



BUSINESS INFORMATION SHARING PRACTICES AND MOTIVATION AS DETERMINANTS OF EMPLOYEE JOB PERFORMANCE IN ZOOM MOBILE, NIGERIA

ABSTRACT

Employees play a significant role in the success of an organization in that they play a key role in the achievement of goals and objectives. Hence, their performance is critical for the organization to survive. Therefore, the efforts put by employees in the job they perform help to elevate the business profile of the organization. The question that comes to mind is, 'could the poor job

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Introduction

Employees are regarded as the most valuable resources of an organization that can drive the achievement of business objectives. For a business organization to achieve its mandate and remain competitive, there has to be some level of performance from the employees. Therefore, the efforts put by employees in the job they perform help to elevate the business profile of the organization. Adetoro (2014) stated that the resources of an organization such as infrastructures are useless without the employees who make use of them for the growth of the organization. Hence, the performance of employees on the job can be described as the extent to which the day-to-day tasks, duties and responsibilities are carried out. In other words, employee job performance is viewed as how employees in an organization perform their job. Employee job performance can also be viewed as the extent to which members of an



organization contributes to the success of achieving the goals of the organization. Without the contributory effort of employees it becomes impossible for organizational goals to be achieved. Every organization needs high performing employee in order to meet their goals and also be able to deliver the products and services of that organization.

Apart from business information sharing, employee motivation is an important factor in the discus of employee job performance. According to Shah and Shah (2015) motivation is aimed at inspiring people to work, individually or groups in ways such as to produce best results. It is seen as the wiliness to exert high level of effort towards organizational goals conditioned by the efforts and ability to satisfy some individual need. Motivation is the process in which managers encourages employees to direct their energy towards maximum attainment of goals and objectives set by the organization. It is believed that constant motivation increases job performance in an organization. This assertion is in agreement with Mullins (2013) who noted that people behave in a certain way from others basically because of how they are motivated. Therefore, the performance of staff in an organization is linked to how motivated they are.

In a study conducted by Safiullah (2014) it was reported that income level and intrinsic rewards is a vital factor for the employee motivation which affects the employee job performance. In terms of contextualization, it is essential to posit based on established empirical findings that the

performance of employees in Zoom Mobile Nigeria be as a result of poor business information sharing practices and motivation? Hence, this study examined business information sharing practices and motivation as determinants of employee job performance in zoom mobile, nigeria A validated survey instrument was tested on 170 employees in Zoom mobile Nigeria

Keywords: *business information sharing practices and motivation as determinants of employee job performance in zoom mobile, Nigeria*



motivation can enhance the performance of employees in Zoom Mobile. Therefore, if the employees in the organization are not well motivated it will become very difficult in actualization the business mandate of the organization. Hence, the importance of employee motivation as well as sharing of business information cannot be overemphasised as being critical to the performance of employees in an organization especially those in the telecommunication sector like Zoom mobile. Research has linked the variable business information sharing as well as motivation as factors that has the capacity of influencing employee performance. However, the degree to which business information sharing is practiced and the level of motivation of employees especially in the zoom mobile remains a subject of empirical determination. Therefore, the researcher intends to investigate the influence of business information sharing and motivation on employee job performance in zoom mobile.

Objectives of the Study

The main objective of this study was to investigate the influence of business information sharing practice and motivation on employee job performance in Zoom Mobile Nigeria. The specific objective are to:

1. Find out the level of employee job performance in Zoom Mobile, Nigeria.
2. Find out the level of motivation among employees in Zoom Mobile, Nigeria
3. Ascertain the level of business information sharing practices in Zoom Mobile
4. Determine the influence of business information sharing on employee job performance in Zoom Mobile, Nigeria
5. Establish the influence of motivation on employee job performance in Zoom mobile
6. Ascertain the combined influence of business information sharing practices and motivation on employee job performance in Zoom Mobile, Nigeria.

Research Questions

To achieve the specific objectives of this study, the following research questions were formulated.



1. What is the level of employee job performance in Zoom Mobile Nigeria?
2. What is the level of employee motivation in Zoom Mobile Nigeria?
3. What is the level of business information sharing in Zoom Mobile Nigeria?

Research Hypothesis

The hypotheses are formulated to guide the conduct of this study and was tested at 0.05 level of significance.

1. Business information sharing has no significant influence on employee job performance in Zoom Mobile, Nigeria.
2. Motivation has no significant influence on employee job performance in Zoom Mobile, Nigeria.
3. There will be no joint influence between business information sharing and Motivation on employee job performance in Zoom Mobile, Nigeria.

Literature Review

Employee job performance is the measure of what an employee does in the organization. It deals with the achievement employees with respect to the goals and objectives of the organization. According to Villamova, Austin and Borman (2005) employee job performance is viewed as that part of work behaviour that is of relevance to the job and organization success. Hose (2009) noted that job performance is the way employees' perform their work taking into consideration factors such as leadership skills, time management, organizational skills and productivity to analyze each employee on an individual basis. Job performance is the ability to carry out statutory duties and functions which are based on the field of specialization or areas of development as well as an organization's objectives. Job performance helps employees understand the expected scope, key responsibilities, required knowledge and skills and duties of the job and support equitable evaluation of all employees doing the same job task which



facilitate communication between the supervisor and employees regarding job related activities.

Muda, Rafiki and Harahap (2014) argues that concept of employee job performance is characterized by the ability of employees in an organization to contribute through their works leading to the behavioral achievement that is in accordance with the goals of an organization. This is also noted by Bullock (2013) who stated that employee job performance is what people do at work or an expected value. Platt and Sobotka (2010) on the other hand stated that employee job performance is the combined result of effort, ability and perception of tasks. The telecommunication industry is very vital to economic growth and stability. The job performance of employees is very significant because it is the input of employees that determines the progress been made in that sector. So the job performance of employees in the telecom industry with emphasizes ability to carry out efficiently job specific and none job specific task in dealing with clients and in decision making in the organization.

According to Baran and Kalsher (2005) motivational incentives includes monetary rewards and promotion, providing clean working environment and tools, freedom of work and recognition of the opinions of employees on certain aspects of the work. These incentives may be the reason why Ajie, Soyemi and Omotunde (2015) reported that motivation is concerned with why people choose a particular cause of action and the zeal to continue in that direction. Also, the incentives or elements of motivation can be classified into intrinsic and extrinsic. Intrinsic factors of motivation is derived from an individual interest on the job. It is also referred to as psychological rewards such as opportunity to use one's ability, a sense of challenge and achievement, recognition and rewards including promotion.

According to Oyewo (2006), information when used brings about positive change in the condition of its users. This assertion reaffirms the statement of Afolabi (2001), who emphasised that information is relevant because it is a major input to the socio-economic development of individuals and organization. Sabo (2007) is in agreement also that, lack of information impacts negatively on an



organization. Meaning, when the human resources that are supposed to contribute to the growth of an organization fails due to lack of information in other to make appropriate decision, the organization suffers. Information has become a supportive input for any institution whether in the private or public sector. It brings about knowledge which implies that an organization can only become knowledgeable if it recognizes and uses information as its tool for operation. This means that any information used for running a business organization can be called a business information.

Business information is vital when business decision making is essential. Business information is most effective when it helps to enhance the performance of employees towards accomplishing business task. Employees more perform better when business information gather from formal or informal conversations are used to accomplish business task. Business information is actionable when it is valued and used by employees in an organization for decision making. There is the view that the employee in a business organization use information for different reason. The use to which information is subjected to by employee is directly dependent on their existing knowledge, their affective state such as mood and motivation, their intellectual abilities and their skills such as their level of literacy. According to Ojo (2015), Business information helps in making quality decisions which will affect the performance of that organization.

The practice of sharing business information in organization will help employees to understand their jobs better and bring personal recognition within the organization. It will spoil competitive advantage, it will help increase the performance of employees. It will enable the organization organizations to better use business resources. Information sharing practices in a business organization leads to higher performance. Creating a business information sharing atmosphere in an organization is important if such a business wants to remain relevant. Business information sharing deals with the extent to which a business organization openly communicate sensitive information to its partners (Shou, 2012). The notion of business information sharing has



attracted significant attention from a number of scholars such as kembro and Naslund (2014) who have stressed its role in business growth. In other sector such as the supply chain business environment, the concept of business information sharing practice is regarded as an effective predictor of a supply chain's effectiveness (Zhang & Chen, 2013).

Business information sharing practices in an organization is regarded as the practices of sharing regularly business information through seminars, conferences, workshops and other relevant internal trainings in the organization. This regular practices will enable the employees get acquainted daily with business routines and operations so as to solidify their job output. When seminars and internal conferences are held in the organization. Issues concerning a change or adapting to different business operational strategy may be highlighted forcing the adoption of different or more reliable approach of accomplishing business goal. The sharing of business of business information as a practice in an organization helps in transferrin of soft skills and knowledge to enable employees perform their job optimally.

Methodology

Survey research design was adopted for this study. The target population comprised of 170 employees in Zoom Mobile Nigeria . Total enumeration was used for this study. To determine the reliability of this instrument, a pre-test was conducted using 30 employees in Zoom Mobile . The Data collected was analysed using the Statistical Product and Service Solutions software (SPSS Version 21). Descriptive statistics such as simple percentage value (%), mean, standard deviation and frequency distribution was considered appropriate for description of variables and regression analysis was used to test the hypotheses.

Results

Table 1 What is the level of employee job performance in Zoom Mobile Nigeria?

Contextual Performance	Very High	High	Low	Very Low	Mean	SD
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Rate the level of prompt provision of services in zoom mobile	59 35.98%	93 56.71%	9 5.49%	3 1.83%	3.27	0.65
To what level do you adhere to telecom polices in your organization?	62 37.80%	89 54.27%	11 6.71%	2 1.22%	3.29	0.64
Rate the level to which you respond to work ethics in your organization?	61 37.20%	85 51.83%	16 9.76%	2 1.22%	3.25	0.68
To what level do you excises creativity on the job in your organization	58 35.37%	86 52.44%	15 9.15%	5 3.05%	3.20	0.73
To what extent do you engage in collaborative work in Zoom Mobile	52 31.71%	92 56.10%	18 10.98%	2 1.22%	3.18	0.67
Rate the level in which telecom Information is disseminated throughout the organization	58 35.37%	84 51.22%	20 12.20%	2 1.22%	3.21	0.70
To what level are you available to share information related to your work with colleagues in the organization	52 31.71%	88 53.66%	22 13.41%	2 1.22%	3.16	0.69
Rate the degree to which you promptly attend to work duties	56 34.15%	88 53.66%	16 9.76%	4 2.44%	3.20	0.71
Group Mean					3.22	0.68



Task Performance

To what level do you do network installations in your organization?	52 31.71%	85 51.83%	25 15.24%	2 1.22%	3.14	0.71
To what level do you carry technical aspect of your work in Zoom Mobil	51 31.10%	90 54.88%	22 13.41%	1 0.61%	3.16	0.67
To what level do employees do customer rapport list in your organization?	53 32.32%	90 54.88%	19 11.59%	2 1.22%	3.18	0.68
To what degree to you establish data networks in your organization	51 31.10%	91 55.49%	19 11.59%	3 1.83%	3.16	0.69
Rate the level in which voice networks is performed in zoom mobile?	33 20.12%	100 60.98%	28 17.07%	3 1.83%	2.99	0.67
Rate the level in which the quality of network service is tested in zoom mobile	31 18.90%	106 64.63%	23 14.02%	4 2.44%	3.00	0.66
To what level do you document network configurations diagrams including programming in your organization?	50 30.49%	85 51.83%	25 15.24%	4 2.44%	3.10	0.74
To what level do you resolve customers' complaint?	49 29.88%	92 56.10%	20 12.20%	3 1.83%	3.14	0.69



How highly are the services provided by Zoom Mobile updated?	46	80	32	6	3.01	
	28.05%	48.78%	19.51%	3.66%		0.79
					3.09	
Group Mean						0.7
Employee Job Performance (Grand Mean = 3.25)						

The descriptive statistic result for research question one is displayed in Table 4.3. The result revealed that the level of employee job performance in Zoom Mobile Nigeria was high, based on the grand mean score ($\bar{x}=3.25$). Employee job performance was divided into two dimensions namely contextual performance and task performance. The group mean for each of the employee job performance dimensions were also calculated. The result revealed that there was a high level of employee job performance. Contextual performance (group mean = 3.22), task performance (group mean = 3.09) in Zoom Mobile Nigeria. This situation could be due to the fact that employees are eager and enthusiastic in constantly improving job performance to enhance market share and overall business growth. However, the result showed that Zoom Mobile Nigeria need to give serious attention to networks performance and network quality in zoom mobile.

Table 2 What is the level of employee motivation in Zoom Mobile Nigeria?

Intrinsic motivation	Very High	High	Low	Very Low	Mean	SD
Kindly rate the conduciveness of the work environment in Zoom mobile	49 29.88%	99 60.37%	13 7.93%	3 1.83%	3.18	0.65
Rate the level at which you are praised for a good job done in Zoom mobile	54 32.93%	83 50.61%	23 14.02%	4 2.44%	3.14	0.74



To what level are you satisfied with the job you do in Zoom mobile	50 30.49%	76 46.34%	35 21.34%	3 1.83%	3.05	0.77
Rate the level at which you feel important in Zoom mobile	54 32.93%	65 39.63%	42 25.61%	3 1.83%	3.04	0.81
To what level are your personal needs taken care of in Zoom mobile	49 29.88%	69 42.07%	44 26.83%	2 1.22%	3.01	0.79
Group Mean					3.08	0.75
Extrinsic Motivation						
Rate the degree to which salaries are paid promptly in your organization	67 40.85%	78 47.56%	16 9.76%	3 1.83%	3.05	0.71
Rate the level in which your allowances are paid as at when due in Zoom mobile	53 32.32%	78 47.56%	29 17.68%	4 2.44%	3.01	0.77
To what level are you promoted as at when due in Zoom mobile	48 29.27%	83 50.61%	30 18.29%	3 1.83%	3.00	0.74
Kindly rate the level of your job security in Zoom mobile	42 25.61%	82 50.00%	37 22.56%	3 1.83%	3.13	0.75
To what level are you been sent for job trainings in Zoom mobile	41 25.00%	86 52.44%	32 19.51%	5 3.05%	3.00	0.76
To rate the level at which you are allowed to go for annual leave vacation in your organization.	36 21.95%	89 54.27%	34 20.73%	5 3.05%	3.00	0.74
Group Mean					3.03	0.75
Employee Motivation (Grand Mean = 3.06)						

The descriptive statistic result for research question two is displayed in Table 4.4. The result revealed that the level of employee motivation in Zoom Mobile Nigeria was high, based on the grand mean score ($\bar{x}=3.06$). Employee motivation was divided into two dimensions namely intrinsic



motivation and extrinsic motivation. The group mean for each of the employee motivation dimensions were also calculated. The result revealed that there was a high level of employee motivation. Intrinsic motivation (group mean = 3.08), extrinsic motivation (group mean = 3.03) in Zoom Mobile Nigeria. Although the result shows that employees in Zoom Mobile Nigeria are motivated. However, the result showed that Zoom Mobile Nigeria need to give serious attention to the level of promotion of employee as at when due, improve the level of employee job training, as well as the level at which employees are allowed to go for annual leave vacation in Zoom mobile.

Table 3 What is the level of business information sharing practices in Zoom Mobile Nigeria?

Workshops	Very High	High	Low	Very Low	Mean	SD
Internal workshops are organized for the purpose of sharing business information in your organization	39 23.78%	105 64.02%	15 9.15%	5 3.05%	3.09	0.67
Business information shared during workshops are used for decision making in Zoom mobile	49 29.88%	77 46.95%	33 20.12%	5 3.05%	3.04	0.79
In my organization, workshops are planned to share business information to keep abreast with new developments in the telecom sector	47 28.66%	92 56.10%	23 14.02%	2 1.22%	3.12	0.68
Zoom Mobile pay close attention to business information during workshops as a matter of practice	49 29.88%	90 54.88%	22 13.41%	3 1.83%	3.13	0.70
Group Mean					3.10	0.71
Seminars						
Interdepartmental seminars are organized to share business related information in Zoom Mobile	46 28.05%	90 54.88%	23 14.02%	5 3.05%	3.08	0.73
Business information is shared through collaboration in my organization in zoom mobile	50 30.49%	89 54.27%	21 12.80%	4 2.44%	3.13	0.72
ZOOM mobile regularly organizes seminars as a matter of policy to share business information	54 32.93%	73 44.51%	33 20.12%	4 2.44%	3.08	0.79
Business information is regularly shared monthly in the organization during seminars	59 35.98%	79 48.17%	21 12.80%	5 3.05%	3.17	0.76
Group Mean					3.12	0.75



Meetings						
During meetings, the sharing of information is on the need to solve business problems	52 31.71%	88 53.66%	21 12.80%	3 1.83%	3.15	0.71
Sharing information comes first in my organization during meetings	52 31.71%	90 54.88%	16 9.76%	6 3.66%	3.15	0.74
Business information is shared for investment purposes during meetings	49 29.88%	92 56.10%	20 12.20%	3 1.83%	3.14	0.69
Meeting agendas are drafted in a what that allows employees to share business information	55 33.54%	82 50.00%	24 14.63%	3 1.83%	3.15	0.73
Grand Mean					3.15	0.72
Conferences						
Zoom mobile shares formal business information during conferences	51 31.10%	85 51.83%	26 15.85%	2 1.22%	3.13	0.71
Conferences are organized for the purposes of sharing business information	49 29.88%	88 53.66%	25 15.24%	2 1.22%	3.12	0.70
Employees in the organization are allowed to share information on best practices during conferences	41 25.00%	96 58.54%	25 15.24%	2 1.22%	3.07	0.67
Business information is shared during conferences in my organizations	43 26.22%	95 57.93%	22 13.41%	4 2.44%	3.08	0.70
Grand Mean					3.1	0.70
Business Information Sharing practices (Grand Mean = 3.11)						

The descriptive statistic result for research question three is displayed in Table 4.5. The result revealed that the level of business information sharing practices in Zoom Mobile Nigeria was high, based on the grand mean score ($\bar{x}=3.11$). Business information sharing was divided into four dimensions namely workshops, seminars, meetings and conferences. The group mean for each of the business information sharing dimensions were also calculated. The result revealed that there was a high level of business information sharing. Workshops (group mean = 3.10), Seminars (group mean = 3.12), Meetings (group mean = 3.15) and conferences (group mean = 3.1) in Zoom Mobile Nigeria. The result showed that there is a high level of business information sharing at Zoom Mobile Nigeria. However, the result revealed that there is need to give attention to the sharing of information on best practices during conferences.

Discussion



The study investigated the investigated the influence of business information sharing practices and motivation on employee job performance in Zoom Mobile Nigeria. Employees are valuable resources of an organization. They drive the achievement of business objectives. For a business organization to achieve its mandate, there has to be some level of performance from the employees on the job. It is an established fact that the success of an organization largely depends on the contribution of its human resources who are employees of that organization. The interest in the concept of employee job performance is driven by the fact that it can enhance a great extent the level of organizational productivity in terms of achieving set goals and objectives. The background of the study highlighted that there seems to be a low level of job employee job performance in the Zoom Mobile which is contrary to the growth and business success enjoyed by most Nigerian telecommunications business. It was observed by the researcher that the performance of employees in Zoom mobile is very much on the decline.

This study hence, investigated the influence of business information sharing practices and motivation on employee job performance in Zoom Mobile Nigeria. The specific objectives were to find out the level of employee job performance in Zoom Mobile Nigeria. Find out the level of motivation among employees in Zoom Mobile. Ascertain the business information sharing in Zoom Mobile. Determine the influence of business information sharing on employee job performance in Zoom Mobile. Establish the influence of motivation on employee job performance in Zoom mobile and ascertain the combined influence of business information sharing and motivation on employee job performance in Zoom Mobile. The study carried out a conceptual, empirical and theoretical review of literature that are directly related to the study. It also highlighted theories that were propended to strengthen the study such as Job Performance Theory Campbell (1990) and Herzberg's motivational hygiene theory.

Theoretical framework was designed to support the conceptual and empirical assumptions of the study. The highlighted theories were used to provide insight to the variables used in this study.

Conclusion and Recommendation



The study has succeeded on investigating the influence of business information sharing practices and motivation on employee job performance in Zoom Mobile Nigeria. The resources of an organization such as infrastructures are useless without the employees who make use of them for the growth as well as general success of the organization. Without the contributory effort of employees it becomes impossible for organizational goals to be achieved. Every organization needs high performing employee in order to meet their goals and also be able to deliver the products and services of that organization. Therefore, for an organization to achieve success, employees in that organization must be drivers of that success through their individual and collective contributions. Following the findings of this study, the study established that there is a relative relationship between business information sharing practices, motivation and employee job performance.

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

1. The high level of employee job performance in Zoom Mobile Nigeria should be sustained
2. Zoom Mobile Nigeria should maintain their business information sharing practices to help sustain the performance of the organization and its workforce
3. The organization should maintain the provision of incentives such as rewards and promotion to sustain the level of motivation of employees in Zoom Mobile Nigeria.
4. Zoom Mobile should pay attention towards training their staff to further advance their education.

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