

QUALIFICATION OF CLERICAL STAFF AND EFFICIENCY OF MANAGEMENT OF OFFICE CONDITIONS IN FEDERAL UNIVERSITIES OF NORTH-WEST NIGERIA

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Abstract

The efficient management of office conditions among clerical staff is crucial for the smooth functioning and productivity of any organization. This study investigated the relationship between the qualifications of clerical staff and the efficiency of office management in Federal Universities of 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 Qualification of Clerical Staff Questionnaire (QCSQ) 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 qualifications of clerical staff and the efficiency of office management in Federal Universities of North West Nigeria. The study recommends that university management should provide in-service training and workshops for clerical staff to enhance their understanding of proper office conditions. Further research is suggested to explore this relationship in state-owned universities.

Keywords: Qualification, Clerical Staff, Office, Office conditions, Efficiency.

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Introduction

Universities in Nigeria are among the key institutions in the educational sector. Their success significantly influences the quality of the nation's citizenry over time. However, it is essential for clerical staff to efficiently perform their duties for the overall benefit of the universities in North-West Nigeria. There have been significant complaints regarding the physical environment in which clerical staff carry out their tasks. 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 crucial role within the university system. Their responsibilities are so fundamental 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 memos, 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, make arrangements and appointments for university staff, and ensure that the office environment is conducive to 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.

Qualification is seen as the attainment of a particular level of knowledge or skills in a given subject (Offem and Otun 2021). What qualifications clerical staff should possess to effectively discharge their duties is a pertinent question for assessing one's own eligibility for a clerical position or for recruiting clerical staff. Given the variety of tasks a clerical staff member must undertake, the individual should have certain basic academic qualifications, intellectual qualities, and personal attributes, in addition to specialized knowledge suited to the specific requirements of the organization. Solomon (2020) noted that the success of an organization or institution largely depends on individuals with higher levels of qualification.

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 qualifications, 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. 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 qualifications of clerical staff and the efficiency of office management in Federal Universities of North-West Nigeria. Lynch (2004) noted that workers' knowledge and skills 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 skilled 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 knowledge 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 acquiring more or higher qualifications, 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 its take to assist towards achieving the goals of the institutions

Review of Related Empirical Studies

The study reviewed the following empirical research relevant to the topic:

Owolabi and Adedayo (2012) conducted a study on the influence of teacher qualifications on the performance of senior secondary school students in Physics. The sample included 100 senior secondary school Physics students from Ekiti State, along with the teachers who prepared and presented the students for the 2009/2010 West African School Certificate Examination. The findings revealed that students taught by teachers with higher qualifications performed better than those taught by teachers with lower qualifications. It was also noted that students taught by more qualified teachers achieved higher scores in Physics. The study suggests that efficacy is linked to higher educational qualifications, which can also be applied to the administrative effectiveness of librarians.

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.

However, there are concerns regarding the qualifications of clerical staff and their impact on the overall efficiency of office condition management. The issues at the core of this study include the qualifications of clerical staff and their effect on office operations. Inefficient or underqualified clerical staff may struggle to perform their duties accurately and timely, resulting in delays, errors, and decreased productivity. Robbins and Coutler (2013) noted that clerical staff should ideally hold a Bachelor's degree in office practice, educational management, or secretarial studies, and be proficient in English. This level of qualification is often lacking in Federal Universities of North-West Nigeria.

Based on these issues, this study was conducted to examine the qualifications of clerical staff and the efficiency of office condition management in Federal Universities of North-West Nigeria.

The objectives of the study are as follows:

- i. To find out how does the qualifications 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 qualification 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 qualification 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 qualification 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: Population of the Study

S/N	Name of University	Clerical staff	Administrators	Total
1	ABU, Zaria, Kaduna State	71	9	80
2	BUK, Kano State	63	8	71
3	FUBK, Kebbi State	42	4	46
4	FUDMA, Katsina State	48	4	52
5	FU Dutse, Jigawa State	43	4	47
6	FUGUS, Zamfara State	40	4	44
7	UDUS, Sokoto State	55	8	63
Total		362	41	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	Clerical Staff	Admin	Total
1	ABU, Zaria, Kaduna State	35	4	39
2	BUK, Kano State	31	4	35
3	FUBK, Kebbi State	20	2	22
4	FUDMA, Katsina State	23	2	25
5	FUDutse, Jigawa State	21	2	23
6	FUGUS, Zamfara State	19	2	21
7	UDUS, Sokoto State	27	4	29
Total		176	20	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:

1. Qualification of Clerical Staff Questionnaire (QCSQ): This instrument was used to gather data on the qualifications of clerical staff in Federal Universities

of North-West Nigeria. The QCSQ 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 QCSQ. 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 QCSQ, as obtained by the developer, was 0.73. To verify the reliability of the modified QCSQ, 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 QCSQ 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 qualifications 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.

The *Qualification of Clerical Staff Questionnaire* (QCSQ) was adapted from Barakat (2013). The face and content validity of the adapted questionnaire were ensured by revalidating the instrument with experts in the field of education.

The *Efficiency of Management of Office Conditions Questionnaire* (EMOCQ) was adapted from Manga (2022). Similarly, the face and content validity of the adapted EMOCQ were confirmed through revalidation by experts in their respective fields of education.

From the table above, the sample size for the study is a total of 196, with 176 clerical staff and 20 administrators. Two structured questionnaires were used for data collection:

1. *Qualification of Clerical Staff Questionnaire* (QCSQ): This instrument was used to gather data on the qualifications of clerical staff in Federal Universities of North-West Nigeria. The QCSQ, adapted from Barakat (2013), was restructured to fit the study's needs. Items were structured on a 5-point Likert scale:
5.0 = Strongly Agreed (SA = 70-100%)
4.0 = Agree (A = 60-69%)
3.0 = Undecided (U = 50-59%)
2.0 = Disagree (D = 40-49%)
1.0 = Strongly Disagree (SD = 0-39%)

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 was used to collect data on the management of office conditions in Federal Universities of North-West Nigeria. The adapted items were also structured on a 5-point Likert scale:
5.0 = Strongly Agreed (SA = 70-100%)
4.0 = Agree (A = 60-69%)
3.0 = Undecided (U = 50-59%)
2.0 = Disagree (D = 40-49%)
1.0 = Strongly Disagree (SD = 0-39%)

A mean score of 3.0 and above was used as the cut-off for acceptance, while scores below 3.0 were rejected.

Results

The results are presented as thus:

Research Question One

RQ1: How does the qualification 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 2: How Qualifications of Clerical Staff Affect the Efficiency of Management of Office Conditions in Federal Universities of North West Nigeria.

S/N	Items Statement	SUM	Rating	\bar{x}	Level	Decision
1	Qualification is the basis for service delivery.	558	63%	4.0	A	Accept
2	Qualification is criterion for selecting Clerical Staff in service delivery.	533	60%	4.0	A	Accept
3	The qualification of Clerical Staff is an indication of the level of educational attainment needed for the job.	528	60%	4.0	A	Accept
4	Qualification determines the productivity of Clerical Staff.	498	56%	3.0	U	Accept
5	Qualification is pre-requisite for appointing competent Clerical Staff	520	59%	3.0	U	Accept
6	Qualification is the basis of Clerical Staff's competence in service delivery.	516	58%	3.0	U	Accept
7	Qualification is a determinant for holding positions by clerical staff.	518	59%	3.0	U	Accept
8	Qualification is the only criteria for clerical duties.	472	53%	3.0	U	Accept
Grand Mean (\bar{x})				3.0		Accept

Source: Field Survey, (2023). n=171

Analysis of the data in Table 2 reveals that items one which is Qualification is the basis for service delivery, item two which is Qualification is criterion for selecting Clerical Staff in service delivery, and three which is the qualification of Clerical Staff is an indication of the level of educational attainment needed for the job had a mean score of 4.0, 4.0, and 4.0 which is accepted, while items four, which is qualification determines the productivity of Clerical Staff, item five, which is Qualification is pre-requisite for appointing competent Clerical Staff six, which is qualification is the basis of clerical staff's competence in service delivery, item seven which is Qualification is a determinant for holding positions by clerical staff. and eight, which is Qualification is the only criteria for clerical duties. which are undecided cases which therefore is accepted. The Table 3 shows that grand mean rating of quality of clerical staff relationship was 59% with a mean score of 3.0 indicating majority acceptance level in federal universities of North-West Nigeria.

Research Question 2

RQ2: What is the level of 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: Level of Efficiency of Management of Office Conditions in Federal Universities of North West Nigeria

S/ N	Items Statement	SUM	Rating	\bar{x}	Level	Decision
	Clerical staff report for replacement of expired light bulbs and repair of faulty light switches and sockets.	56	56%	3.0	U	Accept
	Clerical staff open all windows for cross ventilation and optimum light	66	66%	4.0	A	Accept
	Clerical staff report faulty fans and air conditions for prompt repair or replacement.	55	55%	3.0	U	Accept
	Clerical staff ensure the air conditioner are functioning properly	48	48%	2.4	D	Reject
	Clerical staff ensure that staff and visitors to the office speak in low tones when on telephone	43	43%	2.1	D	Reject
	Clerical staff ensure that television sets and musical instruments in office are operated at low tunes	44	44%	2.2	D	Reject
	Clerical staff ensure that creating fans and doors hinges are oiled and no doors are banged	48	48%	2.4	D	Reject
	Clerical staff ensure that pictures, paintings, calendars and display boards are well placed	51	51%	3.0	U	Accept
	Clerical staff ensures that flower pots, electrics and sculptures are well arranged.	56	56%	3.0	U	Accept
	Clerical staff ensures photocopiers, printer, and other office machines are properly placed	51	51%	3.0	U	Accept
	Clerical staff ensures the refrigerators are having water and drinks to serve visitors.	47	47%	2.3	D	Reject
	Clerical staff ensures that clean drinking water is always available in the offices.	46	46%	2.3	D	Reject
	Clerical staff ensures the office meals, tea and refreshment are neatly served.	51	51%	3.0	U	Accept
	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})			3.0		Accept

Source: Field Survey, (2023).. n=20

Analysis of data in Table 3 reveals that item number one, which is Clerical staff report for replacement of expired light bulbs and repair of faulty light switches and sockets.

three, which is clerical staff report faulty fans and air conditions for prompt repair or replacement. eight, which is Clerical staff ensure that pictures, paintings, calendars and display boards are well placed nine, which is Clerical staff ensures that flower pots, electrics and sculptures are well arranged 10 which is Clerical staff ensures photocopiers, printer, and other office machines are properly place and 13 which is Clerical staff ensures the office meals, tea and refreshment are neatly served had a mean score of 3.0, 3.0, 3.0, 3.0, 3.0 and 3.0 respectively while item 2 which is Clerical staff open all windows for cross ventilation and optimum light had a mean score of 4.0, on the other hand, item four, which is Clerical staff ensure the air conditioner are functioning properly, five, which is clerical staff ensure that staff and visitors to the office speak in low tones when on telephone six, which is Clerical staff ensure that television sets and musical instruments in office are operated at low tunes seven, which is clerical staff ensure that creating fans and doors hinges are oiled and no doors are banged, 11, which is Clerical staff ensures the refrigerators are having water and drinks to serve visitors. 12, which is Clerical staff ensures that clean drinking water is always available in the offices. and 14 which is Clerical staff ensures dust bin for waste papers are provided and that papers are burnt on a daily basis. had a mean score of 2.1, 2.1, 2.2, 2.4, 2.3, 2.3, and 2.4 respectively. Table 4 also show the grand rating of 51% with a mean score 3.0 indicating an undecided case, which is accepted level of efficiency of management of office condition in federal university of North-West Nigeria.

Hypothesis One (Ho₁)

There is no significant relationship between the qualification of clerical staff and the efficiency of management of office conditions in Federal Universities of North-West Nigeria. This hypothesis was tested and is presented in Table 16.

Table 5: Relationship between Qualification of Clerical Staff and Efficiency of Management of Office Conditions in Federal Universities of North West Nigeria

Variables	N	Mean	SD	Df	r-Cal	P-value	Decision
Qualification of Clerical Staff	171	2.3420	.44627	189	-.179	.072	Accepted
Efficiency of Management of Office Conditions	20	2.9963	.44151				

Source: Field Survey, (2023).

Table 13 shows the number of participants (n) = 171 and 20 respectively for independent and dependent variables, and a correlation value (r) = -.179 and p-value of .072. The hypothesis was tested at alpha level = 0.05 and found the p-value is greater than the alpha value, .072 > 0.05. This indicates that there is no significant relationship between qualification of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria. Therefore, the null hypothesis is accepted and by implication, it means that qualification of clerical staff

and efficiency of management of office conditions in federal universities of North-West Nigeria are not significantly related.

Summary of Major Findings

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

1. Academic qualifications do not necessarily translate to efficiency in the management of office conditions among clerical staff in Federal Universities of North-West 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 qualification 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:

1. *Qualification and Efficiency of Clerical Staff*: The study found that qualifications do not significantly affect the efficiency of clerical staff in managing office conditions in Federal Universities of North-West Nigeria. This finding aligns with Adenuga, Offem, and Otun (2021), whose study revealed a low positive correlation ($R = 0.20$) between the predictor variables (age, sex, experience, and qualification) and principals' administrative effectiveness. Additionally, Table 3 supports this finding: item 4, which states that qualification determines the productivity of clerical staff, had a rating of 56% and a mean score of 3. Item 5, which considers qualification as a prerequisite for appointing competent clerical staff, had a low rating of 3.0. Similarly, item 6, indicating that qualification is the basis for clerical staff competence for service delivery, had a low rating of 59%. Item 7, stating that qualification is a determinant for holding positions by clerical staff, also had a low rating of 59% and a mean score of 3.0. Finally, item 8, which posits that qualification is the only criterion for clerical duties, had a low rating of 53% and a mean score of 3.0. Regression analysis confirmed that these results were not significant at the 0.05 significance level. The researcher suggests that this may be due to the fact that leadership roles in schools require maturity in age, qualification, and experience. This finding is consistent with other studies conducted in Nigerian educational institutions.
2. *Contrasting Findings*: The study's results contradict those of Solomon (2020), who found a significant positive effect of employee engagement and educational qualification on employee productivity in the banking sector in Nigeria. This discrepancy may arise from the fact that the banking industry often demands higher qualifications for managing its activities compared to educational institutions. In contrast, Table 3 shows that item 1, which states that qualification is the basis for service delivery, had a high rating of 63% with a mean score of 4. Item 2, indicating that qualification is a criterion for selecting clerical staff, also had a high percentage of 60% with a mean score of 4.

The second findings shows 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 finding shows there is no significant relationship between qualification of clerical staff and efficiency of management of office conditions in federal universities of North West Nigeria. the findings from the study disagrees with the findings of Solomon (2020), who found that employee engagement and educational qualification had significant positive effect on employee productivity in banking industry in Nigeria, which could be as a result of the fact that the study is been carried out in a banking sector that requires more qualifications to manage the activities of the banking sector, the findings from the previous study shows that more qualifications are required for banking job to be carried out efficiently. That is to say the higher the qualification, the higher their efficiency level. While the present study sees qualification as a means of improving the intellectual capacity, and it has little or nothing to do with keeping the environment where clerical job is carried out conducive.

Conclusion

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

Recommendations

The researcher recommends the following:

1. University management should not place excessive emphasis on higher qualifications for clerical staff, as qualifications alone do not necessarily improve efficiency in managing office conditions. While encouraging higher qualifications, there should be a focus on training staff to understand and improve office conditions effectively.
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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