

Teacher`s Perception of Relationship Between Communication and Administrative Efficiency in Senior Secondary Schools in North-Eastern Region of Nigeria

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Abstract: - Every activity in an organization requires human beings to interact, exchange information and co-ordinate other peoples` efforts. Such information becomes the basis for decisions affecting product lines, operation planning, marketing strategy, etc. Thus, almost everything managers do to facilitate the attainment of organizational objectives requires effective communication and without the means and capacity to communicate, every activity will fail. This study was conducted to examine perception of relationship between communication and administrative efficiency among teachers of secondary schools in north-eastern region of Nigeria. To achieve this objective, the researchers developed and administered a questionnaire on two hundred and fifty (250) teachers in north-eastern region of Nigeria. Data analysis was made using Mean, Standard deviation and Pearson product moment correlation coefficient scores was used in testing the null hypotheses formulated. Among the findings were that significant difference of perception of relationship exists between communication and efficiency of co-ordination among teachers of secondary schools in north-eastern region of Nigeria. The study concluded that effective organizational communication is necessary for administrators, teachers and all members of an organization to increase efficiency, quality, and innovation and gain competitive advantage. Therefore, the paper recommends the proper co-ordination of various units or departments to encourage the administrators to co-ordinate the affairs of the schools.

Key Words: Perception, Communication, Administrative efficiency.

I. INTRODUCTION

The effectiveness of communication is very central to the stability, well-being, peace, progress and performance of organizations. The organization and groups depend on effective communication to perform all their functions including planning, directing, controlling, decision making and the execution of decisions and goals [1].

Efficiency is related to the way and manner one performs his duty in terms of carefulness, diligent application and economic use of resources, handling of tools and

materials, and promptness to duty. For example, a teacher goes to the classroom promptly and regularly. He prepares his lesson notes adequately and sequentially. He makes use of chalkboard and other teaching aids appropriately. He dresses well and neatly to the admiration of his students and above all he performs his duty with least possible cost [2].

Thus, leadership, management, operations and performance cannot take place or be achieved without communication between person and units. Most interaction, mutual understanding and interpersonal relations take place via communication [3]. The effectiveness, openness and level of communication determine largely the level of morale, job satisfaction and motivation of staff. Where communication problems exist, there would be gaps and blackouts about the activities problems, needs and expectations of employees and management. Thus, the task of group and organizational co-ordination and operations would be made difficult without a system of effective communication.

II. BACKGROUND TO THE STUDY

Groups, organizations and people are linked together by communication and they are so coordinated and directed to achieve purpose. Effectiveness in purpose, execution of plans and the mobilization towards goal and plan achievement is done through communication. Communication is therefore very important to the management of organizations and groups. Communication system in any organisation like the school is very vital to the survival and smooth running of the organisation. Through the use of language, mankind has been able to record past history and to transmit its culture from one generation to the other. This transmission exercise lies on communication process without which managerial, administrative and academic functions will not be possible in the school. In fact, without effective communication, organisations will not be what it is, and functions will not be carried out effectively towards goal achievement, with the use

of communication, man has helped himself to build societies and other social groupings, which contribute to his survival and to more enjoyable patterns of living. In all organisations, “the transfer of information from one individual to another is absolutely necessary” [4]. It is a universal activity from one to another or between people at all times in their lives with the exception of a few religious orders. Within an organisation, it is formalized as social interaction and is measured by its total amount, its frequency, which initiates it, the degree of reciprocity and its directions, upwards, downwards or sideways, among the members. In all organisations, the transfer of information from the individual to another is absolutely necessary. It is the means by which behavior is modified, change is effected, information is made productive and goals are achieved. It could be seen that without communication, the organisation cannot exist, for there is no possibility of others. Therefore the paper realized that every organisation depends on effective communication to perform its functions such as supervision, coordination and reporting, but nowadays our organisations are full of problems as a result of ineffective communication. The paper is therefore conducted to examine the Teacher’s perception of relationship between communication and administrative efficiency in secondary schools in North-eastern region of Nigeria.

III. OBJECTIVES OF THE PAPER

The objectives of this paper are to finding out if there is:

1. Any perception of relationship between communication and efficiency of coordination among teachers of senior secondary schools in north-eastern region of Nigeria.
2. Any perception of relationship between communication and efficiency of reporting among teachers of senior secondary schools in north-eastern region of Nigeria.

IV. RESEARCH METHODOLOGY

The design of the study is descriptive survey in nature. The study sought the respondents’ perception of relationship between communication and administrative efficiency among teachers of senior secondary schools in north-eastern region of Nigeria and for the purpose of this study; questionnaires were used as the instrument for the data collection. This is because of its suitability in obtaining the appropriate information from the subject as they formed a literate population. Two set of questionnaire were employed on teachers of senior secondary schools in north-eastern region of Nigeria. The first questionnaire called Communication Efficiency Questionnaire (CEQ) and contains ten (10) items while the second questionnaire is called Administrative Efficiency Questionnaire (AEQ) which comprises two sections. Section A gives information about efficiency of co-ordination while section B contains information about efficiency of reporting. It is based on Likert Scale.

V. DATA ANALYSIS

Table 1: On teachers Perception of relationship between Communication and Efficiency of Coordination.

| Variables | N | \bar{X} | SD | Cal. r | Cri. r | Decision |
|---------------|-----|-----------|-----|--------|--------|-------------|
| Communication | 250 | 3.02 | .46 | .68 | .25 | Significant |
| Coordination | 250 | 2.93 | .55 | | | |

Source: Researchers from the Field work, (2018)

The table above indicates that the calculated r-value of .68 was greater than the critical r-value of .25 using .05 level of significance. The null hypothesis which states that there is no significant perception of relationship between communication and efficiency of coordination among teachers

of senior Secondary Schools in north-eastern region of Nigeria was rejected. Meaning that, there is a relationship between communication and efficiency of coordination among teachers of senior Secondary Schools in north-eastern region of Nigeria.

Table 2: On Teachers Perception of relationship between Communication and Efficiency of Reporting.

| Variables | N | \bar{X} | SD | Cal. r | Cri. r | Decision |
|---------------|-----|-----------|-----|--------|--------|-------------|
| Communication | 250 | 3.02 | .46 | .58 | .28 | Significant |
| Reporting | 250 | 3.15 | .44 | | | |

Source: Researchers from the Field work, (2018)

Table above indicates that the calculated r-value of .58 was greater than the critical r-value of .28 using .05 level of significance. The null hypothesis which states that there is no significant perception of relationship between communication and efficiency of reporting among teachers of

senior secondary schools in north-eastern region of Nigeria was rejected. Meaning that, there is a relationship between communication and efficiency of reporting among teachers of senior secondary schools in north-eastern region of Nigeria.

VI. DISCUSSION

This study indicates that the result which states that there is no significant perception of relationship between communication and efficiency of coordination among teachers of Senior Secondary Schools in north-eastern region of Nigeria is accepted. This means that there was no significant difference of perception of relationship between communication and efficiency of coordination among teachers of Senior Secondary Schools in north-eastern region of Nigeria. This finding suggests that the administration must possess the ability and capability to put together human and material resources at his disposal and to use same for better achievement of the organizational objectives. This finding is in line with the view of [5] which considered coordination as the key to effective coordination.

Communication helps in coordinating mechanism for various units in schools, because it helps the administrator in unifying the actions of various members of the organization. Ineffective communication will lead to un-unified actions of various units in secondary schools. That is why 69.2% of the respondents are of the opinion that communication helps in coordinating mechanism for various units in secondary schools in north-eastern region of Nigeria.

Communication makes knowledge and expertise become available to be shared among individuals in schools. This will help the coordinator to have direct contact of the people concerned. Ineffective communication will lead to communication gap, which at the end will bring problem in the coordination of teachers in secondary school. That is why 90% of the respondents are of the opinion that communication makes knowledge to be shared among teachers in secondary school schools in north-eastern region of Nigeria.

Communication helps the coordinator to coordinate affairs in schools. Effective communication helps the coordinator to integrate various units into working together as a whole, while ineffective communication will lead to the disintegration of various units in secondary schools; that is why 91.2% of the respondents are of the opinion that communication helps the administrator to coordinate affairs in secondary schools in north-eastern region of Nigeria.

Communication helps in unifying the actions of various departments in schools because goals are better achieved when the coordinator arranges and unifies the activity and efforts of the people in schools. This is in line with [6], who states that effective communication integrates and coordinates various activities in the manufacturing organisations. Ineffective communication will bring discrimination in actions of various departments in secondary schools. That is why 66.4% of the respondents are of the opinion that communication helps in unifying the actions of various departments in secondary schools in north-eastern region of Nigeria.

Therefore, the above discussion indicates that 79%, which are the majority of the respondents are of the view that

communication helps in administrative efficiency in terms of coordinating various units or departments and coordinating the affairs of secondary schools in north-eastern region of Nigeria.

Results in table 2 showed that Objective 2 which stated that there is no significant perception of relationship between communication and efficiency of reporting among teachers of Senior secondary schools in north-eastern region of Nigeria was accepted. This means that there was no significant difference of perception of relationship between communication and efficiency of reporting among teachers of Senior Secondary Schools in north-eastern region of Nigeria. This finding suggests that effective communication and proper reporting is positively related to administrative efficiency. This means that administrative efficiency could be enhanced through dissemination of school procedures, rules and regulations to the staff, students and parents. Ineffective communication of school procedures, rules and regulations results in conflict, misunderstanding and lack of confidence in school administration. The finding of this study is a clear indication that reporting contributes a lot to administrative efficiency in Nigerian Schools.

Effective communication helps in dissemination of school policy to be implemented to school and to explain school procedures to the staff in order to know how to perform their duty effectively. While ineffective communication will lead to create problems in discharging school duties. That is why 88.8% of the respondents are of the view that communication helps the administrator to disseminate school policy, procedures in secondary schools in north-eastern region of Nigeria.

Communication helps the administrator to communicate school rules and regulations to behave, when to learn and how to perform other duties in the school, and this can be communicated in the assembly ground or on the notice boards. Ineffective communication in schools could lead to students' indiscipline in schools. That is why 93.2% of the respondents are of the view that communication helps the administrator to communicate school rules in north-eastern region of Nigeria.

Communication helps the administrator to communicate school issues with proprietors in schools through progress reports, annual reports, etc, in order to know the situation of the schools. This is in line with [7], which states that effective communication ensured that messages reach the receiver who gives feedback. Ineffective communication will hinder the administrator to report school issues to the Ministry. That is why 95.6% of the respondents are of the opinion that communication helps the administrators to communicate school issues to proprietors in secondary schools in north-eastern region of Nigeria.

Communication helps the administrators to communicate to the parents about academic progress of their children in schools. This will motivate the parents to know the

level of performance of their children in schools. Where there is communication gap between the administrator and parents, there will be the problem of lack of confidence in the administration. That is why 84.4% of the respondents are of the opinion that communication helps the administrator to communicate to the parents about academic progress of their children in secondary schools in north-eastern region of Nigeria.

Therefore, the above discussion indicates that 85% which are the majority of the respondents are of the opinion that communication helps in the administrative efficiency in terms of administration of school procedures, policies, rules and regulations as well as to communication with parents and proprietors about school issues in secondary schools in north-eastern region of Nigeria.

VII. CONCLUSION

Based on the findings of this study, the following conclusions were arrived at:

1. The ability to put together human and material resources at one's disposal through effective Communication can positively and significantly enhance administrative efficiency in schools.
2. Effective communication in reporting can positively and significantly enhance administrative efficiency in schools while organizational co-ordination and operations would be made difficult without a system of effective communication.

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