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Assessing OTM Lecturers' Competencies in the Utilization of Website and Database Technologies for Electronic Records Management in Polytechnics in South-East Nigeria

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Abstract: *The study assessed the competencies of Polytechnic office technology and management lecturers in the utilization of websites records and database records management Technologies in Polytechnics in South East-States Nigeria. Two research questions were answered and two hypotheses tested at 0.05 level of significance. Descriptive survey research design was adopted for the study. A total of 114 OTM lecturers in the eight government owned polytechnics (federal and state) in the South-East states of Nigeria made up the population of the study, and the population formed the sample for the study. The research instrument was a structured questionnaire comprising 25 items arranged in two clusters in line with the research questions. The instrument was validated by three experts and was used to collect data. Test of reliability on the instrument using Cronbach Alpha yielded coefficients of .849, .796, for clusters 1 and 2 respectively with general reliability co-efficiency of 0.85. Mean and standard deviation were used to analyze data relating to the research questions while t-test was used for testing the null hypotheses at 0.05 level of significance. Major findings included that majority of the polytechnic OTM lecturers in the South-East Nigeria utilized, at a high level, competencies in website records management technologies and competencies in database records management technologies. Again, they did not differ in their opinions on their level of competencies in the utilization of website records management technologies and competencies in database records management technologies. Based on these findings, the researcher recommended among others that OTM lecturers should engage in continuous professional development by enrolling in online certifications (e.g, Google Workspace), attending webinars and workshops on digital records and data management. OTM lecturers should collaborate and share knowledge from peer learning groups to share skills and solve real records management challenges together, especially in managing word processing records, and electronic mail records.*

Keyword: competencies, office technology and management, websites records, database records management, technologies

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INTRODUCTION

The advancement of information and communication technology has transformed the way information and records are crated, stored, processed, and retrieved in modern organizations. Organizations have moved from manual records keeping to electronic records management systems in order to improve efficiency, accessibility and security of information. In polytechnics particularly in Office Technology and Management (OTM) programme, there is a growing need to equip students with relevant technological competencies required for managing electronic records in contemporary offices. OTM lecturers are expected to possess adequate competencies in the use of electronic records management (ERM) technologies in order to effectively prepare students for the demands of modern workplaces especially modern offices (Umezulike & Anozie, 2022).

Among the various electronic records management technologies used in organizations today, website and database technologies play significant roles in managing electronic records. Website technologies are commonly used by organizations to store, publish, and provide access to organizational information and records through online platforms. Database technologies on the other hand, are used to organize, sore, and retrieve large volumes of records in a structured and systematic manner (Azih & Ama, 2015). These technologies enhance the efficiency, accuracy, and accessibility of records management processes. Consequently OTM lecturers must possess adequate competencies in utilizing there technologies to effectively teach students and manage electronic records within academic and professional environments. However, despite the increasing reliance on these technologies in modern organizations, there are concerns regarding the level of competencies possessed by some OTM lecturers in the utilization of website and database technologies for electronic records managemen (Okoli, 2022). Alozie&Iheukwumere (2017) stated that factors such as availability of ICT facilities, years of teaching experience, gender, and ownership of school etc may influence lecturers' ability to effectively use these technologies. It is therefore necessary to assess the competencies of polytechnic OTM lecturers in the utilization of website and database technologies for electronic records management. Such assessment will help identify possible gaps and provide useful information for improving teaching effectiveness and technological integration in OTM programme.

OTM programme in polytechnics is a branch of education that involves teaching skills and operations of the business industry (Okoli, 2022). Polytechnic education in Nigeria refers to a system of tertiary education provided by institutions owned and operated by either the federal government, state government or private individuals, offering programs in technical, vocational and applied sciences. Polytechnic both at federal, state or private levels prepare people to acquire knowledge, skills and competencies for job performance in all works of life (Umezulike & Anozie, 2022; Azih & Ama, 2019). The federal polytechnics are owned, funded and operated by the federal government, while the state polytechnics are owned and operated by the various state governments. The National Board for Technical Education (NBTE) regulates all polytechnics across the country to ensure uniformity and standardization of technical and vocational education (Umezulike & Anozie, 2022). Polytechnics in Nigeria are therefore called upon to meet up with the daily demands of middle level manpower of the public and private enterprises. It is a training programme that encourages the beneficiaries to acquire skills and competencies to fit into business world. It is the intellectual preparation of people for earning

a living in a contemporary industrial and business environment. Thus, OTM is an education programme for the acquisition and development of skills and competencies, attitude and attributes which are very necessary for efficiency of the economic system (Azih and Ama, 2019). It is an aspect of vocational and technical education that trains students on information management skills with relevant equipment and technologies to fit into occupations in contemporary business world. Ozoma (2014) stated that OTM programme in Nigerian polytechnics is a programme designed to equip students with relevant electronic records management skills for employment in various fields of endeavour. Ozoma further stated that OTM programme equip students with learning experience in various application software and equipment for processing(creating, modifying, maintaining, disposing and archiving), various kinds of office information. According to Alozie and Iheukwumere (2017), records management refers to the systematic administration of records and documented information throughout its lifecycle which includes creation, maintenance, use, storage and disposal. Alozie & Iheukwumere (2017) stated that records management is responsible for the efficient and systematic control of the creation, receipt, maintenance and disposal of records including processes for capturing and maintaining evidence of, and information about business activities and transactions. According to Records Management Lifecycle (2025; Records life-cycle, n.d.), the stages of records management lifecycle align with the general records management practices, but are tailored to unique characteristics of digital files. Otamiri & Igolo (2021) stated that records management in educational institutions and business organizations ensures that information remained accurate, reliable, accessible, and secure. Otamiri & Igolo further stated that records management can be physical or electronic and can also be the combination of both. Azuka and Azuka (2012) identified various types of records to include: correspondence records, accounting records, legal records, personnel records, progress records and miscellaneous, etc. Because these records are now created, distributed, maintained, preserved, retrieved and disposed using automated technique.

A website record refers to any digital content or record that is hosted on a website. This could include web pages, images, videos, PDFs (portable document format), spreadsheets, and any other digital asserts accessible through a web browser. Okoli and Wagbara (2018) noted that managing website records involves organizing, storing, retrieving, and preserving these digital records according to established records management principles and policies. It may also involve ensuring compliance with legal and regulatory requirements related to document retention and privacy. According to Okoli and Wagbara (2018), one of the typical responsibilities of the OTM lecturers in the management of website records in Office Technology and Management (OTM) program in polytechnics includes imparting the skill of content management to students. An OTM graduate may be responsible for updating and maintaining website content. This could involve uploading new documents, updating information, etc. Okoli and Wagbara (2018) observed that among the various types of electronic records managed by the products of OTM in modern organizations is electronic mail.

Database records management refers the systematic creation, storage, retrieval and maintenance of data entries within a database management system (DBMS) (Oguejiofor & Umeh, 2016). According to Oguejiofor and Umeh 2016, database as electronic records are structured collections of data organized in a way that enables efficient storage, retrieval and manipulation, in the context of electronic records management, databases serve as repositories for storing and managing structured information. Oguejiofor & Umeh(2016) stressed that databases serve as essential components of

electronic records management system, providing OTM lecturers structured and secure environment for equipping students with the skills of storing, organizing and accessing information critical to an organization's operations. Records management managers (OTM lecturers inclusive), can dynamically link database records to website records management through API (Artificial programming interface) tools to enable real-time updates and unified records keeping (Okoli & Wagbara, 2018). Database records management electronic records management may play a key role in effective responses by OTM programme to the challenges posed by global and technological related factors in information and records management in business organizations. However, this requires the assessment and addressing of the electronic records management competencies processed by OTM lecturers to integrate the electronic records management technologies with the Office Technology and Management programme (Ovbiagele, Mgbonyebi & Olaniye, 2018).

Assessment is the broad term that includes all of the various methods to determine the extent of an individual's achievement. It refers to the method used to determine skill gap of an employee within an organization (Mkpa, 2017). Teacher's assessment is essential because it points to what skills are necessary to develop for success. Obora and Eze in Eliot and Inan (2016) defined assessment as the process of organizing text data into interpretable format on a number of factors with data obtained using a variety of instruments such as text, questionnaire and observation etc. Eliot and Inan (2016) stated that competencies assessment identifies the competency levels of workers, based on the requirements specified. Electronic records management competencies of OTM lecturers could therefore be assessed or measured based on the estimated skills required as provided or specified on NBTE (National Board for Technical Education) curriculum for OTM programme. Polytechnic lecturers, especially those in OTM, cannot understand the reason why most OTM lecturers should limit the use of electronic records technologies in OTM programme. For them, effective management of electronic records such as word processing documents and databases, etc., play a major role in enhancing their academic work and their problem solving skills.

Effective and competent lecturers on the other hand can use electronic records management technologies selectively and appropriately to enliven teaching process, motivate students, achieve positive attitude to learning and achieve the goal and objective of OTM program in polytechnics (Okafor & Ile (2024). Ogaiagah and Ofulue (2014) observed that the increasing adoption of electronic records management technologies in offices of business organizations has affected every aspect of information management transforming not only the way that records are created, identified, classified and stored, but also creating new challenges, skills and competencies. As a result, business education in tertiary institutions is undergoing various technological changes and OTM programme in polytechnics is not left out in contributing her quota to meet office challenges in information and records management.

In polytechnics, academics (men and women) with the knowledge of the OTM field of specialization to function as OTM lecturers are recruited to teach and work in order to produce graduates for the country's economy, especially in the automated office. Ovbiagele, Mgbonyebi and Olaniye (2018) noted that male lecturers in OTM tend to possess higher electronic records management competencies than their female counterparts. Ovbiagele, et al. (2018) opined that this disparity may be due to factors such as technological exposure and training opportunities. Ovbiagele, Mgbonyebi and Olaniye (2018)

further stated that female OTM lecturers on the other hand demonstrated more willingness to learn and adapt to new electronic records management systems, narrowing the gap between the level of competencies possessed by male and female OTM lecturers in electronic records management for. However, Ovbiagele, Mgbonyebi and Olaniye (2018) suggested that directed training and support can further enhance the skills and confidence of the OTM female lecturers in electronic records management for more effective teaching. Other criteria of assessment of OTM lecturers and all other academic staff include years of experience and additional qualifications.

Oxford English Dictionary in Usman (2020) defined years of experience as the duration of time an individual has spent working in a particular field, profession or occupation. It is the length of time an academic staff, particularly OTM lecturers in polytechnics have spent in their profession which could be used as criterion to assess their competencies in electronic records management. Addressing the years of experience of OTM lecturers in records management is important because, it helps to determine their level of expertise and proficiency in managing electronic records effectively (Stephen, 2021).

Additional qualification is the specialized training or degree that academic staff acquires beyond their basic academic qualifications, which serve as a yardstick to assess their enhanced skills and knowledge in a specific area of specialization (Business Dictionary.com, 2017). Using additional qualifications as a yardstick to assess the competencies of academic staff (OTM lecturers inclusive) is important because they demonstrate the lecturers' commitment to ongoing professional development, enhanced expertise, and ability to stay current with industry trends and best practices such as in electronic records management (Stephen, 2021)

In polytechnic educational system, particularly in Office Technology and Management programme, lecturers are expected to possess very high level competencies to handle electronic records efficiently. However, anecdotal evidences and preliminary studies suggest that there may be gaps in the skills and knowledge required for management and teaching of electronic records management among OTM lecturers. Additionally, it can lead to inefficiencies and errors in handling organizational electronic records by OTM graduates, which can affect administrative and decision making in the modern organization.

Statement of the Problem

The growing use of automated techniques in records management has created a new global economy, powered by technology, fueled by information and driven by knowledge. The emergence of electronic records management technologies and its requirements of ICT proficiency in business organizations has serious implications for the nature, purpose and delivery of Office Technology and Management Programme in tertiary institutions. There are various types of electronic records management technologies now available in the office and they impact on the way records are created, used and documented. Office Technology and Management lecturers, especially those in polytechnics have the sole responsibility of developing the needed skills, competencies, and attitudes for records management of OTM graduates in today's global economy. The incursion of OTM gadgets into the classroom and the ever rapid changes in business technology has tended to impose important changes in the actual records management competencies possessed by the teachers in this area. Again the use

of publication as a major criterion for assessing the competency levels of OTM lecturers in their course delivery appear to pose a serious problem. In the equitable assessment process, while paper publications assess the broad perspective of teachers' knowledge, it does not go into the discreet aspects of their competencies in terms of specific subjects or OTM application areas. On the other hand, the use of once a year evaluation involving the completion of appraisal form also has its own defects. So how best to assess the competencies of polytechnic OTM teachers in the utilization of the various electronic records management technologies is not clear nor does it provide a sound criterion measure for OTM lecturers' competencies in the utilization of electronic records management technologies for managing such electronic records as word processing records,, spreadsheet records, database records, websites records, and electronics mails records among others. As pointed out, it seems that most of the lecturers in OTM are still facing the problem of technology transfer and skill development in the area of electronic records management. The researcher is therefore interested in assessing the actual competencies of polytechnic OTM lecturers in the utilization of websites records and database for records management in Polytechnics in South East-States Nigeria.

Purpose of the Study

The main purpose of this study is to assess the competencies of Polytechnic office technology and management lecturers in the utilization of websites records and database records management technologies in Polytechnics in South East-States Nigeria. Specifically, the study sought to assess the:

1. Level of competencies of Polytechnic OTM lecturers in the utilization of websites records management technologies in Polytechnics in South East-States
2. Level of competencies of Polytechnic OTM lecturers in the utilization of database records management technologies in Polytechnics in South East-States.

Research Questions

The study was guided by the following research questions:

1. What is the level of competencies of polytechnic OTM lecturers in the utilization of website records management technologies?
2. What is the competency level of polytechnic OTM lecturers in the utilization of database records management technologies?

Hypotheses

The following null hypotheses were tested at 0.05 level of significance.

Ho_i: There is no significant difference in the mean ratings of state and federal Polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of website records management technologies

Ho_2: There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of database records management technologies based on years of experiences.

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METHODOLOGY

The study adopted descriptive survey research design was. The population of the study comprised all the 114 OTM lecturers identified in all the government owned polytechnics (state and federal) across South-East states of Nigeria. Since the population size of 114 is manageable, the researcher did not use sampling. The research instrument was a structured questionnaire comprising 25 items arranged in five clusters in line with the research questions. The instrument was validated by three experts and was used to collect data. To ascertain the reliability of the instrument, 30 copies of the instrument were administered to 30 OTM lecturers in the Polytechnic Calabar, Cross River State, Delta State Polytechnic, Ugwuashi Uku, and Federal Polytechnic Orogun, Delta State. Test of reliability on the instrument using Cronbach Alpha yielded coefficients of .849 and.796, for clusters 1 and 2 respectively with general reliability co-efficiency of 0.85. Copies of the questionnaire (114 copies), were administered on the respondents by the researcher with the help of one research assistant in each school Mean and standard deviation were used to analyze data relating to the research questions while t-test was used for testing the null hypotheses at 0.05 level of significance.

RESULTS

Research Question 1: What is the level of competencies of polytechnic OTM lecturers in the utilization of website records management technologies?

Table 1: Mean Responses on the level of Competencies of Polytechnic OTM lecturers in the Utilization of Website Records Management Technologies. (n = 105)

S/N	Website Records Management Competencies for Records Management	Mean	SD	Remark
1	Identify and capture key website content as records..	3.80	1.54	HL
2	Use web archiving tools to preserve website records..	3.19	1.16	ML
3	Classify website records using metadata standards.	3.74	1.30	HL
4	Assign appropriate security and access control to website records.	4.31	1.04	HL
5	Manage updates and revisions of website records, keeping track of edits or updates.	3.67	1.20	HL
6	Retrieve and present archived web records on demand.	3.42	1.18	ML
7	Apply website records retention schedules.	3.23	1.63	ML
8	Monitor compliance with web content retention policies.	3.20	1.04	ML
9	Carry out secure deletion or transfer of outdated website records.	3.08	1.02	ML
10	document the disposition process of website records	3.48	1.13	ML
	Cluster mean	**3.51**		**HL**

Source: Field survey, 2025

Note: VHL = Very High Level; HL = High Level; ML = Moderate Level; LL = Low Level; VLL = Very Low Level

The result in Table 1 reveals the level of competencies of polytechnic OTM lecturers in the South East States of Nigeria in the utilization of website records management technologies with the cluster mean

of 3.51. This indicates a high level of competencies polytechnic OTM lecturers in the South East States of Nigeria have in the utilization of website records management technologies. The mean of all the items fall between the limits of moderate and high level. Notably, the item on assign appropriate security and access control to website records, ensuring proper user roles and access restrictions has the highest mean of ($\bar{x}$ = 4.31), which indicates that this item exerts the high level of competencies lecturers have in the management of website records. The remaining items have their mean ranging from 3.08 – 3.80. The result also shows that the standard deviation of the items ranged from 1.02 – 1.63.

Research Question 2: What is the competency level of polytechnic OTM lecturers in the utilization of database records management technologies?

Table 2: Mean Responses on the Competency level of Polytechnic OTM lecturers in the Utilization of Database Records Management Technologies. (n = 105)

S/N	Database Records Management competencies for records management	Mean	SD	Remark
11	design efficient and scalable database schemas.	3.8	1.47	HL
12	structure databases effectively	3.30	1.17	ML
13	implement the designed database	3.84	1.31	HL
14	create conceptual logical and physical data models	4.28	1.06	HL
15	Proficiency in writing queries to update, and manipulate data within the database	3.75	1.17	HL
16	manage user access, security backups, and recovery processes to ensure the integrity and availability of the data.	3.62	1.11	HL
17	optimize database performance through indexing, quarry, and other techniques to enhance responsiveness	3.41	1.54	ML
18	integrate data from different sources and formats into the database system.	3.24	1.08	ML
19	design and implement data warehouse for data analysis and reporting	3.48	1.24	ML
20	quickly find and extract specific information from the database as needed,	3.77	1.36	HL
21	accurately input information into the database, ensuring that it is complete.	3.31	1.05	ML
22	structure database in a logical manner, including creating categories.	3.74	1.30	HL
23	keep the database current by regularly updating existing information.	3.62	1.218	HL
24	understand and implement proper security measures to protect sensitive database from unauthorized access.	3.51	1.30	HL
25	identify or resolve any issue or errors that may arise within the database.	3.55	1.37	HL
	Cluster mean	**3.62**		**HL**

Source: Field survey, 2025

Note: VHL = Very High Level; HL = High Level; ML = Moderate Level; LL = Low Level; VLL = Very Low Level

The result in Table 2 shows the competency level of polytechnic OTM lecturers in the South East States of Nigeria in the utilization of database records management technologies with the cluster mean of 3.62. This reveals that competency level of polytechnic OTM lecturers in the South East States of Nigeria in the utilization of database records management technologies is high. The mean of all the items fall between the limits of moderate and high level. The item on create conceptual logical and physical data models to represent different aspects of the data and its relationship has the highest mean of ($\bar{x}$ =4.28), which explains that the item pose a highest level of competencies by lecturers on the utilization of database records management technologies. The remaining items have their mean ranging from 3.24 – 3.87. The result also shows that the standard deviation of the items ranged from 1.05 – 1.54.

Research Hypothesis 1: There is no significant difference in the mean ratings of state and federal Polytechnic OTM lecturers on the level of competencies of polytechnic OTM lecturers in the utilization of website records management technologies.
Data collected to test the hypothesis is presented in Table 3.

Table 3**: Independent t-test Analysis on the Mean Ratings of State and Federal Polytechnic OTM lecturers on the Level of Competencies of Polytechnic OTM lecturers in the utilization of website records management technologies**

	Variable	N	X	SD	DF	α	p-value	Remark
Managing Website Records	Federal	54	23.46	8.05	103	.05	.623	NS
	State	51	22.70	7.65				

Note: NS = Not significant, S = Significant, DF = Degree of Freedom ; **α** = level of Significance, SD = Standard Deviation, ($\overline{X}$)= Mean

The result in Table 3 reveals that the p-value of .623 is greater than 0.05 level of significance at 103 degree of freedom. Therefore, the null hypothesis which states that there is no significant difference in the mean ratings of state and federal Polytechnic OTM lecturers on the level of competencies of polytechnic OTM lecturers in the utilization website records management technologies is retained. Hence, there is no significant difference in the mean ratings of state and federal Polytechnic OTM lecturers in the South East States of Nigeria on the level of competencies of OTM lecturers in the utilization of website records management technologies.

Research Hypothesis 2: There is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of polytechnic OTM lecturers in the utilization of database records management technologies based on years of experience. Data collected to test the hypothesis is presented in Table 4

Table 4: Independent t-test Analysis on the Mean Ratings of Polytechnic OTM Lecturers on the Level of Competencies of Polytechnic OTM lecturers in the utilization of Database Records Management Technologies based on years of experience

	Variable	N	X	SD	DF	α	p-value	Remark
Managing Database Records	Below 5 Years	45	23.93	8.91	103	.05	.315	NS
	Above 5Years	60	25.81	9.83				

Note: NS = Not significant, S = Significant, DF = Degree of Freedom ; **α** = level of Significance, SD = Standard Deviation, ($\overline{X}$)= Mean

The result in Table 4 reveals that the p-value of .315 is greater than 0.05 level of significance at 103 degree of freedom. Therefore, the null hypothesis 2 which states that there is no significant difference in the mean ratings of polytechnic OTM lecturers on the level of competencies of OTM lecturers in the utilization of database records management technologies based on years of experience is retained. Hence, there is no significant difference in the mean ratings of polytechnic OTM lecturers in the South East States of Nigeria on the level of competencies of OTM lecturers in database records management technologies based on years of experience.

DISCUSSION

The findings of the study regarding website records management competencies of polytechnic OTM lecturers shows that polytechnic OTM lecturers in the South East states of Nigeria have high level of competencies in the utilization of website records management technologies for records management. This findings may have resulted because OTM program typically emphasizes ICT and records management skills as core components of the curriculum, which requires the lecturers to be proficient in website management tools, digital records handling and archiving best practices, and information lifecycle management in an electronic format, hence the lecturers take extra measures to develop and to update themselves on emerging technologies, especially on website records management for records management. This finding of the study are in agreement with the findings of Ukata and Nmehiele (2024), who revealed that courses such as webpage design and records management have been incorporated into OTM curriculum, supporting why OTM lecturers could develop strong website records management skills. However, Omni and Ohaka (2020) reported a moderate level competence in document management systems (website records management inclusive) among business educators in tertiary institutions in Nigeria. Omni & Ohaka therefore suggested continuous professional development to stay updated in website records management systems. Ezenwafor and Ukata (2021) stated that polytechnic OTM lecturers teach courses such as ICT office applications 1 and 2 (word processing and spreadsheet), webpage design, management information system (MIS) etc.

Furthermore, the test of hypothesis shows that there is no significant difference in the mean ratings of federal and state polytechnic OTM lecturers on their competencies in website records management technologies. This indicates that OTM lecturers in the state polytechnics and OTM lecturers in the federal polytechnics did not differ in their opinions on the level of their competencies in the utilization

of website records management technologies they have for records. This disagrees with the findings of Oluwatobi (2018), who observed that ownership of school, particularly polytechnics, impact the management of lecturers' competencies, especially OTM lecturers' competencies in electronic records management (website records management inclusive). Oluwatobi reported that federal polytechnics may have more resources and standardized training programs for OTM lecturers, enhancing their competencies in website records management technologies. Agi (2021) stated that the Tertiary Education Trust Fund (TETfund) also provided funding for polytechnics in Nigeria to support infrastructure, development, research, etc. Colbert and Ajayi (2024) reported that state owned polytechnics have more flexibllity in curriculum design and lecturer training which can allow for more innovative approaches to website document management.

The findings of the study regarding polytechnic OTM lecturers' competencies in the utilization of database records management technologies reveals that the competency level of polytechnic OTM lecturers in the South East states of Nigeria in the utilization of database records management technologies is high. This finding may have resulted because of OTM lecturers' practical and repetitive use of database tools for administrative functions. OTM lecturers often engage in routine administrative tasks such as students' records, result processing, department filing and documentation using database related application like Microsoft Access. This frequent exposure and hands-on use of database tools in real work scenarios can boosts both their confidence and competencies in database records management. Again, OTM curriculum emphasizes practical office applications skills, including the use of database applications for records keeping, such as, data entry and validation, creating, updating, and retrieving records. This encourages OTM lecturers to put more efforts towards self-development in database records management technologies. The findings of the study is in agreement with the findings of Belo and Obafemi (2023) who found that OTM lecturers in polytechnics in southern Nigeria were competent in database management skills, and reported that the lecturers have academic qualifications that included coursework in database management information systems and records management, providing them with both theoretic and practical knowledge in database concepts. However, Nwosu and Eze (2023) reported that OTM lecturers in Nigerian polytechnics possessed moderate level of competencies in basic database skills, but low level of proficiency in advanced database management. The findings of Nwosu and Eze also revealed that OTM lecturers faced challenges in advanced database management due to inadequate training, and therefore recommended more investments in ICT infrastructure to support electronic records management, especially database management.

Furthermore, the test of hypothesis shows that there is no significant difference in the mean ratings of polytechnic OTM lecturers on the utilization of database records management technologies based on years of experience. This indicates that OTM lecturers with 5 years and above 5 years experience did not differ in their opinions on their competencies in the utilization of database records management technologies. This lack of difference found in the opinions between OTM lecturers with 5 years of experience and those with over five years experience could be due to similar levels of exposure and training opportunities in database records management technologies, regardless of tenure. The findings of this study is in line with the findings of Ikelegbe (2022) who observed that Tertiary Education Trust Fund (TETfund) provides funding for polytechnics in Nigeria to support professional development of lecturers of all levels. Alozie and Iheukwumere stated that digital competency often correlates with

technological exposure, not age or experience. However, Odu and Ibe (2022) reported higher level of competence among less experience OTM lectturers than those with more than five years experience, and attributed it to limited training on database management systems (DBMS).

CONCLUSION

Based on the findings of the study, the following conclusions were arrived at: that OTM lecturer utilize electronic records management technologies in polytechnics in South-East states of Nigeria. However there are areas for improvement in terms of their utilization of word processing records management technologies and electronic mails records management technologies. The utilization of ERM technologies is assessed in polytechnic OTM lecturers' records management competencies for ensuring that lecturers can create, organize, store, retrieve and preserve records electronically using modern tools and platforms. Office Technology and Management lecturers' level of competencies in ERM technologies is assessed to enhance their teaching effectiveness and students' competence. Therefore competencies in ERM technologies are indispensable for achieving efficiency, reliability and sustainability in modern records management practices. It is therefore important that OTM lecturers take into cognizance the need to continue to improve on the level of their usage of these ERM technologies so as to deliver more practical, up-to-date lessons aligned with industry standards that will equip student especially OTM students with digital literacy and records management competencies demanded in today's workplace.

Recommendations

As a result of the findings of the study and the conclusions drawn from the study, the following recommendations are made:

1. Polytechnics should continuously organize training on web-based records systems in OTM department. This is to enable OTM lecturers to become more efficient in demonstrating modern online records-keeping, thereby ensuring students' practical understanding of web-based records management.
2. School management in collaboration with external database management experts should from time to time design practical workshops on database tools (Access in particular) in OTM department. This will enable OTM lecturers to become more proficient in database design, improving their proficiency in handling large and complex records systems, and in teaching students more accurate, secure, and optimized ways of storing and retrieving data, improving students' competencies ERM.

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