ESSENCE OF THE INTRANET, EXTRANET AND THE INTERNET ON THE EFFICIENCY OF AN ORGANIZATION

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Dedication

This project is dedicated to God Almighty, the Author and finisher of my faith, the one that gave the inspiration and strength to write this project.

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Chapter One

Introduction

1.1 Background to the Study

Although decision-makers in collectivist cultures have great difficulty in making decisions with conditions of uncertainty, there can be no doubt that advances in technology radically alter the way we see the world and, as uncertainties increase, decisions become more complex. Information technology (IT) continues to evolve and new applications are emerging on a daily basis. Technology can be considered to be a set of disciplines that work to analyse, explore and apply knowledge and techniques. Hence, management should adopt technologies that suit their organization's culture, capabilities and limitations rather than investing in the latest trending technology. Increasingly, businesses seeking a competitive advantage are willing to learn from and use data to make better decisions, generate more revenue, optimize capabilities and manage potential risks. Consequently, it is no longer necessary for organizations to recognize best practices through the lens of their existing processes.

The present day technological development has shown that no higher institutions or organization is likely to achieve the expected desired change in behavior or objectives unless it ensures her students and staff receive a good basic and quality Information and Communication Technology (ICT), through the use on internet. Onwuachu (2013), described Information and Communication

Technology as the integration of telecommunication, computers, middleware as well as necessary software, storage and audio visual system which enable users to create, access, transmit and manipulate information.

In most institutions or organization today, large amount of data and information are created, processed, stored, retrieved and disseminated due to improved and advance information technology. The application of these new technology gadgets in educational institution have resulted in the development of a faster, cheaper, more accurate, and more flexible method of handling information. Information technology which encompass internet is the acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by a microelectronics based combination of computing and telecommunication.

The National Policy on Information Technology stated that information technology is the bedrock for national survival and development in a rapidly changing global environment. Information technology has greatly changed the environment and all sphere of life. This has brought the invention of a lot of technological devices and development of internet. The emergence of the information age has given businesses, industries, educational institutions, government etc a new redefined focus in their operations and performances of various duties and functions. Based on this, new tools and progress never before were imagined. Information and Communications Technology (ICT) is an umbrella

term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning.

The Intranet is a system that connects all the computers within an institution. It is a private network that makes use of the Internet protocol to share any part of an organization's data. In the last few decades, the web has changed from a mere hypertext document repository to a powerful communication media. This move has made Web applications suitable for the support of educational activities, which often include collaboration between two or more people.

An extranet is a communications network based on common internet protocols including the Transport Control Protocol and the Internet Protocol (TCP/IP), and typically used for information sharing. An extranet differs from an internet website in that access to the extranet is restricted to individual users possessing the appropriate login credentials.

Extranet is nothing more than a network that joins two intranets together. Using extranet, users can be benefited from accessing the internet for accomplishing their daily tasks. But the resources cannot be accessed by the general public; it is available only to the authorized users.

With the rise of Internet and telecommunication services in recent times, the communication need of human life has increased. From the earliest times, when

communication between parties included, word of mouth, society has evolved from various stages of disseminating information. Within a learning institution or organization, insufficient communication and interaction between students and lecturers can lead to a disaster, many of the students and faculty members are often ignorant about new developments in the institution, communication between faculty members and students is often low and difficult, most students have little or no interest in going to the library and borrowing books and are mostly attracted to using their computer system.

The Internet swiftly entered the life of the humankind in the 20th century. It took less than ten years to face the fact of its spreading all over the world, including the developing countries. It has become not only the hugest information resource in the world, but what is even more important the most rapid means of communication. People from different countries have got an opportunity to communicate with each other in quite a short time. In comparison with a snail-mail or even airmail, e-mail gets over distance and time, frontiers of the states with a lightning speed.

The trend towards sharing information processing functions can be found in many ways, including:

i.   The decentralized computerization of educational centres

ii.   The demand for more rapid development of applications and systems

iii. Modifications in finance issues so that computing departments usually are

required to charge for services that were free of charge in the past

iv. The arrival of the institution information officer and data administrator, showing a scrutiny of information as a valuable resource for the whole institution

v. Diversification of systems planning and steering committees, which enhance employee involvement in the system, and develop a broader organizational view of information as an asset.

1.2 Statement of the Problem

Individuals from inside and outside the organizational system, think of modern means of communication and information as "Panacea" or the most important solution to school problems and improvements. However, many conditions can be considered as problems of intranet, extranet and internet in organization. The problems can be categorized as training related, staff related and technology related. All of them potentially limit the benefits of intranet, extranet and internet to the efficiency of an organization. Organization attitude plays an important role in the training-learning process that utilizes computers and internet connections. Although organization attitude towards use of these technologies is vital, many observations reveal that some organizations do not have clarity about how far technology can be beneficial for the facilitation and enhancement of their staff.

Furthermore, many organizations may not have the required Information Technology skills and feel uncomfortable, nor do they have trainings needed to

use the technology in their teaching.

Appropriate use of computer and the intranet, extranet and internet by staffs have significant positive effects on workers attitude and their achievement. Nonetheless, it is very common to observe problems related to staffs' behaviour. Workers tend to misuse the technology for leisure time activities and have less time to learn. Therefore, the efficiency of the internet is been dampened by the misuse, which workers learning strongly depends on.

1.3 Research Questions

The general objective of the study is the Essence of the intranet, extranet and the internet on the efficiency of an organization. The following research questions were raised for the study:

i.   What are the roles of these technologies in training-learning in the organization?

ii. To what extent do staffs have access to these technologies in an organization?

iii. What are the strategies adopted by the organization to promote and safeguard these technologies in their organization?

iv. What are the critical success factors and inhibitors of these technologies to the efficiency of training-learning in the organization?

v.   To what extent the use of intranet, extranet and internet can bring solution to computers by knowledgeable efficient secretaries in

organization as an organization of a world class.

1.4 Objectives of the Study

The aim of this study is to examine the Essence of the intranet, extranet and the internet on the efficiency of an organization and the following objectives would be evaluated. They are:

i. To examine the role of these technologies in training-learning in an organization;

ii. To examine the extent do staffs have access to these technologies in an organization;

iii. To assess the strategies adopted by these organization in promoting and safeguarding these technologies;

iv. To determine the critical success factors and inhibitors of these technologies to the efficiency of training-learning in this organization.

v. To come out with recommendation and solutions to problems to the use of intranet, extranet and internet, on computers by knowledgeable efficient secretaries in the organization as an organization of a world class.

1.5 Significance of the Study

The use of technologies, especially the intranet and internet means that teaching, assessment and administration are carried out in more efficient and effective manner, leaving more time for research and leisure.

Accessing the Internet will help save time and reduce expenses, through using

email for communication, and accessing information and knowledge efficiently especially in a training-learning environment. In addition, training through technology will help in changing the professional practice of workers, especially in the training and learning process. They can work more effectively, efficiently and productively, leaving more time for research and leisure. In turn, the quality of their working life will be better.

The use of Information Technology will enable changes in training and learning processes. Under the right circumstances, training through technology can have several advantages over traditional training, as learners are able to access high quality training and learning at any time and in any place. In addition, well-designed multimedia training materials can be more effective than traditional training methods because workers can learn in more relaxed environment and more quickly through visualization, animation, different constituting materials, and increased control of and mutual interaction with training materials.

1.6 Delimitation

This study will be limited to the Essence of the intranet, extranet and the internet on the efficiency of an organization" and the case study of Guaranty Trust Bank, Unity Branch, Ilorin.

1.7 Limitations

A project of this nature cannot be accomplished without some unavoidable constraints. Time is the first problem a researcher has to contend with balance of

other pressing assignment. As a matter of fact, financial barrier is a big constraint during the exercise. Also, getting accurate information when the questionnaire will be distributed to people will be a limitation to the study.

However, despite all this constraint the researcher ensure that the effective completion and quality of the work is not affected.

Chapter Two

Review of Related Literature

2.1 Introduction

This section analyses past literature on the Essence of the Intranet, Extranet and the Internet on the Efficiency of an Organization. It also reviewed theories of the intranet, extranet and the internet;

2.2 Concept of Intranet

2.3 Concept of Extranet

2.4 Concept of Internet

2.5 Communication through Online Technology (Intranet, Internet and Extranet)

2.6 Effective Online Communication

2.7 Challenges Facing Information and Communication Technology in Organization

2.8 Staff and Information and Communication Technology

2.2 Concept of Intranet

An intranet is described as an internal or local computer network in an organization's private network and a smaller version of the Internet, with websites that appear and function as a typical web-site but are only accessible to authorized internal stakeholders O'Brien & Marakas, (2016).

In the same way, an intranet utilizes the same Web server software that provides the public access to websites over the Internet. However, the main difference is that an intranet often restricts access only to members and selected contractors within an organization Griffin (2018).

While the Internet provides considerable benefits to different people, the challenges of an insufficient technological infrastructure remain problematic for public and private policymakers and decision-makers. Creating internal networks (intranets) to ease communications and transactions among internal and external stakeholders may be the Internet's principal value for many corporations (Charoen, 2012).

Hence, an intranet is a form of using Internet technology within an organization and this provides fast and easy access to information, while maintaining the integrity of the information and secure access to the information. This technology emerged to offer access to multimedia data over quite slow networks and it depends on healthy networking and the capacity to successfully condense and decompress digital information Piraino, (2017).

Additionally, Daft and Marcic (2017) observed that an intranet is a system that enables separate organizations to share data and information and there are two options to implement that:

i. Electronic data interchange (EDI) is a network that links the computer systems of customers and sellers to permit the transmission of planned information for ordering, distribution, payables and receivables and;

ii. The second option is an extranet, which will be discussed in the next part of this paper. The victory of the Internet has encouraged some organizations to enlarge the Net's technology for internal websites presenting information

about the organization Griffin, (2018).

Consequently, an intranet can be perceived as a controlled, self-enclosed assemblage of information assets that can be accessed using Web browsers. Typically, an organization may create more than one intranet to provide access for some or all of their workers to a subset of its information resources Thomson & Cats-Baril, (2016).

Furthermore, an intranet is a local network in an organization that applies Internet technologies to providing an Internet-like atmosphere within the organization for sharing information, communications, cooperation and supplying all business processes O'Brien & Marakas, (2016).

Similar to local area networks (LANs), intranets are private organizational networks and many organizations use both types of internal networks. Nonetheless, because they use Internet technology to link computers, intranets are wide area networks (WANs) that connect employees in many settings and with different types of computers Gitman & McDaniel, (2016).

According to Thompson and Cats-Baril (2015), most institutions use a wide variety of communications devices and networking options, depending on their needs. For example, a school might have numerous LANSs, some of which use Ethernet or fast Ethernet and others that use IEEE 802.11 Wi-Fi wireless. The organization also might have a company intranet that can be accessed by employees from any wired or wireless Internet connection.

An intranet is also sheltered by security procedures, such as passwords, encryption and firewalls. When an intranet is linked to the Internet, the applications on the intranet are secured by a firewall and users are compelled to sign in with a legal user name and password Norton, (2016).

According to Bakry, (2014), security challenges are connected with all levels: an intranet, an extranet and the Internet. They are related to the issues of technology, organization, people and the environment in the following ways:

i. Challenges resulting from the technology of the network and its application may be related to the weakness of the technology's design, execution and management;

ii. The challenges to organizations and individuals may be unintentional, resulting from the lack of management skills or come from hackers and hostile organizations. Challenges include employee theft, illegal access, viruses and other forms of attack;

iii. The environment creates security challenges in two major areas: the first area is concerned with the natural environment (e.g., floods or earthquakes) and the second one is associated with the management of environment quandaries (major issue with the Nigerian institutions). However, both environments can cause unplanned challenges and they may be used to initiate purposeful challenges.

Strategically, organizations promoting their intranet software resources in

magazine advertisements frequently modify the word, (e.g., *InTRAnet*) for fear of being perceived as simply misspelling the word Internet Capron & Johnson, (2014).

It may also be observed that intranet designers dedicate their time and attention to portraying the web-pages that organization members will access and a typical opening page would have an attractive logo and a number of clickable general icons to refer to different functions. It may be that theories and propositions behind the use of intranets in organizations have been developed because of the perceptions of the significance of the strategic use of organizational time and the desired benefits from updating employee information on a variety of subjects.

Moreover, it has been frequently said that intranets are relatively less expensive to set up and control than other network types and can obtain benefits from the Internet's interactive attributes, such as chat rooms and teamwork spaces. The following is a summary of the important strategies and guidelines needed to plan an intranet in an organization:

With an intranet, information is stored in one location and is accessible to all employees. Digital information is uncomplicated to sort and, while it may be impossible to get rid of all paper, it is possible to reduce the amount dramatically;

i. Become skilled at how to store information somewhere: the more one realizes where the information resides, the more one will recognize how significant

documentation is and the more one will stress to system vendors the need to provide advanced documentation;

ii. Be acquainted with database fundamentals: organize, store and categorize information in open databases. An open database is one that supports another widely accepted industry standard open database connectivity (ODBC). ODBC builds a common communication tool to enable connectivity with a mixture of diverse databases. However, databases may not have the capacity to store every item of data and sometimes a spreadsheet, word processing document or other file may be more practical. Also, consider the technology extensible markup language (XML) that may add database-type structure to unstructured information such as word processing documents and HTML Web pages;

iii. Employ common connectors: position data resources on servers that provide worldwide connectivity;

iv. Make use of one universal e-mail system and make it a major communications tool for the organization;

v. Everyone in an organization should be able to share documents, spreadsheets and databases with staff, customers and suppliers, depending on the nature of the business and the organization;

vi. Use modern programming language to enable programmers to work easily, quickly and more productively (Visual basic Java and HTML are examples of

universal, widely used programming languages Hoffman, (2015).

2.3 Concept of Extranet

Extranets are network connections that use Internet technologies to interconnect the intranet of an organization with the intranets of a number of external stakeholders and shareholders (Daft &Marcic, (2017). With an extranet, each organization moves particular information outside of its private intranet but makes the information accessible only to certain other organizations, which share the extranet. The extranet maximizes the communication advantages of an intranet to those outside the organization Ahmad & Sharp, (2019).

It allows easy sharing of ideas, easy access to product information, pricing, company information and policies and can, therefore, be used to train and support value-added resellers and manufacturers' representatives Roadcap *et al.,* (2012).

It is noteworthy that the word extranet is credited to Ethernet inventor Bob Metcalf Vlosky, Fontenot & Blalock, (2012). It is claimed that there is still some perplexity over the accurate meaning of the term but the most generally accepted definition is that it is a network that uses the Internet to link company intranets in order to boost mostly B2B rapport. Riggins and Rhee (2013) defined extranets as either:

a. Intranets, which enhance coordination with current trading partners or,

b. Supranets, which exchange information to collaborate with new team members.

Riggins and Rhee (2013) also illustrated competitive advantage through extranets as follows:

i. Unique information: the competitive advantage is obtained when the system offers valuable information that is only accessible to authorized users of the extranet;

ii. Process restructuring: externalization exists when users of the extranet attempt to adjust their internal business processes according to the information offered by the extranet;

iii. Higher-level management decision support: internalization happens when information from the extranet is directed at the upper-level of management or decision-makers as opposed to operational management support.

In another study by Riggins and Rhee (2015), intranets, with which individual organizations preserve proprietary access to an exclusive information product, are considered to be better candidates for accomplishing significant competitive advantage, while the use of a supranet assures significant efficiency improvements and better inter-organizational team coordination copied by competing ecosystems.

Cody and Hope (2019) concluded that extranets could either have a positive or negative influence on an organization's competitive status. Unfortunately, very few people could recognize their effects on service quality and measurement instruments remain unidentified as well. One problem that should be taken into

account is that training costs sometimes can but sometimes cannot be calculated accurately for training the relevant individuals in how to use an extranet.

Institutions invest in sophisticated e-business techniques, which apply intranets, client extranets and supplier extranets to re-incorporate and reintegrate internal and external communications Windrum & de Berranger, (2013). Institutions can use extranets as follows:

a. Establish direct private network connections between lecturers and students;

b. Develop private secure Internet links between them called virtual private networks;

c. Use the unsecured Internet as the extranet link between its intranet and stakeholders but depend on the encryption of critical information and its own firewall systems to offer satisfactory security O'Brien & Marakas, (2016).

Hence, extranets provide numerous examples of the capability to access chosen intranet websites and other organizational databases. O'Brien and Marakas (2016) compiled the list of areas of business value generation of extranets as follows:

a. The Web browser technology of extranets provides suppliers and customers access to intranet resources quicker than old business applications;

b. Extranets allow organizations to innovate different types of interactive Web-enabled services for their business partners;

c. Extranets can develop and reinforce strategic partnerships with an organization's stakeholders and shareholders;

d. Extranets can enhance collaboration by an organization with its partners and customers.

e. Extranets can smooth the process of interactive product development, marketing and other business activities online and that might, ultimately, yield better product designs and delivery to the marketplace more quickly.

Concisely, accuracy and timeliness of information, as well as speed of response, are important aspects of successful extranet relationships especially between lecturers and students of institutions Vlosky *et al.,* (2018).

Critically, institutions should take into consideration the following before dedicating resources to an extranet:

i. Develop a precise, transparent map by management and all executives and heads of the institution

ii. Identify specifically who does what and who is to be held accountable for any contribution to the venture

iii. Consider who the stakeholders or stockholders are who are ready to be engaged in the design process

iv. Specify which software is to be utilized or decide to develop an appropriate one.

v. Ensure that there is the capacity to develop connections and hire reputable

consultancy firms

vi. Plan how much time and cost will be required to execute the project successfully

vii. Be aware of all legal consequences involved.

viii. Determine how the extranet will work and get larger especially since the population of users (both lecturers and teachers) would increase over years.

2.4 Concept of Internet

At first, the Internet appeared as a free and open network with an unspoken accord among consumers that access would not be constrained, that there would be no fees for its use and that freedom of speech would not be proscribed Ahmad & Sharp, (2019).

The opportunities created by the Internet in terms of access to data and information has among others shortened the time that it takes students to submit assignments, undertake research, etc., and respond to queries from their lecturers. With the advent of the Internet, teachers have additional tool for access to information and data that could broaden their horizons and improve their output Appiah, (2018).

The Internet became a communication medium with few curbs. The Internet has opened the entire global environment to organizations, institutions and has permitted almost anyone to access almost any information that may contribute to the accomplishment of particular goals Atre, (2017).

In the current decade, the Internet has contributed positively to minimizing obstacles to direct investment in foreign countries or entry in some educational institutions, firms and industries (Allen, 2020). However, government support and cooperation will be fundamental in specifying how the internet business environment will evolve. For example, who will lead in providing access to the Internet for institutions, organizations and corporations and citizens? Will governments agree on issues regarding security measures and taxation? Will governments allow the free flow of ideas (e.g., Internet censorship)?

According to Charoen (2016), internet censorship can be interpreted as the suppression of publishing or accessing information on the Internet.

Theoretically, as Internet activities grow to be a part of the daily schedule of individuals and social groups, they become incorporated into their lives Hoffman, Novak & Venkatesh, (2014). Millions of people around the world called virtual customers perform transactions online rather than engaging in traditional face-to-face transactions and buy everything from books and gifts to computer software and bank services on the Web Evans & Lindsay, (2011).

E-mail on the Internet is not only an effective and efficient way to exchange information and greeting but can also be used for accessing different materials and sharing a large amount of information Mondy*et al.,* (2012). The Internet, often called the Net, is the largest and most renowned computer network on the globe and it is frequently used for two tasks:

a. Sending and receiving messages and

b. Searching for information. Another interpretation is that being on the Internet means having full access to all Internet services.

Leshin, (2017) observed that any commercial service or organization that possesses full Internet access provides the following:

a. Electronic mail (e-mail): the easiest to use and, for many individuals, the most helpful Internet service. E-mail services allow individuals to send, forward and receive messages from people across the world with little or no expense, participate in electronic conferences or discussions and contact all sorts of organizations and individuals around the world;

b. Telnet: Telnet gives the ability to login to a remote computer and to work interactively with it. When running a Telnet meeting or conference, a computer is remotely connected to a computer at another setting but will perform as if it were directly linked to that computer;

c. File Transfer Protocol (FTP): FTP is a technique that allows individuals to move files and information from one computer to another. In addition, FTP allows individuals to download books, free software, music, magazines and other content;

d. World Wide Web (WWW or Web): is a compilation of protocols and standards to enable access to information available online. The WWW was developed at the European Particle Physics Laboratory in Geneva, Switzerland as a means

for physicists to share data and information easily. It has emerged as a complicated technology that can currently link hypertext and hypermedia documents. Moreover, the Web uses three standards that provide a method for WWW servers and consumers to place and exhibit data available through other protocols such as FTP and Telnet. The three standards are as follows:

i. Uniform Resource Locators (URLs);

ii. Hypertext Transfer Protocol (HTTP) and

iii. Hypertext Markup Language (HTML).

One explanation by Thompson and Cats-Baril (2013) is that the WWW is a division of the Internet, accessed through the application of software programmes called Web browsers and the chunk of the Internet that is not also part of the Web is the use of e-mail.

According to Prammanee and Moussa, (2015) many people in Thailand use networked computers as both personal and professional tools for communication in institution. The Thai government's first reaction to the Internet was to reserve facilities only for state academic institutions and government agencies. Political uncertainty, changes in the bureaucracy, budget issues, and corruption have all hampered the growth of the Thai IT industry. In addition, Thais are discouraged by the predominance of the English on the Internet and in many software applications. Unless Thailand develops more Thai specific software as well as more Thai content on the Web, use of the Internet will be limited to a

comparatively small percentage of the total population.

Although the Internet revolution has delivered countless positive changes to most institutions, some of its pledges have been found lacking DuBrin, (2016). Nonetheless, the Internet increases and enhances conventional business activities without being a substitute for management practices DuBrin, (2019). It is worth mentioning that business use of the Internet has developed from being an electronic information exchange to becoming a broad platform for strategic business purposes.

O'Brien and Marakas, (2016) informed that most organizations and institutions are developing e-learning, e-business and e-commerce websites to accomplish the following six main business values:

i. Generate revenues from sales online;

ii. Minimize customer service and transaction costs through sales online;

iii. Enhance loyalty of current customers through well-developed web customer services;

iv. Be a focus for new customers through e- marketing, advertising and sales online;

v. Develop new market niches and distribution channels for current products or

vi. Facilitate access to new information-based products online.

Baltzan and Phillips, (2019) noted that there are four general modes for obtaining Internet information:

a. An intranet or an internal segment of the Internet, protected from outside access that permits an organization to offer access to information and software applications to its workers only;

b. An extranet or an intranet that is accessible to strategic partners, such as customers, suppliers and shareholders. Organizations develop extranets to provide individuals outside the organization the opportunity to access intranet-based information and software applications, such as for order dispensation;

c. A portal or a technology that offers access to information, such as a website that provides a variety of services or resources. Yahoo, Google and Microsoft are all leading general portals, while Garden.com for gardeners, Fool.com for investors and SearchNetworking.com for network administrators are all examples of niche portals and

d. A kiosk, which is an openly accessible computer system that has been developed to authorize interactive information browsing.

Baltzan and Phillips (2019) scrupulously described other general forms for providing Internet information, as follows:

i. An Internet service provider (ISP) is an organization that offers employees and other organizations access to the Internet in conjunction with related services, such as developing a website. Among the largest and most dominant ISPs in the world are AT&T WorldNet, IBM Global Network and Netcom. Another constituent of the ISP family is the wireless Internet service provider (WISP),

an ISP that provides subscribers to connect to a server by using a wireless connection;

ii. An online service provider (OSP) provides an assortment of exceptional services such as its own version of a Web browser. Linking to the Internet through an OSP is a substitute to linking through one of the national, regional or local ISPs;

iii. An application service provider (ASP) is an organization that provides access over the Internet to systems and services to other organizations that would otherwise have to be positioned in personal or organizational computers.

In recent years, businesses and organizations recognized the possibility of the Internet being able to intensify their operations internationally, thereby enhancing their business processes, finding new customers and operating more effectively and efficiently Marcic, (2017).

Briefly, DuBrin (2016, 2019) succinctly noted that approximately 80% of educational activities conducted on the Internet today exist between lecturers and students or business-to-business (B2B). Consequently, employers must be acquainted with e-learning to assist in developing effective strategies and integrate educational functions appropriately. Above and beyond this, "The Internet technology also lends itself to a wide variety of applications, which seem to expand on a very frequent basis.

In all cases, institutions that systematically employ the Internet's potential for

educational functions and activities at the institution level have prospects to magnify their competitive position within the school Roadcap, Smith & Michael, (2015).

Figure 2.1: Three perspectives on the intranet, extranet and the internet based on three Web technology features: openness, linking and networking. (Researcher's fieldwork, 2021).

2.5 Communication through Online Technology (Intranet, Internet and Extranet)

Online technology has become a powerful communication mode, and as such, many institutions have, until recently, developed their websites to be their major sources for the institution's information about what they do. Online technology offers opportunity to communicate in real time and non-real time. Non-real time communications are those forms of communication whereby the communicator can send the information which the recipient may access it at any time he or she likes and responds to it time convenient to him or her. Non-real time communications are described as asynchronous communications only take place through online technology.

Paulus and Phipps, (2018) reported that whilst asynchronous communication is most appropriate for academic discussions, synchronous communications are better suited for socializing. An example of non-real time communication is communication through the e-mail and discussion forums, and blogs. Using an e-mail, for instance, one can send a message to another person who can decide to read the message at time suitable for her or him and send the feedback, perhaps, a month later.

In addition to the websites which institutions are building in order to provide the opportunity to share the expertise and knowledge, and other information between or amongst staffs or directed to the students, institutions are creating online communication channels such as the intranet and extranet. As the preface 'intra' denotes inside, intranets are online communication channels built and controlled by the institution to facilitate communication taking place within the institution. Intranets are secured institutions' internet taking place through Local Area Network (LAN) and are accessed by the internal members of the institutions hosting such mode of communication.

Extranets, as communication channels within institutions, imply that they are accessed and used by the internal members of the institutions. According to Tan, Shaw and Fulkerson, (2015), the extranet encompasses four types of communication and these are individual, two-way, one-to-many and many-to-many communications. As communication channels between the institutions and their

external observers, extranets are internet-based mode of communication that can be accessed by the staffs and students as well as visitors of the institution. Such institution's staffs, students and visitors can access certain information about the institution which include education-focused, or in general, the institution's information such as the motto, mantra and policies.

2.6 Effective Online Communication

In order for the educational institution to realize its communication objectives, such communications, discussed in the previous section as fields of communication, must be effective. When they are effective, it means they should enable the institution to achieve its goals or objectives.

Bovee and Thill, (2017) consider effective communication as one that occurs when participants in a communication encounter arrive at a mutual understanding and encourage participants to be active as they change roles in the communication process. Since the study is about the intranet, internet and extranet, the discussion of effectiveness of communication had to be on the online communication. This related to communication through the institution's intranet, internet and extranet channels. Effective communication should be characterized by what Ranchhod, Gurau and Lace, (2016) called the pillars of effective communication. According to these authors, such pillars are the dialogue, borderless communication, inclusive communication and continuous communication.

2.7 Challenges Facing Information and Communication Technology in Organization

Despite the laudable benefits of information and communication technology in all facets of human endeavors, there are still several challenges that because apparent. If such challenges are not given proper attention, the effectiveness of ICT may be in jeopardy. Iyiola (2012) gave the following as some of the challenges facing ICT in an organization:

➢ Inadequate ICT infrastructure including computer hardware and software high and band, width and access.

➢ Lack of skilled manpower to manage available systems and inadequate training facilities for ICT in an organization.

➢ Ineffective co-ordination of all the various ICT for education initiatives. Also Esonwanne in Iyiola (2012) added the following:

➢ Illiteracy: This is one of the major problems militating against the use of ICT equipment. Most people still do not care to know the importance of these equipment talk less of operating them successfully.

➢ Inadequate Power Supply: This is one of the problems that require urgent attention. Erratic power supply in the country has been responsible for damage and constant repairs of this ICT equipment in offices. Thus, power failure hinders the activities to be performed by the ICT equipment and centers.

- Inadequate qualified staff to train and operate ICT centres and equipment successfully and effectively is equally a source of concern.

- Budgetary allocation for the procurement, installation and repair of ICT equipment is grossly inadequate. As a result of rapid technological advancement, old ICT equipment needs to be replaced with new ones to enhance efficiency and make work more interesting, motivating and pleasurable.

- ICT Facilities are Inadequate: The facilities available cannot satisfy the users' demand whenever the needs arise. This in effect means users will have to queue for a long period of time before they can have access to information.

- Economic Factor: The major factor affecting every facet of the economy is non-availability of funds to execute ICT project both for business or personal use. However, most individuals live below poverty line and thus cannot afford to be ICT complaint.

2.8 Staff and Information and Communication Technology

These are likely things that could happen to workers without Information and Communication Technology:

1. **Unemployment:** This could be a consequence for a worker without information and communication technology skills. Because most of the technology skills they have are no much more in use, so this will make them lose their present job and will be hard to get another.

2. **Inefficiency:** They will not be capable enough to perform their task. For instance, a worker that only has the skills of typewriter will not be able to use electronic typewriter and those ones with electronic typewriter skill only with not be able to make use of computer.

3. **Obsolescence:** This is also one of the consequences that could be experienced by workers without information and communication technology skills. Most of the machines and equipment they know how to use are out of date as a result of invention of new ones.

Chapter Three

Methodology

The research methodology for this study involved the collection of all necessary data and information that will make the research work, authentic and reliable.

3.1 Instrument Used

A questionnaire tagged "Essence of the Intranet, Extranet and the Internet on the Efficiency of an Organization" was designed by the researcher which was used as a tool for data gathering for the study. The items in the questions are placed in four point rating scale of "SA- Strongly Agree=4 A- Agree=3, D- Disagree=2 and SD- Strongly Disagree=1", respectively.

3.2 Population for the Study

Population in research means the total number of the subjects in the area of the study. Therefore, the population of this research consist of twenty (20) Guaranty Trust Bank, Unity Branch, Ilorin.

3.3 Sample and Sampling Techniques

The researcher's work was based on random sampling in which equal right or possibility of being chosen from the 20 workers making up the population was given to every element of the population.

3.4 Distribution and Collection of Data

The researcher administered the questionnaires to the respondents in the

organization used for the study. The respondents were given a day to fill the questionnaire after which the researcher went back to collect the questionnaires. The researcher spent two days to administer the questionnaire.

3.5 Method of Data Analysis

The data collected were analyzed using frequency distribution and percentages for the personal information of the respondents. The research questions were analyzed using percentages. A total number of twenty (20) questionnaires were distributed to the respondents'. All these were duly filled and returned to the researcher.

Chapter Four

Data Analysis

4.1   Introduction

This chapter gives information about the collection and analysis of the data collected for the research work. This chapter will be presented and data shown in tables and follows.

4.2 Results

Table 4.1:   Staff Have Telecommunication Gadgets At Their Disposal In An Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	05	25
Disagree	03	15
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.1 above showed that, 12 (60%) of the respondents strongly agreed and 5 (25%) of the respondents agreed that majority of the staff have telecommunication gadgets at their disposal in an organization, meanwhile 3 (15%) disagreed with the statement and no respondents for strongly disagreed with the statement.

This implied that staffs have telecommunication gadgets at their disposal in

an organization.

Table 4.2: There Is A Provision Of Intranet, Extranet And/Or Internet For Staff In An Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	14	70
Agree	02	10
Disagree	04	20
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.2 revealed that, 14 (70%) respondents strongly agreed and 2 (10%) agreed that there is a provision of intranet, extranet and/or internet for staff in an organization, only 4 (20%) of the respondents disagreed.

From the data above one can conclude that there is a provision of intranet, extranet and/or internet for staff in an organization.

Table 4.3: Inadequate Power Supply Affecting The Organization On The Use Of Intranet, Extranet And/Or Internet Infrastructure

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	05	25
Disagree	05	25
Strongly Disagree	00	0.00
Total	20	100

Table 4.3 revealed that, 10 (50%) of the respondents strongly agreed and 5 (25%) of the respondents agreed that inadequate power supply affecting the organization on the use of intranet, extranet and/or internet infrastructure while 5 (25%) were disagreed the assertion.

It implied that inadequate power supply affecting the organization on the use of intranet, extranet and/or internet.

Table 4.4:   Intranet, Extranet And/Or Internet Increase The Level Of The Productivity Of The Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	06	30
Disagree	04	20
Strongly Disagree	00	0.00
Total	20	100

The data in Table 4.4 revealed that 10 (50%) respondents strongly agreed and 6 (30%) agreed respectively that intranet, extranet and/or internet increases the level of the productivity of the organization; 4 (20%) respondents disagreed with the assertion.

This showed that intranet, extranet and/or internet has increases the level of the productivity of the organization.

Table 4.5:   Organization Deploy The Intranet, Extranet And/Or Internet To Aid Their Communication Profile.

Options	No. of Respondents	Percentages (%)

Strongly Agree	13	65
Agree	02	10
Disagree	05	25
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

The data in table 4.5 showed that, 13 (65%) of the respondents strongly agreed and 2 (10%) of the respondents agreed respectively that organization deploy the intranet, extranet and/or internet to aid their communication profile, while 5 (25%) disagreed with the notion.

Therefore the researcher concluded that organization deploys the intranet, extranet and/or internet to aid their communication profile.

Table 4.6: The Intranet, Extranet And/Or Internet Is A Modern Day Technology Which Enables The Efficient Performance Of The Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	02	10
Disagree	06	30
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.6 revealed that 12 (60%) of the respondents strongly agreed and 2 (10%) agreed respectively that the intranet, extranet and/or internet is a modern

day technology which enables the efficient performance of the organization; while 6 (30%) respondents disagreed with the statement.

This implied that intranet, extranet and/or internet is a modern day technology which enables the efficient performance of the organization.

Table 4.7: There Is A Provision Of Unlimited Access To These Technologies For Staff In An Organization

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	06	30
Disagree	04	20
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

The data in table 4.7 revealed that, 10 (50%) of the respondents strongly agreed and 6 (30%) of the respondent agreed, while 4 (20%) of the respondents disagreed with the statement that there is a provision of unlimited access to these technologies for staff in an organization.

This implied that there is a provision of unlimited access to these technologies for staff in an organization.

Table 4.8: The Organization That Does Use The Intranet, Extranet And The Internet Is Unlikely To Be Efficient.

Options	No. of Respondents	Percentages (%)
Strongly Agree	00	0.00
Agree	05	25

Disagree	10	50
Strongly Disagree	05	25
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.8 revealed that, 5 (25%) of the respondent agreed that the organization does use the intranet, extranet and the internet is unlikely to be efficient, while 10 (50%) disagreed and 5 (25%) strongly disagreed.

This showed that organization that does use the tertiary institution that does use the intranet, extranet and the internet is unlikely to be efficient.

Table 4.9:   The Benefit Derived From Using Intranet, Extranet And The Internet To Communicate Is At Lower When Situated Against Manual Means

Options	No. of Respondents	Percentages (%)
Strongly Agree	00	0.00
Agree	08	40
Disagree	00	0.00
Strongly Disagree	12	60
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.9 showed that, 8 (40%) of the respondents agreed that benefit derived from using intranet, extranet and the internet to communicate is at lower when situated against manual means while 12 (60%) of them disagreed with the statement. None of the respondents strongly agreed and strongly disagreed to

that statement.

This revealed that benefit derived from using intranet, extranet and the internet to communicate is at lower when situated against manual means

Table 4.10: Intranet, Extranet And The Internet Are Efficient And Have A Broad Band For Fast Connectivity

Options	No. of Respondents	Percentages (%)
Strongly Agree	13	65
Agree	05	25
Disagree	02	10
Strongly Disagree	00	25
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.10 revealed that, 13 (65%) of the respondents strongly agreed that intranet, extranet and the internet are efficient and have a broad band for fast connectivity, 5 (25%) of the respondents agreed and 2 (10%) of the respondents disagreed that intranet, extranet and the internet are efficient and have a broad band for fast connectivity.

This means that intranet, extranet and the internet are efficient and have a broad band for fast connectivity.

Table 4.11: It Is Inevitable For Organization To Invest In The Deployment Of Intranet, Extranet And The Internet Facilities.

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	05	25

Disagree	05	25
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.11 showed that, 10 (50%) of the respondents strongly agreed that it is inevitable for organization to invest in the deployment of intranet, extranet and the internet facilities, while 5 (25%) of the respondents agreed with the statement and 5 (25%) disagreed with the motion.

The data in the table above means that it is inevitable for organization to invest in the deployment of intranet, extranet and the internet facilities.

Table 4.12: There Are Inadequate Intranet, Extranet And The Internet Facilities In The Organization

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	04	20
Disagree	04	20
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.12 revealed that, 12 (60%) of the respondents strongly agreed while 4 (20%) respondents agreed respectively; the total number of 4 (22%) respondents disagreed while there were no responses on strongly disagreed that there are inadequate of intranet, extranet and the internet facilities in the organization.

This implies that there are inadequate intranet, extranet and the internet

facilities in the organization.

Table 4.13: The Cost Of Maintaining Intranet, Extranet And The Internet Can Be Said To Have Affected The Profit Earning By Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	00	0.00
Agree	08	40
Disagree	12	60
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

From the table 4.13 above showed that, 8 (40%) of the respondents agreed that the cost of maintaining intranet, extranet and the internet can be said to have affected the profit earning by organization, 12 (60%) of the respondents disagreed with the statement.

It implied that the cost of maintaining intranet, extranet and the internet cannot be said to have affected the profit earning by organization.

Table 4.14: There Are Electronic Gadgets For Training In The Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	03	15
Disagree	05	25
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.14 showed that, 12 (60%) of the respondents strongly agreed and 3 (15%) of the respondents agreed that there are electronic gadgets for training in the organization. It implied that there are electronic gadgets for training in the organization.

Table 4.15: Organization Needs The Intranet, Extranet And The Internet In Order To Operate In A Global Market And Interact With A Global Audience

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	06	30
Disagree	04	20
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.15 revealed that, 10 (50%) of the respondents strongly agreed that the

organization need the intranet, extranet and the internet in order to operate in a global market and interact with a global audience, 6 (30%) of them agreed with the statement and only 4 (20%) disagreed with the motion. There was no response on strongly disagreed.

This implied that the organization needs the intranet, extranet and the internet in order to operate in a global market and interact with a global audience.

Table 4.16: Staffs Are Encouraged To Use Electronic-Mail (E-Mail) As A Communication Channel

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	08	40
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.16 revealed that, 12 (60%) of the respondents strongly agreed while 8 (40%) of the respondents agreed that staffs are encouraged to use electronic-mail (E-mail) as a communication channel. There was no respondent for disagreed and strongly disagreed respectively.

Table 4.17 There Is Inadequate The Intranet, Extranet And The Internet Infrastructural In The Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	08	40
Disagree	02	10
Strongly Disagree	00	0.00
Total	**20**	**100**

Source: Researcher's fieldwork, 2025

Table 4.17 revealed that, 10 (50%) of the respondents strongly agreed and 8 (40%) of the respondent agreed respectively with the assertion that there is inadequate the intranet, extranet and the internet infrastructural in the organization, only 2 (10%) respondents disagreed with the opinion. There was no response on strongly disagreed.

This implied that there is inadequate the intranet, extranet and the internet infrastructural in the organization.

Table 4.18 The Intranet, Extranet And The Internet Solves Problem Facing Workers To Perform Their Functions In Organization.

Options	No. of Respondents	Percentages (%)
Strongly Agree	12	60
Agree	08	40
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	20	100

Source: Researcher's fieldwork, 2025

Table 4.18 revealed that, 12 (60%) of the respondents strongly agreed and 8 (40%) of the respondents agreed respectively; while there were no responses on disagreed strongly disagreed respectively.

This implies that the intranet, extranet and the internet solve problem facing workers to perform their functions in organization.

Table 4.19 The Intranet, Extranet And The Internet Enables An Organization To Be A Global Player

Options	No. of Respondents	Percentages (%)
Strongly Agree	18	90
Agree	00	0.00
Disagree	02	10
Strongly Disagree	00	0.00
Total	20	100

Table 4.19 revealed that, 10 (90%) of the respondents strongly agreed that the intranet, extranet and the internet enables an organization to be a global player while 2 (10%) of the respondents disagreed with the assertion.

This implied that intranet, extranet and the internet enables an organization to be a global player.

Table 4.20 Without The Intranet, Extranet And The Internet An Organization Cannot Be Completive In Today Business.

Options	No. of Respondents	Percentages (%)
Strongly Agree	10	50
Agree	08	40
Disagree	02	10
Strongly Disagree	00	0.00
Total	20	100

Table 4.20 revealed that, 10 (60%) respondents strongly agreed and 8 (40%) of the respondent agreed that without the intranet, extranet and the internet an organization cannot be completive in today business, while 2 (10%) respondents disagreed with the statement.

This means that without the intranet, extranet and the internet an organization cannot be completive in today business.

Chapter Five

Summary, Conclusion And Recommendations

5.1 Summary

The summary of the project was to examine the Essence of the Intranet, Extranet and the Internet on the Efficiency of an Organization in Guaranty Trust Bank, Unity Branch, Ilorin. The study stated five specific objectives among which include examining the use of internet for the management of the institutions. In line with the specific objectives, five research questions were raised which include to what extent is the use of internet for the management of the institution.

Based on this, survey research design was adopted for the study. The population for the study comprised of twenty (20) staff from the organization, out of this random sampling was used to select 20 (20%) respondents across all levels in the organization. Frequency distribution and percentages was used to analyse the data collected for the study. The major findings of the study include that;

i. Many of the respondents had skills and competences to use internet.

ii. Internet services were not made available for 24 hours a day and 7 days a week by the organization.

iii. Internet provides lower cost of communication among staffs of the organization.

iv. Internet provides the organization the opportunity to do online training at the

beginning of each year.

v.   Internet permits organization to have a wider coverage of publicity in showcasing their activities, programmes, events etc.

5.2   Conclusion

Based on the findings of the study, it was concluded that internet facilities should always be provided 24/7 in the organization for purpose of enhance easy communication between and among the management, and staff. This is because internet serves as a means of easy communication with a least cost and wider coverage.

It was also concluded that internet should be used in the process of training and learning. This will encourage and motivate staff to have learning autonomous, attract the interest of the staff and increase their working performances since training will no longer be restricted within the four walls of the organization.

The uses of internet add to the quality of work carried out in an organization by secretaries. The use of internet has really improved effectiveness and skills in recent times. Moreover, we are in the world of computer these of computer facilities quick and neat job. In fact, without internet, the job of secretaries in an organization would have been very time consuming and tedious but the invention of the technology has eradicated the fatigue experiences by the secretaries in the course of their jobs.

Speedily, it is of utmost important that secretaries should be conversant with

the latest office technology; this will help her to be familiar with this technology especially (internet) and when call upon to operate it, it will not look strange to her, apart from this, it is a prestige on her own part.

It was concluded that internet should be used in the performances and processes of creation, manipulation, dissemination, storage, retrieval and usage of information and administrative duties and functions. This is because at the long run it is cost effective.

5.3 Recommendations

Based on the findings and conclusion of the study, the following recommendations are made;

i.   Internet should be provided 24/7 in the organization in other to facilitate easy communication between and among the staffs and management, also to encourage research collaboration between the staff and the organization.

ii. Staffs should be encourage to use internet in the process of training and learning so as to make training to be autonomous, interesting and motivating especially in this era of technological development.

iii. Managements should also provide necessary facilities such as computers and software that will facilitate effective use of internet in the performances of administrative duties and functions.

iv. Internet should be used by organization to show case and publicize their

activities, event and programme. This will make the organization to have a wider coverage in terms of popularity and the whole world will be aware of their achievement

v.   As said earlier, the secretary should be considered while planning an office; they should endeavor to give them (staff) continuous training to enable them update their knowledge and skills on internet for more effectiveness.

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APPENDIX 1

KWARA STATE POLYTECHNIC ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear respondent,

I am a student in the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. I am at present conducting a research and writing a project on **Essence of the Intranet, Extranet and the Internet on the Efficiency of an Organization.**

The exercise is important in partial fulfillment of the requirements for the award of National Diploma in Office Technology and Management of the institution.

Rest assured that the researcher ethics of anonymity and confidentially will be strictly adhered to.

Yours faithfully,

ALAYANDE ABDULROKIB ALAO

ND/23/OTM/FT/0102

KWARA STATE POLYTECHNIC, ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Madam,

RESEARCH QUESTIONNAIRE

This questionnaire is designed to solicit information from you on **"Essence of the Intranet, Extranet and the Internet on the Efficiency of an Organization."** kindly complete the questions below. Please you are assured that information supplied will be treated with utmost confidentiality.

Yours faithfully,

ALAYANDE ABDULROKIB ALAO

ND/22/OTM/FT/0102

Questionnaires

1. Staffs have telecommunication gadgets at their disposal in an organization.

   (a) Strongly Agree (   )   (b) Agree (   )

   (c) Disagree (   )   (d) Strongly Disagree (   )

2. There is a provision of intranet, extranet and/or internet for staff in an organization.

   (a) Strongly Agree (   )   (b) Agree (   )

   (c) Disagree (   )   (d) Strongly Disagree (   )

3. Inadequate power supply affecting the organization on the use of intranet, extranet and/or internet infrastructure.

   (a) Strongly Agree (   )   (b) Agree (   )

   (c) Disagree (   )   (d) Strongly Disagree (   )

4. Intranet, extranet and/or internet increase the level of the productivity of the organization.

   (a) Strongly Agree (   )   (b) Agree (   )

   (c) Disagree (   )   (d) Strongly Disagree (   )

5. The organizations are deploy the intranet, extranet and/or internet to aid their communication profile.

   (a) Strongly Agree (   )   (b) Agree (   )

   (c) Disagree (   )   (d) Strongly Disagree (   )

6. The intranet, extranet and/or internet is a modern day technology which

enables the efficient performance of organization.

(a) Strongly Agree (   )   (b) Agree ( )

(c) Disagree (   )   (d) Strongly Disagree ( )

7. There is a provision of unlimited access to these technologies for staff in an

     organization.

(a) Strongly Agree (   )   (b) Agree ( )

(c) Disagree (   )   (d) Strongly Disagree ( )

8. The organization that does use the intranet, extranet and the internet is

     unlikely to be efficient.

(a) Strongly Agree (   )   (b) Agree ( )

(c) Disagree (   )   (d) Strongly Disagree ( )

9. The benefit derived from using intranet, extranet and the internet to

     communicate is at lower when situated against manual means

(a) Strongly Agree (   )   (b) Agree ( )

(c) Disagree (   )   (d) Strongly Disagree ( )

10. Intranet, extranet and the internet are efficient and have a broad band for fast

     connectivity.

(a) Strongly Agree (   )   (b) Agree ( )

(c) Disagree (   )   (d) Strongly Disagree ( )

11. It is inevitable for organization to invest in the deployment of intranet, extranet

     and the internet facilities.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

12. There are inadequate intranet, extranet and the internet facilities in the
organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

13. The cost of maintaining intranet, extranet and the internet can be said to have
affected the profit earning by organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

14. There are electronic gadgets for training in the organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

15. Organization needs the intranet, extranet and the internet in order to operate in
a global market and interact with a global audience

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

16. Staffa are encouraged to use electronic-mail (E-mail) as a communication
channel

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

17. There is inadequate the intranet, extranet and the internet infrastructural in the
    organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

18. The intranet, extranet and the internet solves problem facing workers to
    perform their functions in organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

19. The intranet, extranet and the internet enable the organization to be a global
    player

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

20. Without the intranet, extranet and the internet organization cannot be
    completive in today business.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )