

# Business Information Sharing Practices and Motivation as Determinants of Employee Job Performance in Zoom Mobile, Nigeria

Adio Olabisi E<sup>1</sup>; Haliso Yacob <sup>2</sup>; Okoro, Obinna, J. <sup>2</sup>.

Information Resources Management Department, Babcock University, Ilishan-Remo, Ogun State, Nigeria.<sup>1&2</sup>  
Corresponding author's E-mail: [adioolabisi@yahoo.com](mailto:adioolabisi@yahoo.com)

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Employees are the most valuable resource of an organization. They 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. The Nigerian telecommunication industry has witnessed an increase in growth and successful businesses whose values are based on their resources such as people. However, the business success and growth enjoyed cannot be said of Zoom mobile. It has been observed by the researcher that the job performance of employees in Zoom mobile is very much on the decline with observable indices such as ineffectiveness. This study therefore investigates if the cause of poor job performance is as a result of business information sharing practice and motivation. The study employed a survey research design. The population of the study consist of one hundred and seventy (170) employees of Zoom Mobile Nigeria. The Cronbach's Alpha reliability coefficient for the construct was above 0.7. The response rate was 96%. Data was analysed using descriptive and inferential statistics. The result shows that business information sharing practices have positive and significant effect on employee job performance in Zoom Mobile Nigeria ( $\beta = .675$ ,  $t = 12.225$ ,  $p < 0.05$ ). Motivation have positive and significant effect on employee job performance in Zoom Mobile Nigeria ( $\beta = 1.805$ ,  $t = 17.247$ ,  $p < 0.05$ ). Motivation and business information sharing have a joint significant influence on employee job performance in zoom Mobile Nigeria ( $R = 0.824$ ,  $R^2 = 0.679$ ,  $F(1,162) = 170.576$ ,  $p < 0.05$ ). Results also revealed that the level of employee job performance in Zoom Mobile Nigeria was high ( $\bar{x} = 3.25$ ). Employee motivation in Zoom Mobile Nigeria was high ( $\bar{x} = 3.06$ ). The level of business information sharing practices in Zoom Mobile Nigeria was high ( $\bar{x} = 3.11$ ). The study concluded that business information sharing practices and motivation are key variables that contribute employee job performance in an organization. The study recommended that the high level of employees' job performance and motivation should be sustained and business information should constantly be shared in the organization.

**Keywords:** Business Information Sharing Practices, Motivation, employee Job Performance, ZOOM Mobile

## 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 order 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

Interest in the concept of employee job performance is much driven by the fact that it can cause an effect on the

productivity of an organization, in terms of achieving set goals and objectives, having competitive advantage and satisfying customers. Yusuf, Muhammed and Kazeem (2014) established that employee job performance is the ability to achieve set objectives within the required timelines. In the context of this study, employee job performance is a sign of the capacity of Zoom mobile employees to efficiently achieve independent goals that aligns to the business intention of the organization. This involves the discharge of specific statutory duties based on employee's field or areas of specialization. This assertion corroborates the work of Na'angap (2012) who pointed out that employee job performance is determined by some factors such as knowledge, skills, motivation, ability and work environment. The author also added timeliness, creativity and innovation as well as teamwork. It is argued that when employees in an organization such as the Zoom mobile exercise high level of skills on the job, team work, communicates effectively with high level of proficiency, they are adjudged to be productive or performing well.

Empirical works done in most developing countries such as Nigeria indicates that low employee job performance thrives in many organizations. Some scholars such as Ajala, (2012) and Yamoah (2013) show that there is low level of job performance among employees and that employees had organizational issues ranging from inadequate attention to their basic needs, feelings of being marginalized, irregular and non-payment of salaries, lack of tools for work and preferential treatment. This array of empirical assertions are critical to the performance of employees in any organization. As such the telecommunication sector in Nigeria cannot be isolated from these phenomena. In the case of Zoom Mobile, there has been concerns over the performance of her employees. There are observable concerns in the ability of employees in Zoom mobile to demonstrate team work in the discharge of duties, there is poor communication skills in the sale of her products including ineffective customer service and increased absenteeism at work as observed by this researcher.

Business organizations face several challenges which contribute to poor employee performance. In Zoom Mobile therefore, the identified challenges may be caused by poor business information sharing and lack of employee motivation. Business information sharing in an organization can take many forms such as workshops, seminars, meetings, web portals and teleconferencing. These practices enable employees stimulate their innovative capacities through business data. It enables the achievement of business goals and make business growth a lot easier. In a study carried out by Keh, Nguyen and Ng (2007) it was reported that there was a positive relationship between business information utilization and business performance. Employee motivation is an important factor in the discuss 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 encourage 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.

Therefore, 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 investigation. Therefore, the researcher investigates the influence of business information sharing practices and motivation on employee job performance in zoom mobile.

### **Objective 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 were 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
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

**Table 1. Continues**

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
<b>Group Mean</b>					<b>3.22</b>	<b>0.68</b>
<b>Task Performance</b>						
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 28.05%	80 48.78%	32 19.51%	6 3.66%	3.01	0.79
<b>Group Mean</b>					<b>3.09</b>	<b>0.7</b>
<b>Employee Job Performance (Grand Mean = 3.25)</b>						

The descriptive statistic result for research question one is displayed in Table 1. 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.

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

<b>Intrinsic motivation</b>	<b>Very High</b>	<b>High</b>	<b>Low</b>	<b>Very Low</b>	<b>Mean</b>	<b>SD</b>
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
<b>Group Mean</b>					<b>3.08</b>	<b>0.75</b>
<b>Extrinsic Motivation</b>						
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
<b>Group Mean</b>					<b>3.03</b>	<b>0.75</b>
<b>Employee Motivation (Grand Mean = 3.06)</b>						

The descriptive statistic result for research question two is displayed in Table 2. 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.

**Table 3.** what is the level of business information sharing practices in Zoom Mobile Nigeria?

<b>Workshops</b>	<b>Very High</b>	<b>High</b>	<b>Low</b>	<b>Very Low</b>	<b>Mean</b>	<b>SD</b>
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

**Table 3. continues**

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
<b>Group Mean</b>					<b>3.10</b>	<b>0.71</b>
<b>Seminars</b>						
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
<b>Group Mean</b>					<b>3.12</b>	<b>0.75</b>
<b>Meetings</b>						
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
<b>Grand Mean</b>					<b>3.15</b>	<b>0.72</b>
<b>Conferences</b>						
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
<b>Grand Mean</b>					<b>3.1</b>	<b>0.70</b>
<b>Business Information Sharing practices (Grand Mean = 3.11)</b>						

The descriptive statistic result for research question three is displayed in Table 3. 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.

### Hypothesis

**H<sub>0</sub>1:** Business information sharing practices has no significant influence on employee job performance in Zoom Mobile Nigeria.

**Table 4.** Simple Linear Regression of the Effect of Business Information Sharing on Employee Job Performance

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.871	2.783		6.062	.000
	Business Information Sharing Practices	.675	.055	.693	12.225	.000

a. Dependent Variable: Employee Job Performance  
 $R = 0.693$ ,  $R^2 = 0.480$ ,  $F(1,162) = 149.462$ ,  $p < 0.05$

Source: Field Survey, 2021

Table 4 shows the simple regression analysis results for the influence of business information sharing practices on employee job performance in Zoom Mobile Nigeria. The result shows that business information sharing practices ( $\beta = .675$ ,  $t = 12.225$ ,  $p < 0.05$ ) have positive and significant effect on employee job performance in Zoom Mobile Nigeria. The R value of 0.693 supports this result and it indicates that business information sharing practices has a positive effect on employee job performance in Zoom Mobile Nigeria

**H<sub>0</sub>2:** Motivation has no significant influence on employee job performance in Zoom Mobile Nigeria.

**Table 5.** Simple Linear Regression of the Effect of Motivation on Employee Job Performance

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.731	1.989		8.413	.000
	Motivation	1.096	.064	.805	17.247	.000

a. Dependent Variable: Employee Job Performance  
 $R = 0.805$ ,  $R^2 = 0.647$ ,  $F(1,162) = 297.468$ ,  $p < 0.05$

Source: Field Survey, 2021

Table 5 shows the simple regression analysis results for the effect of motivation on employee job performance in Zoom Mobile Nigeria. The result shows that motivation ( $\beta = 1.805$ ,  $t = 17.247$ ,  $p < 0.05$ ) have positive and significant effect on employee job performance in Zoom Mobile Nigeria.

### Research Hypothesis Three:

**H<sub>0</sub>3:** There will be no joint influence between business information sharing practices and Motivation on employee job performance in Zoom Mobile Nigeria.



**Table 6.** Simple Linear Regression of the Combined Effect of Business Information Sharing and Motivation on Employee Job Performance

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.944	2.247		5.316	.000
	Motivation	.856	.085	.628	10.009	.000
	Business Information Sharing Practices	.245	.061	.251	4.006	.000
a. Dependent Variable: Employee Job Performance						
R = 0.824, R <sup>2</sup> = 0.679, F(1,162) = 170.576, p < 0.05						

**Source: Field Survey, 2021**

Table 6 shows the multiple regression analysis results for the joint influence of business information sharing and motivation on employee job performance in zoom Mobile Nigeria. The result shows that business information sharing and motivation when combined to determine their effect produces a coefficient of multiple correlation,  $R = 0.824$  and adjusted  $R^2 = 0.679$  at  $p = 0.000 < 0.05$ , indicating that percentage of variance in employee job performance jointly explained by the explanatory variables is 67.9%, while the remaining 32.1% changes that occurs is accounted for by other variables not captured in the model. The table further reveals that the coefficients of the regression model designed to investigate the effect of business information sharing and motivation on employee job performance are provided. From the results, business information sharing and motivation contribute significantly to employee job performance in zoom Mobile Nigeria.

## DISCUSSION

This study revealed that the level of employee job performance in Zoom Mobile Nigeria was high, based on the grand mean score. Employee job performance refers to the act of doing the work as well as the results achieved in the organization. The finding of the study was in agreement with Oduwole (2014) who established that job performance is how employees does the duties and responsibilities associated with a particular job. The indices of employee job performance is in agreement with that of Ivancevich, olekans and matteson (2007) who reported that the elements of employee job performance should include the ability to perform a task as it relates to goals of the organization. Furthermore, the findings are in agreement with Lee and Wu (2011) who reported that employee performance is the achievement of task under

the procedure and time requirements of the organization. Contextually, the study corroborates with the Suraj and Ajiferuke (2013), who reported that the telecommunication industry in Nigeria has witnessed an increased in growth. The growth and success reported by the scholars may be seen in the findings of this study where the level of employee job performance was rated high. Therefore, contrary to the physical and empirical assumption that the level of employee job performance in Zoom mobile seems to be low and that the business success and growth enjoyed by most telecommunication companies in Nigeria may not be said of Zoom mobile. The findings of this study however indicates otherwise. The study agrees with Muchinsky and Culbertson (2013) on the view that employee job performance are behaviours that can be measured, monitored and assessed as an achievement at individual level.

The study revealed that the level of employee motivation in Zoom Mobile Nigeria was high. Motivation is the inducement, incentive, and inspiration, encouragement in order to incite an employee to action. The findings of this study agrees with Gana and Bababe (2011) who reported that lack of motivation leads to low job performance among employees in an organization. For this study, it is believed that the high level of employee job performance reported in Zoom Mobile may have been as a result of the high level of motivation of staff. It is established however that the absence of motivation among employees could lead to unwillingness to engage in a certain job activity. Motivation helps to mobilize potentials of employees towards attaining the goals of an organization. This study supports Bartol and Martin (2008) who reports that motivation is the power that strengthens behaviour. It is the force within which employees achieve targets or business objectives. It is an undeniable fact that the high level of motivation of employees in the Zoom mobile may have contributed a

great deal to performance of employees on the Job.

The study further revealed that the level of business information sharing practices in Zoom Mobile Nigeria was high. Business information sharing practices was divided into four dimensions namely workshops, seminars, meetings and conferences. Business information is an organization's most important and strategic resource that can provide a sustainable competitive advantage. This assertion is affirmed by Worrall and Hyduk (2016) that business information drives the competitiveness of organization and brings about business growth. The findings of this study affirms the work of Shou (2012) who reported that information sharing practices in a business organization leads to higher performance. This assertion implies that the high level of employee job performance reported in the Zoom Mobile may have been as a result of business information sharing practices in the organization. This study empirically affirms the assertion that creating a business information sharing atmosphere in an organization is important if such a business wants to remain relevant. This is because the sharing of business information sharing deals with the extent to which organization openly communicate sensitive information. The findings of this study also affirms the work of kembro and Naslund (2014) who have stressed that business information sharing plays a significant role in the growth of a business organization. It is however the practices of sharing regularly business information through seminars, conferences, workshops and other relevant internal trainings in the organization.

The first hypothesis stated that business information sharing practices has no significant influence on employee job performance in Zoom Mobile Nigeria. The result showed that an increase in business information sharing will have a corresponding positive and significant effect on employee job performance in Zoom Mobile Nigeria. The findings of this study are in agreement with Asres (2005), whose study shows that sharing of available information have a significant and positive effect on communication development amongst employees. Likewise, Savolainen (1995) conducted a study and found out that the habit of employees towards information sharing has an influence on employee's information behavior and use. The second research hypothesis, the findings of the regression reveals that Motivation has a significant influence on employee job performance in Zoom Mobile Nigeria. The findings of this study are in agreement with Nnamani, Ozobu and Ejim (2015), whose study revealed that extrinsic motivation given to workers in an organization has a significant influence on the workers performance. The findings of this study corroborates with Muogbo (2013) established that motivation had an influence on employees performance

## CONCLUSION

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.

## Recommendation

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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