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Influence of modern office communication facilities on employee job performance in mobile communication industry in Nigeria

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Abstract

The study investigated the influence of modern office communication facilities on employee job performance in mobile communication Industry in Nigeria. Specifically, the study sought to: investigate the influence of telephone communication on employee job performance in mobile communication Industry in Nigeria; identify the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria and ascertain the influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria. Research design for this study was descriptive survey. The sample size of 323 respondents was drawn from population 1690 employees from selected mobile communication Industry in Nigeria namely MTN, Globacom, Airtel and 9Mobile. The instrument of data collection was questionnaire. The data analytical techniques were arithmetic mean, standard deviation and student t-test statistics. The empirical results of the study show that mobile phone communication has positive significant influence on employee job performance (t-statistics (6.684) > P-value (0.000), e-mail communication has positive significant influence on employee job performance (t-statistics (5.312) > P-value (0.000) and video and web conferencing communication has positive significant influence on employee job performance (4.312) > P-value (0.000). The study recommended that management of communication industry in Nigeria should adopt the use of telephone in the organization to help fasten the sharing of information among employees and reduce employee moving around to pass information.

Keywords: Mobile phone facility, e-mail communication, video and web conferencing Facility

Introduction

The communication technology in the 21st century has revolutionized all profession worldwide. Agbatogu et al (2011) ^[1] says that technology has been a significant tool in almost all human endeavors. Jaiyeola (2017) ^[4] argues that ICT is like an engine that could be used in so many ways, the same engine that makes the aircraft to move, could make a conveyor to convey finished product from production line to the storage location, the same could be used for automobile, grinding machine, etc. Technology is providing the tools that are revolutionizing the role of secretarial professionals from that of information recorders to business strategists making them much more critical to the success of an enterprise Jaiyeola (2017) ^[4]. It provides significant improvements with facilities such as word processing, communication facilities in the form of electronic mail, databases in relation to filling and data retrieval. Such advances improve business efficiency, eliminating unnecessary delays in communication between routine filling and correspondence.

The invention new communication devices have brought about multiple channels of communication that solely e-mail device, audio meetings, video conferencing, voice mail and face – to face communication are not enough. E-mail success and popularity has led to a large daily traffic of messages sent and received (Whittaker & Sidner, 2016) ^[12].

In today's life cell phone usage has become an important necessity of our life and it has also created employment opportunities in the country and also accelerated economic growth. In today's world cell phone usage has become a source of communication among the people of different countries. People are not only fulfilling their social needs with cell phones but also using mobile technology as a way that has brought a positive change at both environmental and social level (Yihong, 2010) ^[13]. For the last three decades the world's economy has seen revolutionary changes and the progress in telecommunication sector has brought about a high level of social economic and environmental change.

According to Khalil (2012) ^[5], Virtual meeting systems for many businesses including investment banking, accounting, law, technology services, and management consulting, extensive travel is a fact of life. The expenses incurred by business travel have been steadily rising in recent years, primarily due to the increasing energy costs. In an effort to reduce travel expenses, many companies, both large and small, are adopting Video Conferencing and Web Conferencing technologies. Companies such as Heinz, General Electric, and Wachovia are using virtual meeting systems for product briefings, training courses, strategy sessions, and even inspirational chats. An important feature of leading edge high-end video Conferencing systems is tele-presence technology, an integrated audio and visual environment that allow a person to give the appearance of being present at a location other than his or her physical location. The interactive session on management describes tele-presence and other technologies for hosting these "virtual" meetings. These modern office technologies have the tendency of influencing the performance of the business organization and efficiency of the office managers.

Statement of the Problem

Many organizations pressure to keep up with the competition, providing a means to enhance survival and growth, promoting services to customers and staying competitive and enhancing innovation abilities. Technology is constantly being improved, which requires constant and costly upgrading. Each upgrade requires employee training, taking time away from production. The loss of productivity combined with costs of software and implementation can reduce overall profitability. Each upgrade may also lower morale as employees struggle to learn new applications and to meet new performance standards. Once a system upgrade is completed, ongoing maintenance fees add to the overall cost. Since a breakdown of a system can halt the production of an employee, a department, or an entire plant, the cost of technical support or maintenance contracts are no longer optional.

Despite increased security efforts, there are always hacking risks from the outside and the internal threat of information theft from employees with security clearances. Many employees in staff positions need to have access to financial and personal data from customers and clients. Monitoring employees to protect the information can raise employee privacy issues. Securing passwords and access to information, and screening employees prior to issuing access are necessary challenges that add to company costs and jeopardize employee relations.

The management of many firms and their managers must therefore understand the implications of this new information technology revolution which require substantial future

readjustment and quickly learn how to benefit from it. Therefore the study tends to investigate the influence of modern office communication facilities on employee job performance in business organization in mobile communication Industry in Nigeria.

Objective of the Study

The main purpose of this study is to investigate the influence of modern office communication facilities on employee job performance in mobile communication Industry in Nigeria. Specifically, the study sought to:

1. Investigate the influence of mobile phone communication on employee job performance in mobile communication Industry in Nigeria.
2. Identify the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria.
3. Ascertain the influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria.

Conceptual Review

Modern Office Communication Facilities

Modern office communication facilities refer to electronic technology facilities used by business organization to improve the operations and profitability level of the business holistically. Modern Office communication facilities entails economic resources and obligations of a business enterprise is also needed to form judgments about the ability of the enterprise to survive, to adapt, to grow and to prosper amid changing economic conditions (Uhunmwangho & Omo-Amen, 2020) ^[11].

Mobile phone communication

The expansion of telecommunication industry played an important role in social and economic development of the world. After 1980 mobile phones took the place of fixed telephones in rich countries and played very important role for the development of those countries and it is now doing the same in less developed countries. Mobile phones are not only world popular because of its technology but they also affected social life of the people. Mobile phones are being used by people of every age group by male and female by youth specially for social business and political purpose in daily life and due to the popularity of mobile phones it is now regarded as fifth media. Cell phones are not only for pleasure and easy contact but they can be very important tools to enhance the productivity in poor countries like Nigeria and Ghana (Miebaka, Adim & Adubasim, 2022) ^[6]. Almost eighty percent of phone calls are made to get information about market prices market trends currency rates and contacting family members abroad (Mohammed & Bismark, 2022) ^[7].

E-mail Communication

Nowadays, it is common for people and organizations to work in different geographic locations, communicating via electronic media for producing projects, generating innovation, tackling complex organizational problems, proposing new organizational strategies, creating new services, and even managing projects and organizations (Rego, 2017) ^[9]. E-mail is an important form of communication when it comes to covering large geographical areas with minimal growth in physical space, since it enables the virtual implementation of certain operations; moreover, it

enables greater electronic interaction among employees (Gupta et al, 2010) ^[3].

Video and Web Conferencing Communication

Web conferencing technology has been incorporated in many organizations in the world due to the benefits associated with it. Organizations which have adopted it in their operations have to a great deal gained competitive advantage. Video conferencing is an extremely convenient use of technology that allows users in various locations to hold face-to-face meetings. There are many ways to use video conferencing technology such as school or college classes, job training and interviews, academic or non-academic research conferences etc. Internet connectivity is used on the devices when connecting to everyone on the Internet using different platforms available such as Zoom, Microsoft Team, Google Meet, Cisco WebEx, GoTo Meeting, Skype for Businesses, ezTalks Meetings, Star Leaf, etc (Onu & Amadi, 2022) ^[8].

Employee Performance

Employee performance is whether a person executes their job duties and responsibilities well. Many companies assess their employee's performance on an annual or quarterly basis in order to define certain areas that need improvement (Salako 2016) ^[10]. In the view of employee performance focuses directly on employee productivity by assessing the number of units of acceptable quality produced by an employee, within a specific time period. The success of business or an organization depends on employees' performance. One of the most effective ways to increase organizational performance and profit is to increase the performance of employees, from the lowest levels of the organization to the senior management levels.

Theoretical Literature

Technology Acceptance Theory (TAT)

Propose the Technology Acceptance Theory (TAT) to explain the conceptual model that users' intention or acceptance degree towards information system or new technology. TAT is constructed on the foundations of perceived usefulness and perceived ease of use. Perceived usefulness refers to individual belief to improve the degree of job performance through using a particular new technology and information system. Perceived ease of use indicates how easy an individual learns how to operate or use new technology or information system. The model places more emphasis on how perceived ease of use would positively affect perceived usefulness. Exogenous variables such as environment are also the antecedent that induces perceived usefulness and perceived ease of use. Thus, TAT is based on both important perceptive factors as perceived usefulness and perceived ease of use. TAT is widely applied on the research of information technology.

Empirical Studies

The study here examined some concluded works of some scholars.

Onu and Amadi, (2022) ^[8] investigated influence of modern technology on office and information management profession in Ken Saro Wiwa Polytechnic, Rivers State. The pertinent questions that emanating from the study sought answers to include the following: i. How does modern technology/equipment impact on the performance of secretaries in the school system; ii. What type of office

equipment is available and in use in the organizations concerned, iii. How does the secretary's knowledge in the operation of the equipment affect the usage of the equipment concerned; iv. How does the usage of modern office technology/equipment contribute to the secretary's performance and productivity of the school. The sample size of 106 staff was got from 218 population of the study. The data analytical techniques were mean (\bar{X}) and Z-test. The result showed that academic and administrative staff on modern technology influences opportunity for training and retraining programmes and management productivity of office and information management in Ken Saro Wiwa Polytechnic, Rivers State. The study recommended that government and private organizations should procure adequate modern office technology/equipment to enhance the productivity in Ken Saro Wiwa Polytechnic.

Miebaka, Adim and Adubasim, (2022) ^[6] investigated the relationship between Telecommuting and Organizational Performance of Mobile (GSM) telecommunication companies in Port Harcourt, Nigeria. Specifically, the study sought to evaluate telecommuting on profitability, timeliness and efficiency. The sample size of 100 respondents was drawn from 134 employees of 4 Mobile (GSM) telecommunication companies in Port Harcourt. The data analytical techniques were descriptive, inferential statistical techniques and Spearman's Rank Order Correlation Statistics. The tests were carried out at a 95% confidence interval and a 0.05 level of significance. The findings revealed a positive and significant relationship between telecommuting and organizational performance of Mobile (GSM) telecommunication companies in Port Harcourt. The study recommended that mobile (GSM) telecommunication companies should provide more platforms that would encourage and motivate employees to work from environments that are convenient for them as this has a way of reducing cost of hiring office space and increasing profitability in the long run.

Mohammed and Bismark, (2022) ^[7] examined the influence of organisational communication on employees' work satisfaction in Oti regional coordinating council in Ghana. Specifically, the study sought to examine the influence tools of communication on employees' work satisfaction

The research design was descriptive survey method. The sample size was 100 respondents. The methods of data analysis cross-tabulation, mean, standard deviation, and linear multiple regression analysis. Findings from the study show that the channels operational in the organisation as tools of communication are face-to-face discussions, emails, memos, departmental meetings, group/team discussions, in-house training sessions, management/employee briefing sessions, labour union meetings, suggestion boxes, notices, and assemblies. Further findings reveal that most of the employees are satisfied with the corporate communication tools used in the organization. The study recommended that organizations should ensure that their internal communication networks are coordinated by experts in corporate communication. This can be achieved by creating full-time jobs for people who have received training in the communication discipline.

Conducted a study on the influence of office automation on secretaries job performance in government ministry in Ondo State, Nigeria Structured questionnaire was the only instrument used for data collection and 96 copies of this questionnaire were administered in six government ministries

in Ondo state. With the population of 84 secretaries, no sampling was drawn due to the small number. The mean statistics and standard deviation were used to analyze the ICT resources available for the secretaries and the skills acquired by them. Items with mean score of 2.50 and above on the 4-point response scale were accepted while those below 2.50 do not qualify to be accepted. The regression analysis at 0.50 level of significance were used to analyse the effects of office automation on secretary personal quality, interpersonal skills, job related skills, and professional behaviour. The study recommended among others that government ministries should procure the latest model of ICT facilities to enhance secretarial functions and create opportunity for training and re-training of the secretaries to be abreast with the new changes and advancement.

Uhunmwangho and Omo-Amen, (2020) ^[11] investigated the impact of modern office technology on the performance of office managers. The specific objective of the study is to investigate the impact of modern office technology, technology usage, mobile technology and training on performance of office managers. This study adopts a survey research instrument through the administration of questionnaires to 100 office managers of public and private business organizations in Ovia North East Local Area of Edo State of Nigeria. The data analytical techniques Cronbach Alpha test and multiple least square regressions. The empirical results show that modern office technology exerts a negative and insignificant impact on performance of office managers at > 0.05 level of significance, knowledge usage of office equipment exerts a positive and insignificant impact on performance of office managers at > 0.05 level of significance, mobile office technology exerts a positive and significant impact on performance of office managers at < 0.05 level of significance and training of office staff exerts a positive and insignificant impact on performance of office managers at > 0.05 level of significance. The study therefore recommends that adoption of mobile office technology would significantly impact on the performance of office managers. Edeh, Chime, Faluyi and Edeh, (2019) ^[2] conducted a study to examine the impact of mobile phone technology on job performance of human resource managers in Nigeria. The specific objectives of the study were to investigate the effect of mobile phone technology on the productivity of Human Resource Managers and assess the purpose of usage of mobile phone technology by Human Resource managers. This study adopts a survey research design. The sample size 100 human resource staff was drawn from 289 population of the study. The data analytical techniques Cronbach Alpha test and multiple least square regressions. The empirical results show that the use of mobile phone technology increases the productivity of HR managers, and their job performances. Majority of the respondents agreed that the use of mobile phone technology aid their job activities, and performances at work. The findings show that majority of the respondents use the mobile phones for communication; knowledge sharing, staff engagement, Internet access, contact with family and colleagues, training, feedback and m-learning.

The study recommended that organizations should invest in the digital development of their employees to enhance their digital literacy skills.

Methodology

Research design for this study was descriptive survey. Study area was Enugu. The sample size of 323 respondents was drawn from population 1690 employees from selected mobile communication Industry in Nigeria namely MTN, Globacom, Airtel and 9Mobile. The instrument of data collection was questionnaire. The data analytical techniques were arithmetic mean, standard deviation and student t-test statistics. The four point Likert Scale was used in analyzing the questionnaire. Any question item that does not have up to 2.5 or more is not statistically significant.

Data and Result Presentation

Table 1: Comprehensive Demographic distribution of the Respondents

Title	Frequency	Percentage
Questionnaire Distribution		
Questionnaires Distributed	323	100%
Returned Questionnaires	290	89%
Not Returned Questionnaires	33	11%
Gender		
Female	164	56.6%
Male	126	43.4%
Age Bracket		
20-30 Years	90	31.0%
31-40 Years	126	43.4%
41-50 Years	71	24.5%
51 Years – above	3	1.0%
Marital Status		
Married	205	70.7%
Single	58	20.0%
Widow/widower	24	8.3%
Divorce	3	1.0%
Educational Qualification		
OND/NCE/HND	54	18.6%
B.sc/B.Ed	236	81.4%

Sources: Field Survey, 2022

Three hundred and twenty-three (323) copies of questionnaire were designed and distributed to the respondents. Out of the 323 Questionnaires distributed, 290 (89%) were completed and returned while 33 (11%) were not returned. Therefore, 89 percent respondents were a good representation. The table showed the respondents profile in frequency and percentage distribution of gender, age bracket, marital status, and educational qualification.

Data Analysis

Question (1) what is the influence of mobile phone communication on employee job performance in mobile communication Industry in Nigeria?

Table 2: Responses of respondents on is the influence of mobile phone communication on employee job performance in mobile communication Industry in Nigeria

S/N	Question Items	SA 4 (%)	A 3 (%)	DA 2 (%)	SD 1 (%)	Total	Mean	SD
1	Cell phones for business needs we can have access to information about market trend and reduction to transportation cost.	99	119	42	30	290	2.99	0.0287
		396	357	84	30	867		
		(34)	(41)	(14)	(10)	100%		
2	The business owner could be in contact with clients and suppliers and employees where ever they are and does not need to be in office all the time	120	78	62	30	290	2.99	0.0917
		480	234	124	30	868		
		(41)	(27)	(21)	(10)	100%		
3	Cell phones helps in passing quick information to different department	123	101	56	10	290	2.91	0.0389
		419	303	112	10	844		
		(42)	(26)	(35)	(3)	100%		
4	Use of phones has made it possible for people to stay connected without the worry of time or place. Because it can be used to contact anybody any time anywhere.	190	50	26	24	290	3.40	0.0528
		760	150	52	24	986		
		(66)	(17)	(8)	(8)	100%		
5	Use of phone has given access to local as well as international level. Social networking sites have brought people even more closely.	100	140	26	24	290	3.09	0.0109
		400	420	52	24	896		
		(34)	(48)	(8)	(8)	100%		
Grand Mean							3.08	0.0446

$$\text{Mean Score} = \frac{30*4+42*3+119*2+99*1}{290} = 2.010$$

This table shows that the respondents indicated their option on what is the influence of mobile phone communication on employee job performance in mobile communication Industry in Nigeria. The respondents are in agreement with all the items. The study revealed that mobile phone communication has significant influence on employee job

performance in mobile communication Industry in Nigeria since use of phones has made it possible for people to stay connected without the worry of time or place. Because it can be used to contact anybody any time anywhere (Grand mean (3.08) is greater than cut-off mean (2.5)

Question (2) what is the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria?.

Table 3: Responses of respondents on what is the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria

S/N	Question Items	SA 4 (%)	A 3 (%)	DA 2 (%)	SD 1 (%)	Total	Mean	SD
1	it enables the virtual implementation of certain operations; moreover, it enables greater electronic interaction among employees	101	144	30	15	290	3.14	0.250
		404	432	60	15	911		
		(35)	(49)	(10)	(5)	100%		
2	it allows sharing great volumes of information with customers, suppliers and employees very quickly	112	102	40	36	290	3.00	0.293
		448	306	80	36	870		
		(37)	(35)	(14)	(12)	100%		
3	E-mail is an important form of communication when it comes to covering large geographical areas with minimal growth in physical space	109	98	45	38	290	2.96	0.2693
		436	294	90	38	858		
		(38)	(34)	(16)	(13)	100%		
4	Email improves management processes by enhancing inter-departmental communication, which may significantly affect interdepartmental relations	112	98	50	30	290	3.01	0.314
		448	294	100	30	872		
		(38)	(33)	(17)	(10)	100%		
5	E-mail users are normally assigned to positions/tasks that depend on someone else to complete the necessary responses to fulfill assignments.	114	106	50	40	290	3.15	0.306
		456	318	100	40	914		
		(39)	(36)	(17)	(14)	100%		
Grand Mean							3.05	0.291

This table shows that the respondents indicated their option on what is the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria. The respondents are in agreement with all the items. The study revealed that e-mail communication has significant influence on employee job performance in mobile communication Industry in Nigeria since e-mail users

are normally assigned to positions/tasks that depend on someone else to complete the necessary responses to fulfill assignments (grand mean (3.05) is greater than cut-off Mean (2.5).

Question (3) what is the influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria?

Table 4: Responses of respondents on what is influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria

S/N	Question Items	SA 4 (%)	A 3 (%)	DA 2 (%)	SD 1 (%)	Total	Mean	SD
1	It allows sharing of presentations, documents, screens, etc. on a real-time basis	109	116	30	35	290	3.03	0.427
		436	348	60	35	879		
		(38)	(40)	(10)	(12)	100%		
2	Convenient to attend meetings at any location, including rural or remote locations.	111	90	59	30	290	2.97	0.147
		444	270	118	30	862		
		(38)	(31)	(20)	(10)	100%		
3	It provides a place where two-way communication with teams or large participants is possible.	117	98	40	30	290	3.00	0.292
		468	294	80	30	872		
		(32)	(33)	(14)	(10)	100%		
4	Reduction in travel costs and travel to the meeting place. A large number of participants can attend the meeting so that no physical space is required to gather in one place.	114	106	50	40	290	3.15	0.306
		456	318	100	40	894		
		(39)	(36)	(17)	(14)	100%		
5	It provides participants with audio, video, and chat space that helps them complete meeting successfully in a proper way	114	106	50	20	290	3.15	0.562
		456	318	100	20	894		
		(52)	(41)	(17)	(6)	100%		
Grand Mean							3.06	0.467

This table shows that the respondents indicated their option on what is the influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria. The respondents are in agreement with all the items. The study revealed that video and web conferencing communication has significant influence on employee job performance in mobile communication Industry in Nigeria since It provides participants with audio, video, and chat space that helps them

complete meeting successfully in a proper way (Grand mean (3.06) is greater than cut-off mean (2.5).

Test of Hypotheses
Test of Hypothesis One

1. Mobile phone communication has no significant influence on employee job performance in mobile communication Industry in Nigeria.

Table 5: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.941 ^a	.885	.884	.34657

a. Predictors: (Constant), Mobile phone communication

Table 6: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	101.917	1	101.917	8.409	.000 ^b
	Residual	3502.68	289	12.120		
	Total	3604.597	290			

a. Dependent Variable: Employee job performance

b. Predictors: (Constant), Mobile phone communication

Table 7: Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.195	.086		2.275	.024
	Mobile phone communication	.615	.092	.138	6.684	.000

a. Dependent Variable: Employee job performance

In testing this hypothesis, mobile phone communication was regressed against employee job performance. The result of the single-regression analysis showed the model to investigate the influence of mobile phone communication on employee job performance in mobile communication Industry in Nigeria.

Employee job performance = 0.195 + 0.615 Mobile phone communication

The empirical result showed that the coefficient of mobile phone communication has positive influence on employee job performance; it means that mobile phone communication has positive and direct influence on employee job performance. The result of the t – statistics denotes that the

coefficient of mobile phone communication was statistically significance because the observed values of t – statistics (6.684) was greater than its p-values (0.000). The result of the F – statistical test showed that the overall regression of the hypothesis one was statistically significance because the observed value of the F – statistics (8.409) was great than its p-value (0.000). Again, our empirical result showed that the Pearson product moment correlation analysis (r) was 0.941. The strength of relationship between the two variables was high. However, we rejected the null hypothesis and concluded that mobile phone communication has positive and significant influence on employee job performance in mobile communication Industry in Nigeria.

Test of Hypothesis Two

2. E-mail communication has no significant influence on

employee job performance in mobile communication Industry in Nigeria.

Table 8: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.917 ^a	.840	.840	.40781

a. Predictors: (Constant), E-mail communication

Table 9: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	86.954	1	86.954	13.954	.000 ^b
	Residual	1781.974	289	6.166		
	Total	1868.928	290			

a. Dependent Variable: Employee job performance

b. Predictors: (Constant), E-mail communication

Table 10: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.650	.113		5.645	.000
	E-mail communication	0.329	.062	.917	5.312	.000

a. Dependent Variable: Employee job performance

In testing this hypothesis, e-mail communication was regressed against employee job performance. The result of the single-regression analysis showed the model to identify the influence of e-mail communication on employee job performance in mobile communication Industry in Nigeria.

Employee job performance = 0.650 + 0.329 E-mail communication

The empirical result showed that the coefficient of e-mail communication has positive influence on employee job performance; it means that e-mail communication had positive and direct influence on employee job performance. The result of the t – statistics denotes that the coefficient of e-mail communication was statistically significance because the observed values of t – statistics (4.312) is greater than its P-values (0.000). The result of the F – statistical test showed

that the overall regression of the hypothesis one was statistically significance because the observed value of the F-statistics (13.954) was great than its P-value (0.000). Again, our empirical result showed that the Pearson product moment correlation analysis (r) was 0.917. The strength of relationship between the two variables was high. However, we rejected the null hypothesis and conclude that e-mail communication has positive and significant influence on employee job performance in mobile communication Industry in Nigeria.

Test of Hypothesis Three

3. Video and web conferencing communication has no significant influence on employee job performance in mobile communication Industry in Nigeria.

Table 11: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.917 ^a	.840	.840	.40781

a. Predictors: (Constant), Video and web conferencing communication

Table 12: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	14.468	1	14.468	9.954	.000 ^b
	Residual	1203.974	289	4.166		
	Total	1218.442	290			

a. Dependent Variable: Employee job performance

b. Predictors: (Constant), Video and web conferencing communication

Table 13: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.650	.113		5.645	.000
	Video and web conferencing communication	0.342	.081	.917	4.312	.000

a. Dependent Variable: Employee job performance

In testing this hypothesis, video and web conferencing communication regressed against employee job performance. The result of the single-regression analysis showed the model to examine the influence of video and web conferencing communication on employee job performance in mobile communication Industry in Nigeria.

Employee job performance = 0.650 + 0.342 Video and web conferencing communication

The empirical result showed that the coefficient of video and web conferencing communication has positive influence on employee job performance; it means that video and web conferencing communication has positive and direct influence on employee job performance. The result of the t – statistics denotes that the coefficient of video and web conferencing communication was statistically significance because the observed values of t – statistics (4.312) is greater than its P-values (0.000). The result of the F – statistical test showed that the overall regression of the hypothesis one was statistically significance because the observed value of the F – statistics (9.954) was great than its P-value (0.000). Again, our empirical result showed that the Pearson product moment correlation analysis (r) was 0.917. The strength of relationship between the two variables was high. However, we rejected the null hypothesis and conclude that video and web conferencing communication has positive and significant influence on employee job performance in mobile communication Industry in Nigeria.

Summary of Major Findings

The summary of major findings of the study is stipulated as follows:

1. The study revealed that mobile phone communication has positive significant influence on employee job performance in mobile communication Industry in Nigeria since use of phones has made it possible for people to stay connected without the worry of time or place because it can be used to contact anybody any time anywhere (t-statistics (6.684) > P-value (0.000)).
2. The study revealed that e-mail communication has positive significant influence on employee job performance in mobile communication Industry in Nigeria since e-mail users are normally assigned to positions/tasks that depend on someone else to complete the necessary responses to fulfill assignments. E-mail increases these dependencies by increasing connections between users (t-statistics (5.312) > P-value (0.000)).
3. The study revealed that video and web conferencing communication has positive significant influence on employee job performance in mobile communication Industry in Nigeria since video and web conferencing communication reduce in travel costs and travel to the meeting place. A large number of participants can attend the meeting so that no physical space is required to gather in one place (t-statistics (4.312) > P-value (0.000)).

Conclusion

The study concluded that there is positive and significant influence of modern office communication equipment on employee job performance in mobile communication Industry in Nigeria because use of phones have made it possible for people to stay connected without the worry of time or place; e-mail allows sharing great volumes of information with customers, suppliers and employees very

quickly and video and web conferencing causes reduction in travel costs and travel to the meeting place. The study shows that effective communication has vast potentials of enhancing workers' performance and makes employees more satisfied on their job. If people who occupy the higher ranks in organisations want to accomplish their goals more easily, they must first embrace and implement a robust and effective communication mechanism that encourages cooperation and feedback. This communication system will make the employees to be motivated, hence increase their performance. Lastly, management needs to communicate with employees regularly to get feedback and offer suggestions in others to prevent confusion about future roles; this will help improve workers' satisfaction and hence organizational productivity. In addition, top managers should communicate directly with their subordinates on issues of importance.

Recommendations

In view of the above findings, therefore the following measures are recommended for implementation:

1. Management of communication industry in Nigeria should adopt the use of telephone in the organization to help fasten the sharing of information among employees and reduce employee moving around to pass information.
2. Management of communication industry in Nigeria should adopt the use of e-mail to promote fast sending and replying of messages and also saving data.
3. Management of communication industry in Nigeria should train their employees on use of video and web conferencing to help reduce the cost and deal of traveling from one place to another for meeting.

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