DOCUMENT PASSWORD AND ORGANIZATIONAL EFFICIENCY OF MONEY DEPOSIT BANKS IN RIVERS STATE

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ABSTRACT

This study investigated document password and organizational efficiency in deposit money banks in Rivers State. The study employed a cross-sectional survey research design, primary and secondary data were major instruments used for the study. Descriptive and inferential statistical tools were used to analyze the data. Pearson Product Moment Correlation Coefficient (PPMCC) was computed to test the hypotheses and was facilitated with the use of Statistical Package for Social Science (SPSS) version 21.0. The findings revealed that there is a strong association between document password and organizational efficiency in deposit money banks in Rivers State. Based on the findings, it was recommended that deposit money banks in Rivers State should encourage document password techniques in order to create consistency as well as ensure and enhance the control of the versions of these techniques.

Keywords: Document Password, Organizational Efficiency, Versions, Techniques

INTRODUCTION

Documents have always been one of the most important assets to organizations in almost every field of endeavor. Not only are they vital to corporate entities as working documents used in decision making but they are also used for the smooth running of the organization. Besides organizations, documents are also an important resource to institutions such as countries, government parastatals, healthcare, education, banks, among other sectors. Documents are essential with regards to daily routines, and also helping the management to achieve their goals and make the best decisions on the basis of the information extracted from such documents.

Since documents irrespective of its form play a crucial role in the day to day running of organizations, it requires the best and most efficient form of protection from unauthorized users. Prior to the emergence of the Internet, computers had no direct access to other computers. In such an environment, there was little concern for the security of information. As computers began to plug into the Internet, which connected computers from all over the world, a door was opened that allowed for vast sharing of information. With information easily flowing across this network and the lack of a security conscious design, the Internet allowed some people to use this resource to steal and destroy for opportunistic gain or for fun. As security of information became a concern, mechanisms were added on top of the existing Internet to provide for protection of information.

E-document theft, fraud and piracy has always been one of the burning security threats facing most if not all organizations (Devanbu & Stubblebine, 2000), especially after the advent of the internet and the easy flow of information over various networks. An organization's e-documents are now very important assets as massive investment of time; money and intellectual capital are involved in its production. However, once produced these documents are at risk to theft and misuse. Theft of e-document is no longer the only issue; there is also the issue of piracy and tampering with the malicious intent of planting a Trojan horse in the system by both internal and external sources (Hachez G., Laurent D. H., Mehrdad J. Jean-Jacques Q. & Christopher V. 2000). In today's complex competitive world, e-document is of much value to its creator and organizations, whether that be an organization with many products, or the only product of a small company, security attack is a major trade and industry problem.

Electronic documents should only be accessible to authorized users. Protecting documents from unauthorized users and abuse of documents by authorized personnel is very difficult but at the same time a must for every organization. Strategic organizational decisions are reliant on these documents as such it requires the best possible form of protection it can get from respective organizations, because no institution can go about its business activities efficiently without the use of different forms of documentation. Corporate electronic document requires all forms of protection it can get because the security threat is not only external but it can also be internal that is from within the corporation. Employees' in the organization can easily bypass technical security by hacking the organizations archives. The protection techniques of electronic documents cuts across the protection of every electronic means in which documents can easily be sent and accessed as well as business transactions carried out online.

The protection of these processes is very important in order not to compromise the confidentiality,

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integrity, availability and reliability of the information contained therein. The importance of protecting electronic documents cannot be over emphasized, documents are critical to organizational survival and operations, as such, every organization that intends to remain competitive and relevant needs to put in place solid protective measures for its corporate documents' like patent rights, intellectual property, knowledge repositories amongst others. Over the years, the banking sector has witnessed varieties of security challenges ranging from different shades of fraud by staff of different banks. Some of those elicit acts have been perpetrated by employees' while others were carried out by external bodies but in collaboration with bank staff as a result of the security lapses due to failure of employing proper protective measures to the banks' documents. Organizational efficiency can only be achieved when these protective measures are successfully put in place thereby curbing the security threats from both external and internal sources. This study was guided by the research questions: to what extent does document password influence organizational efficiency in deposit money banks in Rivers State?

LITERATURE REVIEW

Concept of Document Password

According to dictionary.com a password can be defined as a word or a string of other characters or in most cases a combination of both that is usually kept confidential that must be supplied by document users in order to gain access to organizational archives or documents saved on any electronic gadget.

On its own point of view, techterms.com sees a password as a string of characters that is used for verification, validation and authentication of users on an electronic device. From the foregoing, it means that organizational documents stored on various electronic based devices are pass-worded in order to protect the confidentiality, authenticity, reliability as well as the consistency of organizational resource.

Most often than not, passwords are a combination several characters which usually includes; letters, numbers and symbols but not spaces. In protecting electronic documents through passwords, it is always advisable to use a password that is pretty easy to remember, that being said, you must be cautious enough not to make it so simple such that others within the organization or any other unauthorized user can guess the enterprise's password.

The most secured passwords that to a large extent offer good protection to electronic documents within and outside the organizations are a combination of digits and letters that does not in any way contain actual words. The banking sector needs to imbibe the culture of pass warding its electronic documents so as to safeguard its most valuable assets (documents) that will drive the sector towards organizational efficiency.

Organizational Efficiency

According to chron.com, for an organization to succeed at accomplishing its objectives, it must be able to create the right set of plans needed to achieve those objectives, pull together the resources needed to implement those plans, and then use resources such as cash and labor in the actual implementation of those plans. Organizational efficiency is the organization's ability to implement its plans using the smallest possible inputs. It is an important factor in the firm's organizational effectiveness, this being the ease and degree of success with which the organization is able to achieve its objectives.

The success of an organization such as the banking sector can be measured on the basis of its patronage, output and or processes and inputs that produce the outputs. Researchers have obtained measures of

individual performance to include speed, accuracy, and time needed to learn, and have used these to estimate individual efficiency at the organization. The implicit or explicit assumption underlying these efforts has been that increased individual efficiency will increase organizational efficiency, Locke and Latham (2005). With the advent of technology massive personal productivity gains have been enabled. Computers, spreadsheets, emails and other advances have made it possible for an average employee to be very efficient. Arguably, it is vital to affirm that if the Nigerian banking sector improves on its document protection techniques, much better and faster, over all organizational efficiency is inevitable.

Measures of Organizational Efficiency

Consistency

Consistency is the degree density, firmness, viscosity and steadfast adherence to the same principles, course, form, etc. (Dictionary.com). In a hectic workplace, achieving consistency can be challenging. Organizations in which policies, procedures and practices are consistent, however, have its benefits. There are a number of reasons why consistency is a goal toward which you should work. Take these reasons into consideration when determining how much effort you want to dedicate to establishing this principle within your business space. Workplaces in which consistency is present appear better organized than those in which things are constantly changing. For example, if you have one consistent method for your employees to use to log their work completion or request time off, it will appear to these workers that you are more in control of the business. This appearance of organization can make employees think better of the company and allow them to feel that the company is a more stable one. Although some individuals don't mind constant changes, most prefer consistency. When your practices and procedures are consistent, your workplace will likely

seem less chaotic and more under control. By creating an environment that is consistent, you can help both your workers and your customers feel comfortable in the workplace (Erin, 2008).

Ellmer et al (1999) were of the views that, Organization's work revolves around documents; these documents contain varieties of business transactions and technical information and generally have some sort of structure. Examples of such documents include policy statements, reports, manuals, specifications and business forms, amongst others. In most cases, the documents form part of an organized process or work flow to be carried out on an ad-hoc basis to respond to some requirement within the firm. The documents are basically instances of standard "document types" conforming to some agreed template or standard, though they can be "one-off". Documents are generally produced by different organizational employees, for example; a system manager, a system designer, a system analyst and so on. These groups may be in different locations, forming part of different workgroups located in different places. The documents these groups produced are of distinct form and produced using heterogeneous applications, word processors, specialized applications, software engineering tools and similar.

Version Control

A version control system (also known as a Revision Control System) is a repository of files, often the files for the source code of computer programs, with monitored access. Every change made to the source is tracked, along with who made the change, why they made it, and references to problems fixed, or enhancements introduced, by the change (Stuart, 2005).

According to Stuart (2005), version control systems are essential for any form of distributed, collaborative

development. Whether it is the history of a wiki page or large software development project, the ability to track each change as it was made, and to reverse changes when necessary can make all the difference between a well-managed and controlled process and an uncontrolled 'first come, first served' system. It can also serve as a mechanism for due diligence for software project. Research Data, defines version control as the means by which different versions and drafts of a document (or file or record or dataset) are managed. It involves a process of naming and distinguishing between a series of draft documents which lead to a final (or approved) version, which in turn may be subject to further amendments.

It provides an audit trail for the revision and update of draft and final versions.

The version of a document or digital content can be defined as the variation within a digital asset or its metadata. In other words, it means updating, editing or change, with respect to a previous version and its metadata (Sidharth, 2010). Editing, updating or changes are common in our daily work, just like having to undo said changes; or, simply, choosing a version among multiple documents which have the same purpose (and which came from one unique version). When there is no version control, those changes are permanent. Editing a document means overwriting content in a file. Once that content is overwritten, there certainly is no way to go back to recover the version created before the changes were made.

Document Password and Organizational Efficiency

In a study carried out by James, Brody &Pacini (2006) on "Accountants' Perceptions regarding Fraud detection and Prevention Methods" in Pennsylvania, USA. Using a survey approach, findings highlight that firewalls, virus and password protection, and internal control review and improvement are quite commonly used to combat fraud. Cope, Siewe, Chen &Maglara

(2017) conducted a study on "Data Leakage from non-productive system" in Leicester, USA. This study employed a qualitative approach and findings reveal that there is some conflict between security and perceived usability, which may be addressed by challenging the perceptions of usability or identifying the compromise required.

From the foregoing therefore, the study hypothesized thus:

Ho$_1$: Document Password does not enhance consistency in deposit money banks in Rivers State.

Ho$_2$: Document Password does not enhance version control in deposit money banks in Rivers State.
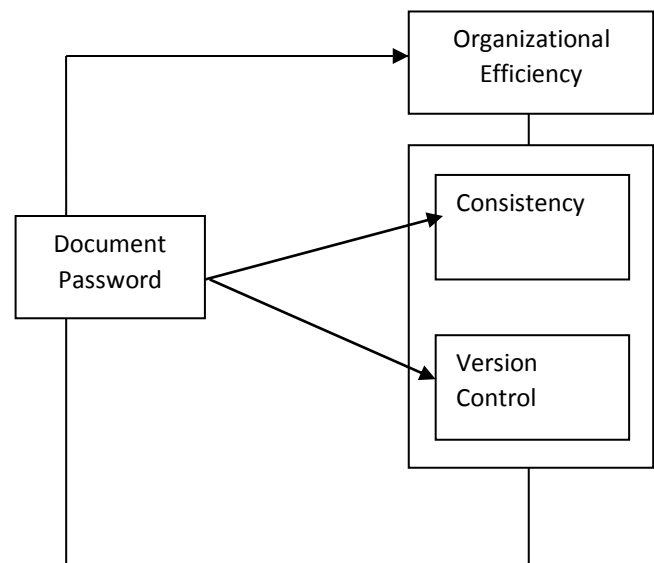

Figure 1: Operationalized Framework showing Document password and Organizational Efficiency

Source: Researcher's conceptualization, 2018

METHODOLOGY

This study adopted the cross-sectional survey research design method in its assessment of the relationship between document password and organizational efficiency. Primary and secondary

source of data was used for this study. The population for this study is the twenty-one (21) deposit banks in Port Harcourt. This study employed the purposive sampling technique, in an attempt to effectively capture a true sample representation and due to limited time and resources, 5 managers from each of the twenty-one deposit money banks in Port Harcourt were selected making it a total of 105 respondents. Out of the 105 number of questionnaires administered, 98 were returned, 7 were not returned, 9 were wrongly filled only 82 copies of questionnaire were suitable for data

analysis. The main instruments used for the collection of data was a structured questionnaire. Similarly, the validity of scales used for this study was assessed for content, construct and face validity and reliability was achieved by protesting the questionnaire on at least fifteen (20) persons outside the population of the study. The researcher also used the Cronbach Alpha Coeeficient to ascertain the reliability and internal consistency of the measurement instrument. This was facilitated with the use of Statistical Package for Social Science (SPSS) version 21.0 and the reliability coefficients are depicted in table 1.

Table 1: Internal Reliability of the Instrument

S/No	Variables	Number of items	Number of cases	Cronbach's Alpha
1	Password	5	82	0.819
2	Consistency	3	82	0.780
3	Version Control	3	82	0.831

Source: SPSS Output, 2018

RESULTS AND DISCUSSION

Data analysis was carried out using the Spearman rank order correlation tool at a 95% confidence interval. Specifically, the tests cover a Ho_1 hypothesis that was bivariate and declared in the null form. We based on the statistic of Spearman Rank (rho) to carry out the analysis. The level of significance 0.05 was adopted as a criterion for the probability of accepting the null hypothesis in ($p> 0.05$) or rejecting the null hypothesis in ($p <0.05$). We began by presenting first a test of existing relationships.
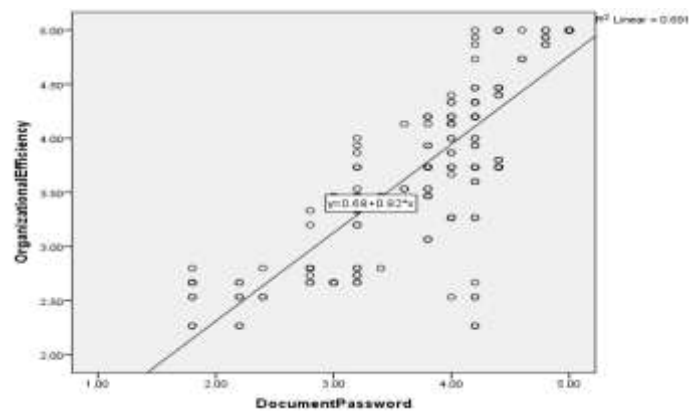

Figure 2: scatter plot relationship between document password and organizational efficiency

The scatter plot graph showed at R^2 linear value of (0.691) depicting a strong relationship between the two constructs. The implication was that an increase in document password simultaneously brings about an increase in the level of organizational efficiency. The scatter diagram provided vivid evaluation of the closeness of the relationship among the pairs of variables through the nature of their concentration.

Table 2: Correlations for password construct and organizational efficiency

		Password Construct	Consistency	Version Control
	Pearson Correlation	1	.741[**]	.850[**]
Password Construct	Sig. (2-tailed)		.000	.001
	N	82	82	82
	Pearson Correlation	.741[**]	1	.770[**]
Consistency	Sig. (2-tailed)	.000		.000
	N	82	82	82
	Pearson Correlation	.850[**]	.770[**]	1
Version Control	Sig. (2-tailed)	.001	.000	
	N	82	82	82

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Research Data , 2018 (SPSS output, version 21.0)

From the result in the table above, the correlation coefficient (rho) showed that there is a significant and positive documents' password and consistency. The *correlation coefficient* 0.741 confirmed the magnitude and strength of this relationship and it is significant at p 0.000<0.01. The correlation coefficient represented a high correlation between the variables. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate upheld. Thus, there is a significant relationship between documents' password and consistency in deposit money banks in Rivers State.

From the result in the table above, the correlation coefficient (rho) showed that there is a significant and positive relationship between documents' pass wording and version control. The *correlation coefficient* of 0.850 confirms the magnitude and strength of this relationship and it is significant at p 0.000<0.01. The correlation coefficient represents a very high correlation indicating also a very strong relationship between the variables. Therefore, based on empirical findings the null hypothesis earlier stated was hereby rejected and the alternate upheld. Thus, there is a significant relationship between documents' pass wording and version control in deposit money banks in Rivers State.

DISCUSSION OF FINDINGS

This study using descriptive and inferential statistical methods investigated the relationship between electronic documents' protection techniques and organizational efficiency in deposit money banks in Rivers State as well as the moderating role of technology and competence. The findings revealed a positive and significant relationship between electronic documents' protection techniques and organizational efficiency using the Pearson Product Moment Correlation tool at a 95% confidence interval. This finding reinforced views in literature that the importance of protecting electronic documents cannot be over emphasized, documents are critical to organizational survival and operations, as such, every organization that intends to remain competitive and relevant needs to put in place solid protective measures for its corporate documents' like patent rights, intellectual property, knowledge repositories amongst other .

Significant Relationship between password construct and organizational efficiency

The first and second hypotheses sought to examine the relationship between password construct and organizational efficiency. Hence it was hypothesized

that there is no significant relationship between password construct and organizational efficiency. These hypotheses were tested using the Pearson Product Moment Correlation technique. The test of hypotheses one and two, showed that there is a strong positive relationship between password construct and each of the measures of organizational efficiency in deposit money banks in Rivers State. This implies that document password construct is the dissemination of information which is related to the daily performance of an employer's job and also important if the worker is expected to be an effective member of staff.

The banking sector is vested with the responsibility of managing and protecting sensitive and personal information of its customer base, it is a service the sector owes its numerous customers, when an organization fails to take leverage on the different techniques in safeguarding such documents; the organization is bound to lose its customers.

This supported a work of James, Richard & Carl (2006) which revealed that firewalls, virus and password protection; internal control review and improvement are commonly used to combat fraud in organizations. These findings corroborates the view of Satyendra, Andrew & Amar K (2018) which indicates that the success of Knowledge Management is not only bound by its processes but also by key infrastructure such as document password which can either promote or inhibit Knowledge Management.

CONCLUSION

Organizations are realizing that electronic document protection techniques help them to build employee efficiency in the work place. As such electronic document protection techniques can build and enhance relationships and reinforce commitment to the company and improve the employees' efficiency. Electronic document protection techniques can be sustained by strengthening and increasing the relationship between organizations and their employees. To garner the required objectives from electronic document protection techniques therefore, there is a need to implement them according to strategy. Many companies built strategy by keeping an eye on their employees. The results of the research reveals that if electronic document protection techniques components such as document password is implemented in organizations and managers give it high attention it can enhance electronic document protection techniques in organizations and help employees in achieving tasks and targets set for their job positions and help in developing secured channels of creating, retaining as well as transferring data or information as the case maybe. It emphasizes on performance, growth and development of employees for creating competitive advantage. The study thus concludes that document password influences organizational efficiency in deposit money banks in Rivers State positively as it result in increased consistency and version control.

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