



Relationship Between Experience of Clerical Staff and Efficiency of Management of Office Conditions in Federal Universities in North West Zone, Nigeria.

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Abstract

The effective management of office conditions among clerical staff is vital for the smooth functioning and productivity of any organization. This study investigated the relationship between the experience of clerical staff and the efficiency of management of office conditions in Federal Universities in North West Nigeria. Using a descriptive survey design, the study involved 403 participants, including 362 clerical staff and 41 administrators, with a sample size of 196 determined by the Research Advisor Table. Data were collected using two questionnaires: The Experience of Clerical Staff Questionnaire (ECSQ) and the Efficiency of Management of Office Conditions Questionnaire (EMOCQ), with reliability indexes of 0.82 and 0.87, respectively. Data analysis was conducted using percentages, means, and Pearson's Product-Moment Correlation (PPMC) via IBM Statistical Product and Service Solutions (IBM-SPSS). The findings revealed no significant relationship between the experience of clerical staff and the efficiency of management of office conditions in Federal Universities of North West Nigeria. The study recommends that university management should provide a means of developing cognitive experience of clerical staff due to its importance in discharging duties. Further research is suggested to explore this relationship in state-owned universities.

Keywords: Relationship, Experience of Clerical Staff, Efficiency, Management, Office Conditions.

Introduction

Universities in Nigeria are one of the important tertiary institutions in the educational sector. Their achievement meaningfully impacts the quality of the nation's citizenry over time. However, it is vital for clerical staff to efficiently perform their duties for the overall benefit of the universities, particularly North-West Universities in Nigeria. There have been significant complaints regarding the physical environment in which clerical staff carry out their clerical

duties. According to Emeka and Rosemary (2016), the office environment where employees work and conduct most of their activities can greatly affect their productivity. Manga (2022) suggests that clerical staff should contribute to modifying the office environment to make it conducive and welcoming, fostering a joyful and productive atmosphere for all users. Similarly, Spector and Schabracq, (2009). stated that a decent office and work environment is such that is devoid of distraction such as noise, interference, and other unpleasant situations, sleepily floors, heat, cold, moist, poor lighting, and unpleasant color.

Clerical staff in universities play a vital role within the university arrangement. Their tasks are so central that they can significantly impact the success or failure of the entire institution. In the 1980s, the traditional functions of clerical staff were limited to answering phone calls, filing, faxing, photocopying, typing letters and memorandums, taking shorthand notes, managing office supplies, running errands, and preparing tea for executives. Obi (2012) defines clerical staff as employees who handle correspondence, maintain records, makes arrangements and appointments for university staff, and guarantee that the office environment is conducive for clerical work. The tasks performed by clerical staff can be categorized into four areas: communication, coordination, organization, and record maintenance. Thus, an office within an organization is a place where various activities and information are managed.

Globalization which touches all aspects of contemporary life of human demands, the institution always be ready to compete, at national and even international levels. When employees are dissatisfied with the nature of the work they do, their level of commitment can be intentionally reduced because employees are the engine room of an institution, employee dissatisfaction with the nature of the work they do can also be a threat to the overall efficiency of the institution (Ezeanyim & Ufoaroh, 2019). Human resources are important indicators to achieve organizational or institutional goals efficiently and performance is the answer to all the successes or failures of the stated organizational or institutional goals. Efficiency can be seen from the achievement of targets from employees in an organization (Kertiriasih, Sujana & Suardika, 2018).

The word experience variable has an effect on work performance, establishing employee competencies and expertise which comes from a pull of experience makes it possible by building work permits (Indriasari & Setyorini, 2018). Experience denotes to the knowledge or skills increased through doing something or participating in a particular even or situation (JavaTpoint 2020). According to Indah (2020), the experience Clerical staff have, the higher the chance of an improvement in office duties that is when work experience increases, it will be able to influence the variable work performance.

The physical condition of the office environment encompasses the arrangement, orderliness, neatness, circulation, organization, convenience, aesthetics, and attractiveness of the workspace. According to Manga (2022), while managing office physical conditions is primarily the duty of clerical staff, educational managers, regardless of their managerial experience, have an oversight role concerning the activities of all staff members. Efficiency is defined as the ability of clerical staff to perform their duties with minimal waste of time. Thus, the efficiency of managing office conditions refers to the clerical staff's ability to maintain a conducive office environment using limited resources and minimizing time wastage, all for the overall benefit of the institution. Kuramochi Tsurumi and Ishibashi, (2023) noted that Ventilation removes air pollutants

originating inside the building, including bio-effluents. Thus, office management generally involves the planning, controlling, organizing office work, and moving those who carry it out in order to achieve predetermined goals (Arif et al., 2019).

Theoretical Framework

The theoretical framework for this study is based on human capital theory. The theory was originally posited by Schultz in 1961 and further developed by Becker in 1964 (Odengo et al., 2018), this theory is well-suited to explore the experience of clerical staff and the efficiency of office management in Federal Universities of North-West Nigeria. Lynch (2004) noted that workers' experience can generate significant productive capital. Given that modern workplaces emphasize human capital at the core of organizational success, it is crucial for management and employees to attract and retain highly experienced individuals.

This theory argues that organizations should shift from a focus on human resources to a focus on the development of human capital. It posits that a worker's experience and skills can generate valuable capital. The theory also assumes that people should not be viewed merely as expenses on an organization's income statements but as assets that contribute to maintaining the company's competitive edge (Lynch, 2004). According to Becker in (Odengo et al., 2018), human capital is made up of various types of intellectual and emotional capital that can be used to help an organization function seamlessly. These include the multiple networks that allow an organization to function properly. This theory is therefore related to the present study as it encourages the universities management to ensure that clerical staff develops more of their intellectual capacity by gaining more experience, and that the university management should not undermine the capability of the individual, or rather they should not see the clerical staff members as individuals who are just there for their own personal interest but they equally have what it take to assist towards achieving the goals of the institutions.

Review of Related Empirical Studies

Johanda (2020), conducted a study on The Effect of Work Experience and Characteristics of Jobs on Employee work achievement in shipping companies. The study aims to determine the effect of work experience and job characteristics on employee's work performance in shipping companies. Methodology of this study was quantitative research and was used to test the relationship between independent and dependent variables, with a sample of managers at shipping company located in Surabaya. Independent variable is work experiences and job characteristics; dependent variable is work performance. The data analysis technique used in this study is multiple linear regression analysis. Based on the result, it is obtained that the effect of work experience and job characteristic on employee's work performance which has a significance value below 0.05 is a work experience 286 variable. Thus, the work experience variable has an influence on work performance, while job characteristics do not have any influence on work performance.

The result of this analysis indicated that work experience variable has an influence on work performance, while job characteristics did not have an influence on work performance. Based on the result, it can be concluded that Work experience has a positive effect on work performance, while Job characteristics do not affect work performance. However, work experience and job characteristics simultaneously influence work performance. This study shares

some similarities and differences with the present study, while the previous study is on experiences and employee characteristics, the present study is on grade level. The previous study is similar with the present study as the level of experience is closely link to moving upward which is the grade level. However, both studies differ in relation to populations, sample size as well as population of the study.

Annu, Riikka, Esko, and Valtteri (2008), investigated workers' perceptions of the acoustic environment in offices and its relation to work performance and well-being. Noise was the main inside environmental problem in open offices. Questionnaire results from 11 companies and 689 respondents were analyzed. Occupants in private rooms and open offices were compared. The results suggest that private rooms are superior to open offices in all respects. This study is related to the present study as it addresses an aspect of the current research variables. Casian, Mugo, and Claire (2021) conducted a study on the impact of teacher qualifications on students' academic performance in public secondary schools in Rwanda. The study established a statistically significant relationship between teacher qualifications and students' academic performance, with a p-value of .000 (less than 0.01) and a Pearson correlation coefficient of $r = .564$.

Statement of the Problem

Every institution is established for a specific purpose, often referred to as its objective. This purpose cannot be achieved if the environment is unhealthy. Stakeholders have consistently called for better and healthier office conditions and improved efficiency of clerical staff in delivering services within the educational system, particularly in Federal Universities of North-West Nigeria. Efficient management of office conditions among clerical staff is crucial for the smooth functioning and productivity of any organization. According to Al-Mari and Okasheh (2017), factors such as air quality, temperature, noise, light, and color can influence overall productivity and hinder clerical work. Qaise and Husain (2021) also argue that inappropriate lighting in an office can cause stress and discomfort, directly affecting productivity. It is expected that clerical staff who are more experienced are not expected to become entrenched but this seems not to be the case in Federal Universities of North West Nigeria. It is also observed that clerical staff lack the experience required of them to perform their daily clerical duties in an office. In view of the issues highlighted above, the researcher felt that there was need to investigate into the synergy of the key variables viz effects of experience of clerical staff, on the efficiency of management of office conditions in Federal Universities in North West Zone, Nigeria.

The objectives of the study are as follows:

- i. To find out how does the experience of Clerical Staff affect the efficiency of management of office conditions in federal universities of North-West Nigeria;
- ii. To find out the level of efficiency of management of office conditions in federal universities of North-West Nigeria;
- iii. To find out the relationship between the experience of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria.

The following research questions are framed to guide the conduct of the study

- i. How does the experience of clerical staff affect the efficiency of management of office conditions in federal universities of North-West Nigeria?
- ii. What is the level of efficiency of management of office conditions in federal universities of North-West Nigeria?

Based on the research questions and objectives of the study, the following hypothesis was formulated:

Ho1: There is no significant relationship between qualification of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria.

Methodology

This study adopts a descriptive and inferential research design as it sought respondents' opinions on experience of clerical staff and efficiency of management of office conditions in federal universities of North-West Nigeria. The population of the study comprised of all the clerical staff in the registry and faculty of education. There are eight federal universities of which seven of them are having faculty of education with a total population of 403 of which 362 are clerical staff and 41 administrators who are the Registrars of each school, the Deans of each Faculty as well as the Heads of each Department

Table 1.1: Population of the Study

S/N	Name of University	Administrators	Clerical staff	Total
1	Ahmadu Belo University, Zaria	9	71	80
2	Bayero University Kano	8	63	71
3	Federal University Birnin Kebbi	4	42	46
4	Federal University Dutsin-Ma, Katsina State	4	48	52
5	Federal University Dutse, Jigawa State	4	43	47
6	Federal University Gusau, Zamfara State	4	40	44
7	Usmanu Danfodiyo University Sokoto	8	55	63
	Total	41	362	403

The above table shows a total population of 403, consisting of 362 clerical staff and 41 administrators. The researcher selected 176 participants from the 362 clerical staff and 20 from the 41 administrators, based on the Research Advisor (2006) table for determining sample size. A proportionate sampling technique was used to select participants from each school according to the school's population. Additionally, simple random sampling was employed to select clerical

staff and administrators from within each institution, ensuring that every clerical staff member had an equal chance of being selected.

Table 2: Sample of the Study

S/N	Name of University	Administrators	Clerical Staff	Total
1	Ahmadu Belo University, Zaria	4	35	39
2	Bayero University Kano	4	31	35
3	Federal University Birnin Kebbi	2	20	22
4	Federal University Dutsin-Ma, Katsina State	2	23	25
5	Federal University Dutse, Jigawa State	2	21	23
6	Federal University Gusau, Zamfara State	2	19	21
7	Usmanu Danfodiyo University Sokoto	4	27	29
Total		20	176	196

From the table above, the sample size for the study totals 196, comprising 176 clerical staff and 20 administrators. The study utilized two structured questionnaires for data collection:

Experience of Clerical Staff Questionnaire (ECSQ): This instrument was used to gather data on the experience of clerical staff in Federal Universities. Experience of Clerical Staff and Efficiency of Management of Office Conditions in Federal Universities of North-West Nigeria of North-West Nigeria. The ECSQ was adapted from Barakat (2013) to fit the study's context. The adapted items were structured on a 5-point Likert scale: 5.0 = Strongly Agreed (SA), 4.0 = Agree (A), 3.0 = Undecided (U), 2.0 = Disagree (D), and 1.0 = Strongly Disagree (SD). A mean score of 3.0 and above was used as the cut-off for acceptance, while scores below 3.0 were rejected. 2. Efficiency of Management of Office Conditions Questionnaire (EMOCQ): This questionnaire, adapted from Manga (2022), was used to collect data on the management of office conditions in Federal Universities of North-West Nigeria. The items were structured on the same 5-point Likert scale as the ECSQ. A mean score of 3.0 and above was used as the cut-off for acceptance, while scores below 3.0 were rejected. The face and content validity of both questionnaires were ensured through revalidation by experts in the field of education. The reliability of the instruments was tested using the internal consistency reliability technique. The initial reliability index of the ECSQ, as obtained by the developer, was 0.73. To verify the reliability of the modified ECSQ, a pilot test was conducted with 25 clerical staff members from Sokoto State University, which is not part of the selected sample but shares similar characteristics with

Federal Universities of North-West Nigeria. The responses were analyzed for internal consistency using Cronbach's Alpha with SPSS statistical tools. A reliability coefficient of 0.82 was obtained, which confirmed that the instrument was reliable. The reliability index of the adapted Efficiency of Management of Office Conditions Questionnaire (EMOCQ) was initially obtained as 0.83 by the developer. The researcher conducted a pilot test of the adapted EMOCQ, which was subjected to a reliability test using Cronbach's Alpha, resulting in a correlation coefficient of 0.87, indicating that the instrument is reliable. Data collection was conducted using questionnaires, administered by the researcher with the assistance of four research assistants. The research assistants were trained prior to administering the questionnaires to ensure they could explain the study's objectives to participants, aiding them in understanding and responding to the questionnaire effectively. The questionnaires were administered and collected using a direct delivery and recovery method to ensure a high return rate. Specifically, 176 copies for clerical staff and 20 copies for administrators of both the ECSQ and EMOCQ were distributed based on the sample size to staff at various Federal Universities of North-West Nigeria. Descriptive and inferential statistics were employed for data analysis. The study aimed to describe the Experience of clerical staff and the efficiency of office management in Federal Universities of North-West Nigeria. Descriptive statistics, including percentages and means, were used to analyze data in response to descriptive research questions via IBM Statistical Product and Service Solutions (IBM-SPSS). Hypotheses were tested using Pearson's Product-Moment Correlation (PPMC) coefficient.

Results

The results are presented as thus:

Research Question One

RQ1: How does the Experience of clerical staff affect the efficiency of management of office conditions in federal universities of North West Nigeria?

The research question was answered and presented in Table 3.

Table 3: How Experiences of Clerical Staff Affect the Efficiency of Management of Office Conditions in Federal Universities of North West Zone, Nigeria

S/N	Items Statement	F	Rating	\bar{x}	Level	Decision
1	Clerical staff with cognate experience performs better in management of both human and material resource.	515	58%	3.0	U	Accept
2	Clerical staff with high managerial experience are mostly preferred to hold higher position for efficient performance of office duties	529	60%	4.0	A	Accept
3	The experience of Clerical staff determine how they can solve problems in the office	562	64%	4.0	A	Accept

	for smooth work flow					
4	Clerical staff are employed on the basis of their experience	497	56%	3.0	U	Accept
5	The experience of Clerical staff determine the job responsibility that will be assign to them	530	60%	4.0	A	Accept
6	Clerical staff with high level of experience are usually rational I taking decisions in the office	530	60%	4.0	A	Accept
7	Clerical staff with higher experience are better in creating a conducive working environment	546	62%	4.0	A	Accept
8	Clerical staff with higher experience perform better than inexperienced Clerical staff	559	63%	4.0	A	Accept
	Grand Mean (\bar{x})	534	60%	4.0	A	Accept

Source: Field Survey, (2023).

n=196

Key: 5.0 = Strongly Agreed (SA= 70 - 100%); 4.0 = Agreed (A= 60 - 69%)

3.0 = Undecided (U= 25% - 49%); 2.0 = Disagreed (D = 40- 49 %)

1.0 = Strongly Disagree (SD = 0.39%)

Table 3 shows that item one, which is Clerical staff with cognate experience performs better in management of both human and material resource, was rated 58% with a mean score of 3, which is an indication of an undecided case, this therefore means that majority of the participants accepted that Clerical staff with cognate experience performs better in management of both human and material resource. The item two which is Clerical staff with high managerial experience are mostly preferred to hold higher position for efficient performance of office duties, was rated 60% with a mean score of 4 agreed that that Clerical staff with high managerial experience are mostly preferred to hold higher position for efficient performance of office duties, which implies that majority of the participants accepted that Clerical staff with high managerial experience are mostly preferred to hold higher position for efficient performance of office duties

More so the item, the experience of Clerical staff determine how they can solve problems in the office for smooth work flow, was rated 64% with a mean score of 4, agreed that the experience of Clerical staff determine how they can solve problems in the office for smooth work flow, this implies that majority of the participants accepted that the experience of Clerical staff determine how they can solve problems in the office for smooth work flow. On the item

Clerical staff are employed on the basis of their experience was rated 56% with a mean score of 3, indicating an undecided case. This therefore implies that majority of the participants accepted that Clerical staff are employed on the basis of their experience. The item the experience of Clerical staff determines the job responsibility that will be assign to them was rated 60% with a mean score of 4 agreed that the experience of Clerical staff determine the job responsibility that will be assign to them. These shows that majority of the participants accepted that the experience of Clerical staff determines the job responsibility that will be assign to them

The item Clerical staff with high level of experience are usually rational in taking decisions in the office was rated 60% with a mean score of 4 participants that agreed that Clerical staff with high level of experience are usually rational in taking decisions. This implies that majority of the participants accepted that Clerical staff with high level of experience are usually rational in taking decisions. Clerical staff with higher experience are better in creating a conducive working environment was rated 62% with a mean score 4 participants that agreed that Clerical staff with higher experience are better in creating a conducive working environment. These shows that majority of the participant accepted that that Clerical staff with higher experience are better in creating a conducive working environment. Clerical staff with higher experience performs better than inexperienced Clerical staff, was rated 63% with a mean score of 4, indicating that majority of the participants agreed that Clerical staff with higher experience performs better than inexperienced Clerical staff. This implies that majority of the participants accepted that Clerical staff with higher experience performs better than inexperienced Clerical staff. Table 5 also shows that grand mean rating of how experience of clerical staff affects the efficiency of management of office conditions was rated 60% with a mean score 4.0. Which indicated that majority accepted that experience of clerical staff affects the efficiency in federal Universities of North West Nigeria.

Research Question 3: What is the Level of Efficiency of Management of Office Conditions in Federal Universities of North West Nigeria?

The data for the research question were generated from the Efficiency of Management of Office Conditions Questionnaire (EMOCQ) Section A, items number 1-25 as presented in Table 14.

Table 4: Level of Efficiency of Management of Office Conditions in Federal Universities of North West Nigeria

S/N	Items Statement	F	Rating	\bar{x}	Level	Decision
1.	Clerical staff report for replacement of expired light bulbs and repair of faulty light switches and sockets.	56	56%	3.0	U	Accept
2.	Clerical staff open all windows for cross ventilation and optimum light	66	66%	4.0	A	Accept
3.	Clerical staff report faulty fans and air conditions for prompt repair or replacement.	55	55%	3.0	U	Accept
4.	Clerical staff ensure the air conditioner are functioning properly	48	48%	2.4	D	Reject

5.	Clerical staff ensure that staff and visitors to the office speak in low tones when on telephone	43	43%	2.1	D	Reject
6.	Clerical staff ensure that television sets and musical instruments in office are operated at low tunes	44	44%	2.2	D	Reject
7.	Clerical staff ensure that creating fans and doors hinges are oiled and no doors are banged	48	48%	2.4	D	Reject
8.	Clerical staff ensure that pictures, paintings, calendars and display boards are well placed	51	51%	3.0	U	Accept
9.	Clerical staff ensures that flower pots, electrics and sculptures are well arranged.	56	56%	3.0	U	Accept
10.	Clerical staff ensures photocopiers, printer, and other office machines are properly placed	51	51%	3.0	U	Accept
11.	Clerical staff ensures the refrigerators are having water and drinks to serve visitors.	47	47%	2.3	D	Reject
12.	Clerical staff ensures that clean drinking water is always available in the offices.	46	46%	2.3	D	Reject
13.	Clerical staff ensures the office meals, tea and refreshment are neatly served.	51	51%	3.0	U	Accept
14.	Clerical staff ensures dust bin for waste papers are provided and that papers are burnt on a daily basis.	48	48%	2.4	D	Reject
	Grand Mean (\bar{x})	51	51%	3.0	U	Accept

Source: Field Survey, (2023).

n=196

Key: 5.0 = Strongly Agreed (SA= 70 - 100%); 4.0 = Agreed (A= 60 - 69%)

3.0 = Undecided (U= 25% - 49%); 2.0 = Disagreed (D = 40- 49 %)

1.0 = Strongly Disagree (SD = 0.39%)

Analysis of data in Table 14, item one, reveals Clerical staff open all windows for optimum day light to stream into offices, was rated 64%, which shows that majority of the participants agreed that Clerical staff open all windows for optimum day light to stream into

offices. The item Clerical staff switch on office lights for optimum illumination during working hours, was rated 62%. Which shows that majority of the participants agreed that Clerical staff switch on office lights for optimum illumination during working hours. The item Clerical staff report for replacement of expired light bulbs and repair of faulty light switches and sockets, was rated 56% which shows an undecided case. This therefore shows that majority of the participants accepted that Clerical staff report for replacement of expired light bulbs and repair of faulty light switches and sockets.

More so, the item Clerical staff ensures the lighting are not in low level as it can cause depression, was rated 47%, this shows that majority of the participants disagreed, this therefore shows that majority of the participants rejected that Clerical staff ensures the lighting are not in low level as it can cause depression. the item Clerical staff ensure the day light are provided and in warm white colors which is suitable for the office, was rated 66% who agreed. Therefore, majority of the participants accepted that Clerical staff ensure the day light are provided and in warm white colors which is suitable for the office. The item Clerical staff open all windows for cross ventilation, was rated 55% of an undecided case. This therefore shows that majority of the participants rejected that Clerical staff open all windows for cross ventilation

Furthermore, the item Clerical staff close window when the air conditioner is working had 59% of undecided cases. Which by implication shows that majority of the participants disagreed, this therefore implies that majority of the participants rejected that Clerical staff close window when the air conditioner is working. The item Clerical staff report faulty fans and air conditions for prompt repair or replacement, was rated 59% which shows an undecided case. This therefore implies that majority of the participants rejected that Clerical staff report faulty fans and air conditions for prompt. The item Clerical staff ensure there is a constant flow of fresh air to remove staleness without causing draught, was rated 48% which shows that majority of the participants disagreed, which therefore implies that majority of the participants rejected that Clerical staff ensure there is a constant flow of fresh air to remove staleness without causing draught.

More so, the item Clerical staff ensure the air conditioner are functioning properly was rated 43% of the participants disagreed that Clerical staff ensure the air conditioner are functioning properly. This therefore implies that majority of the participants rejected that Clerical staff ensure the air conditioner are functioning properly. The item Clerical staff ensure that staff and visitors to the office speak in low tones when conversing on telephone had 41% participant who disagreed, this therefore implies that majority of the participants rejected that Clerical staff ensure that staff and visitors to the office speak in low tones when conversing on telephone. The item Office blind blinds are thick enough to screen external noise was rated 44% of the participants who rejected. This therefore implies that majority of the participants rejected that Office blind blinds are thick enough to screen external noise. Clerical staff ensure that television sets and musical instruments in office are operated at low tunes was rated 49% of the participants who rejected. This by implication means that Clerical staff ensure that television sets and musical instruments in office are operated at low tunes. The item Office floors are covered with carpets to cushion noise had was rated 48% of the participants who disagreed. This therefore implies that majority of the participants rejected that Office floors are covered with carpets to cushion noise. The item Clerical staff ensure that creating fans and doors hinges are oiled and no doors are banged had 51% of the participants who are undecided cases. This

therefore implies that majority of the participants rejected that Clerical staff ensure that creating fans and doors hinges are oiled and no doors are banged. The item Clerical staff ensure that pictures, paintings, calendars and display boards are well placed on office walls had 56% of the participants who disagreed. This therefore implies that majority of the participants rejected that Clerical staff ensure that pictures, paintings, calendars and display boards are well placed.

More so, the item Clerical staff ensures that furniture, flower pots, electrics and sculptures are well arranged, was rated 51% of the participants, who rejected. This by implication means that majority of the participants rejected that Clerical staff ensures that furniture, flower pots, electrics and sculptures are well arranged. The item Clerical staff ensure photocopiers, printer, and other office machines are properly places for ease of movement in the office, was rated 47% of the participants who disagreed, this by implication implies that majority of the participants rejected that Clerical staff ensure photocopiers, printer, and other office machines are properly places for ease of movement in the office. The item Clerical staff ensure the refrigerators are having water and drinks to serve visitors, was rated 51% of an undecided case. This by implication indicates that majority of the participants accepted that Clerical staff ensure the refrigerators are having water and drinks to serve visitors. The item Clerical staff ensures that nothing spoils the planned decoration scheme carried out in the office was rated 51% of the participants of an undecided cases, this by implication shows that majority of the participants rejected that Clerical staff ensures that nothing spoils the planned decoration scheme carried out in the office.

More so, the item Clerical staff regularly sweep ground, scrub floors, scrub furniture, wash toilet, clean utensils and spray air fresheners in office, was rated 46% of the participants who disagreed. This by implication shows that majority of the participants rejected that Clerical staff regularly sweep ground, scrub floors, scrub furniture, wash toilet, clean utensils and spray air fresheners in office. The item Clerical staff ensures that clean drinking water is always available in the offices, was rated 51% of an undecided cases. This therefore shows that majority of the participants accepted that Clerical staff ensures that clean drinking water is always available in the offices. This implies that majority of the participants disagreed that clean drinking water is always available in the offices. The item Clerical staff ensure the office meals, tea and refreshment are neatly serve was rated 53% of the participants which shows an undecided cases. This therefore shows that majority of the participants Clerical staff ensure the office meals, tea and refreshment are neatly served. The item Clerical staff request for cleaning materials before they finish for quick response, had 48% of the participants who disagreed. This by implication shows that majority of the participants rejected that Clerical staff request for cleaning materials before they finish for quick response. Table 15 also shows that grand mean rating of how experience of clerical staff affects the efficiency of management of office conditions was rated 51% with a mean score 3.0. Which is the level efficiency in federal Universities of North West Zone, Nigeria

Hypothesis one (Ho₁)

There is no Significant Relationship between Experience of Clerical Staff on the Efficiency of Management of Office Conditions in Federal Universities in North West Zone, Nigeria. This hypothesis was tested and presented in Table 1.

Table 5: Relationship between Experience of Clerical Staff on the Efficiency of Management of Office Conditions in Federal Universities in North West Zone, Nigeria

Variables	N	Mean	SD	Df	r-Cal	P-value	Decision
Experience of Clerical Staff	196	3.0994	.45352				
				194	.010	.968	Accepted
Efficiency of Management of Office Conditions	196	2.3420	.44627				

Source: Field Survey, (2023).

Table 17 presented the number of participants (n) =176 and 20 respectively for independent and dependent variables, and a correlation value (r) = .010 and P-value of .968. Testing the hypothesis at alpha level = 0.05, the P-value is greater than the alpha value, .968 > 0.05. Thus, the null hypothesis is accepted. This suggests that there is no significant relationship between experience of clerical staff and efficiency of management of office conditions in Federal Universities of North West Nigeria. This means that experience does not affect the efficiency of management of office conditions among clerical staff in Federal universities in North West Nigeria.

Based on the results presented and analyzed in this chapter, the major findings are summarized as follows:

1. Experience did not affect the Efficiency of Management of Office Conditions among Clerical Staff in Federal Universities in North West Zone, Nigeria;
2. An acceptable level of efficiency in the management of office conditions exists in Federal Universities of North-West Nigeria.
3. There is no significant relationship between the experience of clerical staff and the efficiency of management of office conditions in Federal Universities of North-West Nigeria.

Discussion of the Findings The discussion of findings section addresses the study's results in relation to previous research, detailed as follows:

The finding of the study indicates that there is no significant relationship between experience of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria. The finding was in line with the findings of Ochonma (2018), who found that there was no significant relationship between length of managers' work experience and programme/strategic planning. The study contradicts with the findings of Indah and Johanda (2020), who found that work experience variable has an influence on work performance. This could be as a result of the fact that both studies are carried out on a different geographical location. The finding also contradicts with Item 7 of table 5 which is Clerical staff with higher experience are better in creating a conducive working environment had a high rating of 62% with a mean of 4.0.

The second findings show an accepted level of efficiency of management of office condition in Federal University of North West Nigeria, however from the table, item 4 which show Clerical staff ensure the air conditioner are functioning properly was rejected, and also

item 7 which Clerical staff ensure that staff and visitors to the office speak in low tones when conversing on telephone, with a low mean score among others. The finding from this study is in line with Kuramochi, Tsurumi and Ishibashi (2023), which found that a well-ventilated office brings about high productivity.

The third findings shows no significant relationship between experience of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria. The finding was in line with the findings of Ochonma (2018), who found that there was no significant relationship between length of managers' work experience and programme/strategic planning. The study contradicts with the findings of Indah and Johanda (2020), who found that work experience variable has an influence on work performance. This could be as a result of the fact that both studies are carried out on a different geographical location. The finding also contradicts with Item 7 of table 5 which is Clerical staff with higher experience are better in creating a conducive working environment had a high rating of 62% with a mean of 4.0.

Conclusion

The study aims to assess the experience of clerical staff and the efficiency of managing office conditions in Federal Universities of North-West Nigeria. Findings from the study indicate that the experience of clerical staff do not translate into greater efficiency in managing office conditions.

1. The university management should provide a means of developing cognitive experience of clerical staff due to its importance in discharging duties;
2. To ensure the efficient management of office conditions, university management should implement measures to maintain a quiet office environment. This includes instructing staff and visitors to speak in low tones, especially when on the telephone.
3. To sustain clerical staff efficiency in managing office conditions, university management should regularly supervise and oversee the activities of clerical staff to ensure adherence to best practices.

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