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Effects of Information and Communication Technology in building a functional society: A survey of Nigeria Army School of Finance and Administration

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Abstract

This study investigates the implications of Information and Communication Technology (ICT) in building a functional society using effects and challenges as indices. A descriptive survey research design was used with a researcher design questionnaire as the major instrument for data collection. A sample size of 80 respondents out of the initial 100 that was drawn exclusively from the Nigerian Army School of Finance and Administration (NASFA) through a purposive sampling procedure participated in the study. The instrument for data collection consisted of two parts. The first part consisted of background information of respondents while the second part consisted of items constructed with a standard psychometric scale, specifically designed to capture opinions on the implementation, barriers, efficacy, and economic requirements of ICT within a functional society. The instrument was face validated and tested for reliability and consistency. The reliability index was established as 0.940 index which confirmed that the instrument was reliable and internally consistent for the study. The instrument was subjected to face and content validation by three experts in Measurement and Evaluation. The Content Validity Index (CVI) was calculated, yielding an S-CVI of 0.88, indicating high content relevance and appropriateness of the items for the study. Data collected were analyzed with the Statistical Package for the Social Sciences (SPSS), IBM version 26. Statistical procedures used were mainly descriptive. Findings from the study revealed overwhelming agreement among respondents that ICT drives global modernization and has positive effects on the building of a functional society, the study revealed that use of ICT in Nigeria is constrained with multiple challenges which included those of individual dimension, Government/organizational and those bordering on socioeconomic condition (poverty). The study recommended that government should ensure that ICT policy statements are translated into reality and that Federal Ministry of Power should work towards stabilizing electricity supply in Nigeria

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Introduction

The research regarding 'information sector' began from an attempt to identify the importance of knowledge and information in 1960. Machlup (1962), as the pioneer work on the economic importance of knowledge and related activities in the U.S. economy. Porat (1977) as a concept of "information sector" and utilized input-output (I-O) table for thorough measurement of the sector in the economy. As a result, many research has been done on Information and Communication Technology (ICT) but not much has been appreciated on how ICT builds a functional society (Arellano and Cámara. 2017). A society that makes use of ICT is more accurately called an information society, where digital tools drive daily life, work, and communication. ICT builds a functional society by enabling economic growth, improving education, and streamlining governance. These tools connect people and automate daily tasks. ICTs as a unique opportunity to connect and assist those living in poorest and most isolated regions of the world by improve access to essential services like healthcare, build educational tools, and drive economic growth (Kleine, 2022). ICT has the greatest impact on human endeavour. It profoundly impacts human endeavour by transforming global communication, revolutionizing education, and accelerating economic growth. It reshapes nearly every facet of modern life, driving unprecedented innovation and connectivity (Brown, 2020).

A good evidence is the increase in the use of mobile phones in Nigeria. Its consequences have also been felt with the advent of social media which aid some revolution, especially in Egypt where Facebook was used to mobilize youths for a mass protest. A society that makes use of ICT is regarded as an information conscious society. Rohani, Assim, Taasim and Mahdi (2023) corroborated this fact by stating that ICT has the capacity to provide interactive potentials for users to developed their individual, intellectual and creative ability, that it changes human behaviour by altering how people communicate, access information, and make daily decisions. These technologies shift behavioural intentions through peer influence, easy access to new data, and redesigned daily routines.

However, ability to acquire ICT facilities, having the technological skills to operate such facilities and the interest of policy makers on formulation of appropriate policies to encourage the use of ICT remain a difficult task in developing countries (Musa, Mahmud and Jalil, 2018). Musa, Mahmud and Jalil, (2018), reported that ICTs in Nigeria is heavily hindered by inconsistent electricity supply, high costs of data and equipment, and widespread digital illiteracy.

ICT has changed our economy rapidly and due to the changes, industries and individuals who provide these facilities and needed software have grown enormously. It is also seen as a crucial enabling infrastructure for future progress in economic opportunities, political freedom, social facilities and transparency guarantees and in the development of "knowledge societies" as a key accelerator for development (UNESCO, 2005). Human resources are essential to the success of any technology-based service because it drives talent acquisition, employee retention, and continuous skill development. People build and run the technology, making strong human relation teams necessary for company growth and innovation. ICT are implicated in the changes that are taking place, through their ability to enable new modes of work, communication and organization across time and space (Tegegn, 2024). ICTs facilities include any digital tools that help people create, store, process, and share information every day. They include hardware devices, computers, Laptops used for typing documents, surfing the web, and running programs. Smartphones and Tablets used for mobile calls, text messages, apps, and portable internet access. Printers and Scanners used to copy papers, print text, and turn physical documents into digital files, Projectors used to show phone or computer screens and others such devices (Bauti, Emeka & Odah, 2023).

Technology is an aggressive catalyst for global change, transforming socio-economic structures and democratizing information via modern social media frameworks (Ming-Yi Wu, 2025). However, it poses significant ethical, cultural, and behavioural risks, often destabilizing traditional societal values among youth. Use of ICTs is not free from negative influences or disadvantages. It positively helps in routine jobs and learning, it is also associated with bad behaviours and causes serious harm to health, safety, and daily lives. Problematic internet use, is broadly associated with loss of self-control over usage, withdrawal issues, negative impact on daily functioning, use of deception in form of stealing and online crimes, sexual-related offenses along with positive contributions in areas of increasing scientific, health, and well-

being (Dadi, Dachew & Tessema, 2024). Studies hav e found that young people and individuals in low and medium-income countries like Nigeria are at the greatest risk and on a global scale, one in three internet users are under the age of 18years (Keeley & Little, 2017).

Effective use of ICTs rest on many indispensable requirements. They included procurement of hardware and software, infrastructural facilities and equipment. Nigeria relies on foreign hardware and software architectures which accounted for structural exclusion of most citizens in the use of ICT. The structural exclusion is also associated with age divide within the population. In spite of the numerous advantages of ICTs developing countries like Nigeria are yet to maximize the benefits for attaining a sustainable development in the areas of science and technology. The structural differences could account for the non-use of ICT in many organizations and institutions within Nigeria. This study was therefore set up to investigate the implication of ICT on building a functional society with the Nigeria Army School of Finance and Administration as an institutional case study.

Research questions

The study aims to determine the effect of ICTs use and its challenges on the Nigerian society using the perspective of institutions. The research questions used were:

1. What are the effects of ICT on the Nigerian society?
2. What are the challenges faced in the use of ICT in Nigeria?

Methods

This study adopts a descriptive survey research design with a researcher design questionnaire as the major instrument for data collection. A sample size of 100 respondents was drawn exclusively from the Nigerian Army School of Finance and Administration (NASFA) through a purposive sampling procedure. But 20 of the respondents could not meet up with the schedule of the research study and were dropped. Admission into NASFA is strictly governed by a rigid federal character and state-quota representative system, mandating equal student intake from every state within the Security Agencies. Consequently, the student and staff body functions as a natural, institutional microcosm of the entire country. The instrument for data collection consisted of two parts. The first part consisted of background information of respondents while the second part consisted of items constructed with a standard psychometric scale, specifically designed to capture opinions on the implementation, barriers, efficacy, and economic requirements of ICT within a functional society. The instrument was face validated and tested for reliability and consistency. The reliability index was stablished as 0.940 index which confirmed that the instrument was reliable and internally consistent for the study. The instrument was subjected to face and content validation by three experts in Measurement and Evaluation. The Content Validity Index (CVI) was calculated, yielding an S-CVI of 0.88, indicating high content relevance and appropriateness of the items for the study Data collected were analysed with the Statistical Package for the Social Sciences (SPSS), IBM version 26. Statistical procedures used were mainly descriptive.

Result and Discussion

Table 1: Classification of the respondents' socio- demographic characteristics

Variables	Variable options	Frequency	Percent
Categories	Students	66	82.5
	Non-Academic Staff	2	2.5
	Academic Staff	12	15.0
Gender	Male	58	72.5
	Female	22	27.5
Age	Below 30 yrs	26	32.5
	31-40 yrs	40	50.0
	41-50 yrs	11	13.7
	50 Above	3	3.8
Marital status	Not Married	17	21.2
	Married	63	78.8
Qualification	SSCE/NECO	17	21.25
	ND/NCE	43	53.75
	B.Sc/HND	19	23.75
	Msc/MBA/PhD	-	-
	Professional Qualification	-	-
	Others	1	1.25
Years of working experience	Below 6years	9	11.25
	6-10years	24	30.00
	11-15years	22	27.50
	16-20year	11	13.75
	Above 20years	14	17.5

Source: Field survey, 2026

The socio-demographic variable of the respondents selected were summarized into frequencies and percentages in Table 1. Of the total (80) respondents involved in the study, 82.5% were students of the selected institution. Two (2.5%) were non-academic staff and 15.0% were in the administrative categories within the institution. Most (72.5%) of the respondents were males. The females were 27.5%. Age wise, 32.5% were below 30years. Those within the 31 and 40years age bracket were 50.0% of the total respondents while 13.7% were between 41 and 50years. Only 3.8% of the respondents were above 50years. This distribution showed that the respondents were within the active age of working population in the country and should be expected to provide adequate information on effects of information and communication technology in building a functional society from the perspective of the Nigeria Army School of Finance and Administration. Most (78.8) of the respondents were married. Those who were not married were 21.2% of the total respondents. By highest educational attainment, 21.25% had the Senior Secondary School Certificate or National Examination Council (SSCE/NECO). Those with National Diploma or the Nigeria Certificate in Education (ND/NCE) were 53.75% while 23.75% had first degree of Higher National Diploma (B.Sc/HND). Only 1.25% had other unspecified certificate among the respondents involved in the study. These classifications implied that the respondents had the adequate level of education to provide the required information for the study. For years of working experience, 11.25% had below 6years but 30.0% had between 6 and 10years of work experience among the respondents. Those with between 11 and 15years of work experience were 27.50 while 13.75 had between 16 and 20years of working experience in the institution. Those with above 20years years of work experience were 17.50% of the total respondents. The observation here showed that the respondents had adequate years of experience to provide the required information for the study.

Effects of ICTs use on building a functional society

The opinions of the respondents on effect of ICT on building a functional society were summarized in Table 2 with a graphical illustration in Figure 1.

Table 2: Opinions of respondents on effects of ICT in the building of a functional society

ICT helps to build a functional society through reduced Man-hour work in office or at home	Frequency	Percent
Strongly Agreed	46	57.50
Agreed	27	33.75
Strongly Disagreed	4	5.00
Disagreed	3	3.75
Undecided	0	-

Source: Field Work 2026

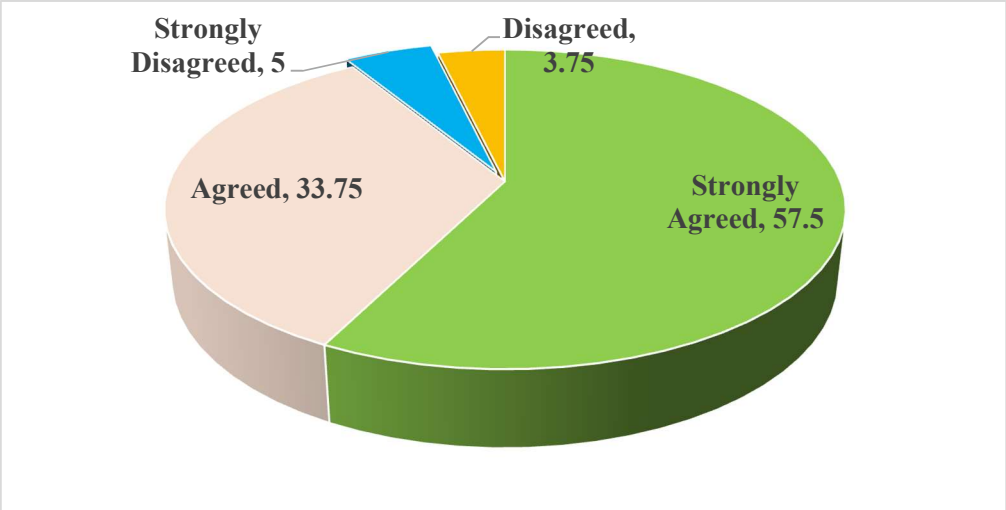


Fig 1: Respondents' opinion on effect of ICT in the building of a functional society

Table 2 and Figure 1 revealed that 57.5% along with 33.75% of the respondents strongly agreed and agreed with the suggestion that use of ICT has a major effect on the building of a functional society. Only 3.75% of the respondents disagreed with such effect and 5.0% strongly disagreed with the suggestion among the respondents. The observation here provides a major evidence that respondents involved in the study were generally of the view that ICT has major effect on the building of a function society from the perspective of the Nigeria Army School of Finance and Administration.

Challenges to use of ICT for a functional society in Nigeria

The opinions of the respondents on the challenges to use of ICT for the building of a functional society in Nigeria are summarized in frequencies and percentages in Table 3. The percentages are embedded in brackets below the observed frequency counts.

Table 3: Opinions of respondents on challenges to use of ICT for building of a functional society in Nigeria

S/n	Challenges to use of ICT for functional society in Nigeria	Responses				
		SA	A	SD	D	UD
1.	*Many factors could be responsible in building a functional society*	37 (46.25)	41 (51.25)	-	2 (2.5)	-
2.	*Lack of Interest on the part of the government is militating against the use of ICT facilities.*	27 (33.75)	34 (42.5)	6 (7.5)	12 (15)	1 (1.25)
3.	*Poor infrastructure and individual interest in acquiring ICT facilities is the major problem in building a functional society.*	28 (35)	37 (46.25)	7 (8.75)	6 (7.5)	2 (2.5)
4.	*Lack of awareness by the citizens is the problem in building a strong society.*	26 (32.5)	38 (47.5)	6 (7.5)	9 (11.25)	1 (1.25)
5.	*Knowledge of ones responsibility as a citizen to be technologically inclined is the major impediment in building a functional society.*	18 (22.5)	39 (48.75)	7 (8.75)	11 (13.75)	4 (5)
6.	*ICT knowledge makes individuals to be informed thereby building a functional nation.*	46 (57.5)	31 (38.75)	2 (2.5)	1 (1.25)	-
7.	*A strong nation is that which is driven by ICT.*	47 (58.75)	11 (13.75)	4 (5)	3 (3.75)	2 (2.5)
8.	*Lack of curriculum that would broaden students' knowledge on the importance of ICT to nation building militates against the uses of ICT facilities.*	24 (30)	32 (40)	11 (13.75)	11 (13.75)	2 (2.5)
9.	*Nations that incorporated ICT are stronger than those that did not embrace it.*	50 (62.5)	11 (13.75)	2 (2.5)	5 (6.25)	1 (1.25)
10.	*Without ICT, the world wouldn't have been a good place.*	36 (45)	11 (13.75)	5 (6.25)	11 (13.75)	4 (5)
11.	*ICT reduces poverty and increase lifespan of citizens.*	16 (20)	34 (42.5)	9 (11.25)	11 (13.75)	3 (3.75)
12.	The official administrative drudgery in government offices and education institutions can be better managed through ICT.	39 (48.75)	34 (42.5)	1 (1.25)	4 (5)	2 (2.5)
13.	Contemporary society strongly needs highly able minds that could productively solve many economic problems of today.	31 (38.75)	44 (55)	1 (1.25)	2 (2.5)	2 (2.5)
14.	Technology is progressively effacing old ways of doing things.	40 (50)	31 (38.75)	3 (3.75)	5 (6.25)	1 (1.25)
15.	Employers are in search of graduates with requisite knowledge, skill and training that would help to solve problems that do not yet exist today.	25 (31.25)	37 (46.25)	2 (2.5)	11 (13.75)	2 (2.5)
16.	Nigeria needs to replace the traditional pedagogical practices that still underpin its educational system.	28 (35)	42 (52.5)	5 (6.25)	3 (3.75)	2 (2.5)
17.	Low income is responsible for lack of interest in acquiring and using of ICT facilities.	31 (38.75)	29 (36.25)	7 (8.75)	11 (13.75)	2 (2.5)

Source: Field Work 2026

The respondents were of the view that many factors could be responsible for building a functional society as indicated by 46.25% and 51.25% who strongly agreed and agreed respectively in the table. But 33.755 and 42.5% of the respondents strongly agreed and agreed that among the challenges to ICT for building a functional society in Nigeria could be associated to lack of Interest on the part of government which is militating against ICT facilities. Only 15.0% and 1.25% of the respondents disagreed with this view. In line with this view, 35.0% and 46.25% of the respondents strongly agreed and agreed that part of the challenges could be associated with poor infrastructure and inability of individual to acquire ICT facilities. Part of the challenges was attributed to lack of awareness among individual citizens on the role of ICT in building in functional society. In the table, 32.5% and 47.5% of the respondents strongly agreed and agreed with this opinion respectively. Closely aligned with this opinion is the lack of knowledge by individual citizens that not being technologically inclined is the major impediment in building a functional society. The respondents were of the opinion that ICT knowledge makes individuals to be informed on building a functional nation as indicated by 57.5% and 38.75% who strongly agreed and agreed with the suggestion in the table.

With the view that a strong nation is that which is driven by ICT as indicated by 58.75% and 13.75% who strongly agreed and agreed respectively with the notion in the table, the respondents were of the opinion that lack of a curriculum that would broaden students' knowledge on the importance of ICT to nation building militates against the uses of ICT facilities in Nigeria. Respondents who disagreed with this opinion were relatively few as indicated in the table. In buttressing the positive effects of ICT in building of a functional society, 62.5% and 13.7% of the respondents strongly agreed and agreed respectively that nations who incorporated ICT are stronger than those that did not embrace it and 45.0% along with 13.75% of the respondents strongly agreed and agreed that without ICT, the world wouldn't have been a good place. In this perspective, 20.0% and 42.5% of the respondents strongly agreed and agreed that ICT reduces poverty and increase lifespan of citizens in nations that adopted its usage.

Respondents were therefor agreed with the view that official administrative drudgery in government offices and education institutions across Nigeria can be better managed through ICT. This was indicated by 48.75% and 42.50% of the respondents in the table. Based on this view, 38.75% and 55.0% of the respondents strongly agreed and agreed that contemporary society strongly needs highly able minds that could productively solve many economic problems of today in any nation and that ICT is progressively effacing old ways of doing things. This is indicated by 50.0% and 38.75% of the respondents who strongly agreed and agreed with the suggestion in the table. Based on this opinion, 31.25% and 46.25% of the respondents strongly agreed and agreed with the suggestion that employers are in search of graduates with requisite knowledge, skill and training that would help to solve problems that do not yet exist today. The respondents were of the view that Nigeria needs to replace the traditional pedagogical practices that still underpin its educational system. And that low income is responsible for the lack of interest in acquiring and using of ICT facilities by citizens in the country.

Conclusion

Respondents were unanimous that information and communication technology can offer real opportunities to build a functional society in Nigeria which will help improve the quality of life. But they were of the view that use of ICT is faced with multiple challenges in the country. These challenges were in different dimension which were partly attributable to individual mindsets, poverty and government policies and practices. The findings revealed that the government had a larger role to play in convincing the citizens to embrace ICT for building a functional society in Nigeria.

Recommendations

Based on the findings of the survey and conclusion reached, the following recommendations are made:

1. Government should ensure that ICT policy statements are translated into reality.
2. The Federal Ministry of Power should work towards stabilizing electricity supply in Nigeria.

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