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INFORMATION MANAGEMENT IN THE DIGITAL AGE AS A PREDICTOR OF SUCCESS AND SUSTAINABLE OPERATIONS OF THE FEDERAL POLYTECHNIC, ILARO, OGUN STATE NOW FEDERAL UNIVERSITY OF TECHNOLOGY ILARO

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ABSTRACT
This study examined the Influence of Information Management in the Digital Age on the success and sustainable operations of the Federal Polytechnic Ilaro (now Federal University of Technology, Ilaro). The respondents in this study are secretaries of the Institution. As at the time of the study, the institution had 92 secretaries. Due to the manageable size of the population, total enumeration technique was use. Three Research Questions and Three hypothesis were raised from which structured questionnaire on a four-point likert scale was developed for data collection. The internal consistency reliability of the instrument was determined using Cronbach's Alpha coefficient. The bench mark of α=0.70 and above is considered acceptable for basic research in the social science. The overall reliability coefficient for the instrument used was α = 0.86 which is greater than 0.70.The instrument, Information Management in the Digital Age questionnaire (IMDAQ) was considered reliable and suitable for administration to the 92 secretaries in the Federal Polytechnic, Ilaro. Ninety-two (92) copies of the questionnaire were produced and administered on the respondents. Data gathered were analyzed using mean and inferential statistics to gain insights into the demographic data of the respondents and the study's objectives. It was discovered that Digital age has significant Influence on Information Management in the Institution. Based on the finding, it was recommended that management of the Institution should embark on regular digital training of its secretaries as this will enhance their digital skills and also help the organization to have a successful and sustainable operations.

Keywords: Digital Age, Information Management, Digital Training, Secretaries, Sustainable Operations

Introduction

The success of any organization is in its office operations, which act as the center for coordination, communication, processes and decision-making. In the past, manual procedures, paper-based documentation, and face-to-face interactions were crucial to these activities. Even if these approaches might have worked well in the past, they are not up to the challenges of the fast-paced corporate world of today. According to McKinsey (2020), the conventional office arrangements are frequently beset by inefficiencies, redundancies, and a lack of in-the-moment cooperation, which results in less than ideal levels of production. In addition, the COVID-19 epidemic has made remote work the new standard, which has increased the need for digital transformation in office settings. Organisations that adapted to the digital age would be able to carry out administrative processes, operations and information management effectively.

Effective information management in the digital age requires adopting advanced technologies, implementing robust data governance, ensuring security, and fostering a culture of continuous learning. Information management involves the processes of creating, acquiring, organizing, storing, distributing, and using information (Orija & Kehinde, 2025; Iro-Idoro, Jimoh & Kehinde, 2025). Information in the digital age are in both electronic and print forms (Bhupendra, 2014). Organization manages information through various means to ensure that the objective of the organization is achieved (Orija & Kehinde, 2025). Organization must see Information as an asset that supports its growth and development. Therefore, it must be well managed, retained and made available when needed. Information must be secured and made available for future use. Information is power and a great asset to an organization, therefore; it must be managed effectively.

Organizations now embrace digital technology to manage information. Managing information digitally originated from “paperless office”. Paperless office enhance disseminating information, retrieving information and administrative process (Jimoh & Kehinde 202**5)**. The digital industry creates knowledge-based society surrounded by emerging technology that influence on service sector. It allowed rapid global communication and networking. The use of information technology is a strategic resource, which attract user and contribute towards the aim of an organization.

Management information is an organizational process and practices that involve the use of information (Bhupendra, 2014). The key component in Information Management are people, process, technology and content. It is important that any organization that wants to succeed, must take cognizance of these key components. Key strategies to a successful business operations and information management include using AI for automation, integrating cloud-based systems, improving data quality, and aligning digital initiatives with business goals to enhance decision, Data Governance and Compliance, Advanced Technology Adoption, Cloud-Based Collaboration Tools, Comprehensive Digital Security Knowledge, using Management Systems, Process Standardization and Integration, embrace Continuous Learning and Adaptability. Managing information effectively in this digital age is essential for the growth of the organization. This study examines the strategies organization needs to manage information in the digital age inorder to have a successful operations.

Statement of the Problem

Information is an assets for organizations. Information must be managed effectively because it is power. Information that is managed effectively allows timely dissemination of information to appropriate people and at appropriate time. Information Management is necessary for organizational growth and decision. However, studies have shown that the emergence of

technology has effects on how information is being managed in this digital age and this has affected the success and sustainable operations of most organizations. Adeoye & Adebayo (2017) reported that inadequate Information Communication Skills, poor training and lack of digital infrastructure were major factors militating against effective information management of secretaries in Tertiary Institutions. Similarly, Olatunji & Yusuff (2019) found that many Nigerian Universities still depend largely on manual records management systems which leads to loss of records management, delay in information retrieval and poor decision making. Therefore, for any organization to meet up with inflow of information in this digital age, it must streamline its processes, align its initiative and decisions, adopt the use of technology and develop strategies for effective information management. This study examined the Influence of Information Management in the Digital Age on the Success and Sustainable Operations of the Federal Polytechnic (now Federal University of Technology), Ilaro.

Objectives of the study

The main objective of the study was to examine the Influence of Information Management in the Digital Age on the Organizational Success and Sustainable Operations of the Federal Polytechnic, Ilaro. The specific objectives are:

1. To examine the level of adoption of technological tools for information management for organizational success and sustainable operations of the Institution.
2. To examine the strategies being used on information management for the success and sustainable operations of the Institution
3. To assess the influence of digital age on Information Management in the Institution.

Research Questions

1. What is the level of adoption of technological tools for Information Management for Organizational tools and sustainable operation?
2. What are the Strategies being used on Information Management for organizational success and sustainable operations?
3. What is the influence of digital Age on Information Management in the institution

Hypothesis

The following hypotheses were formulated and tested on this study.

Ho1 Technological Tools do not have significant influence on Information Management

Ha1 Technological Tools has significant influence on Information Management

Ho2 Strategies do not have significant influence on Information Management for organizational success and sustainable operations

Ho2 Strategies has significant influence on Information Management for organizational success and sustainable operations

Ho3 Digital Age does not have significant Influence on Information Management

Ha3 Digital Age has significant influence on Information Management

Methodology

The Research Design used was a survey and the respondents in this study are Secretaries in The Federal Polytechnic, Ilaro. The population of this study were all secretaries of the Institution. As at the time of the study, the institution had 92 secretaries. Due to the manageable size of the population, total enumeration technique was use. Three Research Questions were raised from which structured questionnaire on a four-point likert scale was developed for data collection. The internal consistency reliability of the instrument was determined using Cronbach's Alpha coefficient. The bench mark of α=0.70 and above is considered acceptable for basic research in the social science. The overall reliability coefficient for the instrument used was

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α = 0.86 which is greater than 0.70. The instrument, Information Management in the Digital Age questionnaire (IMDAQ) was considered reliable and suitable for administration to the 92 secretaries in the Federal Polytechnic, Ilaro. They are ninety-two (92) in number. Two Research Questions and One hypothesis were raised from which structured questionnaire on a four-point likert scale was developed for data collection. Ninety-two (92) copies of the questionnaire were produced and administered on the respondents and all were duly filled and returned. The data gathered was analyzed with both descriptive statistics and inferential statistics, i.e. linear regression at the level of significance of 0.05.

Findings

Table 1: Level of adoption of technological tools

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zoom, is used to hold meetings	92	1	4	3.03	.644
Google Meet, is used to hold Meetings and disseminate information	92	1	4	2.96	.744
WhatsApp, is used to disseminate information and share content	92	1	4	3.16	.637
Email is used to disseminate and retrieve information	92	1	4	2.91	.855
Google Doc, is used to save and retrieve documents	92	1	4	2.97	.594
Dropbox, is used to store information	92	1	4	2.98	.578
Google drive is used to archive, store and retrieve document	92	1	4	3.04	.582
Google Calendar is used to manage schedule	92	1	4	2.89	.683
Valid N (listwise)	92				

Field survey, 2026

Table 1 above shows the respondents response to level of adoption of technological tools for Information Management for organizational tools and sustainable operations. It showed that the respondents agreed that the Institution has adopted the use of technological tools like Zoom for holding meetings, Google Meet for holding meetings and disseminate information, WhatsApp is also used for disseminating information and to share content, email is use to disseminate and retrieve information, Google Doc is used to save and retrieve documents, Google Drive is used to archive, store and retrieve documents while google calendar is used to manage schedule. This can be seen from their mean score 3.03, 2.96, 3.16, 2.91, 2.97, 2.98, 3.04 and 2.89 respectively

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Table 2: Strategies for Information Management for organizational success and sustainable operations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Establishing strict policies for data quality	92	1	4	3.15	.662
Implementing security measures such as encryption	92	1	4	3.16	.713
Adopting standardized, agile workflows.	92	1	4	3.05	.638
Sharing information to enhance operational efficiency	92	1	4	2.82	.744
Cultivating a culture that embraces digital innovation	92	1	4	3.02	.722
Investing in digital skills development of employees	92	1	4	3.06	.738
Adjusting strategies to keep pace with technology	92	1	4	2.97	.817
Organizing data from collection to storage and ultimate disposal.	92	1	4	2.49	.846
Using tools like ECM (Enterprise Content Management) and CRM (Customer Relationship Management) to centralize information.	92	1	4	2.73	.809
Ensuring that IT investments and data strategies directly support overall business objectives.	92	1	4	2.74	.857
Valid N (listwise)	92				

Field survey, 2026

Table 2 above shows the strategies being used by the Institution to manage information in order to have a successful and sustainable operations. The respondents agreed that the Institution uses established strict policies for data quality, implement security measures such as encryption, adopt standardized agile workflow, organization should share information to enhance operational efficiency, cultivate a culture that embraces digital innovation. Respondents also agrees that organization should invest in digital skills development of the employees, organization should adjust strategies to keep pace with technology, organizing data from collection to storage and ultimate disposal, using tools like ECM (Entreprise Content Management) and CRM (Customer Relationship Management) to centralize information, and it should ensure that its investments and data strategies directly support overall objectives. This can be seen from the mean score of 3.15, 3.16, 3.05, 2.82, 3.02, 3.06, 2.97, 2.49, 2.73, 2.74

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Table 3: Influence of Digital Age on Information Management

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Timely and quick decision making	92	1	4	3.38	.810
It increases speed of retrieving information	92	1	4	3.55	.732
Information are disseminated faster	92	1	4	3.20	.867
Information can be updated quickly	92	1	4	3.34	.774
Information processing time has reduced	92	1	4	3.39	.755
There is minimal error in information processing	92	1	4	3.39	.925
It enhances job performance	92	1	4	3.28	.976
Valid N (listwise)	92				

Table 3 above shows the influence of digital age Information Management. The respondents agreed that digital age has enhance timely and quick decision making, it increases speed of retrieving information, information are disseminated faster, information can be updated quickly, information processing time has reduced, also there is minimal error in information processing and digital age has enhances job performance. This can be seen from the mean score of 3.38, 3.55, 3.20, 3.34, 3.39, 3.39 and 3.28

Hypothesis Testing: Tables 4a-c to 6a-c

Table 4a-c

Ho1 Technological Tools do not have significant influence on Information Management

Ha1 Technological Tools has significant influence on Information Management

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.245[a]	.060	.050	.803

a. Predictors: (Constant), Technological Tools

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.710	1	3.710	5.759	.018[a]
	Residual	57.975	90	.644		
	Total	61.685	91			

a. Predictors: (Constant), Technological Tools

b. Dependent Variable: Information Management

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.527	.365		6.915	.000
	Technological Tools	.247	.103	.245	2.400	.018

a. Dependent Variable: Information Management

Tables 4a-c revealed the results of the hypothesis testing on Influence of Technological Tool on Information Management. It was tested using regression analysis. The result yielded a coefficient of multiple regressions R = 0.245 and multiple R-square = 0.060. This suggests that Technological tools accounted for 50% variance in the prediction of Information Management. The other factors accounting for the remaining variance are beyond the scope of this study. The result from the regression analysis shows that there was a significant influence of Technological Tools on Information Management, F= 5.759, $p<0.05$. This implies that Technological Tools influence Information Management of secretaries in The Federal Polytechnic, Ilaro. Results in the table also showed that Technological Tools predicts information management of secretaries in The Federal Polytechnic, Ilaro (Beta = .245, t= 2.400, p=.018. Since $p < 0.05$ therefore, the null hypothesis which states that Technological Tools does not have significant influence on Information Management of Secretaries in The Federal Polytechnic, Ilaro is rejected.

Table 5a-c

Ho2 Strategies do not have significant influence on Information Management for organizational success and sustainable operations

Ho2 Strategies has significant influence on Information Management for organizational success and sustainable operations

Table 5a

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.325[a]	.105	.095	.803

a. Predictors: (Constant), Strategies

Table 5b

ANOVA[b]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	6.836	1	6.836	10.601	.002[a]
	Residual	58.034	90	.645		
	Total	64.870	91			

a. Predictors: (Constant), Strategies

b. Dependent Variable: Information Management

Table 5c

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.189	.366		5.988	.000
	Strategies	.335	.103	.325	3.256	.002

a. Dependent Variable: Information Management

Tables 5a-c revealed the results of the hypothesis testing of Strategies on Information Management. It was tested using regression analysis. The result yielded a coefficient of multiple regressions R = 0.325 and multiple R-square = 0.105. This suggests that Strategies accounted for 95% variance in the prediction of Information Management. The other factors accounting for the remaining variance are beyond the scope of this study. The result from the regression analysis shows that there was a significant influence of Strategies on Information Management, F= 10.601, $p<0.05$. This implies that Strategies influence Information Management of secretaries in The Federal Polytechnic, Ilaro. Results in the table also showed that Strategies predicts information management of secretaries in The Federal Polytechnic, Ilaro (Beta = .325, t= 3.256, p=.002. Since $p < 0.05$ therefore, the null hypothesis which states that Strategies does not have significant influence on Information Management of Secretaries in The Federal Polytechnic, Ilaro is rejected.

Table 6a-c

Ho3 Digital Age does not have significant Influence on Information Management

Ha3 Digital Age has significant influence on Information Management

Table 6a

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.283[a]	.080	.070	.797

a. Predictors: (Constant), Digital Age

Table 6b

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.958	1	4.958	7.807	.006[a]
	Residual	57.161	90	.635		
	Total	62.120	91			

a. Predictors: (Constant), Digital Age

b. Dependent Variable: Information Management

Table 6c

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.422	.361		6.716	.000
	Digital Age	.286	.102	.283	2.794	.006

a. Dependent Variable: Information Management

Tables 6a-c revealed the results of the hypothesis testing of Digital Age on Information Management. It was tested using regression analysis. The result yielded a coefficient of multiple regressions R = 0.283 and multiple R-square = 0.080. This suggests that Digital Age accounted for 70% variance in the prediction of Information Management. The other factors accounting for the remaining variance are beyond the scope of this study. The result from the regression analysis shows that there was a significant influence of Digital Ageon Information Management, F= 7.807, $p<0.05$. This implies that Digital Age influence Information Management of secretaries in The Federal Polytechnic, Ilaro. Results in the table also showed that Digital Age predicts information management of secretaries in The Federal Polytechnic, Ilaro (Beta = .283, t= 2.794, p=.006. Since $p < 0.05$ therefore, the null hypothesis which states that Digital Age does not have significant influence on Information Management of Secretaries in The Federal Polytechnic, Ilaro is rejected.

Discussion of Findings

Result of Table one above shows the respondents responses on the level of adoption of technological tools for information management on organizational tools and sustainable operations. It shows that the respondents agrees that the Institutions has adopted the use of technological tools holding meetings, disseminate information, share content, save, retrieve and archive information. The secretaries also use technological tools to manage schedule. This findings relates to various studies on information system and digital tools. According to Hussain, (2023), organization make use of technological tools and Apps such as Whatsapp, Google Doc, Teems, google meet to make decisions, and hold meetings..Tertiary institution as also embrace the use of technology to carry out administrative, and academic work (Iro-Idoro et al., 2025; Jimoh & Kehinde 2025).

Result of Table two shows the strategies being used by the Institution to manage information in order to have a successful and sustainable operations. The respondents agreed that the Institution uses strategies that enhance information management and this as directly support overall objectives of the institution. This result is in tandem with Scholl, (2005) studies, which found that organization that has its strategies designed to keep pace with technology will improve on its information processing capability have competitive edge above its counterparts in the same industry. Organizations are finding it difficult to maintain a quality and accurate data (Hussain, 2023; Saeed, Malhotra, & Grover, 2005). Data quality as an impact on decision making. It is therefore important that organization develop strategies on how to manage information as this will have an effect on the success and sustainable operations of the organization.

Table 3 above shows the influence of digital age on Information Management. The respondents agreed that digital age facilitate prompt dissemination of information. It allows information to be stored, retrieved, archived any time and this has help to enhance the job performance of the secretaries. This findings corroborate Jimoh & Kehinde (2025) studies, which found out that digital age has made it possible for organization to make use of digital tools to carry out administrative processes and this has enhance timely and quick decision making. A lot of Technologies has evolved as a result of digital age and this has made dissemination, retrieving processing, updating of information easier (Iro-Idoro et al., 2025)

The findings of the hypothesis test, which states that technological tools has no significant influence, can be seen as a weak with significant positive influence. The adjusted R2 indicates that the perceptions of information management are partly explained by perceptions of technological tools, which is a small but significant effect. Equally, the analysis of variance indicates that the regression model is statistically significant ($p < .005$), which proves that the technological tools plays a significant role in Information Management. This observation relates with the report Oladele, & Emeka, (2019), which also found that information, business processes and decision are carried out using technological tools. The influence of technological tools has enhance information management and there is an improvement in operational efficiency. Information nowadays are disseminated, retrieved, stored and archived through technological tools (Jimoh & Kehinde 2025; Kolawole, 2020). The study proves that though Technological Tools shows weak but positive significant influence on information management. The null hypothesis, that states that technological tools does not have significant influence on information management is therefore, rejected

The findings of the hypothesis test, which states that Strategies has no significant influence, can be seen as a weak with significant positive influence. The adjusted R2 indicates that the perceptions of information management are partly explained by perceptions of Strategies, which is a small but significant effect. Equally, the analysis of variance indicates that the regression model is statistically significant ($p < .005$), which proves that the strategies plays a significant role in Information Management. This observation corroborates with the report by Olatokun, (2009), which also found that organization adopt strategies such as knowledge creation, information policy, irregular training on effective distribution and packaging to remain competitive in the digital age. The influence of strategies has enhance identification, acquisition, organization, storage, distribution and use of information for organizational effectiveness. Overall, the study proves that Strategies shows weak but positive significant influence on information management. The null hypothesis, that states that strategies does not have significant influence on information management is therefore, rejected

The findings of the hypothesis test, which states that digital age has no significant influence, can be seen as a weak with significant positive influence. The adjusted R2 indicates that the perceptions of information management are partly explained by perceptions of digital age, which is a small but significant effect. Equally, the analysis of variance indicates that the regression model is statistically significant ($p < .005$), which proves that the digital age plays a significant role in Information Management. This observation is relates with the report by Laudon, & Laudon, (2018), which also found that information, business processes and decision are carried out digitally. The influence of digital age has enhance digital document management and there is an improvement in operational efficiency. Information can be disseminated, retrieved, stored and archived digitally (Jimoh & Kehinde 2025). As demonstrated by various studies, The Digital Age allowed rapid global communication and networking (Bytheway, 2015; Kim & Parker 2017). Overall, the study proves that digital age shows weak but positive significant influence on information management. The null hypothesis, that states that digital age does not have significant influence on information management is therefore, rejected

Conclusion

Organization rely on information for its success. It is important that organization manage information properly. Information is a resource which every organization must value. Strategies should be in place for collection, processing, dissemination, storing and retrieval of information. Evolving technologies have brought about the emerges ofArtificial Intelligence (AI), Big Data, and Internet of Things (IoT). It is therefore important that organizations embrace strategies like establishing strict policies for data quality, privacy, and security to adhere to regulations like GDPR or CCPA, implement Artificial Intelligence (AI), Machine Learning (ML), and Automation to handle large data volumes (Big Data) to reduce manual and repetitive tasks. This will help organizations to be successful and have a sustainable operation

Recommendations

Based on the findings, the following were recommended

1. Management of the Institution should adopt strategies that ensure proper collection, storage, analysis, and security of information.
2. Management should leverage data to make informed decisions and stay for sustainable operations. They should embark on regular training of digital skills for its employees
3. Management should integrate platforms and middleware that can help connect disparate systems and ensure smooth data flow across the Institution.
4. Management of the Institution should cultivate a culture that embraces digital innovation, invests in skills development, and adjusts strategies to keep pace with technology.
5. Management should implement security measures such as encryption, multi-factor authentication, and regular audits to protect against data breaches. They should procure more digital equipment/facilities and it should be regularly maintained

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