

**ROLES OF COMMUNICATION DEVICE IN
ENHANCING THE EFFICIENCY OF INFORMATION
DISSEMINATION IN ORGANIZATION**

BY

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APPROVAL PAGE

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. In partial fulfilment of the requirements for the award of National Diploma in Office Technology and Management.

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DEDICATION

I dedicate this project to God Almighty, the giver of life, wisdom, strength and understanding. His endless grace and mercy have sustained me throughout this journey and for that, I am eternally grateful. To my wonderful Parent, your unconditional love, sacrifices and constant encouragement have been my backbone. This achievement is as much yours as it is mine.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Effective communication is fundamental to the smooth operation and success of any organization. As businesses and organizations grow increasingly reliant on technology, communication devices have emerged as crucial tools for enhancing the efficiency of information dissemination. These devices, ranging from mobile phones and email systems to advanced collaboration platforms like Slack, Zoom, and Microsoft Teams, enable faster, more efficient sharing of information across various organizational levels (Barrett, 2019). The ability to communicate seamlessly and instantly with team members, clients, and stakeholders plays a significant role in improving organizational efficiency and decision-making (Kohli & Melville, 2019).

Historically, communication within organizations was slow and often required physical presence, leading to delays and potential misunderstandings. However, with the advent of digital communication technologies, organizations have been able to overcome these limitations. Communication devices today allow real-time interaction and the immediate dissemination of information, fostering a more agile and informed workforce (Richter & Hauff, 2018). Furthermore, these devices reduce the reliance on traditional, time-consuming communication methods such as memos, letters, and face-to-face meetings (Murray & Lang, 2017).

Several studies have shown that the integration of digital communication devices enhances overall productivity and supports collaboration among remote teams. According to Verghese (2020), organizations that adopt advanced communication tools have reported increased efficiency in operations, improved employee engagement, and faster decision-making. The research also highlights that these devices allow for better documentation and tracking of communication, which

contributes to more effective knowledge management and decision support systems (Kettunen, 2021).

In light of these developments, this study aims to investigate how communication devices contribute to the effectiveness of information dissemination within organizations. By exploring real-world examples and case studies, the study will assess the extent to which these devices improve organizational communication and the factors that influence their success or failure in various organizational contexts.

1.2 Statement of the Problem

In today's fast-paced business world, effective communication is vital for organizational success. Despite widespread use of devices like mobile phones, email, and collaborative platforms, many organizations struggle with inefficient information dissemination, causing delays and misunderstandings (Kohli & Melville, 2019; Barrett, 2019).

While digital tools like video conferencing and instant messaging offer real-time communication, issues such as information overload, lack of personal connection, and security concerns can limit their effectiveness (Richter & Hauff, 2018). Many organizations also face challenges integrating these devices into cohesive communication strategies, leading to inconsistent information flow (Murray & Lang, 2017).

There is limited research on how various communication devices collectively enhance organizational efficiency, creating a gap in understanding their full impact (Verghese, 2020). This study aims to address how communication devices can be strategically used to improve information dissemination, exploring their challenges, benefits, and ways to optimize communication for better organizational performance.

1.3 Objective of the Study

The primary objective of this study is roles of communication devices in enhancing the efficiency of information dissemination within organizations. The specific objectives of the study are:

1. To assess the impact of communication devices on the speed and accuracy of information flow within organizations.
2. To evaluate how communication tools contribute to improving organizational efficiency and decision-making.
3. To identify challenges and barriers organizations face in utilizing communication devices for effective information dissemination.
4. To examine employee perceptions regarding the effectiveness and usability of communication devices in their work environment.
5. To provide strategies for optimizing the use of communication devices to enhance information dissemination and organizational communication.

1.4 Research Questions

Based on the above specific objectives of the study, the following research questions were raised to guide the study.

1. What is the impact of communication devices on the speed and accuracy of information dissemination within organizations?
2. In what ways do communication tools contribute to improving organizational efficiency and decision-making?
3. What are the challenges and barriers organizations face in utilizing communication devices for effective information dissemination?

4. What is the perception of employees on the effectiveness and usability of communication devices in their work environment?
5. What strategies can organizations implement to optimize the use of communication devices and enhance information dissemination?

1.5 Significance of the Study

This study on the roles of communication devices in enhancing information dissemination is important for both organizations and employees.

For organizations, it offers insights into selecting and using effective communication tools to improve information flow, decision-making, and response times, helping maintain competitiveness. It also identifies barriers to effective use and suggests strategies for better integration, knowledge management, and organizational learning.

For employees, the study highlights how improved communication reduces misunderstandings and meets user needs, fostering engagement and teamwork. Better use of communication devices boosts productivity, streamlines workflows, and supports a positive work culture by keeping employees informed and involved.

1.6 Delimitation of the Study

This study focuses on the role of communication devices—such as mobile phones, email, video conferencing tools (Zoom, Microsoft Teams), and collaboration platforms (Slack, Trello)—in enhancing information dissemination efficiency within medium to large corporate organizations in urban areas like Ilorin township. It excludes traditional communication methods, small businesses, non-profits, rural areas, and entry-level employees, targeting mid-level managers and above. The research covers devices used in the past five years to reflect recent technological trends. These boundaries help maintain a clear and focused scope.

1.7 Limitation of the Study

While this study provides valuable insights into the role of communication devices in enhancing information dissemination within organizations, there are several limitations to consider. First, the research is limited by its focus on a specific set of communication devices, primarily mobile phones, email systems, video conferencing tools, and collaborative software. Other emerging communication technologies, such as artificial intelligence-powered tools or more specialized communication platforms, are not included in the analysis, which may limit the comprehensiveness of the findings.

Second, the study is confined to medium and large-sized organizations in urban areas, which may not reflect the communication needs and practices of smaller organizations or those in rural locations where digital infrastructure may be less advanced. The findings may therefore not be generalizable to organizations in different geographical settings or sectors with limited access to modern communication technologies.

CHAPTER TWO

LITERATURE REVIEW

This literature review examines the role of communication devices in enhancing the efficiency of information dissemination within organizations. It explores various aspects of communication tools, including their impact on information flow, challenges faced during their use, and their influence on employee collaboration and organizational efficiency. The review will be conducted under the following sub headings.

2.1 Importance of Communication Devices in Organizational Efficiency

2.2 The Role of Digital Tools in Enhancing Information Flow

2.3 Efficiency Gains from Communication Devices

2.4 Challenges in the Use of Communication Devices

2.5 Employee Adoption and Perception of Communication Devices

2.1 Importance of Communication Devices in Organizational Efficiency

In today's fast-paced and technology-driven world, communication plays a pivotal role in the efficiency and overall performance of organizations. The advent of communication devices has revolutionized how businesses disseminate information, making the process quicker, more accurate, and less prone to human error. These tools, which range from emails, instant messaging, video conferencing, to cloud-based platforms, are not just supplementary elements but fundamental to the smooth operation of modern organizations. Their role in enhancing the efficiency of information dissemination is immeasurable, as they provide a broad spectrum of benefits that positively impact organizational communication and productivity.

One of the most significant advantages of communication devices in organizational settings is their ability to increase the speed and efficiency of information dissemination. Before the widespread use of digital communication tools, organizations relied heavily on traditional communication methods such as memos, face-to-face meetings, and phone calls, which were often time-consuming. Today, communication devices such as emails, instant messaging apps, and cloud-based platforms allow for real-time communication, dramatically reducing the time taken to disseminate critical information (Brynjolfsson & McAfee, 2014). With tools like instant messaging and video conferencing, information can be shared immediately, regardless of geographical location, allowing organizations to respond to situations promptly and make quicker decisions (Choudhury, 2021). This instant access to information streamlines the process of communication, ensuring that employees have the necessary data when they need it and can act quickly.

Communication devices also play a crucial role in fostering collaboration and improving team coordination. In traditional settings, team collaboration often depended on face-to-face interactions, which could be limiting, particularly in globalized organizations where teams are spread across different locations. Communication tools such as video conferencing, cloud storage, and collaborative platforms like Slack and Microsoft Teams allow teams to work together seamlessly, irrespective of their physical location (Kraut et al., 2014). These platforms enable real-time sharing of ideas, documents, and resources, thus enhancing teamwork and ensuring that everyone is on the same page. By improving the communication flow, these devices contribute significantly to team efficiency and cohesion, which directly impacts organizational success (Hinds & Bailey, 2003).

2.2 The Role of Digital Tools in Enhancing Information Flow

Digital tools have become indispensable in enhancing the flow of information within organizations, revolutionizing how communication occurs in the modern workplace.

The shift from traditional communication methods to digital tools has not only increased the speed and efficiency of information dissemination but has also provided organizations with greater flexibility and reach. In today's interconnected world, the role of digital tools in enhancing information flow is evident in their ability to streamline communication processes, reduce barriers, and improve collaboration across various organizational levels.

One of the most significant contributions of digital tools to the flow of information is their ability to facilitate real-time communication, which allows for instant sharing of information among employees. Tools like instant messaging platforms, video conferencing software, and emails have drastically reduced the time required to communicate, enabling faster decision-making and action (Brynjolfsson & McAfee, 2014). For instance, with tools like Slack, Microsoft Teams, or Zoom, employees can instantly connect with colleagues, regardless of geographical location, enabling the rapid exchange of information. This instant access to data enhances productivity, reduces delays, and ensures that employees remain well-informed and aligned with organizational goals (Kraut et al., 2014). The real-time nature of these digital tools supports timely responses, critical in fast-paced industries where delay in communication could result in lost opportunities or competitive disadvantage.

Digital tools also play a pivotal role in improving collaboration across different teams and departments. In traditional organizational setups, employees often faced challenges in collaborating due to geographic distances, time zone differences, and the need for physical meetings. However, digital tools, especially cloud-based platforms, allow employees to work collaboratively on shared documents, conduct meetings, and provide feedback in real-time (Choudhury, 2021). Platforms like Google Drive, Dropbox, and collaborative software like Trello and Asana allow for seamless document sharing and task management, ensuring that employees can access the most up-to-date information and contribute to projects efficiently. This interconnectedness

fosters greater teamwork, facilitates knowledge sharing, and enhances the collective problem-solving capabilities of teams, all of which contribute to the organization's overall success (Sterne, 2010).

2.3 Efficiency Gains from Communication Devices

Communication devices have become essential to modern organizational operations, and their role in enhancing the efficiency of information dissemination is undeniable. The use of these devices has led to significant efficiency gains across various facets of business operations, including faster decision-making, improved coordination, and the seamless sharing of information. As organizations increasingly depend on these tools, the efficiency gains they provide are becoming more evident, particularly in terms of productivity, responsiveness, and overall organizational performance.

One of the most prominent efficiency gains from communication devices is the speed at which information is disseminated. Traditional communication methods, such as face-to-face meetings or physical memos, often introduce delays due to logistical constraints, such as scheduling conflicts or geographical distances. However, communication devices, especially mobile phones, emails, instant messaging platforms, and video conferencing tools, have drastically reduced these delays (Brynjolfsson & McAfee, 2014). For instance, email and messaging apps enable the immediate transmission of information across the organization, which is particularly useful for businesses operating in global or distributed environments. The real-time exchange of data and updates allows decision-makers to make quicker, more informed decisions, which is essential in fast-paced industries where time is of the essence (Kraut et al., 2014).

Furthermore, the integration of communication devices into organizational processes leads to improvements in productivity. With tools like instant messaging, collaborative platforms (e.g., Microsoft Teams, Slack), and cloud-based software (e.g., Google Drive, Dropbox), employees can easily share information, collaborate on tasks, and

receive instant feedback. This seamless flow of communication enables faster task completion and reduces the need for repeated meetings or information gathering (Sterne, 2010). By using these tools, employees spend less time searching for data or clarifying instructions and can focus more on their core tasks. Consequently, the productivity of the workforce increases, which contributes to better business outcomes and a more agile organization (Choudhury, 2021).

2.4 Challenges in the Use of Communication Devices

While communication devices have undoubtedly enhanced the efficiency of information dissemination in organizations, their use is not without challenges. Organizations must be mindful of several obstacles that can hinder the optimal use of these devices, impacting the effectiveness of communication. These challenges include issues related to security, technological overload, miscommunication, and the potential for decreased face-to-face interactions, which can undermine the overall communication process. Understanding these challenges is essential for organizations to implement solutions that allow them to fully harness the benefits of communication devices while mitigating their negative consequences.

One of the primary challenges organizations face in using communication devices is the issue of **security and data privacy**. As communication devices increasingly handle sensitive business data and customer information, organizations are exposed to cyber threats such as data breaches, hacking, and phishing attacks. According to a report by Ponemon Institute (2020), 60% of organizations reported at least one security breach due to the improper use of communication tools or devices. Communication devices, particularly mobile phones, emails, and messaging platforms, are vulnerable to unauthorized access if not properly secured. The rise of remote work, which has further accelerated the adoption of digital communication tools, has intensified concerns about maintaining the confidentiality of business data (Chaudhry et al., 2021). These security risks can lead to significant financial losses, reputational

damage, and legal consequences if sensitive information is exposed or compromised. To mitigate these risks, organizations must invest in secure communication tools and robust cybersecurity measures, such as encryption, multi-factor authentication, and regular security training for employees.

Another challenge is **technological overload**, which occurs when employees are inundated with an overwhelming amount of digital communication. The constant stream of emails, instant messages, notifications, and alerts can lead to information fatigue and diminished productivity. A study by Mark et al. (2018) highlighted that workers often experience stress and burnout due to the sheer volume of digital communication they must manage on a daily basis. This can negatively affect their ability to prioritize important tasks, as the incessant flow of messages can create distractions and reduce focus. Additionally, employees may struggle to differentiate between urgent and non-urgent communication, leading to delays in responding to critical information. To address technological overload, organizations can implement strategies such as prioritizing communication channels, setting boundaries around after-hours communication, and providing training on effective communication management (Sterne, 2010).

2.5 Employee Adoption and Perception of Communication Devices

The successful adoption and integration of communication devices in an organization significantly depend on how employees perceive these tools and their willingness to adopt them. Effective use of communication technology in enhancing the efficiency of information dissemination requires a positive attitude and full engagement from the workforce. However, employees' adoption of communication devices and their perceptions of these technologies can vary widely based on factors such as individual preferences, technological competence, organizational culture, and the perceived benefits and challenges associated with these tools. Understanding these factors is

essential for organizations seeking to optimize the use of communication devices for improved efficiency.

The rate at which employees adopt communication devices is influenced by several factors, including the perceived ease of use, the perceived usefulness of the technology, and the level of support provided by the organization. According to the Technology Acceptance Model (TAM) proposed by Davis (1989), two key determinants of technology adoption are the perceived ease of use and perceived usefulness. Employees are more likely to embrace communication devices when they perceive these tools as user-friendly and capable of enhancing their productivity. For instance, mobile phones, instant messaging platforms, and collaborative tools like Slack or Microsoft Teams are often readily accepted by employees because they facilitate quick communication and easy access to information (Venkatesh & Davis, 2000). The introduction of new technologies, however, can lead to resistance if employees feel that the tools are too complex, do not align with their needs, or require significant training to use effectively (Chau, 2001).

In organizations, training programs and adequate support systems play a crucial role in easing the adoption process. When employees are given the necessary training and resources to navigate new communication tools, they are more likely to perceive these tools as beneficial. Research by Rogers (2003) suggests that perceived compatibility, or the degree to which the technology fits with employees' existing work practices and needs, also significantly affects adoption. For example, employees are more likely to adopt communication devices if these tools are aligned with their job functions and if they perceive them as offering clear advantages, such as quicker communication or easier collaboration.

CHAPTER THREE

METHODOLOGY

This chapter outlined the research methodology used to investigate the roles of communication device in enhancing the efficiency of information dissemination in organization. The following sections detailed each step under which the methodology is been discussed.

3.1 Instrument Used

3.2 Population of the Study

3.3 Sample and Sampling Techniques

3.4 Distribution and Collection of Data

3.5 Reliability

3.6 Validity

3.7 Method of Data Analysis

3.1 Instrument Used

The primary instrument used for data collection in this study was a structured questionnaire. The questionnaire was designed by the researcher to capture the perspectives, experiences, and opinions of employees regarding the role of communication devices in enhancing the efficiency of information dissemination within their organization. The questionnaire was structured into several sections, each focusing on different aspects of communication devices, such as mobile phones, email systems, video conferencing tools, and collaborative platforms.

The instrument included closed-ended questions to provide quantitative data. This approach enabled a comprehensive understanding of how communication devices affect information flow, efficiency, and decision-making. The questionnaire also

incorporated a four-point Likert scale (ranging from "Strongly Agree" to "Strongly Disagree") to assess the level of agreement with specific statements about the impact of these communication tools on organizational performance.

3.2 Population of the Study

The population of this study consisted of employees working in various departments within organizations that actively use communication devices for information dissemination. The study was conducted on selected organization in Ilorin metropolis, targeting employees who utilize mobile phones, email systems, video conferencing, and collaborative platforms as part of their daily communication.

The study specifically targeted employees who are involved in routine communication and decision-making processes and who regularly interact using communication devices. The total population from which the sample was drawn was approximately 120 employees, based on available records of active employees in selected organization within the study area.

3.3 Sample and Sampling Techniques

For this study, a simple random sampling technique was employed to select the sample. Random sampling was chosen to ensure every employee in the population had an equal chance of being selected, thus minimizing selection bias. From the total population of 120 employees, a sample of 60 employees was chosen for the study. This sample size was deemed manageable and sufficient for obtaining reliable data on the role of communication devices in enhancing information dissemination.

3.4 Distribution and Collection of Data

The questionnaires were distributed to the selected sample of employees within the chosen organization. The distribution was done by the researcher along with the assistance of research assistant who helped administer the questionnaires to the participants. The data collection process lasted for two weeks, during which follow-

up reminders were sent to encourage participants to complete and return the questionnaires. This strategy was employed to enhance the response rate and minimize non-response bias.

3.5 Reliability

Reliability refers to the consistency of the research instrument in yielding stable and consistent results under consistent conditions. To assess the reliability of the questionnaire, a pilot test was conducted with 10 employees from a similar organization who were not part of the actual study sample. The purpose of the pilot test was to evaluate the clarity, comprehensibility, and consistency of the questions.

The results from the pilot test were analyzed, and adjustments were made to improve the instrument's clarity and consistency. After addressing feedback and refining the questionnaire, the instrument was deemed reliable for the main study, as it consistently measured the intended constructs across different participants.

3.6 Validity

Validity refers to the extent to which the research instrument accurately measures what it is intended to measure. To ensure the validity of the questionnaire, the instrument was reviewed by two experts in organizational communication and information management. These experts provided feedback on the relevance and clarity of the questions, suggesting minor modifications to improve the quality of the instrument's content validity.

After incorporating their feedback, the instrument was refined to ensure it accurately captured the role of communication devices in enhancing information dissemination. The final version of the questionnaire was validated, ensuring it appropriately measured the intended constructs related to communication efficiency and organizational performance.

3.7 Method of Data Analysis

The data collected from the completed questionnaires were analyzed using descriptive statistics, which involved summarizing the data through frequency distributions and percentages. This allowed the researcher to present a comprehensive overview of the participants' responses to various statements about the role of communication devices in enhancing information dissemination within organizations. The analysis also included the identification of trends and patterns regarding the effectiveness of communication tools in improving organizational communication.

The results were presented in tables in the subsequent chapter to provide clear visual representations of the findings and facilitate a deeper understanding of the data.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the analyses of findings of the study on the roles of communication devices in enhancing the efficiency of information dissemination within organizations. The analysis is based on data collected from the structured questionnaires administered to employees. The data is presented in the form of tables, each showing responses to key questions.

4.2 Results

Table 4.1: Communication devices enhance the efficiency of information dissemination in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	40	66.7
Agree	15	25
Disagree	3	5
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.1 above showed that 40 (66.7%) respondents strongly agreed and 15 (25%) respondents agreed that communication devices enhanced the efficiency of information dissemination in the organization. Meanwhile, 3 (5%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.2: Communication devices improve the speed of information sharing in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	38	63.3
Agree	17	28.3
Disagree	4	6.7
Strongly Disagree	1	1.7
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.2 above showed that 38 (63.3%) respondents strongly agreed and 17 (28.3%) respondents agreed that communication devices improved the speed of information sharing. However, 4 (6.7%) respondents disagreed and 1 (1.7%) respondent strongly disagreed with the statement.

Table 4.3: Communication devices facilitate faster decision-making in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	33	55
Agree	20	33.3
Disagree	5	8.3
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.3 above indicated that 33 (55%) respondents strongly agreed and 20 (33.3%) respondents agreed that communication devices facilitated faster decision-making. Meanwhile, 5 (8.3%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.4: Communication devices reduce communication gaps in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	30	50
Agree	25	41.7
Disagree	3	5
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.4 above revealed that 30 (50%) respondents strongly agreed and 25 (41.7%) respondents agreed that communication devices reduced communication gaps. On the other hand, 3 (5%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.5: Communication devices improve team coordination in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	28	46.7
Agree	22	36.7
Disagree	7	11.7
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.5 above showed that 28 (46.7%) respondents strongly agreed and 22 (36.7%) respondents agreed that communication devices improved team coordination. In contrast, 7 (11.7%) respondents disagreed and 3 (5%) respondents strongly disagreed with the statement.

Table 4.6: Communication devices increase the overall productivity of employees in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	35	58.3
Agree	18	30
Disagree	5	8.3
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.6 above indicated that 35 (58.3%) respondents strongly agreed and 18 (30%) respondents agreed that communication devices increased the overall productivity of employees. However, 5 (8.3%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.7: The use of communication devices help in achieving organizational goals more effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	30	50
Agree	20	33.3
Disagree	7	11.7
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.7 above showed that 30 (50%) respondents strongly agreed and 20 (33.3%) respondents agreed that the use of communication devices helped in achieving organizational goals more effectively. On the other hand, 7 (11.7%) respondents disagreed and 3 (5%) respondents strongly disagreed with the statement.

Table 4.8: Communication devices provide real-time access to information in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	35	58.3
Agree	15	25
Disagree	7	11.7
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.8 above showed that 35 (58.3%) respondents strongly agreed and 15 (25%) respondents agreed that communication devices provided real-time access to information. However, 7 (11.7%) respondents disagreed and 3 (5%) respondents strongly disagreed with the statement.

Table 4.9: Communication devices help employees to multitask effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	33	55
Agree	18	30
Disagree	6	10
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.9 above revealed that 33 (55%) respondents strongly agreed and 18 (30%) respondents agreed that communication devices helped employees to multitask effectively. In contrast, 6 (10%) respondents disagreed and 3 (5%) respondents strongly disagreed with the statement.

Table 4.10: The use of instant messaging improve communication speed in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	40	66.7
Agree	15	25
Disagree	3	5
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.10 above showed that 40 (66.7%) respondents strongly agreed and 15 (25%) respondents agreed that the use of instant messaging improved communication speed in their organization. However, 3 (5%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.11: Email improve formal communication in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	42	70
Agree	12	20
Disagree	4	6.7
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.11 above showed that 42 (70%) respondents strongly agreed and 12 (20%) respondents agreed that email improved formal communication in their organization. In contrast, 4 (6.7%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.12: Communication devices help in reducing communication barriers within your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	32	53.3
Agree	20	33.3
Disagree	5	8.3
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.12 above showed that 32 (53.3%) respondents strongly agreed and 20 (33.3%) respondents agreed that communication devices helped in reducing communication barriers. However, 5 (8.3%) respondents disagreed and 3 (5%) respondents strongly disagreed with the statement.

Table 4.13: Communication devices improve the quality of interactions among employees in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	36	60
Agree	18	30
Disagree	5	8.3
Strongly Disagree	1	1.7
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.13 above showed that 36 (60%) respondents strongly agreed and 18 (30%) respondents agreed that communication devices improved the quality of interactions among employees. Meanwhile, 5 (8.3%) respondents disagreed and 1 (1.7%) respondent strongly disagreed with the statement.

Table 4.14: The use of cloud-based tools improve collaboration among employees in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	33	55
Agree	20	33.3
Disagree	5	8.3
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.14 above revealed that 33 (55%) respondents strongly agreed and 20 (33.3%) respondents agreed that cloud-based tools improved collaboration among employees. On the other hand, 5 (8.3%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.15: Communication devices help employees stay informed about important organizational updates in real-time

Options	No. of Respondents	Percentage (%)
Strongly Agree	34	56.7
Agree	18	30
Disagree	6	10
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.15 above showed that 34 (56.7%) respondents strongly agreed and 18 (30%) respondents agreed that communication devices helped employees stay informed about important organizational updates in real-time. However, 6 (10%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.16: Video conferencing improve communication in your organization, especially for remote teams

Options	No. of Respondents	Percentage (%)
Strongly Agree	38	63.3
Agree	16	26.7
Disagree	4	6.7
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.16 above revealed that 38 (63.3%) respondents strongly agreed and 16 (26.7%) respondents agreed that video conferencing improved communication, especially for remote teams. Meanwhile, 4 (6.7%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.17: Communication devices reduce misunderstandings in organizational communication

Options	No. of Respondents	Percentage (%)
Strongly Agree	29	48.3
Agree	22	36.7
Disagree	6	10
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.17 above showed that 29 (48.3%) respondents strongly agreed and 22 (36.7%) respondents agreed that communication devices reduced misunderstandings in organizational communication. However, 6 (10%) respondents disagreed and 3 (5%) strongly disagreed with the statement.

Table 4.18: Communication devices help employees maintain a work-life balance

Options	No. of Respondents	Percentage (%)
Strongly Agree	25	41.7
Agree	20	33.3
Disagree	10	16.7
Strongly Disagree	5	8.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.18 above revealed that 25 (41.7%) respondents strongly agreed and 20 (33.3%) respondents agreed that communication devices helped employees maintain a work-life balance. In contrast, 10 (16.7%) respondents disagreed and 5 (8.3%) respondents strongly disagreed with the statement.

Table 4.19: Communication devices enable your organization to remain competitive in the industry

Options	No. of Respondents	Percentage (%)
Strongly Agree	32	53.3
Agree	20	33.3
Disagree	6	10
Strongly Disagree	2	3.3
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.19 above showed that 32 (53.3%) respondents strongly agreed and 20 (33.3%) respondents agreed that communication devices enabled their organization to remain competitive in the industry. However, 6 (10%) respondents disagreed and 2 (3.3%) respondents strongly disagreed with the statement.

Table 4.20: Communication devices enhance your ability to manage multiple tasks simultaneously

Options	No. of Respondents	Percentage (%)
Strongly Agree	35	58.3
Agree	15	25
Disagree	7	11.7
Strongly Disagree	3	5
Total	60	100

Source: Researcher's fieldwork 2025

Table 4.20 above showed that 35 (58.3%) respondents strongly agreed and 15 (25%) agreed that communication devices enhanced their ability to manage multiple tasks simultaneously. Meanwhile, 7 (11.7%) respondents disagreed and 3 (5%) strongly disagreed with the statement.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

This study assessed how communication devices enhance information dissemination efficiency within organizations, focusing on tools like email, video conferencing, instant messaging, and cloud-based platforms. Conducted with 60 secretaries in Ilorin, the research found that around 90% agreed these devices improve collaboration, real-time updates, and smoother interdepartmental communication. Video conferencing and cloud tools were key in supporting remote work and operational efficiency. The study also showed positive effects on productivity through multitasking and faster decision-making but noted challenges like over-reliance on devices, connectivity issues, and information overload.

5.2 Conclusion

Based on the findings, it can be concluded that communication devices play a pivotal role in enhancing the efficiency of information dissemination within organizations. The study established that these devices not only streamline internal and external communication but also contribute to better collaboration, real-time information sharing, and improved organizational workflows. Employees, particularly secretaries, significantly benefit from the adoption of modern communication tools, which enhance their ability to manage tasks efficiently.

The study further revealed that the integration of devices such as video conferencing, instant messaging, and cloud-based applications helps reduce the barriers to communication that traditionally existed due to geographical distances or office-based limitations. These tools have been instrumental in improving coordination, fostering a collaborative work environment, and increasing overall organizational effectiveness.

However, the research also underlined the need for appropriate training and moderation in the use of these devices to avoid over-reliance and mitigate issues such as information overload or technological disruptions. Organizations must ensure that these tools are used optimally to achieve the desired communication goals without compromising productivity or employee well-being.

5.3 Recommendations

Based on the findings of the study, the following recommendations are made:

1. Organizations should provide ongoing training for employees on the effective use of communication devices.
2. Organizations should create guidelines that encourage a balanced use of these tools. Over-dependence on digital communication can lead to burnout and decreased face-to-face interactions, which are still vital for fostering teamwork and relationship-building
3. Organizations should invest in the latest technologies and ensure that their infrastructure can support the demands of modern communication tools.
4. It is crucial for organizations to regularly evaluate the effectiveness of their communication devices.
5. Organizations should be mindful of information overload. Establishing clear communication channels and filtering unnecessary information will help employees focus on critical tasks and improve overall efficiency

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KWARA STATE POLYTECHNIC, ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Ma,

RESEARCH QUESTIONNAIRES

This is a research instrument to elicit information relevant to research work titled Roles of Communication Device in Enhancing the Efficiency of Information Dissemination in Organization.

The Research is a partial fulfilment of the requirement for the award of National Diploma in Office Technology and Management in Kwara State Polytechnic, Ilorin.

I shall be grateful if this questionnaire can be completed by you. Your anonymity is highly guaranteed. Information gathered through this questionnaire would be used only for Academic purposes.

QUESTIONNAIRE

1. Communication devices enhance the efficiency of information dissemination in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Communication devices improve the speed of information sharing in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. Communication devices facilitate faster decision-making in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Communication devices reduce communication gaps in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. Communication devices improve team coordination in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Communication devices increase the overall productivity of employees in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. The use of communication devices helps in achieving organizational goals more effectively.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Communication devices provide real-time access to information in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Communication devices help employees to multitask effectively.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. The use of instant messaging improves communication speed in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Email improves formal communication in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
12. Communication devices help in reducing communication barriers within your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Communication devices improve the quality of interactions among employees in your organization.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

14. The use of cloud-based tools improves collaboration among employees in your organization.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

15. Communication devices help employees stay informed about important organizational updates in real-time.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

16. Video conferencing improves communication in your organization, especially for remote teams.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

17. Communication devices reduce misunderstandings in organizational communication.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

18. Communication devices help employees maintain a work-life balance.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

19. Communication devices enable your organization to remain competitive in the industry.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

20. Communication devices enhance your ability to manage multiple tasks simultaneously.

(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()