computer system.

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