COMPUTERIZATION OF PERSONNEL RECORDS:
A CASE STUDY OF NITEL NIGER TERRITORY

BY

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<u>DEDICATION</u>

I solemnly dedicate this project to the Almighty God, the memory of my late father Rev. S. O. A King, my husband N. A. T. Osijo and my children Gboyega, Gbeminiyi and Adeyemi Osijo and friends too numerous to mention for their support.

CERTIFICATION

This is to certify that this project entitled "Computerization of Personnel Records in Nitel Niger Territory" meets the requirement and regulations governing the award of post Graduate Diploma on Computer Science of Federal University of Technology, Minna.

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ACKNOWLEDGEMENT

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ABSTRACT

This research work is on computerization of records as it affects personnel management functions in NITEL, Niger Territory. This research work highlights functions, procedures, and problems of personnel management department with emphasis on the impact of records as a powerful tool in the art of managing human resources and skills.

With the computerization of personnel records, problems that bedevil the present manual system ranging from poor filing of documents, misplacement of staff records, sabotage, and poor or inadequate training and general attitude to work would be eliminated.

CHAPTER ONE
GENERAL INTRODUCTION

1.1 INTRODUCTION

The nature of Nigerian Telecommunications Limited Human Resources management popularly called personnel management is quite different from the private sector. Nitel provides for workers numerous opportunities, both during the service period as well as when they retire from service. The benefits so accrue to staff at the end of service period is contained in appropriate guideline issued by NITEL management in the condition of service. The terminal period for serving in NITEL is thirty-five years or attainment of sixty years of age which ever comes earlier. This means that any staff with good records of service would retire having worked for the period of thirty-five years or attain the age of sixty years.

The personnel management encompasses those activities designed to provide for and co-ordinate human resources such as skill improvement/development (training), appointment, promotion, discipline, and staff welfare for all categories of workers, namely senior and junior staff respectively. Staff welfare involves, quartering of staff, end of year gifts (bonus) transportation management, healthcare services and so on. Human resources is a very vital factor of production, the personnel management therefore, needs accurate data in terms of actual numbers of personnel in the entire organization to discharge various functions and to combat the phenomenon of ghost workers.

1.2 PERSONNEL MANAGEMENT FUNCTION

The Personnel Management Department of any public organization performs functions as enumerated below:

1. Recruitment of personnel into all cadre and grades of staff

2. Training and deployment of staff in a manner that they become more efficient, effective, and productive.

3. Maintenance of discipline

4. Welfare of staff.

5. Dissemination of information via issuance of circular as received from management.

6. Preparing yearly personnel estimates.

7. Labour and management relation.

1.3 PERSONNEL MANAGEMENT ACTIVITIES

a. The activities of personnel management in NITEL LTD is harnessing human resources activities in order to provide and maintain appropriate workforce for the organization so as to project the good image of the company.

b. The process of advertising, receiving and collating applications, followed by screening, selection and invitation of applications for interview is conducted by Personnel Department.

c. Personnel Management also ensures that good working relationship exist between workers, and between workers and management including changes in working conditions. In the present time, Unionism is being encouraged to promote good working relationship for workers to give their best.

d. Employees dissatisfaction are resolved by Personnel department through various established means.

e. The department conducts interview for qualifying candidates and issue letters of promotion based on approved criteria as stipulated in the existing guidelines on promotion.

f. Staff annual performance evaluation.

g. Staff Training Agenda to ensure a skilled workforce.

h. Healthcare services for staff.

1.4   WHAT IS RECORD ?

.Records could be described as written documents or other wise concerning performance of a person, place or thing which could be referred to from time to time. The life circle of records management could be illustrated thus:

Record creation $\longrightarrow$ Maintenance $\longrightarrow$ Retention $\longrightarrow$ Preservation

Currently, every personal information on staff are manually kept in the record section of the personnel department.

Keeping of records is an essential routine function performed in offices under the supervision of an experienced and knowledgeable manager. Private or Public organization deal with records keeping in one way or the other so as to manage and save guard official information accordingly for future reference. Records kept over a period of time can assist in organizational change and improvement due to references made to such records. Records are arranged to preserve relevant document so as to prolong their life span and to lay hold on them whenever they are needed.

1.5 OBJECTIVES OF THE STUDY

Record is life and it requires a regular updating.

This project will identify problems and provide solution to various difficulties encountered in the present manual personnel management of staff records viz. omission of names for promotion, incomplete records, especially on retirement, annual increment and training.

The objective of this study include the following:

1. To develop a software to give at a touch of button accurate reports concerning staff, such as:

(a)   Nominal roll

(b)   Report on staff group by their state of origin

(c)   Report on staff by occupational group

(d)   Report of staff Exchange by Exchange

(e)   Report on staff group on seniority level

(f)   Report on staff group by their religion

(g)   Report on staff and Next of kin.

2. To eliminate time wastages and delays in retrieval of information on staff.

3. To eliminate cases of ghost workers and duplication of records as staff photograph is being attached to individual file.

4. To eliminate omission of names for promotion , training , incomplete records especially on retirement and annual increment.

5. To eliminate the problem of physical files and cabinets which is currently used in the manual system. The present system is bulky thereby occupying a lot of space,   physical files and cabinets will also give way to computers thereby creating a paperless office.

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6. To eliminate repetitive work and record misplacement.

7 . To eliminate unauthorized access through the use of password security.

The database can be queried at any time as it relates to the type of information concerning the particular staff.

1.6 SCOPE

Personnel management covers staff's entire well being within the organization.

It starts at the point of entry to the point of exit. Exit can be in different forms like death, retrenchment, retirement, transfers, relocation or voluntary resignation.

The proposed system is expected to cover: -

1. Employment history /Personal Information

2. Leave Award Records.

3. Promotions.

4. Disciplinary Records.

5. Health Facilities/Records

6. Transfers

7. Termination of appointment and so on. (END OF SERVICE MODE)

1.7 LIMITATION

The proposed system will not cover salary of staff because of decree No.43 of 1988 on civil service reform.

CHAPTER TWO
LITERATURE REVIEW

2.1 HISTORICAL BACKGROUND OF NIGERIAN TELECOMMUNICATIONS LIMITED

Perhaps no history of digital telecommunication development will be complete without mention and acknowledgement of the early contributions of Alexander Graham Bell, a Scottish American's contribution to early discovery and application of the Telephone. Those of Grugli- Marconi (1874 – 1937), the Italian inventor who contributed to the development of the wireless Telegraphy for which he received half of the 1909 Nobel prize for physics. Some other inventors and pace-setters to the modern telecommunications theory and principles are James clerk Maxwell who predicted the existence of electromagnetic waves and Heinrich Hertz who demonstrated the application of Electro magnetic waves.

By 1886, the first under water cable was laid Harough the trans Atlantic Oceans. Many international cables followed but they contained few circuits and speed of transmission was slow, despite their stability and degree of secrecy, the cables were costly to install and maintain.

By 1894, Marconi hit the idea of communicating through radio waves and by 1895, he could ring bell a few yards away which was quickly improved upon so that by the end of 1896 Marconi could transmit information over a distance of one mile the events which followed these developments in quick succession were to late transform the nature, method, contend and other aspects of telecommunication which of course, was never the same again.

In Nigerian the development is traced to the history of what we know today as Nigerian Telecommunication NITEL which started as a postal branch of the British post office in 1851 while the internal Telecommunication was establish namely to serve the interest of colonial masters.

Before independence in 1960, series of studies were carried out on the administration operations and general efficacy of telecommunication in Nigeria.

In 1966, the post and Telecommunication P & T a quasi-commercial department of the Ministry of Communications was formed and backed by Decree 22,

It maintained the status and name (P & T) until 1985 when Nigerian Telecommunications limited was formed.

External Telecommunication Commenced with the provision of direct telegraph services between Nigeria and London, which was made possible in 1886 by the African District Telegraph and the cable and wireless company which was changed to Nigerian because the Federal Government acquired 51% equity ownership in the company. This made a change in its name necessary to the Nigerian External Telecommunications Limited (NET). Ten years later 1972 the Federal Government of Nigerian bought over the remaining 49% shares in the cable and Wireless Company of London. This transformed NET into a Federal Government wholly owned company providing External telecommunication services.

Both P & T and NET existed as separate bodies until the end of 1984 when they were merged and incorporated as a limited liability company under the company decree of 1968. Set up in 1985 as an amalgam of the Telecommunications Division of the defunct P & T Department and the Nigerian External Telecommunications Limited (NET), NITEL Ltd. has a staff strength of about 11,000.00.

In 1992, NITEL was commercialized following a tripartite agreement between it, the government and the then Technical Committee on Privatization and Commercialization (TCPC).

In 1996, the provision of mobile service was excised from NITEL to form the Nigerian Mobile Telecommunications Limited (M-Tel). M-Tel was however re-merged with NITEL in February 2001 and the resulting conglomerate was constituted into three directorates.

Before April 2003 it operated a three-directorate structure reporting to a corporate Headquarters. The Directorates are Long Distance Communications, Domestic Network Communications and Mobile Communications.

The Directorate of Long Distance Communication is in charge of all the international Telecommunications Switching Centres, international gateways, the national trunks and repeater stations and Internet networks.

The Directorate of Mobile communications is responsible for the provision of Mobile services across the Directorate's four Areas in the country. The Areas are:

- Area I with Headquarter in Lagos
- Area II with Headquarters in Enugu
- Area III with Headquarters in Abuja and
- Area IV with headquarters in Jos

The provision of GSM services also falls within the purview of the Directorate.

The Directorate of Domestic Network Communications operates in a 6-Zonal and 39-territorial Administrations basis. The six Zones are:

- Lagos Zone with Headquarters in Lagos
- North West zone with Headquarters in Kaduna
- North East Zone with Headquarters in Bauchi
- South East Zone with Headquarters in Enugu
- South West Zone with Headquarters in Ibadan and
- Central Zone with Headquarters in Abuja.

Each State of the Federation and Federal Capital represents a Territory. Lagos is however structured into 3 territories because of the volume of business in the city.

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Fully commercialized under the privatization and commercialization policy of the Federal Government, NITEL LTD, more than ever, is committed to the provision of efficient, reliable and cost effective telecommunications services nationally and internationally. This set of objectives has remained the guiding principle on which the company's operations are based.

NITEL has about 800,000 telephone lines and about 13,000 telex lines in the network. With the introduction of digital system into the network from 1990 and the commencement of GSM operations, a reach of two million is expected early next year. About 450,000 lines of the existing capacity are digital lines, while 80% of transmission is digital.

Other relatively new services provided by the company are the INMARSAT services, the Network paging services and Audio Mail Service, Internet Service and on Line Billing.

As at date NITEL has metamorphosed into two sub-company the LDC has been merged with DNC for effectiveness, while mobile telecomm (M-Tel) is responsible for provision of GSM.

NITEL LTD has continued to live up to the expectations of the Federal government by improving on its achievements in the efficient management of the efficient management of the nation's telecommunications network. The company has consolidated its corporate existence and is firmly on the path to providing adequate, effective, modern and viable telecommunications services for the nation's development.

2.2 NITEL – NIGER TERRITORY

Niger Territory is one of the seven Territories under Central Zone with Headquarters in Minna. The Territory has the largest number of (13) Exchanges, Agaie, Bida, Bosso, Kagara, Kontagora, Kuta, Lapai, Minna, Nasko, New Bussa, Rijau, Suleja, Wushishi, with a booster station at Baddegi. These Exchanges have an installed capacity for telephone services table below: -

Agaie	Bida	Kagara	K/gora	Kuta	Lapai	Minna	Nasko	N/Bussa	Rijau	Suleja	Wushishi
1,000	5,000	1,000	100	2,500	1,000	10,000	96	1,000	1,000	5,000	1,000

2.3   STRUCTURE

The NITEL Niger Territory is divided into seven Department. The department and their functions are as follows:

a.   **Territorial Manager's office**:

The Territorial manager is the head of the entire administration of Nitel Niger territory. He oversees the territory and report directly to the General Manager Central Zone.

b.   **Finance &Accounts Department** :

This department is headed by a Senior Manager (F/A). He is responsible to providing sound, prudent and transparent management of the financial resources of fund.

c.   **Planning and Works Department**: is responsible for the entire network of cables either underground or surface and it is headed by a senior Manager (Engineering External line plant).

d. **Customer Engineering Department** is headed by a senior Manager (Technologist and ELP) He is responsible for survey installation of line and declaring of faulty lines.

e. **Customer Service Department** is subdivided into marketing, Payphone, Credit Control and business section. The overall head is a Senior Manager (Marketing)

f. **Support Service Department**, is also headed by a senior manager (Power) this department take adequate care of the company's vehicles and Gen. Sets.

g. **Administration & Personnel department** is headed by a senior manager (Admin) she is responsible for the welfare of the entire staff of the territory and oversees the NITEL clinic and stocks respectively.

This Department is also responsible for keeping proper records of human resources and all matters that relates to the working life of the staff. The total staff strength of the territory is one hundred and seventy eight (178).

Records as indispensable official document need to be kept in safety through out its life span hence its computerization is pertinent.

EXCHANGE AREAS

All the Area Managers in charge of the 13 exchanges report directly to the Territorial Manager for operations. (Appendix A)

2.4 THE SIGNIFICANCE OF COMPUTER ON PERSONNEL MANAGEMENT

Computer has many important roles to play in personnel management just as it impacts other profession. Apart from preparation of various types of report like minutes of meeting, progress reports and news letter of different types with word processing ,in the data base management system. The system also manages large amounts of data to produce meaningful information with the use of database.

The task of personnel management entails gathering of data and subsequent manipulation of the data to produce out puts that assist officers in their functions like organizing, coordinating and decision making. The database software is a useful computer program that can provide speedy solution to the problem of keeping an update record on all staff in Niger Territory as well as the printings of information.

The database software requires less time to design, feeds in all the data and produce reports of all kinds once appropriate data are in the base.

The Microsoft Access database management software on "Window me" operating system shall be used in this project work.

The role that computer play in the personnel management in the art of human data resource and production of various types of reports will also be covered in this project.

CHAPTER 3

SYSTEM ANALYSIS AND DESIGN

3.1 SYSTEM METHODOLOGY

This section highlights the tools used to gather the data and its subsequent analysis. Like other projects of this nature various data collection technique as stated below were used: -

i. **Interview:** This technique was used to identify objectives, problems/constraints, allocation of duties and failures in the existing manuals staff record operation. Three administrative serving officers who are in the personnel management department were interviewed.

ii. **Questionnaire:** - This was designed appropriately to all cadre of staff irrespective of gender. In all, one hundred and seventy five questionnaires were distributed and returned, one hundred and fifty were properly filled and twenty five mutilated. This method provided understanding of procedures to enlist staff names unto record and subsequent updating (APPENDIX B).

iii. **.Observation:** - this was used to see the live processing of the record system by staff. This "seeing eye to the job" method was done for three days at peak period. The methods provided opportunity to identify exactly what happens, checks and controls, to avoid duplication, order of arranging names, and the machinery/equipment in use. Also noted were employees feeling, attitude to work and time taking to provide a current staff lists. This study was conducted in the personnel department.

iv. **Special Record Inspection:** - Document such as circulars files, confidential files, correspondence file and discipline files were searched. This technique was utilized to see the format and layout of the previous staff lists, volumes,

frequencies, the time at which document, arrives the department and the time action are completed.

3.2 EXISTING SYSTEM

The present manual record system can be stated as follows: - when a new staff is employed/or transferred the GM (Admin) from Corporate Headquarters issues a written instruction to the officer who reports to the Admin section in the Zone and consequently his Territory of deployment. On reporting for duty in the new station, the Territorial manager directs the staff to the Personnel Department for documentation.

The documentation involves opening of a personal and confidential files for each new employee where copies of appointment letter, passport photograph, names of spouse and next of kin are recorded copies of Academic qualifications and other necessary supporting documents are also obtained and enclosed in the said files.

A "Record of service" form is filled and cross checked by the Administrative Officer for appropriateness. Once completed, the files are numbered serially and designated as " Personal and confidential files respectively".

Having completed the documentation process, the personal files and confidential files are kept in separate file cabinets for safety. The information on the new employee based on his bio-data, date and employment details are culled from the personal file to the nominal roll.

Updating of staff record occurs when staff are elevated, redeployed, transferred or change in employment, that is, Resignation or Retirement, or removing of any staff names from staff list emanating from sources such as resignation, dismissal, termination, protracted illness (with certification of job unfitness issued by the medical board) or untimely death.

It could also result from re-deployment to other territory, zone or corporate Head quarters. Finally, all record and information on staffs are maintained on employees for possible future use, staff list updating and subsequent production are done depending on the requirement need by management.

In summary, the existing system uses only the record of service form, from which employees in post list or nominal roll are updated.

Below is the existing manual records system and an account of the present filing methods and procedure in Nitel Niger Territory.

THE FILE AND ITS FUNCTIONS

By filing is meant the enclosing of letters and documents in a file to preserve them for future reference. A file is a folder containing pages made up of letters received and dispatched, minutes between officers, rulings, reports and other information. The object of file is to bring together in one folder all letters, minutes, documents and other information referring to a given subject so that they may instantly be produced when necessary.

FILE DESIGNS

The file cover is a sheet of Manila paper folded to form a jacket for enclosure. The file jacket is designed to meet the needs of the company.

OPENING NEW FILES

When no existing file is suitable for a newly received letter it is necessary to open a new file. The principle of filing adopted is that there should not be more than one file on a subject, for example Disciplinary file is "D3". When opening a new file, careful consideration is given to the title of the file.

FILE TAGS

The enclosures in the file are secured by means of a tag, known as file tag having a metal crossbar at each end. The papers to be enclosed are punch-holed and the metal end of the tag slipped through the hole.

PUNCH HOLING OF ENCLOSURES

For the type of enclosure attachment used in Nitel, the hole punched in papers should be made 1inch and 1.5inch down from the top left-hand corner. Care must however, be taken not to obliterate a reference or part of the text of a letter in punching the holes and therefore good judgment must be put to play in deciding when to punch the hole in a letter. Pushing the tag through the paper without first punching a hole will cause the paper to tear and the letter may soon come off the tag.

PAGE NUMBERING

Every page in a file with document written or typed on it must be numbered consecutively in the top corner nearest the outside tag. Ideally when lengthy reports or pamphlets are enclosed in a file as a permanent record, the front cover of the document should show the numbers covered by it. Assuming a report of twenty pages is to be enclosed in a file, the next page of which is 42, then the first cover of the report will be marked "42-61". When two or more documents are on the same page they are differentiated by marking the second "A", the third "B" and so on.

BULKY FILES

As a general rule in NITEL, no files contain more than 200 pages. In some cases however, a file becomes too bulky with even less pages. In either case a new volume

is opened immediately the folder becomes strained. Any file cover which torn, defaced or dilapidated is recovered before if leaves the section.

NEW VOLUMES

A new volume is not opened until the existing volume has been closed. Where a new volume is being opened, the following method is adopted.

(a)   Make up a new file cover identical with the existing file but having after the letters "VOL II"

Enter Vol. I on the closed volume – the space provided for two other thing, take into consideration when opening new volume are:

Action on opening new volume is carried out when the actual file is not in immediate action. Multiple page letters are not split. If in a file a letter is numbered from 98 to 102 either the whole letter is retained in the closed volume or placed in the new volume.

A record of all files is kept by a registry.

TEMPORARY FILES

A "temporary file" is opened when the main file is either missing or cannot be released due to action proceeding on it

On no account is a temporary file opened without the knowledge of the officer supervising. A periodical check is made to ensure that they are arranged with main file as quickly as possible.

LOST FILES

When a file is deemed to be lost, beyond trace, the temporary file is marked "Duplicate"

CASE FILES

Case files are opened for matters relating to the subject of a main file for example Investigative case

DUPLICATE CORRESPONDENCE

This applies particularly when dealing with personal files. Duplicate copies of the letters are made available.

ACTION SLIPS

When there is an enclosure on which action is still required an action slip is attached to draw the officers attention to the fact that action is still outstanding on earlier correspondence. Some pin chips of paper marked "Immediate" or Urgent are for priority clarifications.

PERSONAL FILES

The documentation involves opening of a personal and a confidential file for each employee. The records of service card consist of minimum information, which are essential for statistical analysis.

Basic data such as Age, Sex, Address, Date of Engagement, Designation, Rate of Pay.

It is followed by the interview notes or well as records of correspondence between NITEL and the employee.

(b)   The folder will come to hold such document as the employee follow up reports, letters of promotion, transfers, Disciplinary action, Annual assessment and annual increment awards.

(c)   Absence from duty data – length of annual leave absence and type of absence viz. Annual leave Casual leave, Exam leave, Study leave etc.

(d)   Sickness & Injury data. From these personal records, statistical information are collected which will be useful to both the Personnel Dept. and Management as records of control. Thus submissions of periodic statement about manning and training is facilitated.

Constant check is kept on the personal or confidence files to ensure that promotion upgrading, annual leave, disciplinary actions, absence from duty with or without permission etc are updated. Removal of staff records from the registry ensures when

resignation dismissal from service, termination of appointment or retirement form service eventuates.

FILE INDEX

An index is a list of file titles or subjects showing the number of the file dealing with that subject. The following are the types of file index on use at NITEL.

(a)   PERSONAL FILE INDEX

(b)   SUBJECT INDEX

(c)   NUMERICAL INDEX

Both (a) & (b) are kept alphabetical order

PERSONAL/CONFIDENTIAL FILE INDEX

This is an index to the files of all officers employed in NITEL. It is kept in alphabetical order and shows the officers surname, initial and current employee status and personal/ confidential file number.

SUBJECT FILE INDEX

This is an index for all matters and subjects not relating to personal files it is based on the principle of selecting form the file title or subject.

If a file which has been in circulation for action is returned to the registry with other files attached, the bundle for files is broken up and each one is retuned to its appropriate place

FILING CABINETS

In NITEL manual records kept in manila file folders are kept in filing cabinets. The horizontal and lateral types. They are provided with lock and key for security purposes. They allow easy retrieval and are file proof.

The filing procedure allows instant retrieval and replacement of any record.. They are popular in use because of restriction.

In NITEL the Personnel Department is usually called on to provide, monthly, quarterly, Biannual or annual returns showing the numbers employed by each department.

The department is also expected to produce at short notice to management, statements about the composition of the labour force, training requirement on staff and other information when necessary.

Thus even though personnel records are historical in nature, much lessons can be learned from the past which can be useful understanding what is going on now and what is likely to be happening in the future.

3.3 SYSTEM ANALYSIS

The data collected was analyzed. The objectives of the system as well as constraints were reviewed and procedures identified. In preparing staff list manually, the following problems were encountered

- ❖ Repetitive task of staff listing.
- ❖ Misplacement of staff list prepared at one time or the other.
- ❖ Delay in production of reports and copies when required.
- ❖ Increase in number of errors while preparing the staff list.
- ❖ Identification of staff due for promotion, retirement, etc is another problem.
- ❖ Increase in number of errors while preparing the staff list.
- ❖ Overlapping of workers' responsibilities.
- ❖ Difficulty in producing staff by designation/cadre.
- ❖ Staff strength could not be easily identified.

3.4 FEASIBILITY STUDY

The feasibility study on the existing system was carried and thorough assessment of all possible alternative solutions appraised. For this project, operational, technical and economic feasibility studies were undertaken:

i. Operational Feasibility: - This identified workability of the proposed information system when developed and installed.

ii. Technical Feasibility: - Here cogent specification is made on technological equipment with software needed and personnel requirement.

iii. Economic Feasibility: - This is the cost involvement.

COST AND BENEFIT ANALYSIS OF THE PROPOSED SYSTEM

i. Equipment Costs

Purchase of:

• 1 Nos. personal Computer	90,000.00
• 1 No. Matrix Printer	70,000.00
• Computer Furniture	30,000.00
• Ancillary Equipment: UPS, etc	70,000.00
• 2 No. 2HP Air-conditioning	60,000.00
• Fire Extinguisher	50,000.00
• Fire-Proof Cabinet	20,000.00
Sub Total	390,000.00

ii.   Personnel Costs

- Training of Admin Dept members of staff, including course
  Fees, and materials   150,000.00
- Staff expenses, e.g. traveling,
  accommodation   60,000.00
- Miscellaneous expenses   10,000.00

        Sub Total   220,000.00

Installation Costs

Costs of: -

- Altering existing office layout i.e. partitioning
  And site preparation (Burglary, etc   100,000.00
- Doubling electric fittings and window blind   40,000.00
- Erection of air-conditioner, extinguishers, etc.   20,000.00
- Installation of computer system, software and
  ancillary equipment UPS, Printer, etc.   20,000.00
        Sub Total   180,000.00

iii.   Development Costs

- Acquisition of Database software and customization   100,000.00
- Consultant Fees   30,000.00
- File conversion, Testing costs, etc.   60,000.00
- Miscellaneous expenses   20,000.00
        Sub total   210,000.00

iv.   Operating Costs

- Supplies (stationery, Print ribbons, diskettes)   60.000.00
- Programme Maintenance   30,000.00
- Computer maintenances and cleaning of peripherals   40,000.00
- Electricity, standby services and insurance.   20,000.00
- Contingency costs   20,000.00

      Sub total   170,000.00

      Grand Total   **1,200,000.00**

BENEFITS OF THE PROPOSED SYSTEM

- Provision of speedy reports on staff for decision making.
- Faster preparation of staff listing (SIP)
- Elimination of records misplacement
- Easy maintenance of staff records
- Elimination of repetitive work
- Easy determination of staff strength
- Elimination of ghost workers and duplication of records
- Elimination of unauthorized access into staff records through the use of password security.
- The new system would automate the entire personnel record system, thereby eliminating the cumbersome filing system.
- Files and Cabinets would give way to computer, thereby creating a paperless office.
- Generation of staff information in any form required.

3.5 SYSTEM DESIGN

The system design would be based on the use of organization chart. This approach matches the departmentization of public organizations in Nigeria where each division performs distinguishing function from others as online in Decree number 43 of 1988 titled "civil service reorganization Decree". The Decree stated that the personnel department function is basically on management of human skills..

OUTPUT SPECIFICATION.

This is very relevant in any information system become the users needed are provided. The output specification includes:

- Staff list or nominal roll. This is the comprehensive list of all employees in NITEL Niger Territory, from grade levels 15 to 01. It is titled as **"Staff In Post"**

- Disposition list: this is the list of staff on the same grade level arranged in the order of seniority.

- Departmental list of staff: The list shows the name of staff in each department Example provided here is that of Administration department, Territorial Headquarters.

- Exchange Area Staff List: This list shows the names of staff as each exchange example provided here is New Bussa exchange.

- Staff due for Conversion Course from Technician to Technologists: This list is important as all over due staff for conversion are filtered and produced accordingly. The criteria for identifying the staff due for conversion are date of Birth, Date of first appointment, Date of last promotion and qualification.

- Ad-hoc report: The system analysis phase would obtain ad-hoc report apart from those stated above. Enquiries indicate that the report is normally used when an employee is deceased and the organization decides to pay gratuity to the family of the deceased thus, the particulars of the spouse(s) children, next of kin(s) are called from the staff record. This project work therefore, made provision for one.

ii.   FILE SPECIFICATION

File specification provides detail above modern, process and access mode. In this project, the files where processed interactively.

iii.   INPUT SPECIFICATION

This is the medium to describe the data that enters the system for processing the main input identified were certain number of database files, namely:

STAFF INFORMATION: The file contains the bio-data of the entire employees

DEPARTMENTS: departmental details

SPOUSE: Details of employees' spouse are contained therein.

CHILDREN Dbf: Detail on employee children.

3.6   SOFT WARE USED

The application package utilized for the development of this project is in the Microsoft Access Relational Database software. The software was chosen because of its affinity to manage, maintain and stores large pool of data to provide all that is required for the operational and management control of the organization that generates voluminous data, like staff names of this nature.

This software package uses English-like language interactively and its relational structure is Table-like with two dimensional space (Row: Column) data relationship which fits the personnel management staff list reports.

Microsoft Access application is readily understandable by its users and all the above qualities motivated me to use the software that runs "Window Platform".

CHAPTER FOUR
SOFTWARE IMPLEMENTATION

4.1 INTRODUCTION

This chapter provides opportunity of bringing all the efforts from the task of project selection, system analysis and design, acquisition and subsequent customization of the data base software together.

Also transfer of data from existing manual record system to the electronic files, including staff training, documentation, as well as provision of adequate support and maintenance. In addition, limitation of the new computerize record system would be specified.

4.2 PROGRAMMING

Actual program was not written. However Microsoft Access relational data base software was acquired and customized. Considering the Microsoft Access involved in this project, most of the files were built from scratch. Hence, tools such as Data, model, and entity relationship diagram were used for Data base design. For the analysis of the staff in post, the Data flow diagram was equally used. This and the Data model with entity-relationship diagram are in Appendix B.

4.3 SYSTEM TESTING

The software was tested with all available data and the various results obtained were critically reviewed to ensure its correctness until it was satisfactorily accepted.

4.4 CHANGEOVER

The conversion from manual processing of a system to the electronic files is called changeover, actually, there are various ways of accomplishing this task, in this record system, therefore, the technique adopted was pilot changeover. The reasons are stated below:

◆ To provide opportunity for full participation of the staff in both the Registry section and Records unit to avoid project failure.

◆ To convert file on one-to-one basis since each Department have its separate Records unit.

◆ To reduce the risks and provides room for submission of comprehensive details on staff situated in different locations.

◆ To reduce disturbance in the official work

◆ To provide opportunity for the System Analyst to learn from mistakes emanates in the conversion of previous records.

◆ To adequately exerts controls and integrity on the system under consideration.

A point worth of mentioning is the extension in the time taken to complete the conversion phase, and change in staff attitude when they understand that all of them would not be in charge of computer system.

4.5 STAFF TRAINING

Training of staff of the personnel department is pertinent   This would help the staff and management to understand the importance of supplying accurate data into the system. During the training session, the staff would be allowed to participate actively in the conversion ,that is, data entry of the staff records into the computer. Their attention would be drawn to various messages the computer generated when a wrong data is fed into the system.

This singular act would make the staff to understand more some of the controls and checks in-built into the software and system as a whole.

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THE SYSTEM SPECIFICATION MANUAL

The following were included:

i.   Preliminary information

ii. Objectives of the personnel record system constraint and benefits.

iii. System description written and graphical illustration

iv. Detail specification of files inputs output, master, and documents-source and output.

v.   Checks and controls

vi. Implementation strategy.

All the above information are contained in this project report.

THE PROGRAM MANUAL: This shows the details on the lines of codes on all the modular programs which drives the entire system. The various diagrams that represent this are in Appendix C.

THE OPERATION MANUAL: The step-by-step description on how the system will be operated is outlined in this manual. Details on how to run this record system are stated below:

i. Activate your computer loaded with "window me" software.

i. From "window me" Desktop, click the start bottom on the task bar.

ii. Click on icon labeled "Programs >" and observe the programs pull down menu display on the screen.

iii. Click on icon labeled "Microsoft Access" having a key symbol. The mouse pointer changes and Microsoft Access appears on the desktop. Thus the system loads the software for you.

iv. From the file menu, pull down, click new database command

v. From the new database dialog box you may create your own database field by choosing design view or click on table wizard .

vi. Choosing Table wizard, Click on business and highlight employee, then arrange your new fields using any of the predefined fields from the sample field lists .

The program will now guide the user from this stage.

In Microsoft Access application, Design View is used to modify or view a table. And the object Query is used to ask for information or retrieve data from tables.

DESCRIPTION OF DATABASE FILES AND TABLES

The process of working on Microsoft Access application is largely interactive. Every application created must have forms, files, and table.

PROCESS OF CREATING TABLE IN MICROSOFT ACCESS

DATA BASE STRUCTURE

FIELD NAME	DATA TYPE	DESCRIPTION & FILED LENGTH
S/N	NUMBER	Automatically entered
Name	TEXT	(50) name of staff
Nitel ID	TEXT	(12) staff ID number
Designation	TEXT	(20) Designation of staff
Band	TEXT	(10) Band level of staff
Nationality	TEXT	(30) Nationality
Origin	TEXT	(30) state of origin
Local Government	TEXT	(30) local Government
Gender	TEXT	(10) Gender Male And Female
Marital Status	TEXT	(20) Marital status Married / Single
Birth date	DATE	Date of Birth
Date Joined	DATE	Date of 1st Employment
Job specification	TEXT	(20) Job specification
Department	TEXT	(15) Department
Section	TEXT	(15) Section
Date of last promotion	DATE	Date of last promotion
Salary	NUMERIC	Salary of staff
Grade level	TEXT	Salary grade level
Grade step	NUMERIC	Salary step
Residential address	TEXT	(50) residential address
Home address(Home Town)	TEXT	(50) Home Town address
Language fluency (foreign & Nigeria)	MEMO	Languages spoken by staff
Telephone number	NUMBER	(20) Telephone Numbers

NEXT OF KIN TABLE

FIELD	TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID
Name of staff	TEXT	(30) Name of Staff
Next of kin	TEXT	(12) next of kin
Relationship of next of kin	TEXT	10 relationship of next of kin
Next of kin address	MEMO	Next of kin address
Remark	MEMO	Any other remark

SCHOOLS ATTENDED TABLE

FIELD	TYPE	DESCRIPTION
Staff ID	NUMBER	(12) staff ID No.
Name of staff	TEXT	(30) name of staff
School Attended	MEMO	Names of schools attended
Date begin	DATE	Date begin
Date end	DATE	Date end
Certificate	MEMO	Certificates obtained.

QUALIFICATIONS OBTAIN TABLE

FIELD NAME	TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID No.
Name of Staff	TEXT	(30) name of staff
Institution	TEXT	(50) Institutions
Qualification	MEMO	Qualifications obtained
Date obtain	DATE	Date obtained.

AWARD TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	(12) staff ID No.
Name of staff	TEXT	(30) name of staff
Institution	TEXT	(50) name of Institution
Award	TEXT	(50) Award
Date obtained	DATE	Date obtained

DEPENDENT TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	12 Staff ID
Name of Staff	TEXT	(30) Name of Staff
Spouse Name	TEXT	(30) name of spouse
Children name	MEMO	Names of children not older than 18 yrs
Birth date of children	DATE	Date
Dependant name	TEXT	Names of dependant not older than 18yrs
Birth date of dependant	DATE	Date

MEMBERSHIP TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID
Name of Staff	TEXT	(30) name of staff
Association	TEXT	(30) association/society
Level	TEXT	(25) category of membership
Date registered	DATE	Date Registered.

PROMOTION TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	Number	(12) Staff ID
Name of staff	TEXT	(30) name of staff
Designation	TEXT	(30) Designation
Previous level	TEXT	(30) previous level
Present level	TEXT	(30) present level
Date promoted	DATE	Date of promotion

LEVEL RECORD OF STAFF

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID
Name of staff	TEXT	(30) Name of staff
Leave type	TEXT	(50) Type of leave
Date begin	DATE	Date
Date end	DATE	Date

EMPLOYMENT HISTORY TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID
Name of Staff	TEXT	(30) Name of Staff
Name and address of previous employment	TEXT	(50) Previous employer and address
Reason for leaving	TEXT	(50) Reason of leaving
Date	DATE	Date of leaving previous employment
Referees	TEXT	(30) Referees
Address of referees	TEXT	(50) Address of Referees

NYSC RECORD TABLE

FIELD NAME	DATA TYPE	DESCRITION
Staff ID	NUMBER	(12) Staff ID
Name of Staff	TEXT	(30) Name of Staff
Name and address of primary assignment	TEXT	(50) Organization and address
Year of service	DATE	Date served.

DISCIPLINARY CASES TABLE

FIELD NAME	DATA TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID No.
Name of staff	TEXT	(30) Name of staff
Designation	TEXT	(30) Designation
Type of offence	TEXT	(50) Type of offence
Type of disciplinary action taken	TEXT	(50) Disciplinary action taken
Date	DATE	date

TRAINING TABLE

FIELD NAME	DATE TYPE	DESCRIPTION
Staff ID	NUMBER	(12) Staff ID
Name of Staff	TEXT	(30) Name of Staff
Training Courses attended	MEMO	List of Training course attended
Date	DATE	Date

MEDICAL TABLE

FIELD NAME	DATE TYPE	DESCRIPTION
Staff ID	Number	(12) Staff ID
Name of Staff	Text	(30) Name of Staff
Ailment/illness suffered	Memo	List of ailment
Work accident	Text	(50) Work accident
Date	Date	date

Here are the data type in Microsoft Access relational base:

DATA TYPE	WHAT IT STORE
Text	Alpha numeric a-z, 0-9 characters
Memo	Large characters
Number	Long integer
Date/Time	Date (02/02/2003)
Currency	Currency
Auto number	Long integer, increment
Yes / No	Yes / No
Ole object	
Hyperlink	
Looking wizard	

SYSTEM LIMITATION

The newly computerized personnel record system provides the following limitation.

i. The new system automates entire processing of the staff records and processing of the staff records and subsequent maintenance on computer.

ii. The various reports will be provided on an A4 size gram or more, thus photocopy paper of the same size is allowable.

iii.   The new system may replace the existing one.

The following Tables are the results of the study:

TABLE 4.1 represent the list of management staff (Band F and above) in Niger Territory.

S/N	NAME	NITEL ID	SEX	BAND	BIRTHDATE	DATE JOINED	LAST PROMOTION	STATE OF ORIGIN
MANAGEMENT STAFF (BAND F AND ABOVE) NIGER TERRITORY								
1	ABIMBOLA ABAYOMI	133602	M	H	6/3/48	12/6/73	1/8/94	KWARA
2	ABIODUN AYOOLA	100339	F	H	23/12/52	1/5/73	1/8/94	OGUN
3	ABIODUN.AKANNI	116129	M	H	31/12/48	13/8/76	1/8/94	OSUN
4	OLAYOMI OLAYIWOLA	114877	M	H	13/1/54	16/9/82	1/1/99	ONDO
5	MOHAMMED NDAGI	215632	M	H	2/5/55	22/7/76	1/1/99	NIGER
6	GWATIYAP BOI	177355	M	H	10/6/56	18/7/75	3/1/2002	KADUNA
7	A .BANNI	251376	M	H	23/11/55	15/7/74	3/1/2002	ONDO
8	BANKOLE BALOGUN	140401	M	G	5/3/47	6/3/73	1/1/99	ONDO
9	SIMON UGBEHI	252704	M	G	22/2/58	5/2/83	1/1/2002	BENUE
10	OLUYEMI OLUSINA	217487	M	G	1/5/50	13/5/75	1/1/2002	OSUN
11	SARIYU OYEWO	314911	F	G	24/12/54	1/11/88	1/1/2002	KWARA
12	B.C.NNAMANI	110116	M	G	9/5/55	11/10/77	1/1/2003	ENUGU
13	C. R.OBIJIAKU	172611	M	F	16/12/58	1/8/85	1/1/99	IMO
14	THEODORE N.OBASI	216199	M	F	14/6/54	10/4/77	1/1/2002	IMO
15	IDOWU A.A.ATTAH	210353	M	F	15/5/57	10/10/77	1/1/2002	ONDO
16	IBRAHIM GODORO	313551	M	F	12/12/56	1/7/88	1/1/2002	NIGER
17	G. O.SUNDAY	218847	M	F	26/7/59	11/6/77	1/1/.2002	BAYELSA
18	PETER O.ASORO	109317	M	F	10/10/52	10/3/72	1/1/2002	ONDO
19	ERNEST.C.CHIMA	211163	M	F	24/10/56	1/4/77	1/1/2002	IMO
20	GAMBO A.TUDU	204658	M	F	11/7/59	10/7/77	1/1/2002	KADUNA
21	ANN AKANYA	149191	F	F	31/10/57	14/9/78	1/1/2002	ANAMBRA
22	NUHU A. KAGARA	255832	M	F	26/2/46	9/10/84	3/1/2002	NIGER

TABLE 4. 2 contains the list of staff and next of kin in the Admin. Department

STAFF AND NEXT OF KIN

S/N	NAME	NITEL ID	SPOUSE NAME	NEXT OF KIN	RELATIONSHIP	ADDRESS
1	GREGORY FRANCIS	100339	IRENE FRANCIS	MAGARET FRANCIS	DAUGHTER	O/C IRENE FRANCIS DUROJAIYE STREET SHOMOLU LAGOS
2	S. B. OYEWO	314911	MR S.A. OYEWO	ABDULMAJEED	SON	C/O MR S.A. BIOCH.DEPT,FUT,MX
3	I. GODORO	313551	MRS GODORO	MRS GODORO	WIFE	C/O NITEL MINNA
4	S. SADIKU	250898	ALHAJI M. SADIKU	BABALE M. SADIKU	SON	NO. 4B SHIRORO ROAD, MINNA
5	S. E. OREYE	283444	MRS F.E. OREYE	NOSA OREYE	SON	NO.A66 EGUARE QTRS EBELLE
6	SABITU YUSUF	279426	MRS KEHINDE YUSUF	RUKAYAT YUSUF	DAUGHTER	OLUKOIUNS COMPOUND, ISALE ABIRO, IKOYI.
7	JETHRO AWODOLA	237424	BEATHRICE AWODOLA	SUNDAY AWODOLA	SON	C/O NITEL MINNA
8	DAN'ASABE USMAN	219571	MAIMUNA & LAMI	HALILU & USMAN	SON	C/O DAN'ASABE USAMAN NITEL MX
9	YUNUSA MUSA	215355	MARIAMU YUNUSA	ALIYU Y. MUSA	SON	C/O YUNUSA MUSA NITEL MINNA
10	BALA GOMINA	241093	HADIZA BALA	ILIYA BALA	SON	C/O BALA GOMINA NITEL MINNA.
11	TANKO BAGANO	221065	AMINA TANKO	MAIRO TANKO	DAUGHTER	KPAKUNGU, BIDA ROAD, MINNA.

TABLE 4.3 contains list of staff exchange by exchange. The name of the exchange printed below is New Bussa .

	STAFF IN POST EXCHANGE BY EXCHANGE								
S/N	NAME	NITEL ID	BAND	QUALIFICATION	LOCATION	BIRTHDATE	DATE HIRED	SECTION	STATE OF ORIGIN
1	B.C. NNAMANI	110116	G	P & T DIP.' 81	NEW BUSSA	5/9/55	10/11/77	CUST.ENGR.	ENUGU
2	GAMBO A TUDU	204658	F	P & T DIP. ' 81	"	7/11/59	7/10/77	E/S	KADUNA
3	S. ARIKW	315277	D2	WASC 2000	"	4/12/57	17/4/78	"	ONDO
4	IDI RABIU	303459	C1	ADULT EDU.' 84	"	16/7/56	3/12/84	"	KANO
5	R. SHITTU	318329	B2	WASC ATTE.79	"	10/10/59	17/12/79	FINANCE	OGUN
6	YERIMA MUSA	253901	B2	NABTEB 2001	"	5/9/65	28/1/85	ADMIN	NIGER
7	ALIYU MUSA	262111	A1	NIL	"	20/3/62	1/3/92	S & I	NIGER

VIEWING OF RECORD OF STAFF

Individual record of staff could be viewed one at a time by the use of FORM in Microsoft Access. For example Table 4. 5 below shows detail of an employee record.

Microsoft Access - [EMPLOYEES RECORD]	
S/N	1
Department Name	FINANCE DEPARTMENT
Last Name	FRANCIS
First Name	GREGORY
Nitel ID	100339
Designation	ACCOUNTANT
Birthdate	12/23/1960
Date Hired	6/26/1986
Spouse Name	IRENE FRANCIS
Address	KPAKUNGU, BIDA RD,MINNA
Home Phone	066-222906
Work Phone	066-221371
Emrgcy Contact Name	MAGARET
Relationship	DAUGHTER
Photograph	

Record: 14 4   1 ► ►I ►* of 1

CHAPTER FIVE
SYSTEM MAINTENANCE

5.1 DOCUMENTATION

This is the final stage in a project. Actually various information on forms for a given project are brought together for future reference. Documentation is very important in the project because it is a bye-product of the entire system development that aids maintenance and modification of the program in its lifetime. In this personnel record system project, three types of documentation are identifiable, namely: the system specification manual, the program manual and operation or training manual respectively.

5.2 SYSTEM MAINTENANCE

System maintenance is the term used to describe changing operating conditions defined in the software. The change may occur as a result of any alteration in the need of the computer users. The sources of change could be due to new laws from the management concerning how certain aspect of operation should be done, equipment obsolescence failure of the computerized system to cope with the increase in volumes of detail revision in personnel policies.

These and many other factors require that the existing program and system be modified. Therefore, it is necessary to conduct post implementation review of the system at a regular interval to understand the efficiency and effectiveness of the system in use. It is in this process that the courses of variation in the system would be ascertained and remedied. Further more the benefits expected from the huge investment expended on the information system can be measured and compared with the benefits stated at the beginning.

5.3 SUMMARY

The personnel management of the NITEL, Niger Territory like other Territories in the company manages the human resources in the company. Performance of this task requires having accurate records of all the employee (which is not always available).

This has resulted in lots of problems, such as delays and misfiling, one of the reasons of the problem is the absence of an accurate staff list.

This newly computerized record system will eliminate   known errors and problems associated with the manual system. Problems like in accurate reasons, misplacement or loss of record that results in workers stagnation on one grade for necessarily longer time, this and many other problems of this nature will become things of the past.

The system analysis and subsequent computerization of manual record system indicate staff record as a pivot on human resource management.

Records were examined, questionnaires were administered to the staff, which was filled and returned. All inadequacies were noted and corrected. Every body including the local management realized this fact and were all set to make the newly computerized system a success.

5.4 CONCLUSION

It has been established that in personnel management department, that more than 80% of their function will be conveniently performed by computer, given appropriate software like this case of newly computer used record system. As a result of this, one can honestly conclude that computer has a significant role in personnel management given the necessary resources namely: availability of adequate time and modern computer system coupled with regulars and sound trading. It should not be forgotten that staff requires motivation which can be achieved by promoting and advancing them as at when due.

5.5   RECOMMENDATION

Since the computerization of personnel record system has brought about a new way the job is being performed, it is essential to conform with the rules that will make the system serves the intended purpose. To this end, the under listed recommendations are desirable for effective performance of the new design system

- Adequate training must be provided at regular time on operating staff.
- Sound security measures should be enforced and maintained in and around computer room at all time.
- At a regular interval, contact should assist in resolving serious problem, if any.
- Regulation should be enacted stating stiff punishment to forestall act of sabotage or willful damage
- A member of staff in record department should be trained and designated as Database Administrator who shall report to senior manager (Administration)
- In order to give room for re-deployment, other members of staff in Admin department need to be trained as Data administrator.

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ORGANIZATIONAL STRUCTURE FOR NITEL NIGER TERRITORY

```
                    ┌─────────────────────┐
                    │    TERRITORIAL      │
                    │     MANAGER         │
                    └─────────────────────┘
                              │
        ┌──────────┐  ┌───────────────┐        ┌──────────────┐
        │          │  │ SECRETARY     │        │   SENIOR     │  PLANNING &WORKS
        │          │  │ PERS ASST     │────────│  MANAGERS    │  CUST.SERVICES
        │          │  │ MAT.MANGT     │        │              │  FINANCE&ACCT
        └──────────┘  │ INVESTIGATION │        └──────────────┘
                      │ AUDIT         │
                      │ PRO           │
                      └───────────────┘
```

EXCHANGE AREA MGR. BIDA	EXCH. AREA MGR K/GORA	EXCH. AREA MGR.MINNA	EXCH. AREA MGR. SULEJA	EXCH. AREA MGR. NEW BUSSA

EXCH. SYSTEM	CUSTOMER ENGINEERING	MAINTENACE CONTROL	BUSINESS OFFICE	CREDIT CONTROL
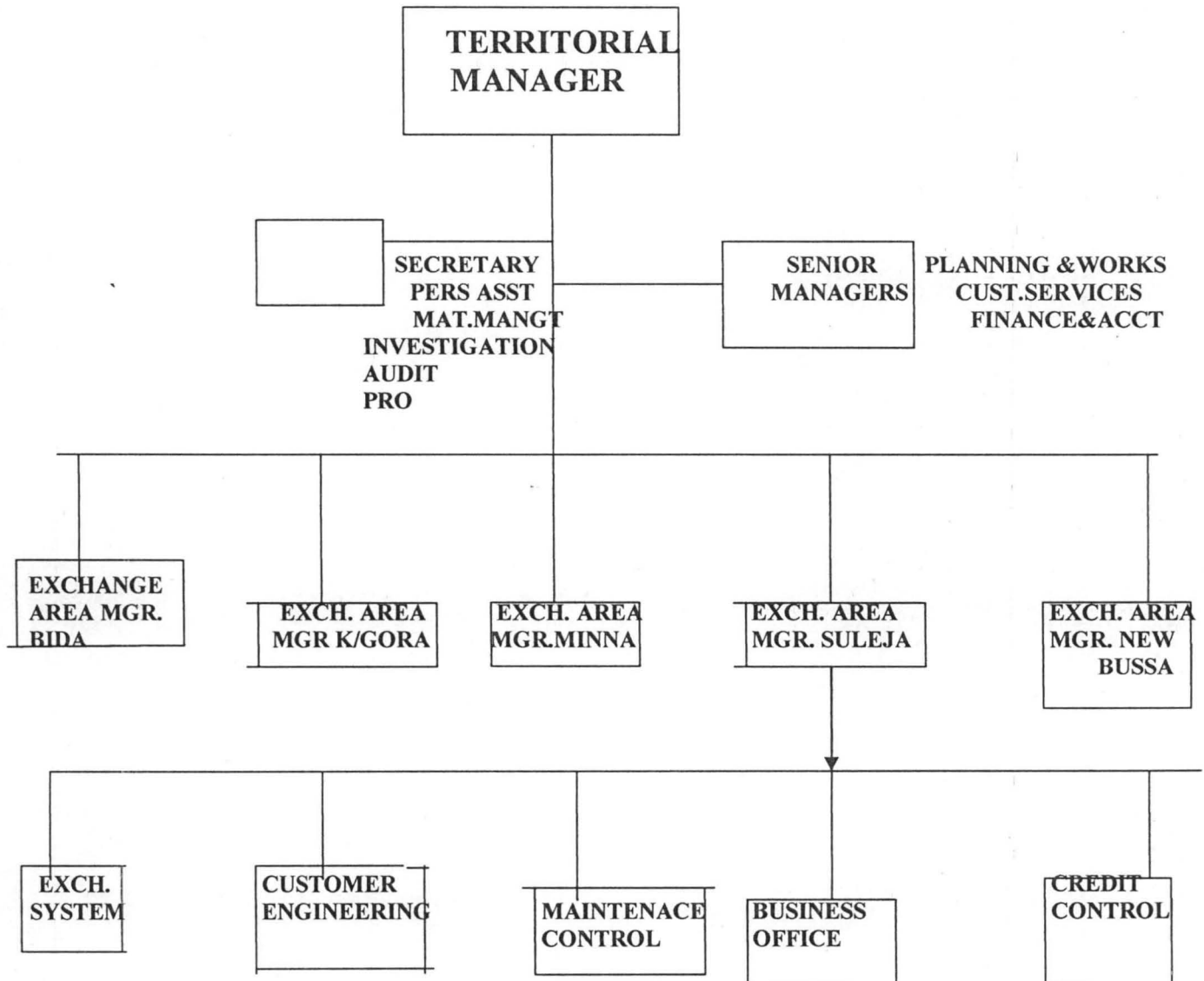
SCHOOL OF SCIENCE AND SCIENCE
EDUCATION,
DEPARTMENT OF MATHEMATICS AND
COMPUTER SCIENCE,
FEDERAL UNIVERSITY OF TECHNOLOGY,
MINNA.
10TH APRIL 2003

Dear Respondent,

QUESTIONNAIRE

The researcher is a final year student of Post-Graduate Diploma in Computer Science in Computer Science in the above named University, carrying out a research project titled "computerization of personnel records :A case study NITEL Niger Territory.

Your assistance is highly needed in filling out the accompany questionnaire. Your response shall be treated in confidence.

Simply place a mark in one of the boxes provided for each question to indicate your response, and where necessary, your opinion should be stated as well. Your candid opinion shall be appreciated, please.

Yours faithfully,

Irede Abiodun Osijo (Mrs.)

PGD./MSC/2000/993.

QUESTIONNAIRE

1. What is your Department?   (   )

    a. Territorial Manager's office   (   )

    b. Administrative Department   (   )

    c. Finance and account Department   (   )

    d. Planning and Works   (   )

    e. Customer Service Department   (   )

    f.Customer Engineering Department   (   )

    g. Support Service Department   (   )

2. What Band level are you?

    a.   Band A1 – C2   (   )

    b.   Band D1 – E2   (   )

    c.   Band F – J   (   )

3. Do you understand the concept Personnel Records?

    a.   Yes   (   )

    b.   No   (   )

4. In your opinion, what problems confront the present personnel record System?

    ....

    ....

    ....

1. What are some of the functions of the Personnel Record?

    ....

    ....

    ....

2. Would you say the Personnel Department of Niger Territory have archived the

Set objectives or goals for which it is established to perform?

    a.   Yes   (   )

    b.   No   (   )

3.   What is the role of staff in post/normal Roll in Personnel Management functions?

....

....

....

....

4.   Would you consider computerization of Personnel Record system as a tool for achieving efficiency and effective performance in Niger Territory?

    a.   Yes   (   )

    b.   No   (   )

9.   If your answer to question (9) above is Yes, please give reasons

....

....

....

....

5.   What do you think will be the effect of computerization of staff records in Personnel Department of Niger Territory would have on staff?

    a.   Positive   (   )

    b.   Negative   (   )

11.   If your answer to question 11 above is 'a', state your reason, please?

....

....

....

New
Employee

Director's Instruction

1

verify Employee
Details

New Employee Details

Valid Names

D1 | New Employment Forms
Detail

Document

2

Gather Information
on New Employees

service record

New
Employee

D2 | New Employment Forms
And Service Records

Other Employment

Forms

Employee Information

Filled Records

3

Prepare
Appointment
Document

Appointment Documents

Staff Information

Opened File

Completion Notification

Nominal Roll
Users

D3 | KALAMAZOO

D4 | REGISTRY FILES

Staff Details

Nominal Roll Form

4

Enlist Staff Details
Unto Nominal Roll

Completed Staff List

Management

Completed Staff List

D5 | STAFF RECORDS

49

LEVEL 1 DATA FLOW DIAGRAM
FOR PROCESS 2: GATHER INFORMATION ON NEW EMPLOYEES FOR DOCUMENTATION

```
┌─────────────┐                              ┌──────────────────────┐
│ New         │                              │         2.1          │
│             │     Director's Instruction   ├──────────────────────┤
│ Employee    │ ─────────────────────────▶   │                      │
└─────────────┘                              │  Check for Employees │
                                             │      Application     │
                                             └──────────────────────┘
                              Name                      │
                  ┌────────────────────────────         │ Valid Detail
                  │                                      ▼
┌────┬────────────────────┐   Credentials       ┌──────────────────────┐
│ D1 │ New Employees      │ ──────────────────▶ │         2.2          │
│    │ Details            │                     ├──────────────────────┤
└────┴────────────────────┘                     │                      │
┌────┬────────────────────┐                     │  Obtain Employee's   │
│    │ New Employment Forms│                     │     Credentials      │
│ D2 │ And Service Records │                     └──────────────────────┘
└────┴────────────────────┘                        │ Qualified Employee
             Service Records                        ▼
                      ┌──────────────────────┐
                      │         2.3          │
                      ├──────────────────────┤
                      │  Issue Blank         │
                      │  Record of           │
                      │  Service             │
                      └──────────────────────┘
  Credentials and Name        │      New Service Record
                              │              ▼
                              │         ┌──────────────┐
                              │         │ New          │
                              │         │ Employee     │
                              ▼         └──────────────┘
           ┌────┬──────────────────────────┐
           │ D6 │ DOCUMENTATION LIST        │
           └────┴──────────────────────────┘
```
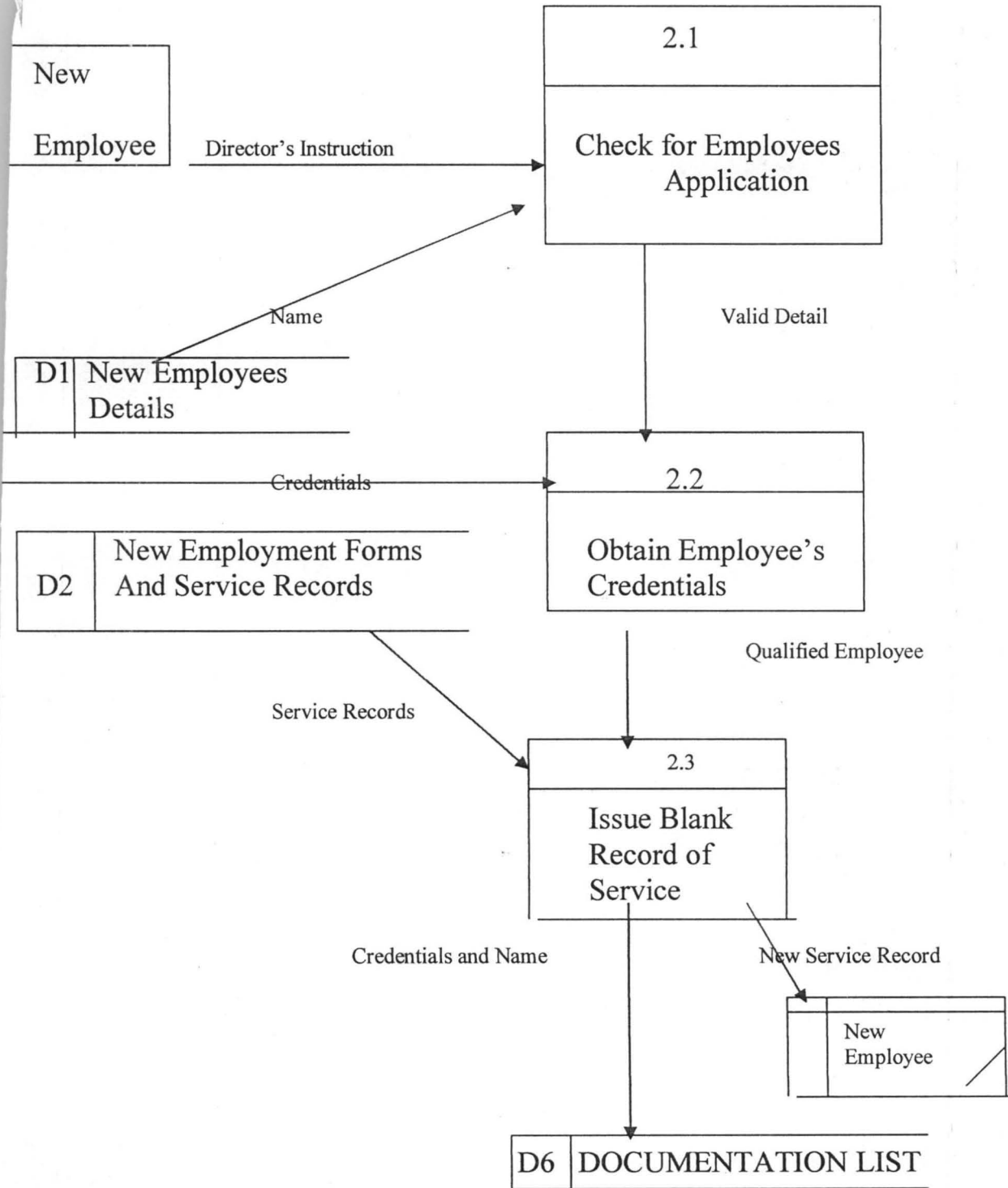
Appendix C

LEVEL 2 DATA FLOW DIAGRAM
FOR PROCESS 3: PREPARE APPOINTMENT DOCUMENTS

```
New                    Completed Record        ┌─────────────────┐
Employee  ─────────────────────────────────►   │       3.1       │        Error
                                                │ Check Record for│
                                                │   Correctness   │
                                                └─────────────────┘
                                                      │
                                                 Correct Record
                                                      ▼
Other Service Forms                             ┌─────────────────┐
──────────────────────────────────────────►    │       3.2       │
┌────┬──────────────────────────┐               │ Collate Relevant│
│    │ New Employment Forms     │               │      Forms      │
│ D2 │ And Service Records      │               └─────────────────┘
└────┴──────────────────────────┘                     │
                                                  Collated Forms
           Service Records                             ▼
                                                ┌─────────────────┐
                                                │       3.3       │
                                                │ Fill in Necessary│
                                                │     Details     │
                                                └─────────────────┘
                    Complete Forms                     │
                                                       ▼
         Credentials                            ┌─────────────────┐
┌────┬──────────────────────────┐               │       3.4       │
│    │ DOCEMENTATION            │               │ Enclose Forms in file│
│ D6 │ LIST                     │               │ Jacket and Issue Number│
└────┴──────────────────────────┘               └─────────────────┘
File Jacket
┌────┬──────────────────────────┐                File enclosed with forms
│ D7 │ NEW FILE JACKETS         │               ┌─────────────────┐
└────┴──────────────────────────┘               │       3.5       │
         New Staff Number                        │ Append New Names│
                                                 │  On Kalamazoo   │
┌────┬──────────────────────────┐               └─────────────────┘
│ D8 │ STAFF NUMBER             │
└────┴──────────────────────────┘
                    Staff Information
                                                ┌──────────────────┐
                                                │ D3  KALAMAZOO    │    Personnel File
                                                └──────────────────┘
```

Appendix C

LEVEL 2 DATA FLOW DIAGRAM
OR PROCESS 3: PREPARE APPOINTMENT DOCUMENTS (Continued)

Personnel File

3.6
Dispatch Documents And Keep File

Completion Notification

Appointment Documents

Nominal Roll Users

	New Employee Now Staff

New Opened Personnel File

D4	REGISTRY FILES
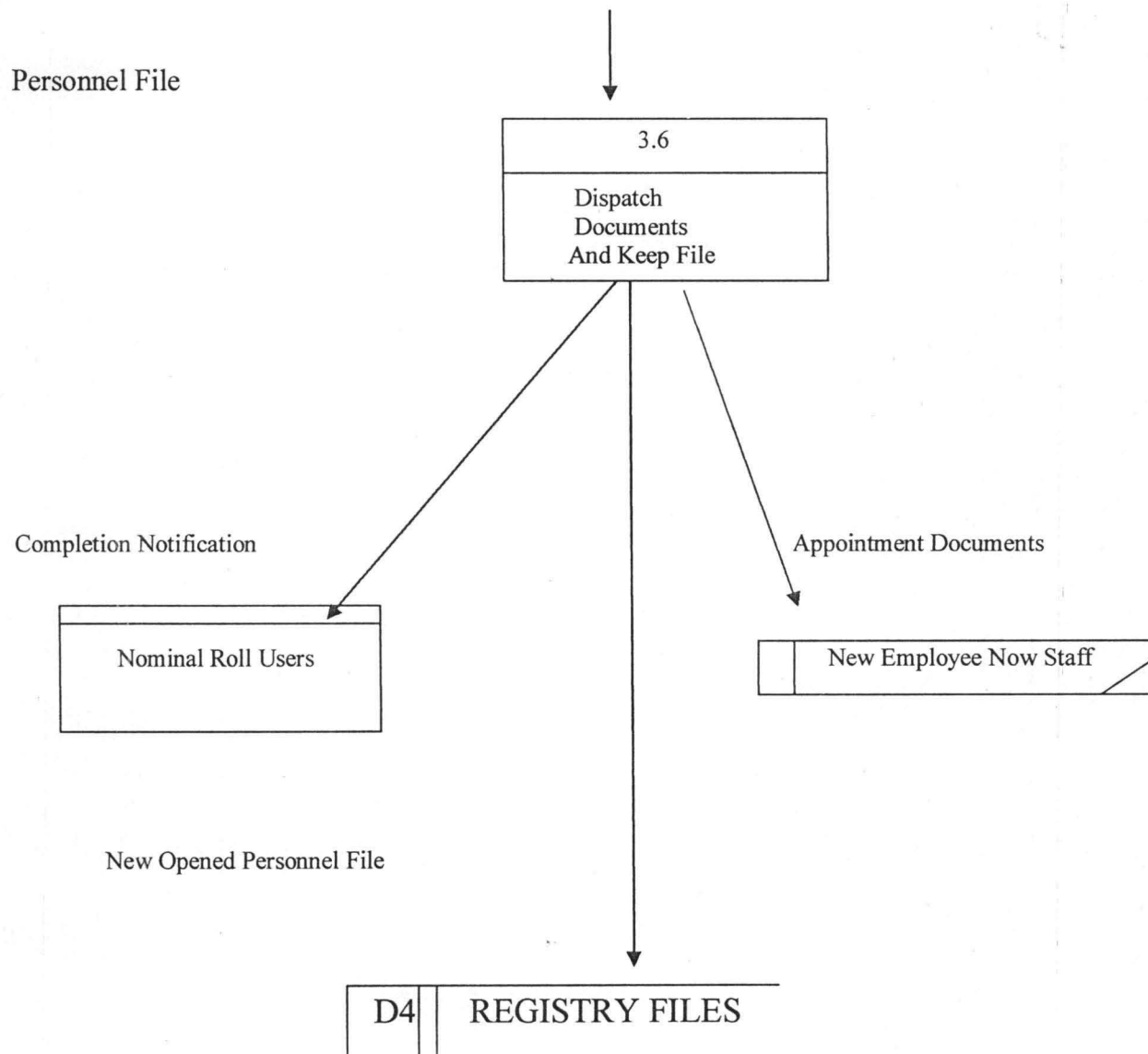
Appendix C
LEVEL 3: DATA FLOW DICAGRAM
FOR PROCESS 4: ENLIST STAFF IN POST
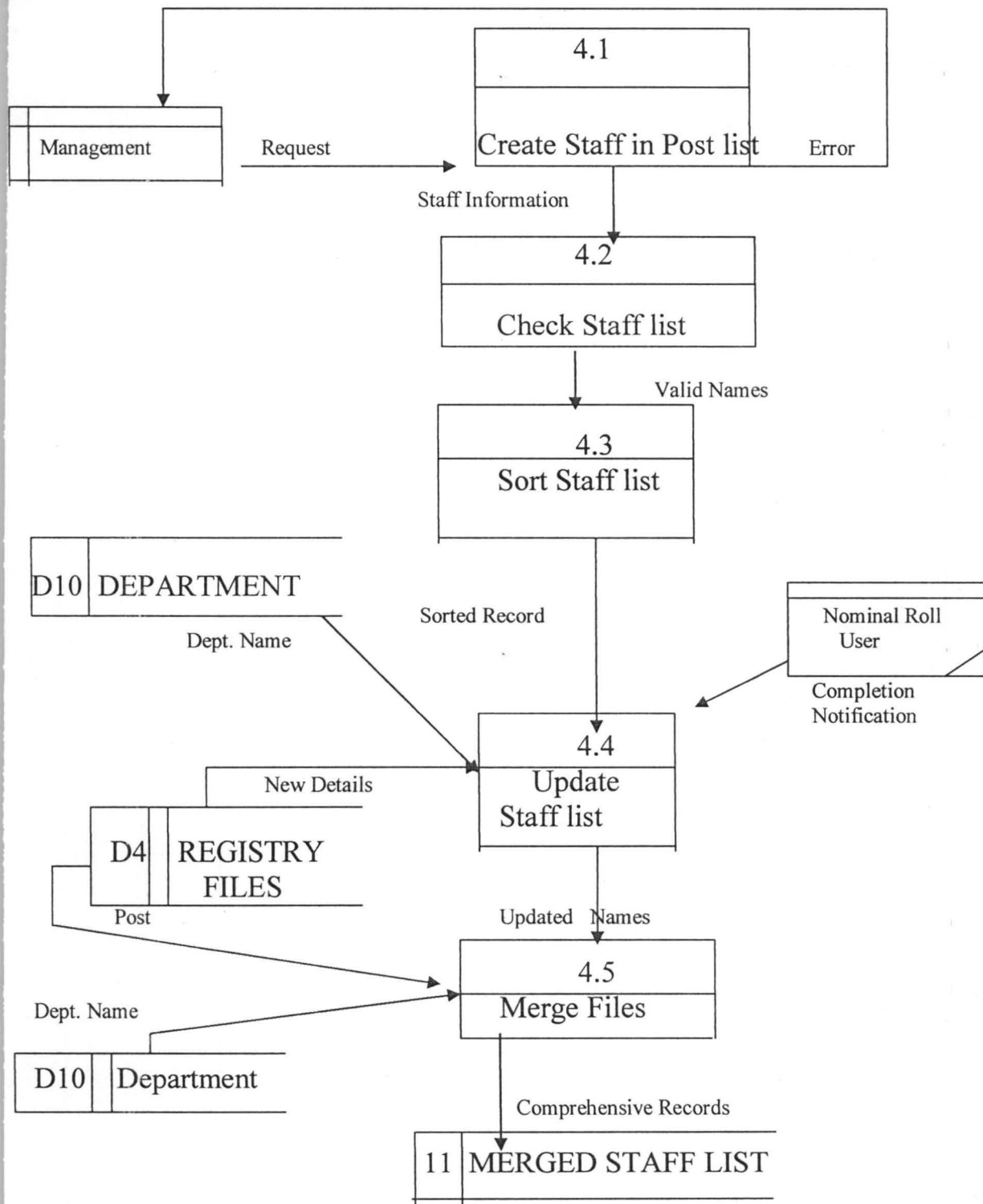
FOR PROCESS 4: ENLIST STAFF IN POST (Continued)

D MERGED N/ROLL

Date of Birth	Post and Grade	Date of Present Appoint.

4.8
Sort By
Date of Birth

4.6
Print
Staff in Post List

4.7
Sort By
Date of Present Appt.

Sorted Record

4.8.1

PRINT

Sorted Records
By Date

Comprehensive Staff list

Retirement List

Management

Management

4.7.1
PRINT

Seniority List

Management

D11 MERGED N/ROLL

Departmental Name

Post

4.9
Sort By
Departmental Name

4.10
Sort By
Position

Sorted Departmental Records

Sorted Records

4.9.1
PRINT

Management

4.10.1
PRINT

Departmental List

Disposition List

Data Base Files

```
+---------------------------+          +---------------------------+
|          STAFF            |          |       DEPARTMENTS         |
+---------------------------+          +---------------------------+
| Staff ID                  |          | Dept ID                   |
| Dept Code                 |          | Dept Code                 |
| S Name                    |          | Dept Name                 |
| L Name                    |          | Address                   |
| Sex                       |          | Location                  |
| Qualification             |          +---------------------------+
| Post                      |
| Grade                     |
| Birth Date                |
| Present Date              |
| Address                   |
| Phone                     |
| State                     |
| LGA                       |
| Remarks                   |
+---------------------------+

                                            +---------------------------+
                                            |        CHILDREN           |
                                            +---------------------------+
          +-----------------------+         | Child ID                  |
          |       SPOUSE          |         | Spouse ID                 |
          +-----------------------+         |                           |
          | Souse ID              |  Name   | Birth Date                |
          | Staff ID              |         +---------------------------+
          | Names                 |
          | Sex                   |
          | Birth Date            |
          | Qualification         |
          +-----------------------+


               +---------------------------+
               |           KIN             |
               +---------------------------+
               | Kin ID                    |
               | Spouse ID                 |
               | Name                      |
               | Age                       |
               | Address                   |
               | Relationship              |
               +---------------------------+
```

Appendix C

<u>Entity-Relationship Diagram</u>

```
STAFF 1 ─────────── Have ──────── M
                                      SPOUSE
  M                              1          1
                                   \         |
  |                                  \        |
  |                                   \       |
BELONGS TO                        POSSES    Born
  |                                    \       |
  |                                     \      |
  |                                      \     M
  1                                  1    \  CHILDEN
DEPARTMENTS                            KIN
```

STAFF 1 Have M SPOUSE

M

BELONGS TO

1

DEPARTMENTS

1

POSSES

1

KIN

Born

M

CHILDEN
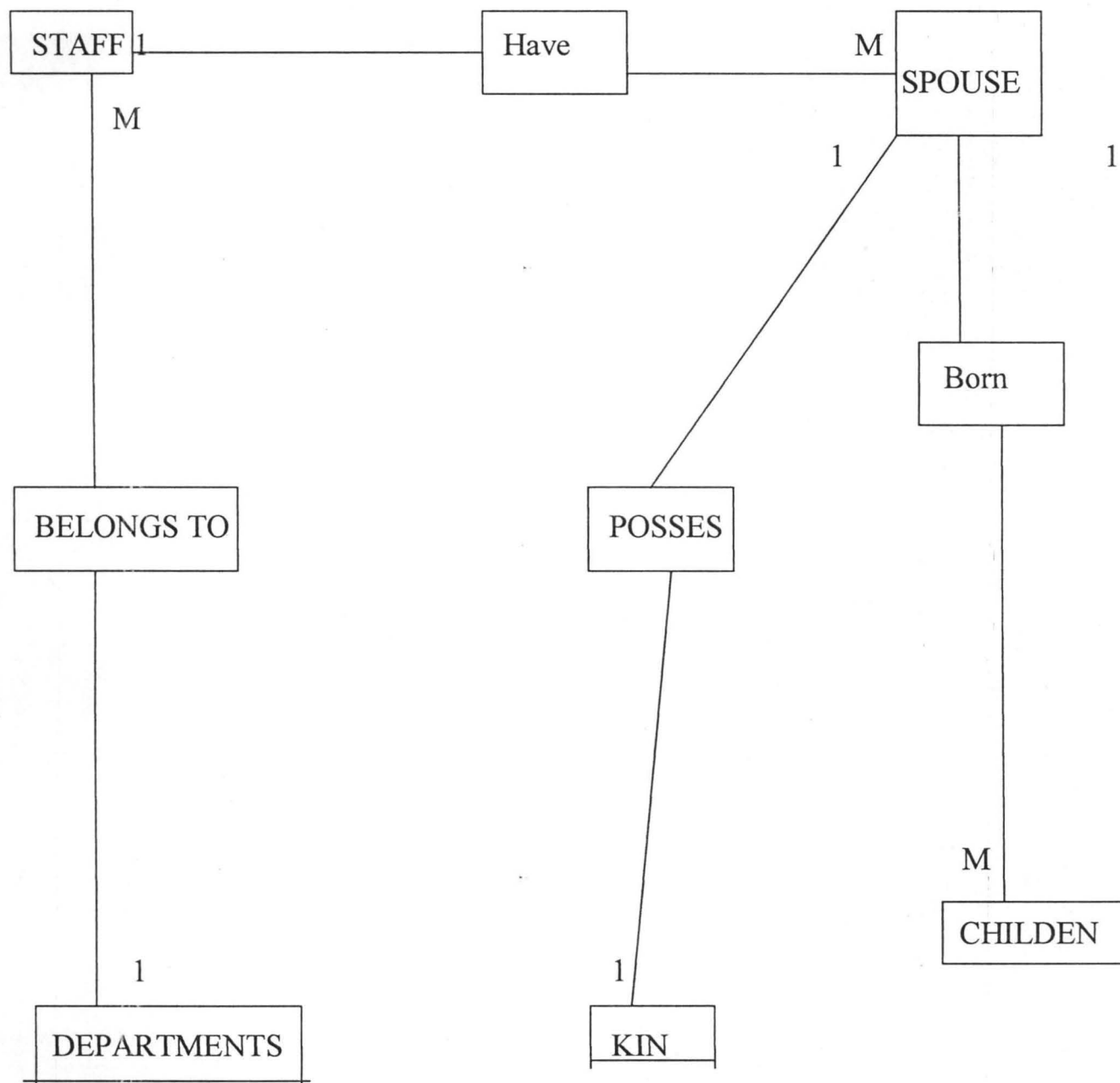
Explanatory Note on Exploded Processes 2, 3 and 4
Process 2: Gather Information sub-processes

2.1 **Check for employee's application letter for: age, qualification attached, position applied for, etc.**

2.2 **Obtain employees' credentials**

2.3 **Issue a blank Record of service for filling by the new employee, pass employees' details for the next action and add-up employee's name to Documentation list.**

Process 3: Prepare Appointment Document for Employee sub-processes

3.1 **Verify record of service for completeness.**

3.2 **Collate all other employment Forms.**

3.3 **Type necessary details on the forms (Medical Form, etc) in multiple copies.**

3.4 **Enclose the typed forms in New File Jacket and write Employment number on file. Also page the documents respectively.**

3.5 **Append the new employee's name (Serial number, file number, Surname and other names) on Kalamazoo.**

3.6 **Dispatch all relevant employment documents such as; letter of appointment, Medical Forms, other Forms, to the new employee and send a completion notification to the Nominal Roll Unit for further action. The new staffs file is also kept in Registry Shelves, which henceforth, serves as the personnel file.**

Process 4 Enlist Staff Details on Staff in Post Processes
4.1 At the end of every quarter of the year, the management makes a request or issue directive produce staff list, this and any other factors cause the unit to update staff list

4.2 Check existing staff in post list or non-duplication of staff name.

4.3 Re-arrange staff name into departments and post of staff occupies.

4.4 The modification or updating staff in post is done with notification obtained from Registry on newly recruited deployed/ transferred staff , this is usually done with reference to Registry.

4.5 All information about each employee together with the various departments and post are thereafter merged into one staff list

4.6 The merged staff list is printed. This list is the comprehensive list of the members of staff in the Nitel Niger Territory. It gives the workers strength of the Territory.

4.7 To obtain various types of reports such as Seniority list for promotion exercise the merged file was sorted by Band and Date of Present appointment. The sorted record is record is printed to obtain the said Seniority list.

4.8 For other report like staff and family list, the merged staff list file is sorted by spouse next of kin list records is printed to obtain the staff in post list

4.9 Subsequent sorting of staff in post list with appropriate field like department code, post, etc and criteria produces the relevant reports, namely; departmental list, etc.