

Knowledge Management and Administrative Effectiveness of Non-teaching Staff in Federal Universities in the South-West, Nigeria

Authors : Nathaniel Oladimeji Dixon, Adekemi Dorcas Fadun

Abstract : Educational managers have observed a downward trend in the administrative effectiveness of non-teaching staff in federal universities in South-west Nigeria. This is evident in the low-quality service delivery of administrators and unaccomplished institutional goals and missions of higher education. Scholars have thus indicated the need for the deployment and adoption of a practice that encourages information collection and sharing among stakeholders with a view to improving service delivery and outcomes. This study examined the extent to which knowledge management correlated with the administrative effectiveness of non-teaching staff in federal universities in South-west Nigeria. The study adopted the survey design. Three federal universities (the University of Ibadan, Federal University of Agriculture, Abeokuta, and Obafemi Awolowo University) were purposively selected because administrative ineffectiveness was more pronounced among non-teaching staff in government-owned universities, and these federal universities were long established. The proportional and stratified random sampling was adopted to select 1156 non-teaching staff across the three universities along the three existing layers of the non-teaching staff: secretarial (senior=311; junior=224), non-secretarial (senior=147; junior=241) and technicians (senior=130; junior=103). Knowledge Management Practices Questionnaire with four sub-scales: knowledge creation ($\alpha=0.72$), knowledge utilization ($\alpha=0.76$), knowledge sharing ($\alpha=0.79$) and knowledge transfer ($\alpha=0.83$); and Administrative Effectiveness Questionnaire with four sub-scales: communication ($\alpha=0.84$), decision implementation ($\alpha=0.75$), service delivery ($\alpha=0.81$) and interpersonal relationship ($\alpha=0.78$) were used for data collection. Data were analyzed using descriptive statistics, Pearson product-moment correlation and multiple regression at 0.05 level of significance, while qualitative data were content analyzed. About 59.8% of the non-teaching staff exhibited a low level of knowledge management. The indices of administrative effectiveness of non-teaching staff were rated as follows: service delivery (82.0%), communication (78.0%), decision implementation (71.0%) and interpersonal relationship (68.0%). Knowledge management had significant relationships with the indices of administrative effectiveness: service delivery ($r=0.82$), communication ($r=0.81$), decision implementation ($r=0.80$) and interpersonal relationship ($r=0.47$). Knowledge management had a significant joint prediction on administrative effectiveness ($F(4;1151)=0.79$, $R=0.86$), accounting for 73.0% of its variance. Knowledge sharing ($\beta=0.38$), knowledge transfer ($\beta=0.26$), knowledge utilization ($\beta=0.22$), and knowledge creation ($\beta=0.06$) had relatively significant contributions to administrative effectiveness. Lack of team spirit and withdrawal syndrome is the major perceived constraints to knowledge management practices among the non-teaching staff. Knowledge management positively influenced the administrative effectiveness of the non-teaching staff in federal universities in South-west Nigeria. There is a need to ensure that the non-teaching staff imbibe team spirit and embrace teamwork with a view to eliminating their withdrawal syndromes. Besides, knowledge management practices should be deployed into the administrative procedures of the university system.

Keywords : knowledge management, administrative effectiveness of non-teaching staff, federal universities in the south-west of nigeria., knowledge creation, knowledge utilization, effective communication, decision implementation

Conference Title : ICELSA 2023 : International Conference on Educational Leadership and School Administration

Conference Location : New York, United States

Conference Dates : April 24-25, 2023