INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) ON MANPOWER DEVELOPMENT IN NIGERIA: DELTA-NORTH LOCAL GOVERNMENT AREA AS A CASE STUDY

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A PROJECT SUBMITTED TO THE DEPARTMENT OF PUBLIC ADMINISTRATION, FACULTY OF SOCIAL SCIENCES, IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF BACHELOR OF SCIENCES (B.SC.) DEGREE IN PUBLIC ADMINISTRATION, UNIVERSITY OF BENIN, BENIN CITY.

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CERTIFICATION

This is to certify that this Project Work was written by **OMOKARO AISOSA JERRY,** with the Matriculation Number **SSC1911742** of the Department of Public Administration, University of Benin, Benin City.

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Date: 18/02/2025

07/02/2025

DEDICATION

This project work is dedicated specially to God Almighty who gave me divine wisdom, strength, provision amongst other numerous things and to my parents for being there for me through thick and thin.

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First I wish to acknowledge Almighty God for giving me grace to run the race from beginning to the end throughout my years of study in the University of Benin.

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ABSTRACT

The study examined the impact of information and communication technology (ICT) on manpower development in Nigeria: A case study of Enugu North Local Government area, Enugu State.The existence of life in the universe is to expand in all ramification of human endeavors both in the management of existing resources as well as creation of new ones. Man by nature is adventurous and as such, will always thrive to succeed.Descriptive survey research design was utilized in the research with questionnaires as the method of data collection. The sample size for this study is two hundred and thirty drawn purposively from the population. A Sample size of one hundred and fifty (250) questionnaires was drawn randomly from the population. Based on the findings, the study therefore made the following conclusion that The emergence of Information and Communication Technology (ICT) has revolutionized how man contributes to the development of different workforces particularly those that bother on human and material development, for easy manpower growth. But, there has being a consistent disparity among the masses that the ICT has not contributed enough to manpower development while others argue that Information and Communication Technology has done enough to encourage how manpower is developed in our society today. The union between manpower development and the impact of Information and Communication Technology (ICT) in Nigeria cannot be over-emphasized, it is absolutely an undebatable one. The existence of life in the universe is to expand in all ramification of human endeavors both in the management of existing resources as well as creation of new ones. The study therefore made the following recommendations that there is need for manpower development in our society to encourage the development of the state (society in general) in such areas like agriculture, community service, socio-economic services etc., There is need for government to ensure adequate power supply to keep the work flow smooth. This will make the labour to get work down on the deadline if not before the deadline. The Enugu North Local Government should provide information and communication technology (ICT) gadgets so that efficiency could be maintained at all time by the staffs. There should be a policy in place which enforces staffs at critical units of the local government area to take information and communication technology (ICT) courses/training at regular time so as to update their knowledge about ICT.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The union between manpower development and the impact of Information and Communication Technology (ICT) in Nigeria cannot be over-emphasized, it is absolutely an undebatable one. The existence of life in the universe is to expand in all ramification of human endeavors both in the management of existing resources as well as creation of new ones. Man by nature is adventurous and as such, will always thrive to succeed. Among many ways he (man) has thrived to develop his surrounding and improve his environment and other forms of existence is through manpower development. As time evolves man's means of survival and development moves from one idea to the other, so as to adapt with current patterns of evolution. For instance, man in the earliest form of his existence did most of his personal and group works in a crude manner. But as years pass by, he abandoned the idea of doing most of the work by himself and invented machines. These compliment man's efforts to succeed in line with this ideas, human earliest forms of calculating machines known as "Abacus", which performed functions like subtraction, addition and division stimulated the quest for more knowledge to create computers and a host of others that emerged with the sole aim of helping man to develop himself and that of his environment. This is to enable him achieve industrial growth and other forms of manpower development (Nyirenda-Jere, 2010).

The need for manpower development in any society like ours is to encourage the development of the state (society in general) in such areas like agriculture, community service, socio-economic services etc. As Elom and Chukwuanukwu (2006) would state, the importance of manpower development (capacity building) in any country is directly proportional to the result of it productivity, little wonder the proliferation of tertiary institutions of learning in Nigeria today that provide opportunity and facility for the training of the Nigerian workforce, manpower development and training helps to improve a nation's economic and political status.

These objectives have never been realized in Nigeria without some shortcomings. In line with this, the need to study the relationship between manpower development and the impact of Information and Communication Technology (ICT) in Nigeria becomes very necessary, for a country like Nigeria, in order to succeed in her bid for the achievement of manpower development. As Ndolo (2006) would state on the relevance of Communication in human existence, he opined that "every growth, survival and continuity depends on among other things, a system of communication, through which people could exchange ideas and feelings. The system of communication formed the mainstay of all the other systems, which came to depend on it for effectiveness".

1.2 Statement of the Problem

The emergence of Information and Communication Technology (ICT) has revolutionized how man contributes to the development of different workforces particularly those that bother on human and material development, for easy manpower growth.

But, there has being a consistent disparity among the masses that the ICT has not contributed enough to manpower development while others argue that Information and Communication Technology has done enough to encourage how manpower is developed in our society today. Whether the two views held by these people are to be accepted differently or collectively, will to a great extent be determined by appropriate application of statistical tools necessary for this study. Also, the place of Information and Communication Technology in our society will be examined and those hindrances which do not encourage manpower development will be assessed, particularly in Higher institutions this will go a long way to determine whether the application of ICT is necessary for manpower development in areas of skill acquisition, industrial development, manpower management and a host of others in Higher institutions

1.3 Research Questions

The researchers have asked the following research questions. They include:

i. Do Information and Communication Technology (ICT) have a positive Impact on manpower development in Nigeria?

ii. Has Information and Communication Technology (ICT) been properly applied for effective operation in higher institutions

iii. Is computer illiteracy a problem in the development of manpower in Nigeria?

iv. Has Information communication technology(ICT) contributed effectively use in the overall development of Enugu State.

1.4 Objectives of the Study

The objectives of the study are to determine:

i. If Information and Communication Technology (ICT) has a positive Impact on manpower development in Nigeria.

ii. whether Information Communication Technology (ICT) has been properly applied for its effective operation in Higher institutions

iii. If computer illiteracy is a problem of manpower development in Nigeria;

iv. If communication technology(ICT) has contributed to the overall development of local government.

1.5 Significance of the Study

The major significance of this study is to understand how Information and Communication Technology has contributed to the overall development of manpower in Nigeria in general and Enugu state in particular. Also the study will benefit students

of tertiary institutions, colleges of Education, students of Vocational and Technical schools amongst others who want to acquire skills through one way or the other using Information and Communication Technology.

Also, this study will benefit both employers of labour and their employees in Nigeria on the relevance of ICT in manpower development. The study will go a long way to benefit different organization and the Federal Government on how best to make policies and implement programmes which will encourage appropriate application of ICT for manpower development in the federal, state and local government levels.

This study will go a long way to promote the socio-political and economic wellbeing of the masses who understand the relevance of ICT in manpower development in our society.

1.6 Scope of the Study

This study intends to cover the entire areas of our national life that involve manpower development. Such areas include academic institutions, financial institutions, medicine, labour and productivity and a host of others. Also, the study will be concentrated on the ICT such as computer application, internet, e-commerce, etc. it will also cover how industries train and retrain their staff for proper skill and professionalism in manpower at state and federal level.

1.7 Limitations of the Study

Insufficient funds tend to impede the efficiency of the researcher in researching for the relevant materials, literature or, information. Time constraint; the researcher will simultaneously engage in this study with other work. This consequently will cut down on the time devoted for the research work.

1.8 Definition of Terms

Impact: The degree in which somebody or someone is involved in a situation or an activity.

Operational: The actual function or role played by ICT in manpower development in Nigeria in general and Higher institutions in particular.

Conceptual: The study, design, implementation, support or management of computer-based information systems particularly software application and computer hardware.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

The term 'manpower development" comprises two key words i.e. 'man power' and 'Development'. 'Human resources' are the people and their characteristics (knowledge, skills, creative abilities, talents and attitudes) at work. Development is the acquisition of capabilities that are needed to perform the present job or the future expected job (Megginson, 1982).

Manpower development aims at assisting people to acquire competencies that are being required to perform their duties in an efficient manner and to let the organization reap the fruits of their know-how and talents. It is a process which is needed to make the people grow continuously and growth of people will ultimately lead to the growth and development of the organization (Rao and Pereira, 1986). Human Resources Development is a framework for the expansion of human capital within an organization through the development of both the organization and the individual to achieve performance improvement (Kelly, 2001). It is an organized learning experience, with an objective of producing the possibility of performance change (Gupta and Gupta, 2008).

It is a process of organized capability and competency based learning experiences undertaken by employees with a specified period of time to bring about individual and organizational performance improvement, and to enhance national economic cultural and social growth (Deb, 2010).

Manpower development is a process, not merely a set of mechanisms and techniques. It takes the form of employee training and development, career development, performance appraisal, management and development, career planning and development, coaching, role analysis, mentoring, employee welfare, succession planning, key employee identification, tuition assistance, performance appraisal, rewards, motivation, counselling and organization development interventions. They are used to initiate, facilitate and promote this process in a continuous way (Swarajayalakshmi, 2005).

ICTs are defined as a diverse set of technological tools and resources used to communicate, create, disseminate, store and manage information. They include computers, the internet, broadcasting technologies (radio and television), telephony etc. (Blurton, 2002), cellular phones, computer and network hardware and software, satellite systems as well as the various services and applications associated with them such as video conferencing and distance learning such as Zoom, Google Duo, Goggle Meet etc.

Organization for Economic Co-operation and Development (2002) defined ICT as a combination of services that capture, transmit and display data and information electronically. It is technology that supports activities involving information; gathering, processing, storing and presenting data. Increasingly these activities also involve collaboration and communication (Cohen et al., 2004). Selwyn et al., (2006) stated that ICT refers to a range of different, albeit rapidly converging technologies which involves the application of science to the processing of data according to programmed instructions in order to derive results.

WHO (2011) defined ICT as the continuous, systematic collection, analysis and interpretation of data for planning, implementation and evaluation of public practice. According to Vangie (2015), it is the study or business of developing and using technology to process information and aid communications. ICT systems are widely used in organizations. Their use has many favorable consequences because they support interaction and collaboration, workplace learning and work performance (Jones and Kochtanek, 2004).

There are five theories that guide the adoption and use of technology; Technology Acceptance Model (TAM), Theory of Reasoned Actions (TRA), Diffusion of Innovations (DOI), Theory of Planned Behavior (TPB) and the Unified Theory of Acceptance and Use of Technology (UTAUT).

Davis (1989) presented a theoretical model (Technology Acceptance Model) aiming to predict and explain ICT usage behaviour. In TAM, two theoretical constructs, perceived usefulness and perceived ease of use are the fundamental determinants of system use and predict attitudes toward the use of the system, that is, the user's willingness to use the system. Perceived usefulness refers to the degree to which a person believes that using a particular system would enhance his or her job performance and perceived ease of use refers to the degree to which a person believes that using a particular system would be free of effort (Davis, 1989).

The Theory of Reasoned Actions (TRA) originates from social psychology. Fishbein and Ajzen (1975) developed TRA to define the links between the beliefs, attitudes, norms, intentions and behaviours of individuals. The theory assumes that a person's behaviour is determined by the person's behavioral intention to perform it and the intention itself is determined by the person's attitudes and his or her subjective norms towards the behaviour. The subjective norm refers to the person's perception that most people who are important to him think he should or should not perform the behavior in question.

Diffusion of Innovations (DOI) is a theory of how new ideas are spread and adopted in a community and it seeks to explain how communication channels and opinion leaders shape adoption. Rogers (1983) proposed a five-stage model of the implementation and

adoption of innovation in organizations (knowledge, persuasion, decision, implementation and confirmation).

Ajzen (1991) presented a theoretical model (Theory of Planned Behavior), which focuses on cognitive self-regulation. It takes into account perceived behavioral control which refers to the perception of control over the performance of a given behavior. The theory suggests that human behavior is governed by personal attitudes but also by social pressures and a sense of control.

Venkatesh et al., (2003) developed the Unified Theory of Acceptance and Use of Technology model through reviewing eight models which explain ICT usage; namely TRA, TAM, the motivational model, TPB, a model combining TAM and TPB, the model of PC utilization, DOI and the social cognitive theory. The purpose of UTAUT is to explain a user's intentions to use ICT and the subsequent user behaviour. The model considers four constructs as direct determinants of user acceptance and usage behaviour (performance expectancy, effort expectancy, social influence and facilitating conditions). There are four key moderating variables: gender, age, experience and voluntariness of use. The authors stated that UTAUT provides a tool for managers to assess the likelihood of success of technology introductions and to understand the drivers of acceptance in order to design interventions, which include, training or marketing. UTAUT focuses on users who may be less willing to adopt and use new systems.

2.2 Use of ICT in Manpower Development

By focusing on how agricultural extension can harness ICTs for the development of human resources, it opens up the shores of opportunities that are available in this regard. Swanson et al., (1990) confirmed that ICT use for extension activities ultimately transforms extension workers into catalysts who play roles of empowering community organizations, manpower development, problem solving and educating farmers.

The extension service uses e-learning to increase employee retention, development, deploy and update content and provide effective training anywhere and anytime. This boosts worker productivity, broadens training opportunities, stays competitive, improves motivation and morale and facilitates the implementation of strategic initiatives (FAO, 1984). Another way the extension service develops manpower is through the transfer of knowledge to farmers, advising, educating farmers in their decision making, enabling them to clarify their own goals and possibilities and stimulating desirable agricultural developments. This is easily achieved with the use of the internet and computer facilities (Aker 2010).

In terms of motivating people, a simple ICT intervention such as provision of an accessible rural payphone can play a significant role in empowering and enhancing the ability of poor rural families to continue and perhaps enhance their contribution to national agricultural production and post-harvest activities. With this, extension agents

can have access to human capital (farmers) in a quick and reliable way. It can therefore free up time for agricultural work. For example, in the World Bank-sponsored Training and Visit (T&V) extension model and the Farmers Field Schools (FFS), extension workers passed information to contact farmers who shared information with other farmers. Mobile phones are used to make contacts with the farmers so that they can be visited and offered the needed development of their human capital (Minton, 2002).

Information on technologies is predominantly only available in hardcopy form or in stand-alone databases. They are often incomplete or not compatible with other sources. With the use of database management software, local knowledge on good practices and lessons learned about innovations can be captured. There can be shared platforms such as drop box, google drive, YouTube etc. where information is presented in an appropriate format in order to be effectively used by rural communities with access to the internet (Stienen, 2007).

At training sessions organized by the extension service, messages through videos using projectors can prove to be very effective. The television and radio broadcasts can also be used to organize indirect training sessions for farmer organisations. Copies of the broadcast or videos can be saved on pen drives and viewed later (Stienen, 2007). According to Gakuru et al., (2009), the internet and mobile phone were used to solve various day to day problems of local villagers. Community knowledge workers

were used as locally trusted intermediaries trained to use available mobile devices and assist villagers in solving their problems on agricultural information and reproductive health. Using google trader and google search facility on mobile phones, farmers were then empowered to be able to conduct surveys for various crops.

An experimental study to monitor extension workers' performance in real-time was done through the use of mobile phones. As part of the project, mobile applications are developed and they record performance of extension workers in the fields. The mobile application presents a form to be filled with important information about the efficiency of the worker and satisfaction level by the farmers. When posted, it is processed automatically at the project server and presented in real-time through a user friendly website. This information can be used to assess the training needs of the extension

workers and the farmers. The website provides actionable information to the manager who can assess whether the desired goals are achieved (Swanson et al., 1990).

SME Toolkit is a project of the International Finance Corporation and it offers free training for small businesses/small and medium enterprises (SMEs) on accounting and finance, business planning, human resources (HR), marketing and sales, operations. It offers a wide range of how to articles, business forms, free business software, online training, self-assessment exercises, quizzes, and resources to help entrepreneurs, business owners, and managers in emerging markets and developing countries (IFC, 2011).

McConnell (2001) found that telephones allowed farmers in Gezira State to be better informed about new agricultural information, buying agricultural inputs market information and solving their agricultural problems. Swanson et al., (1990) mentioned that in Uganda, farmers used mobile phones to find out the latest crop prices. In Tanzania, mobile phones helped farmers to save travel time and cost. Most of these farmers were illiterates. The continued use of ICT has empowered them to be able to search information on their own.

The most prevalent use of ICTs in agriculture is to provide farmers with information and advisory services. It is noted that extension agents in Gezira State did not use e-mail, flash drives, C.D Rom, VCD and DVD, cable TV, digital camera services etc. in their contacts with farmers. This affected their ability to improve the knowledge, attitudes and practices of the farmers. For example, the digital cameras could have been used as one of the most effective means of documentation as they are simple to use and a photo taken by a farmer needs no further elaboration as the message does not need to be translated (McConnell, 2001).

According to Václav et al., (2011), numerous extension organisations use some sort of ICT tool for keeping personnel data especially with their basic payroll system. In terms of intranet usage, documents are shared and employees are presented their evaluation results. Dedicated web portals and social media such as LinkedIn, Skype, Facebook etc. are used for recruitment.

It has been demonstrated that ICT can facilitate the acquisition and transfer of data and motivate employers to increase their control and monitoring efforts. This can help reduce costs, enhance information exchange quality and improve visibility of extension activities. For example, this can be done by sharing electronic files and networking computers to improve extension activities in documentation, data processing and other back-office functions (Owusu-Ansah, 2011).

In terms of performance appraisal, ICT tool can be used to analyze the performance of employees to enable the management to know the actual position of past and/or future performance and training needs of extension agents. Planning of Career is of utmost importance for the growth of extension agents. This is done by the use of SWOT analysis (an analysis of Strengths, Weaknesses, Opportunities and Threats) present in an individual. A software application which has various questions can be used to make this assessment. It is the utmost important task of the manpower department to look after the reward that has to be given to the deserving employees over and above their usual wages and salaries. It increases the productivity and leads to maximum utilization of resources. Slow work tendencies of some employees could also be removed for the sake of being acknowledged by the management. Intrinsic reward could be done by sending emails across to all employees on recognition by management (Sheikh, 2009).

Communities and farmer organisations can be helped through the use of ICTs to strengthen their own capacities and better represent their constituencies when negotiating input and output prices, land claims, resource rights and infrastructure projects. ICT makes the process more efficient and transparent. Rural communities are able to document and communicate their situation (Stienen, 2007).

The use of the ICT facility empowers farmers to be able to speak about their issues/concerns and experiences, to preserve and share local knowledge, to attract external attention for their concerns. In Uganda, farmers have documented their experiences and have been able to share them with others through web 2.0 tools. They document and keep records of every innovation for sharing and for future reference. In Ghana farmers are involved in filming their experiences and practices. In Bolivia videos, digital cameras, sound tapes and digital slideshows are used by farmers and communities to collect, edit and spread good practices (Meera et al., 2004).

The Grameen Foundation has developed SMS based systems to help deliver information that aims at developing the human capital of the farmers (Grameen-Foundation, 2011). In Tanzania, radio stations are incorporating mobile phones as recording tools, listening devices and as a catalyst for dialogue for agricultural advisory services, (Gakuru et al., 2009).

2.3 Practical Applications

Cocoa Link is a mobile technology service that delivers timely farming, social and marketing information to cocoa farmers in 15 communities in western Ghana to improve incomes and livelihoods. Through this technology, subscribers are able to receive and share practical information via SMS text and voice messages with industry experts and other farmers.

CocoaLink builds on the success of World Cocoa Foundation (WCF's) ongoing education and literacy programmes in Ghana. Their knowledge in cocoa production increases, they are able to build a positive attitude towards their cocoa activities and skills are enhanced in this process. Farmers are able to share what they learn and ask specific questions about issues they face. They also have direct access to local cocoa extension agents and on-the-ground trainers to help ensure programme success (WCF, 2015).

Government's agricultural e-extension project is an application software that promotes timely information access by farmers where content has been created through the establishment of linkages with research (CSIR) and Ministry of Food and Agriculture as well as Universities. It is to first create a knowledge management portal where scientific research and a new technology could be published and shared. This portal is integrated with smartphone applications for field information delivery, farm/field monitoring farmer identification, farmer farm location and disease/pest epidemic

reporting, all with Geographical Position System (GPS) integration. This guarantees accurate and real time information for effective field support with M&E for all extension and field support services. The portal makes information developed available to the common farmers anywhere in the country without any limitation via their standard mobile phones.

Ghana's ICT4AD initiative is the governments long–term strategy for expanding the sector. Initiated in 2003, the ultimate goal is to transform Ghana into a middle–income, information rich, knowledge based and technologically driven economy and society. Many of the programmes objectives focus on the betterment of individuals which calls for the inclusion of ICT in manpower development, education, health and the country's largest employer the agricultural sector. It offers the benefit of increasing access to information for the rural poor.

Banking on success stories, Esoko in 2011 partnered with MTN the largest mobile operator in Ghana to reach traders and farmers in the Ghanaian agricultural sector through a partnership Call-Farmer First! This has made it possible for farmers who are largely marginalized to have the ability to better negotiate prices and to take their goods to new markets. This means that the manpowerhas been empowered to do something that they could not do previously (Esoko, 2012).

2.4 The Nature and Objective of Manpower Development

Manpower development can be explained as manpower development of people to develop their capacity on their jobs. Olaniyan (2008:110) defined manpower development as a systematic development of knowledge, skills and attitudes required by employees to perform adequately on a given task or job. The purpose of manpower development is a vital aspect of organizational needs. Appropriate and regular manpower development equips the staff with organization values, norms and goals, imparts new skill and technical knowledge of one's job, increases problem-solving capabilities, and hence raises the level of workers performance. Above all, manpower development keeps the staff abreast of the demands from the ever changing global political, economical and social landscape. Ubeku (1975) pointed out that manpower development is a continuous process in any organization. He further stated that investments in manpower development and development are nothing but wise ones. Osuji (1985) made it clear that no organization rises above the technical competence of its personnel. Osuji was of the opinion that the level of productivity in an organization is determined by the quality of manpower it has, and the manpower development programme for continuous improvement provided for them. Therefore, any organization that does not take manpower development and development of its workforce seriously must be heading for some problems.

Appleby (1969) observed that manpower development and development in any organization is very important and it achieves the following objectives:

- Improve efficiency and boost morale of workers.
- Introduces new techniques and make provisions for succession planning, enabling qualified replacements to be available.
- Raises the standard of personnel, develops supervisor and decreases the amount of supervision needed.
- Leads to reduction in scrap rate and improves machine utilization.

2.4.1 Methods of Manpower Development

The tools and methods for manpower development in organizations differ, and it is largely determined by the objectives of the organization, the organization's policy as well as its environment. Thus it is a common feature to see methods for manpower development varying from one organization to another, just as a given organization can be tailored at adopting different methods at different times or a combination of techniques at the same time. However, some methods for manpower development are state below:

Orientation: This method of manpower development could be said to be an integral part of the recruitment exercises once an employee has been deemed fit for the job. In his case, it is expected that such an employee need to be positively oriented in line with the vision, mission and aspiration of the organization for effective discharge of functions. Employee function in an oragnisation is basically affected by his perception of the organization, the rules and principles that exist in organization. It therefore follows that employees undergo formal and informal orientation in a place of work.

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While the formal orientation focuses on job specification and occupational demands placed on employee, the informal orientation involves the social interaction that takes place in the place of work which could either boost productivity or be detrimental to it (Koontz et, al). There, orientation as a method of manpower development is quite indispensable because it helps in boosting the productivity of workers which is needed for competing in the global market.

On-the –Job Manpower development: This method is basically different from the orientation method in that while orientation is at the point of entry into the organization or a new assignment; on-the-job method is processes through which knowledge and experience are acquired over a period of time either formally or informally or informally. This process involves the following;

Coaching: This is method of on-the-job manpower development and development in which a young employee is attached to a senior employee with the purpose of acquiring knowledge and experience needed for the performance of tasks (Yalokwu, 2000).

Job Rotation: This method either involves the movement of an employee from one official assignment or department to the other, in order for the employee to be acquainted with the different aspects of the work process or through job enlargement: that is giving additional responsibility to an employee who has been uplifted as a result of the acquisition of additional skill or knowledge (Lawal, 2006).

In-House Manpower Development:

This involves a formal method of on-the- job manpower development in which skills and knowledge are acquired by employees through internally organized seminars and workshops geared towards updating the workers with new techniques or skill associated with the performance of their jobs.

In-Servicing Manpower development: This method involves manpower development outside the organization or workplace in higher institution of learning or learning or vocational centres under the sponsorship of the organization or on term that may be agreed upon between the organization and the worker.

Committee/Work Group Method: This method entails manpower development through the involvement of employees in meetings, committees and workgroup discussion geared towards injecting inputs in form of decision-making as regard solving organizational problem. This method is quite indispensable, especially in the aspect of manpower development employees for managerial functions or heading organizational units.

Vestibule Manpower development Method: This is method of manpower development through the acquisition of skills in a related working environment (Nongo2005). Under this method the trainee practices his skill with identical equipment that he uses or he is expected to use in his actual place of work. This

method is most suitable for sensitive operations where maximal perfection is expected. The purpose is therefore to enable perfection at the work place.

Apprenticeship Method: This method of manpower development involves the acquisition extensive practice for over a period of time by the trainee. This type of manpower device could either be formal or informal. In the informal environment the trainee is attached to the trainer and he or she is expected to pay for an agreed period of apprenticeship (Nongo,2005). In the formal environment on the other hand, an employee of an organization could be placed under apprenticeship in the organization with pay.

A wide spectrum of manpower development methods and techniques, each with its own unique use and of course constraints is available for the various types of manpower development programmes sponsored by manpower development organizations. Some of these according to McCormick and Tiffen (1979) are: lecture, conference methods, audiovisual aid, simulators and manpower development aid, human relations, laboratory manpower development, case method, programmed instruction, and computer assisted instruction.

2.4.2 Evaluation of Manpower Development

Talking about manpower development and its evaluation, Ubeku (1975) feels that a company has to evaluate its manpower development programmes in terms of the needs which were identified and which were expected to be met by the manpower

development programme put in place and the cost involved. He stated that many companies do not consider it necessary to evaluate manpower development and the apathy is believed to arise from the fact that management generally is reluctant to "waste time" in testing something it has already convinced itself is good. But when management accepts manpower development as one of the necessary tools for the efficient operation of the business, then the question of evaluation must be given serious attention and action.

It is from a careful and critical evaluation that the Management of an organization can know: whether the funds expended on manpower development and development of manpower is producing the desired results needed by the company. On improved efficiency, evaluation would see whether the type of manpower development given is necessary to improve organization effectiveness or whether the money, if spent on another activity, would have contributed more effectively to the attainment of organizational goals.

However, the process of evaluation of manpower development is not a simple one. What the evaluation is concerned with is to determine whether charges in skills knowledge and attitudes have taken place as a result of the manpower development. Furthermore, the process involves determination of how far the skills and knowledge acquired and the change in attitudes have helped individual employees to contribe more effectively towards the attainment of organizational objectives. The situation is further complicated by the fact that achievement of objective by an individual may be

as a result of many factors; manpower development received being one of them. Evaluation of manpower development is the assessment of whether or not the manpower development results in behaviour that furthers the achievement of organizational goals. The second is that of comparing various possible means or techniques of the purpose of achieving the desired results.

In discussing evaluation of manpower development, McCormick and Tiffen (1977) noted that it is possible that most organization assume that their manpower development programmes are achieving their intended objectives. Such paths however, may sometimes be unwarranted. If an organization really wants to know whether its manpower development programme is accomplishing its purposes, it must go through a systematic evaluation process. In general, such evaluation is directed towards determining how effective the manpower development programme is, in helping groups of employees acquire the desired skills, knowledge, and attitudes. The evaluation of manpower development involves the use of an appropriate criterion. In the selection of these criteria, considerations should be given to relevance, reliability, and freedom, and from contamination. In their discussion of manpower development evaluation, Catalenello and Kirkpatrick (1968) refers to four steps in such evaluation as follows:

- **Reaction:** How well did the trainees like the programme?

- **Learning:** To what extent did the trainees learn the, principles and approaches that were included in the manpower development?
- **Behaviour:** To what extent did their job behavior change because of the programme?
- **Results:** What final results were achieved? (Reduction in cost, reduction in turnover, improvement in production, etc). In a sense, these terms can be viewed as four different types of criteria, but with the distinct implication that results are clearly the most appropriate criterion in most circumstances.

2.4.3 Functions of Management

The first attempt to identify management functions were made by Fayo in 1916 who recognized forecasting, planning, commanding, organizing, coordinating and controlling as management functions. In 1932 Gulick provided a useful breakdown of management function by coining an acronym POSCORE. These functions include: planning, organizing, staffing, directing, co-ordinating, reporting, budgeting.

Planning: Planning is the first function of a manager; it is formal process of setting objectives and determining the means of accomplishing the predetermined objectives. Planning requires assessment of the organizational strength and weaknesses through projecting, forecasting or speculating about the future conditions of the environment where the business operates. Planning leads to good performance.

Organizing: while planning is considered to be the provision of a blue print for a house, organizing is the means by which the house is built. Organizing is a process of grouping activities among people and resources and systematically integrating the divisions into a unified system. Organizing as a social process involves; determination of activities needed to achieve organization goal, designing the organization's structure, grouping work and activities among people, assigning authority and responsibility to the workers establishing relationship among people in the organization. Organizing entails differentiation and integration of activities.

Co-ordinating: Creating positions and allocating duties and responsibilities among individuals within an organization implies that work will be interrelated and interdependent. Co-ordination is the process of integrating organizational activities into a unified system.

Reporting and Budgeting (controlling): Reporting and budgeting are controlling methods. Planning and controlling are interlocking activities, in that planning without control will not lead to management effectiveness. In control, managers determine the extent to which the jobs have been executed and progress made towards the attainment of the organization's objectives. Control as a process entails setting of standards, measurement of actual performance, comparison of actual performance with standards and taking necessary actions to correct deviations.

Staffing: Staffing locally follows organizing; creating positions within an organization requires humans to fill these positions. It is there deemed essential to managers to recruit qualified manpower for the organization in attainment of the predetermined goals. Staffing is a continuous function, since changes in plans and objectives will often require changes in the organization and occasionally necessitate a complete reorganization. However, staffing is not a onetime activity, in that people are continually getting tired and retiring. Attempts must be made to ensure that the vacant positions are constantly filed with appropriate personnel.

Directing: Directing functions requires managers to inform subordinates on what to do' ensure they'll know what is expected of them, help them to improve their skill and create a conducive climate for subordinates to work in accomplishing the determined goals of the organization effectively and efficiently. Little wonder, why management is regarded as getting things done through others. Directing entails three basic management functions; leading, communicating and motivating. A manager's job includes inducing subordinates to work, informing them of organizational expectations and creating a conducive climate for workers to attain organizational goal.

2.5 Development of Information and Communication Technology (ICT) in Nigeria

In order to develop the potentials of information and communication technology (ICT), most nations of the world have evolved national information and

communication technology policies serve as a framework for information and communication technology integration in all facets of the society. African countries and particularly Nigeria are no exceptions to this practice. The digital divide between advanced and developing countries, particularly in Africa, is well established. Like most African countries, Nigeria as a nation, came late and slowly in the use of information and communication technology in all sectors of the nation's life. Although Africa has 12 percent of the total world population the continent has two percent presence in information and Communications Technology uses (Jensen 2002: 10).

In Africa, there is low access to basic information and communication technology equipment, low internet connectivity, low participation in the development of information and communication technology equipment, and even low involvement in software development. In fact, New York City has higher internet connectivity that the whole of Africa (Ajayi 2002:101). The seeming backwardness of the African continent in information and communication technology necessitated a continent wide initiative, the African Information Society Initiative (ALSI) which had its origin in the African regional symposium on telemetric for development held in Addis Ababa, in April, 1995. The symposium organized by the Economic Commission for Africa (ECA), the International Telecommunication Union (ITU) the International Development

Research Centre (IDRO), and Bellarnet International urged the Economic Commission for African conference of ministers to consider the importance for African nations on the global information revolution (Ajayi 2002:15).

Based on the recommendation, the Economic Commission for Africa conference of ministries in May, 1995 passed a resolution titled 'Building Africa's Information Highway', which called for work on national information and communication networks for planning and decision-making as part of an African information highway, and for the establishment of a high level working group made up of African experts in Information and Communication Technology (ICT), to prepare Africa's entry into the information society.

Subsequently, in May 1996, the Economic Commission for Africa conference of ministries through its resolution approved the plan of action prepared by the high-level working group entitled the 'African Information Society Initiative', an action framework to build Africa's Information and Communication infrastructure (Ajayi 2002:15). The Africa Information Society Initative (AISI) action plan framework called for the formation of National Information and Communication Infrastructure (NICI) plans and strategies. This was to be an ongoing process through planning, implementation, and regular evaluation of programmes and pilot projects, developed according to the needs and priorities of each country. A significant leap was made the Nigerian government in October, 1999 issued a document on telecommunications

development, safety and security, international perspectives, and policy implementation and review (Federal Republic of Nigeria, 2002). The national policy on telecommunication was a key step in the development of infrastructural base for Information and Communication Technology (ICT). In 2001, the federal government approved the National Policy

Information Technology, and followed this up with the establishment of the National Information Technology Development Agency (NITDA), which was charged with the implementation of the policy.

2.6 The Imperatives of Information and Communication Technology (ICT) for Manpower Development.

Yusuf (2005:31) opined that, in concrete terms, Information and Communication Technology (ICT) enhances productivity and learning through the dynamic, interactive, flexible, and engaging content. It provides real opportunities for individualized instruction. Furthermore, Information and Communication Technology (ICT) has the potential to accelerate, enrich, and deepen skills' to motivate and engage employee in learning. The pervasiveness of Information and Communication Technology (ICT) has brought about rapid technological, social, political, and economic transformation, which has eventuated a network society organized around Information and Communication Technology (ICT).

Accordingly, the application of Information and Communication Technology (ICT) makes organizations more efficient and productive, thereby engendering a variety of tools to enhance and facilitate employee activities. E-learning (Electronic learning) is becoming one of the most common means of using Information and Communication Technology (ICT) to provide manpower development for manpower both on-the-job and off the job through web-based systems (Mutula 2003:5). In order to fit into the new economic order, it is necessary for Nigeria institutions and individuals alike to develop a society and culture that places a high value on manpower development. Information and Communication Technology (ICT)-based technology like e-learning e-HRM thus, has great potential to supplement traditional manpower development. This is so because ICT-enhanced manpower development can provide opportunities to explore high level cognitive activities such as creativity, problem solving and team work while providing managers with the means to take into account individual needs of the employees, especially while using web-based technology. Accordingly, some of the definite and specific reasons for implementing Information and Communication-based Technology (ICT) for manpower manpower development are:

1. The use of multimedia technology and the internet will improve the quality of output or productivity on the job,

2. As a social process it will facilitate interaction and collaboration not only among trainees but among supervisors as well, both at local and, or global levels.
3. A flexible user interface (especially graphic user interface), since it is interactive, motivates employee's interest which in turn will sustain continuous learning.
4. It promotes human resources capable of responding to the demands of the new world economy that is supported and driven by Information and Communication Technology (ITC). Also, it enabled organizations to provide a flexible and conducive work environment for employees. (Kwache 2005).

2.7 Theoretical Framework

2.7.1 The Systems Theory

This study adopted the systems theory as it theoretical framework of analysis. The systems theory was first developed in the biological and engineering sciences. Ludwig von Batalanfy (1965), who developed the general systems theory, was a principal in establishing it as a field of study before it was adopted by social scientists in explaining social and organizational phenomena. David Easton (1965) utilized the theory in his System Analysis of Political Life.

So the main tenets involved in the systems theory can be summarized as follows:

1. A system can be perceived as a whole with its parts and their interdependent relationships.
2. A system has its boundary and can be viewed in terms of its relationship with other systems.
3. Systems have sub-systems and are also a part of a supra system.
4. A system interacts with its environment in terms of process that involves input, conversion, and output of energy, information and materials.
5. A system tends to re-energize or modify itself through the process of information feedback from the environment.

For the above reasons, this study is located in systems approach to training, which is an offshoot of the general systems theory by Eckstrand (1964). This is because problems such as training are considered not only in terms of training objectives, no, but also in terms of training objectives and goals of the total organization or "systems" in which the individual will be performing his task. The some implies that one must be concerned with the objectives of a total system, rather than the objectives of any particular component within the system. In this approach, the development of a training programme is linked to the development of a weapon system. Here the system engineer begins with an operational requirement; a precise statement of the objective to be achieved by the system. The systems engineer then works backwards from these objectives to produce an arrangement of sub-systems, which when operated according to some operational plan, will fulfill the requirement. The design of a training programme can proceed in the same manner. The same behavior which men must exhibit on the job becomes the objective which must be achieved by the training system. The job of the training designer then is to select the sequence of a series of learning experiences which will produce the desired behavior.

The theory, applied to the research at hand views training as a process involving "a complex amalgamation of many sub processes" aimed at increasing the capability of individual and groups to contribute to organizational goals attainment. The theory adequately furnishes this work with the theoretical assumptions that manpower training and development are inseparable aspects of personnel processes, and that for

the process to be complete, these aspects are indispensable. The theory also informs us that the level of training attained by employees influence their compensation, reward, promotion, etc while the level of manpower development directly affects organizational development. Hence, they contribute to the realization of the two advantages of roles of training; the development of career growth potentials of employees which improves their job performances, career advancement opportunity and the promotion of the organizational development which makes for the realization of organizational objectives.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

Methodology is a very important and powerful tool in research undertakings. It is a key to proper conduct and understanding of a research work. Research methodology seeks to put into proper prospective the subject under study. Research involves seeking information in trying to know more about something. The Oxford Advanced Learners Dictionary defines research as a careful study of a subject, especially in order to discover new facts or information about it.

This chapter therefore covers the methods applied in gathering the necessary or needed data/information for the study through the administration of questionnaire from the targeted population.

3.1 Research Design

The research design that was used for this study is the descriptive survey research design. According to Nwosu (1999), survey research design can be defined as a design in which a group of people or item is studied by collecting and analyzing data from only a few people or items considered to be a representative of the entire group.

3.2 Population of the Study

The Population of a study is usually that group of people from whom you wish to draw the conclusion of a study. The population of Enugu North Local Government Area, Enugu State is Two Thousand One and Hundred and Forty (2,140) (Census, 2019).

3.3 Sample Size and Sampling Techniques

A Sample size of one hundred (250) was randomly selected from the population. The sampling technique that was adopted is the simple random sampling technique. The simple random technique is a method of selecting a sample from a population which have equal chances of being selected by the researcher.

3.4 Research Instrument

The instrument used in this study is the questionnaire designed by the researcher. The questionnaire was made up of two section, Section A and Section B. The section A is concerned with the Bio-Data of the respondent and Section B, consist of items to elicit information from the respondents relating to the research topic "The Impact of Information and Communication Technology (ICT) on Manpower Development in Nigeria: A case study of Enugu North Local Government Area, Enugu State".

3.5 The Validity of Instrument

The validity of an instrument refers to the extent to which an instrument accurately measures what it ought to measure. The content validity was employed in the course of this study. The validity of this study will be established by my project supervisor.

3.6 Reliability of the Instrument

According to Danner, (2006), Reliability refers to the degree of consistency or stability of the measures obtained from an instrument. The test-retest reliability method was employed to validate the instrument (this means that the instrument which is the questionnaire was first administered to a small segment of the population and after one week, the same instrument was administered again to the same set of respondent.

3.7 Administration of Instrument

The method of data collection was through the aid of questionnaire. 398.9 copies of the questionnaire will be produced and distributed to the sampled population by the researcher. The respondents will be required to respond to the items or questions in the questionnaire freely and objectively after thorough explanation by the researcher on the purpose of the questionnaire. The questionnaires were administered to the respondents by the researcher and collected immediately.

3.8 Method of Data Analysis

Data analysis is the breaking down and ordering of data into meaningful groups and search for patterns of relationship among these group. For the purpose of this study, simple percentage will be used for the analysis.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

Having discussed relevant issues and established a credible empirical framework that underpins the focus of the study, we present the following results obtained from utilizing the various methodological investigations stated in this chapter. A total of 250 questionnaires were administered out strictly to male and female respondents of which the researcher was able to retrieve all the instruments used and this represent 100% participation of the respondents based on the distributed questionnaire. Hence, the data analysis was conducted using simple percentage (%) statistical techniques to test the frequency of the personal data of the respondents and the frequencies of their responses to the research questions. This was to ensure simplicity and clarity of the responses.

SECTION A

4.2 Socio-Demographic Characteristics of Respondents.

Table 1: Distribution of Respondents by Sex

Respondents	Frequency	Percentage%
Male	208	83.3%
Female	42	16.7%
Total	**250**	**100.0%**

Source: Field Survey, 2023

From the table 1 above, the result shows the sex of the respondents. The result therefore revealed that there were more males than females, as males accounted for 83.3% of the population while females accounted for 16.7% of the population.

Table 2: Distribution of Respondents by Marital Status

Respondents	Frequency	Percentage%
Single	75	30.0%
Female	175	70.0%
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 2, above, the result shows the marital status of the respondents. The result therefore revealed that 30% of the workers are single, while 70% are married.

Table 3: Distribution of Respondents by Religion

Respondents	Frequency	Percentage%
Christianity	208	83.3%
Muslim	42	16.7%
African Traditional Religion	-	-
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 3 above, the result shows the religion of the respondents. The result therefore revealed that 83.3% of the respondents are Christians, while 16.7% of the respondents are Muslims.

Table 4: Distribution of Respondents by Office Status

Respondents	Frequency	Percentage%
Civil/public servant	40	16.0%
Trader	175	70.0%
Community leader	35	14.0%
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 4 above, the result shows the office status of the respondents. The result therefore revealed that 16% of the population of respondents are civil/public servant, 70.0% of the population of respondents are trader, 14.0% of the respondents are community leader.

Table 5: Distribution of Respondents by Educational qualification

Respondents	Frequency	Percentage%
B.Sc.	100	40.0
M.Sc.	25	10.0
Ph.D	0	0
Others	125	50.0
Total	**250**	**100.0**

Source: Field Survey, 2023

From table 5 above, the result shows the educational qualification of the respondents. The result therefore revealed that 40% of the population of respondents are B.Sc. holders, 10% are M.Sc. holders, while 50% of the population of respondents have other qualification.

SECTION B: ANALYSIS OF RESEARCH QUESTIONS

PROBLEM OF REVENUE GENERATION IN THE LOCAL GOVERNMENT ADMINISTRATION: A CASE STUDY OF EGOR LOCAL GOVERNMENT COUNCIL, EDO STATE.

This section deals with the analysis of the research question used in this study.

Research Question One: *The question states;*

Poor access to Information and Communication Technology facilities has impeded manpower development in Enugu State?

Table 5.1

Response	Frequency	Percentages (%)
Strongly agree	183	73.3
Agree		
Strongly disagree	67	26.7
Disagree		
Total	**250**	**100.0%**

Source: Field Survey, 2023

Table 5.1, it can be seen that out of 250 respondents, 183(73.3%) of the population of the population strongly agreed that poor access to information and communication technology facilities has impeded manpower development in Enugu State, while 67(26.7%) of the population of respondents strongly disagreed.

Research Question Two: *The question states;*
Information and Communication Technology help students to overcome physical limitations in environment in Enugu State?
Table 5.2

Response	Frequency	Percentages (%)
Strongly agree	200	80
Agree		
Strongly disagree	50	20
Disagree		
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 5.2, the result shows that 200(80%) of the population of respondents strongly agree that information and communication technology help students to overcome physical limitations in environment in Enugu State.

Research Question Three: *The question states;*

Information and Communication Technology produce meaningful sources of information to Enugu?
Table 5.3

Response	Frequency	Percentages (%)
Strongly agree	250	100
Agree		
Strongly disagree	-	-
Disagree		
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 5.3, the result shows that 100% of the population of respondents strongly agreed to the fact that Information and Communication Technology produce meaningful sources of information to Enugu.

Research Question Four: *The question states;*
The state of Information and Communication Technology facilities has impeded manpower development in Enugu State?
Table 5.4

Response	Frequency	Percentages (%)
Strongly agree	148	59.3
Agree		
Strongly disagree	102	40.7
Disagree		
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 5.4 above, the result shows that 59.3% population of respondents strongly agreed that the state of information and communication technology facilities has impeded manpower development in Enugu State, while 40.7% of the respondents strongly disagreed to the fact that the state of information and communication technology facilities has not impeded manpower development in Enugu State'

Research Question Five: *The question states*

Are you satisfied with the information and communication technology in Enugu State?

Table 5.5

Response	Frequency	Percentages (%)
Strongly agree	100	40
Agree		
Strongly disagree	150	60
Disagree		
Total	**250**	**100.0%**

Source: Field Survey, 2023

From table 5.5 above, the result shows the responses of the respondents. 40% of the population of respondents strongly agreed that they are satisfied with the information and communication technology in Enugu State, while 60% of the population of respondents of the population of respondents strongly agreed that they are not satisfied with the information and communication technology in Enugu State

Research Question Six: *The question states;*
Information and Communication Technology produce effective and efficient manpower need for national development?
Table 5.6

Respondents	Frequency	Percentage%
Strongly Agreed	75	30.0
Agree	59	23.6
Strongly Disagree	50	20.0
Disagree	9	3.6%
Total	**250**	**100**

Source: Field Survey, 2023

From table 5.6 above, the result shows the responses of the respondents. 30% of the population of respondents strongly agreed that information and communication technology produce effective and efficient manpower need for national development, 23.6% of the population of respondents strongly agreed to the fact, 20.0% of the population of respondents Strongly disagreed to the fact, 3.6% of the population of respondents disagree.

Research Question Seven. *The question states;*
Information and Communication Technology will not increase the vocational opportunities in Enugu State?

Table 5.7

Respondents	**Frequency**	**Percentage%**
Strongly Agree	100	40.0
Agree	67	26.7
Strongly Disagree	67	26.7
Disagree	16	6.7
Total	**250**	**100**

Source: Field Survey, 2023

From table 5.7, above, the result shows the responses of the respondents. 100(40.0%) of the population of respondents strongly agreed that information and communication technology will not increase the vocational opportunities in Enugu State 67(26.7%) of the population of respondents agreed, 67(26,7) of the population of respondent strongly disagreed, while 16(6.7%) disagreed to the fact.

Research Question Eight: *The question states;*
Do you agree that Information and Technology has any appreciable impact on research effort in Enugu State?

Table 5.8

Respondents	Frequency	Percentage%
Strongly Agree	183	73.3
Agree	17	6.7
Strongly Disagree	42	16.7
Disagree	8	3.3
Total	**250**	**100**

Source: Field Survey, 2023

From table 5.8, above, the result shows the responses of the respondents. 73.3% of the population of respondents strongly agreed that information and communication technology has any appreciable impact on research effort in Enugu State, 6.7% agreed, 16.7% of the population of respondents strongly disagreed, while 3.3% of the respondents disagreed.

Research Question Nine: *The question states;*
Who are the owners of Internet/Computer Laboratories in Enugu State?

Table 5.9

Respondents	Frequency	Percentage%
Enugu State Government	125	50.0
Private Individual	42	16.7
Corporate bodies	83	33.3
Total	**250**	**100**

Source: Field Survey, 2023

From the table 5.9, above, the result shows the responses of the respondents. 16.7% of the population of respondent's state that Enugu State Government is the owners of internet/computer laboratories in Enugu State, 50% states that Private Individual is the owners of Internet/computer laboratories in Enugu State, while 33.3% of the respondents affirmed that Corporate bodies is the owners of Internet/Computer Laboratories in Enugu State.

4.3 Discussion of Findings

From Table 5.1 above, it was revealed that out of 250 respondents, 183(73.3%) of the population of the population strongly agreed that poor access to information and communication technology facilities has impeded manpower development in Enugu State, while 67(26.7%) of the population of respondents strongly disagreed.

From table 5.2 above it was revealed that 200(80%) of the population of respondents strongly agree that information and communication technology help students to overcome physical limitations in environment in Enugu State.

From table 5.3 above, it was revealed that 100% of the population of respondents strongly agreed to the fact that Information and Communication Technology produce meaningful sources of information to Enugu.

From table 5.4 above, it was revealed that 59.3% population of respondents strongly agreed that the state of information and communication technology facilities has impeded manpower development in Enugu State, while 40.7% of the respondents

strongly disagreed to the fact that the state of information and communication technology facilities has not impeded manpower development in Enugu State.

From table 5.5 above, it was revealed that 40% of the population of respondents strongly agreed that they are satisfied with the information and communication technology in Enugu State, while 60% of the population of respondents of the population of respondents strongly agreed that they are not satisfied with the information and communication technology in Enugu State

From table 5.6 above, it was revealed that 30% of the population of respondents strongly agreed that information and communication technology produce effective and efficient manpower need for national development, 23.6% of the population of respondents strongly agreed to the fact, 20.0% of the population of respondents Strongly disagreed to the fact, 3.6% of the population of respondents disagree.

From table 5.7 above, it was revealed that 100(40.0%) of the population of respondents strongly agreed that information and communication technology will not increase the vocational opportunities in Enugu State 67(26.7%) of the population of respondents agreed, 67(26,7) of the population of respondent strongly disagreed, while 16(6.7%) disagreed to the fact.

From table 5.8, above, it was revealed that 73.3% of the population of respondents strongly agreed that information and communication technology has any appreciable impact on research effort in Enugu State, 6.9% agreed, 16.7% of the

population of respondents strongly disagreed, while 3.3% of the respondents disagreed.

Finally, from the table 5.10, above, it was revealed that 16.7% of the population of respondent's state that Enugu State Government is the owners of internet/computer laboratories in Enugu State, 50% states that Private Individual is the owners of Internet/computer laboratories in Enugu State, while 33.3% of the respondents affirmed that Corporate bodies is the owners of Internet/Computer Laboratories in Enugu State.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

The findings of this study gave insight of the impact of information and communication technology (ICT) on manpower development in Nigeria. The findings gave a positive response that the existence of life in the universe is to expand in all ramification of human endeavors both in the management of existing resources as well as creation of new ones. Man by nature is adventurous and as such, will always thrive to succeed. Among many ways he (man) has thrived to develop his surrounding and improve his environment and other forms of existence is through manpower development. As time evolves man's means of survival and development moves from one idea to the other, so as to adapt with current patterns of evolution. For instance, man in the earliest form of his existence did most of his personal and group works in a crude manner.

Furthermore, the study found that the need for manpower development in any society like ours is to encourage the development of the state (society in general) in such areas like agriculture, community service, socio-economic services etc.

5.2 Conclusion

The emergence of Information and Communication Technology (ICT) has revolutionized how man contributes to the development of different workforces

particularly those that bother on human and material development, for easy manpower growth.

But, there has being a consistent disparity among the masses that the ICT has not contributed enough to manpower development while others argue that Information and Communication Technology has done enough to encourage how manpower is developed in our society today. The union between manpower development and the impact of Information and Communication Technology (ICT) in Nigeria cannot be over-emphasized, it is absolutely an undebatable one. The existence of life in the universe is to expand in all ramification of human endeavors both in the management of existing resources as well as creation of new ones.

5.3 Recommendations

It is however, increasingly being recognized that the impact of information communication technology has revolutionized how man contributes to the development of different workforces particularly those that bother on human and material development, for easy manpower growth. human endeavors both in the management of existing resources as well as creation of new ones. Man by nature is adventurous and as such, will always thrive to succeed. These compliment man's efforts to succeed in line with this ideas, human earliest forms of calculating machines known as "Abacus", which performed functions like subtraction, addition and division stimulated the quest for more knowledge to create computers and a host of others that

emerged with the sole aim of helping man to develop himself and that of his environment. From this I recommend that:

- There is need for manpower development in our society to encourage the development of the state (society in general) in such areas like agriculture, community service, socio-economic services etc
- There is need for government to ensure adequate power supply to keep the work flow smooth. This will make the labour to get work down on the deadline if not before the deadline.
- The Enugu North Local Government should provide information and communication technology (ICT) gadgets so that efficiency could be maintained at all time by the staffs.
- There should be a policy in place which enforces staffs at critical units of the local government area to take information and communication technology (ICT) courses/training at regular time so as to update their knowledge about ICT.
- The internet is the medium through which the world communities are linked and closed to each other. The government should make internet services available all time at cost effective price to the staffs and students so that research and study could be fast track.

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APPENDIX

Department of Public Administration
Faculty of Social Sciences
University of Benin,
Edo state, Nigeria.

Dear Respondents,

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) ON MANPOWER DEVELOPMENT IN NIGERIA: DELTA-NORTH LOCAL GOVERNMENT AREA AS A CASE STUDY

I am a final year student of the University of Benin, Department of Public Administration. I am conducting a research on the above topic and I request that you assist as one of my respondents by providing information on the following questions. This research is strictly for academic purpose and the information supplied will be treated as a confidential one.

Please tick [√] in the box that best suit your opinion.

SECTION A: PERSONAL DATA

1. Gender: Male [ ] Female [ ]
2. Marital Status: Single [ ] Married [ ]
3. Age: Age: (a) 20-24 years [ ] (b) 25-29 years [ ] (c) 30-39 years [ ] (d) 40 & above [ ]
4. Religion: Christian [ ] Muslim [ ] Any Other [ ]
5. Educational Qualification: SSCE [ ] OND/NCE [ ] B.SC/HND [ ]
6. Official Status: Civil/Public Servant [ ] Trader [ ]Community Leader [ ]

SECTION B: GENERAL QUESTION

Please indicate your level of agreement with the statements in the table below.
Tick: SD [ ] D [ ] A [ ] SA [ ]

7 Poor access to Information and Communication Technology facilities has impeded manpower development in Enugu State? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

8 Information and Communication Technology help students to overcome physical limitations in environment in Enugu State? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

9 Information and Communication Technology produce meaningful sources of information to Enugu? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

10 The state of Information and Communication Technology facilities has impeded manpower development in Enugu State? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

11 Are you satisfied with the information and communication technology in Enugu State? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

12 Information and Communication Technology produce effective and efficient manpower need for national development? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

13 Information and Communication Technology will not increase the vocational opportunities in Enugu State? Strongly agree [ ], Agree [ ], Strongly disagree [ ], Disagree [ ]

14 Do you agree that Information and Technology has any appreciable impact on research effort in Enugu State? Strongly agree [ ], Agree [ ],Strongly disagree [ ],Disagree [ ]

15 Who are the owners of Internet/Computer Laboratories in Enugu State?

(i) Enugu State Government
(ii) Private Individual
(iii) Corporate bodies