OFFICE AUTOMATION SYSTEMS AND THE PERFORMANCE OF HOSPITALITY FIRMS IN SOUTH EAST, NIGERIA

Jeremiah Chukwuemeka Uzor[1] Hope Ngozi Nzewi[2] Hilda Ewosiida Osisioma[3]

[1,2&3]*Department of Business Administration, Faculty of Management Sciences, Nnamdi Azikiwe University, Awka.*

Abstract

Office automation systems (OAS) are computer-based tools designed to handle routine clerical tasks and communications within an organization. This study was conducted to determine their effect on the performance of hospitality firms in South East, Nigeria, by assessing how automated record management systems impact operational efficiency and how automated communication systems influence customer service delivery. Using a descriptive survey design, data was collected from 197 accounting and managerial staff via structured questionnaires and analyzed using regression analysis. The findings revealed that automated record management has a significant positive effect on operational efficiency ($R2 = .376$, $F(1, 195) = 117.163$, $p < .001$). Likewise, a significant positive relationship was found between automated communication systems and customer service delivery ($R2 = .367$, $F(1, 195) = 117.316$, $p < .001$). The study concluded that adopting office automation is crucial for enhancing business performance. It is recommended that hospitality firms in South East, Nigeria prioritize investing in automated systems to improve both operational efficiency and customer service delivery.

Key words: *Office Automation Systems, Automated Record Management Systems, Operational Efficiency, Automated Communication Systems, Customer Service Delivery, Hospitality Firms*

Introduction

The global hospitality industry has undergone a profound transformation, driven by relentless technological advancement and digital innovation, fundamentally altering operational norms and competitive strategies (Busulwa, 2020). Technology has transitioned from a peripheral tool to a central element of success in this dynamic sector. Office automation systems, in particular, have become indispensable for modern hospitality businesses. In an industry where operational efficiency and superior guest experience are paramount, automation enables staff to focus on high-value guest interactions (Mandić, Panić and Šain, 2023). The COVID-19 pandemic further accelerated the adoption of digital technologies, highlighting the critical need for streamlined, often contactless, processes (Amankwah-Amoah, Khan, Wood and

Knight, 2021). With a reported 93% of hoteliers observing significant improvements post-automation, the imperative to understand its impact is clear (Acropolium, 2024).

The hospitality industry in South East, Nigeria is a growing sector of significant economic importance, fueled by urbanization, a rising middle class, and increased tourism focus (Egbuna, Eyisi, Ololo, Okonkwo and Uzuegbu, 2025). However, this region's widespread adoption of comprehensive office automation systems encounters notable challenges. Persistent infrastructural issues, such as unreliable power supply and limited internet access, can impede the functionality of digital tools. The cost of acquiring and maintaining advanced software, the necessity for specialized staff training, and concerns about data security also present hurdles (Anunobi, Ukabuilu, Enemuo and Olagunju, 2025).

Objectives of the Study

The main objective of this study is to examine the effect between office automation systems and the performance of hospitality firms in South East, Nigeria. However, the specific objective of this study includes

1. To determine the effect of automated record management systems on the operational efficiency of hospitality firms South East, Nigeria?
2. To assess the effect of automated communication systems on customer service delivery in hospitality firms South East, Nigeria?

Research Questions

The research question below guided this study

1. What is the effect of automated record management systems on the operational efficiency of hospitality firms South East, Nigeria?
2. What is the effect of automated communication systems on customer service delivery in hospitality firms South East, Nigeria?

Research Hypotheses

In line with the objective and research question of this study, the following hypothesis have been formulated to be test at 0.05 significance level.

H_{o1}: There is no significant effect of automated record management systems on the operational efficiency of SMEs in Anambra.

H_{o2}: There is no significant effect of automated communication systems on customer

service delivery in South East, Nigeria

Literature Review

Office Automation Systems

Office automation systems (OAS) encompass computer-based tools that handle routine clerical tasks and communications in organizations. Traditionally evolving from typewriters and mechanical systems to modern software suites, OAS now include word processing, email, databases, spreadsheets, and integrated management systems. These systems reduce manual effort and errors by automating document creation, data entry, and information sharing (Dillender and Forsythe, 2022). For example, one study notes that OAS "reduce manual effort and store a large amount of data in little space" while speeding up data retrieval, improving process visibility and helping organizations "spot bottlenecks easily". In effect, OAS are designed to boost the productivity of clerical and knowledge workers and to enhance communication by gathering, processing, storing and distributing information within and across organizations (Kissflow, 2025).

Automated record management systems

Automated record management systems (ARMS) play a crucial role in office automation for hospitality firms, significantly impacting their overall performance (Friday, Onah, Onwudinjor and Ezenwoke, 2024). These systems streamline the process of storing, retrieving, and managing critical documents and records, which is vital in an industry that relies heavily on accurate data for operational efficiency. By automating record management, hospitality firms can reduce the time spent on manual data entry and document handling, allowing staff to focus on customer service and operational tasks. This not only enhances productivity but also minimizes the risk of errors associated with manual processes, ensuring that information is accurate and up-to-date (Chukwunweike, Anang, Adeniran and Dike, 2024).

Automated Communication Systems

Automated communication systems are integral to office automation in hospitality firms, significantly enhancing both internal and external communication (Mandić, Panić and Šain, 2023). These systems streamline interactions by enabling instant messaging, automated email responses, and notifications for both staff and guests. For instance, automated messaging can keep guests informed about reservation confirmations, check-in procedures, and special offers, which helps create a seamless experience. This not only reduces the workload on staff but also ensures that guests receive timely information, improving their overall satisfaction (Yani and Wirawan, 2022).

Performance

Business performance in hospitality typically refers to how well a hotel achieves its goals, measured through financial returns and customer-related outcomes. Historically, performance metrics have evolved beyond simple revenue or occupancy figures. Academics note that performance measures have shifted from purely financial outputs to multi-dimensional indicators, including efficiency and service quality (Cengiz, Oduncuoglu and Koseoglu, 2020). In Nigeria, hospitality performance has been operationalized in various ways. For example, one study conceptualizes hotel performance in terms of repeat patronage, customer retention, and positive referrals. Other common metrics include profit margins, sales growth, market share, and cost control (Adiele, Kenneth-Adiele and Agburum, 2024). Other findings in Nigerian hospitality echo this theme. For instance, hotels using electronic marketing or online booking systems often report broader market reach and efficiency gains (Zidane and Bouali, 2024). Automated reservation systems and CRM tools can improve occupancy and guest satisfaction, which in turn boost revenue.

Operational Efficiency

Operational efficiency refers to the ability of an organization to deliver services with minimal waste of resources (time, labor, cost) while maintaining quality. In hospitality, efficiency encompasses fast and accurate handling of bookings, housekeeping coordination, food service operations, supply procurement, and other processes (Kukanja and Planinc, 2020). Historically, hotels operated with many manual routines: handwritten vouchers, manual inventory checks, and face-to-face reporting. These methods were prone to delays and human error. The advent of automation promised to change that (Ahmodu, Aribaba, Olayiwola, Ajayi, Lawal and Egbewole, 2024). Contemporary literature notes that streamlining hotel operations through technology can greatly reduce complexity and overhead. In Nigeria's hotel industry, operational inefficiency remains a notable challenge. Many establishments still rely on outdated management practices and analogue processes. A fintech news report highlights that "operational inefficiency" is often caused by manual booking systems and inventory management in Nigerian hotels (The Paypers, 2024).

Customer Service Delivery

Customer service delivery is a critical determinant of success in hospitality firms, as it directly influences customer satisfaction, loyalty, and overall performance (Ali, Gardi, Othman, Ahmed, Ismael, Hamza and Anwar, 2021). In the context of office automation systems, customer service delivery has experienced significant improvements through faster, more accurate, and consistent interactions. Tools such as automated booking

systems, electronic check-ins, and customer relationship management (CRM) software streamline processes and reduce human error, enabling staff to respond promptly to customer needs. This automation also ensures real-time access to guest information, helping front-desk staff and service teams offer personalized services that enhance the guest experience (Arapou and Kapiki, 2023).

Theoretical Framework

This study is grounded in the Technology Acceptance Model (TAM), introduced by Fred Davis in 1989 as an extension of the Theory of Reasoned Action. TAM posits that two main beliefs—perceived usefulness and perceived ease of use—determine an individual's attitude toward using new technology, which influences their intention and actual usage. Perceived usefulness refers to the belief that technology will enhance job performance, while perceived ease of use indicates the belief that it will be user-friendly. High levels of both perceptions lead to increased technology adoption.

TAM is particularly relevant for examining how office automation systems and automated accounting software affect the performance and operational efficiency of hospitality firms in South East Nigeria. The study aims to investigate the relationship between these systems and firm performance, suggesting that employees' perceptions of usefulness and ease of use will drive their willingness to adopt new technologies. Furthermore, the study will explore how automated accounting software influences operational efficiency, with the expectation that positive user perceptions will result in improved accuracy, speed, and cost control.

Empirical Review

Nwankwo, Igwe and Nnamani (2025) investigated the effect of automated accounting software on the financial operations efficiency in Nigerian SMEs, surveying 370 respondents. Their analysis showed automated software significantly improves financial reporting accuracy (mean = 4.20, t = 20.45, p = 0.000) and enhances timeliness and efficiency (mean = 4.15, t = 19.85, p = 0.000). However, SMEs face significant adoption challenges (mean = 4.10, t = 18.73, p = 0.000). Nwankwo et al. (2025) concluded that despite substantial benefits, adoption obstacles are considerable. They recommended SMEs explore affordable software, invest in staff training, and implement change management strategies to successfully integrate such software and improve financial operations. This research offers insights for SMEs in developing economies, providing practical recommendations for leveraging automated accounting software effectively.

Friday, Onah, Onwudinjor and Ezenwoke (2024) studied office automation's impact on SME performance in Anambra State, Nigeria, using a descriptive survey of 300 SMEs

(218 responses, 72.7% rate; Cronbach's $\alpha = 0.88$). Findings from linear regression (0.05 significance) revealed automated record management significantly boosts operational efficiency ($R^2 = .55$, $F(1, 216) = 245.42$, $p < .001$), improving document processing, data security, and error reduction. Automated communication systems significantly enhanced customer service ($R^2 = .47$, $F(1, 216) = 185.42$, $p < .001$), improving response times and feedback management. Friday et al. (2024) concluded that office automation significantly enhances SME performance. They recommended SMEs prioritize investment in comprehensive automated systems and suggested the Anambra State government establish an SME technology support fund to aid this technological adoption.

Onifade and Adedire-Ampitan (2024) investigated computerized accounting systems' (CAS) effect on polytechnics' organisational performance in Ogun State, Nigeria, focusing on financial reporting, accountability, and operational efficiency using a survey design and regression analysis (5% significance). Findings showed CAS significantly enhances performance. For financial reporting, the model was significant (F-Ratio = 96.384, $p < 0.001$; $R^2 = 0.567$), with automated data processing (coeff = 0.815, $p < 0.001$) and reporting (coeff = 0.130, $p = 0.013$) as key. For accountability, the model was significant (F-Ratio = 65.846, $p < 0.001$; $R^2 = 0.472$), with data processing (coeff = 0.352, $p < 0.001$), internal control (coeff = 0.163, $p = 0.032$), and reporting (coeff = 0.326, $p < 0.001$) significant. Operational efficiency also improved (F-Ratio = 58.359, $p < 0.001$; $R^2 = 0.442$). They concluded CAS positively impacts performance and recommended investment in these technologies.

Otamiri and Opara-Martins (2022) examined workplace Online Transaction Systems' (OTS) relationship with organizational health in Rivers State's hospitality industry, surveying 552 firms (390 responses). Using Spearman Rank Correlation, they found significant positive relationships between OTS and communication health ($r = 0.822$, $p < 0.05$), operational efficiency ($r = 0.588$, $p < 0.05$), and customer service health ($r = 0.445$, $p < 0.05$). Otamiri and Opara-Martins (2022) concluded that successful OTS implementation is vital for sustainable business success in the digital age, warning that failure to digitalize could hinder organizational health. They recommended hospitality firms provide adequate network infrastructure to support online transactions, contributing to knowledge on digitalization's interaction with organizational health in this sector.

Awara, Odigbo, Anyadighibe and Esiet (2022) investigated automated service delivery systems' (online booking, self-service check-in, smart room service) effect on customer satisfaction in Calabar Metropolis hotels, surveying 266 customers. Simple linear regression showed online booking significantly impacted satisfaction ($R = .620$, $R^2 = 0.483$, $F = 246.464$, $p = .009$). Self-service check-in also had a significant positive effect ($R = .630$, $R^2 = 0.502$, $F = 265.913$, $p = .000$). Smart room service similarly showed a

significant positive effect ($R = .503$, $R^2 = 0.426$, $F = 195.825$, $p = .004$). Awara et al. (2022) concluded these automated components positively impact customer satisfaction, recommending hotels maintain online booking, install self-service check-in kiosks, and adopt smart room service for enhanced guest experiences.

Methodology

The study adopted a descriptive survey research design to examine the influence of office automation on accounting operations among selected hotels and resorts in South East and South-South Nigeria. The target population comprised accounting staff and managerial personnel of selected hotels and resorts within the study area (N = 799). A multistage sampling technique involving stratified, simple random, purposive, and convenience sampling techniques was employed to ensure adequate representation of respondents. Using Taro Yamane's formula, the sample size was determined as $n = 799 / [1 + 799(0.05)^2] \approx 267$ respondents. Bowley's proportional allocation method was used to distribute the questionnaires across the two geopolitical zones, with 125 questionnaires allocated to the South East and 142 to the South-South zone. Data were collected through a structured self-administered questionnaire designed on a 5-point Likert scale. The instrument was validated by experts in Measurement and Evaluation and Business Administration, while reliability was tested using Cronbach's Alpha, which yielded a coefficient value of 0.857, confirming that the instrument was reliable. Data collected were analyzed using descriptive statistics such as frequency, mean, and standard deviation, while regression analysis was employed to test the study hypothesis using SPSS version 27.0.

Analysis of Research Questions

Research Question 1: What is the effect of automated accounting software on the operational efficiency of hospitality firms in South East, Nigeria?

Table 1 Research Question One

S/N	Item	N	Mean	SD	Remark
	Automated Record Management				
1	How easy do you find the automated record management system to navigate and use	197	4.34	0.869	Accepted
2	The automated record management system enhances our ability to provide timely service to guests	197	4.41	0.803	Accepted
3	Staff have received adequate training to effectively use the automated record management system	197	3.50	1.131	Accepted

4	The automated record management system significantly reduces the time required for document retrieval	197	3.22	1.188	Accepted
5	The use of the automated record management system has improved the accuracy of our records	197	4.31	0.943	Accepted
	Operational Efficiency				
6	The implementation of office automation systems has improved the efficiency of our operational processes	197	4.16	0.952	Accepted
7	Office automation systems have contributed to a reduction in operational costs within our hospitality firm	197	4.18	0.914	Accepted
8	Office automation systems have accelerated decision-making processes within our firm	197	3.40	1.116	Accepted
9	The use of office automation systems has increased the productivity of our staff	197	4.29	0.857	Accepted
10	Operational efficiency improvements due to office automation systems have led to higher guest satisfaction rates	197	4.19	0.909	Accepted
	Grand Mean	**197**	**4.00**	**0.709**	**Accepted**

Source: Field Survey, 2025

Research Question 2: What is the effect of automated communication systems on customer service delivery in hospitality firms South East, Nigeria?

Table 2 Research Question Two

S/N	Item	N	Mean	SD	Remark
	Automated Communication				
1	The use of automated communication tools (e.g., emails, internal messaging apps) has improved response speed within my hospitality organization	197	4.54	0.939	Accepted
2	Communication systems integrated with office automation have enhanced coordination between departments	197	4.31	0.843	Accepted
3	Automated communication system with guests and clients more efficient and reliable	197	3.02	1.131	Accepted
4	The current communication system supports quick decision-making in my hospitality firm	197	2.22	0.388	Rejected

5	Automated communication system contributes directly to increased customer satisfaction in our services	197	3.31	0.963	Accepted
	Customer Service				
6	Office automation systems help reduce delays in addressing customer complaints or inquiries.	197	4.88	0.912	Accepted
7	Automated reservation and check-in systems improve the quality of customer service in my organization.	197	4.12	0.944	Accepted
8	Office automation systems have accelerated decision-making processes within our firm	197	3.51	1.136	Accepted
9	Automated systems in customer service enhance the overall guest experience and retention.	197	4.56	0.857	Accepted
10	Office automation plays a crucial role in improving the timeliness and accuracy of service delivery in our firm.	197	4.25	0.909	Accepted
	Grand Mean	**197**	**4.00**	**0.709**	**Accepted**

Source: Field Survey, 2025

Hypotheses Testing

Hypothesis One

H_0: There is no significant effect of automated record management effect on the operational efficiency of hospitality firms in South East, Nigeria.

Table 3: Model Summary for Automated Record Management Effect on Operational Efficiency

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.613[a]	.376	.373	.57123

a. Predictors: (Constant), Automated Accounting Software

Table: 4 ANOVA Results for Automated Record Management Effect on Operational Efficiency

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	38.211	1	38.211	117.163	.000[b]
Residual	63.629	195	.326		
Total	101.840	196			

a. Dependent Variable: operational efficiency

b. Predictors: (Constant), automated record management

Table 5: Regression Coefficients for automated record management on operational efficiency

Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**T**	**Sig.**
	B	Std. Error	Beta		
(Constant)	1.588	.228		6.965	.000
e-ERMS Implementation	.619	.057	.613	10.824	.000

a. Dependent Variable: Average Operational Efficiency

The study tested the null hypothesis (H0): There is no significant effect of automated record management systems on the operational efficiency of hospitality firms in South East, Nigeria. Linear regression analysis revealed a statistically significant relationship. The model summary showed that automated record management system accounted for a substantial portion of the variance in operational efficiency (R = .613, R2 = .376). The ANOVA results confirmed the overall model's significance (F(1, 195) = 117.163, p = .000). The regression coefficients indicated that automated record management system was a significant positive predictor of operational efficiency (B = .619, β = .613, t = 10.824, p = .000). Given that the p-value (.000) is less than or equal to the alpha level of 0.05, the null hypothesis (H0) is rejected. This leads to the conclusion that there is a statistically significant positive effect of automated record management system on the operational efficiency of hospitality firms in South East, Nigeria.

Hypothesis Two

H_0: There is no significant effect of automated communication systems customer service delivery of hospitality firms in South East, Nigeria.

Table 6: Model Summary for Automated Communication Systems on Customer Service Delivery

Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.713[a]	.367	.337	.51723

b. Predictors: (Constant), Automated Communication Systems

Table 7: ANOVA Results for Automated Communication Systems on Customer Service Delivery

Model	**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
Regression	38.121	1	38.111	117.316	.000[b]
Residual	63.269	195	.360		
Total	101.850	196			

Dependent Variable: customer service delivery

c. Predictors: (Constant), Automated Communication Systems

Table 8: Regression Coefficients for automated communication systems on customer service delivery

Model	**Unstandardized Coefficients**		**Standardized Coefficients**	**T**	**Sig.**
	B	Std. Error	Beta		
(Constant)	1.578	.218		6.695	.000
e-ERMS Implementation	.609	.067	.623	10.854	.000

a. Dependent Variable: Customer service delivery

The study tested the null hypothesis (H0): There is no significant effect automated communication systems on customer service delivery of hospitality firms in South East, Nigeria. Linear regression analysis revealed a statistically significant relationship. The model summary showed that automated communication system accounted for a substantial portion of the variance in customer service delivery (R = .713, R2 = .367). The ANOVA results confirmed the overall model's significance (F(1, 195) = 117.316, p = .000). The regression coefficients indicated that automated communication systems was a significant positive predictor of customer delivery (B = .609, β = .623, t = 10.854, p = .000). Given that the p-value (.000) is less than or equal to the alpha level of 0.05, the null hypothesis (H0) is rejected. This leads to the conclusion that there is a statistically significant positive effect of automated communication systems on customer service delivery of hospitality firms in South East, Nigeria.

Discussion of Finding

The study found that office automation systems, particularly automated record management and automated communication systems, significantly improve the performance of hospitality firms in South East, Nigeria. Automated record management systems were shown to enhance operational efficiency by reducing manual tasks, improving accuracy, and facilitating faster data retrieval, in line with the findings of Nwankwo, Igwe, and Nnamani (2025) and Friday, Onah, Onwudinjor and Ezenwoke (2024), who also noted similar benefits in SMEs. Automated communication systems improved customer service delivery by enhancing internal coordination and guest engagement, echoing the observations of Awara Odigbo, Anyadighibe and Esiet (2022) and Otamiri and Opara-Martins (2022), who emphasized the role of automation in improving guest satisfaction and communication health. These findings support the Technology Acceptance Model (Davis, 1989), which suggests that perceived usefulness and ease of use drive successful technology adoption. Thus, the study confirms that embracing office automation systems is crucial for improving both

operational efficiency and customer satisfaction in the hospitality sector of South East, Nigeria.

Conclusion and Recommendation

The implementation of office automated systems plays a pivotal role in enhancing operational efficiency across various sectors. By streamlining processes, reducing manual errors, and facilitating faster access to information, these systems empower organizations to optimize their workflows and improve productivity. As businesses increasingly navigate complex environments, the adoption of office automation not only enhances efficiency but also fosters innovation and agility. Ultimately, embracing these technologies positions organizations to respond effectively to changing demands, ensuring sustained growth and competitive advantage in an ever-evolving market.

Based on these findings the following recommendation were made:

1. Hospitality firms in South East Nigeria need to prioritize the adoption of automated record management systems. This implementation can enhance their operational efficiency significantly, leading to better resource utilization and streamlined processes.
2. Firms are expected to invest in advanced automated communication systems to improve customer service delivery. Enhancing communication technology will likely lead to better customer satisfaction and loyalty, fostering a competitive advantage in the market.

Contribution to Knowledge

This study significantly enhances the understanding of the impact of office automation systems on the hospitality sector in South East Nigeria by highlighting the importance of automation for improving operational efficiency and customer service delivery. It provides empirical evidence supporting these claims through rigorous data collection and analysis, demonstrating the positive effects of automated record management and communication systems on performance metrics.

References

Adiele, K. C., Kenneth-Adiele, N., and Agburum, O. (2024). Service digitalization and performance of tourism and hospitality firms in Nigeria. *Nigerian Journal of Management Sciences*, 25(1), 178–190.

Ahmodu, A. O., Aribaba, F. O., Olayiwola, P. O., Ajayi, J. O., Lawal, N. A., and Egbewole, I. K. (2024). Human Resource Management Cost Practice and Operational Efficiency of Hospitality Industry in Ondo State, Nigeria. NIU Journal

of Humanities, 9(3), 93-102.

Ali, B. J., Gardi, B., Othman, B. J., Ahmed, S. A., Ismael, N. B., Hamza, P. A., ... and Anwar, G. (2021). Hotel service quality: The impact of service quality on customer satisfaction in hospitality. *International Journal of Engineering, Business and Management*, *5*(3), 14-28.

Amankwah-Amoah, J., Khan, Z., Wood, G., and Knight, G. (2021). COVID-19 and digitalization: The great acceleration. Journal of business research, 136, 602-611.

Anunobi, O. U., Ukabuilu, E. N., Enemuo, O. B., and Olagunju, O. J. (2025). Evaluating the Role of Robotics Technology in Enhancing Guest Satisfaction In Hotels Across South East, Nigeria -East Nigeria. *Multidisciplinary Journal of Management and Social Sciences*, 2(1).

Arapou, D., and Kapiki, S. (2023). Enhancing the Guest Experience in Hospitality Through Technology: An Outlook of the Future.

Awara, N. F., Odigbo, B. E., Anyadighibe, J. A., and Esiet, J. E. (2022). Automated service delivery system and customer satisfaction of hotels. Nigerian Academy of Management Journal, 17(1), 156-168.

Busulwa, R. (2020). Hospitality management and digital transformation: balancing efficiency, agility and guest experience in the era of disruption. Routledge.

Cengiz, E., Oduncuoglu, F., and Koseoglu, M. A. (2020). Customer accounting and marketing performance measures usage in the hotel industry in the USA. International Journal of Leisure and Tourism Marketing, 7(1), 4-25.

Chukwunweike, J., Anang, A. N., Adeniran, A. A., and Dike, J. (2024). Enhancing manufacturing efficiency and quality through automation and deep learning: addressing redundancy, defects, vibration analysis, and material strength optimization Vol. 23. *World Journal of Advanced Research and Reviews. GSC Online Press*.

Dillender, M., and Forsythe, E. (2022). Computerization of white collar jobs (No. w29866). National Bureau of Economic Research.

Egbuna, A., Eyisi, A., Ololo, N., Okonkwo, E., and Uzuegbu, J. (2025). Impact of Insecurity on the Hospitality Industry: A Study of selected Hotels in Nnewi Town of Anambra State, Nigeria. Nsukka Journal of the Humanities, 33(1).

Friday, E. C., Onah, F. S., Onwudinjor, E. C., and Ezenwoke, M. L. (2024). Office Automation and Performance of Small and Medium Scale Enterprises in Anambra State, Nigeria. Journal of Public Administration, Policy and Governance Research, 2(4), 156-173.

Hameed, A., and Prasad, P. (2020). The impact of automation in hospitality and its applications. *International Engineering Journal For Research and Development*, *3*(2), 1-5.

Javed, M. A., Alam, M., Alam, M. A., Islam, R., and Ahsan, M. N. (2024). Design and Implementation of Enterprise Office Automation System Based on Web Service Framework and Data Mining Techniques. Journal of Data Analysis and Information Processing, 12(4), 523-543.

Kissflow. (2025, April 24). *Office automation system in 2025: 5 essentials and why it matters*. https://kissflow.com/workflow/workflow-automation/5-essentials-in-office-automation/

Kukanja, M., and Planinc, T. (2020). Toward cost-effective service excellence: Exploring the relationship between managers' perceptions of quality and the operational efficiency and profitability of restaurants. Quality Management Journal, 27(2), 95-105.

Nwakanma, I. C., Ubani, E. C., Asiegbu, B. C., and Nwokonkwo, O. C. (2024). Factors affecting the adoption of ICT in the hospitality industry in Imo State. *International Journal of Computer Science Issues (IJCSI)*, 11(4), 170–181.

Nwankwo, P. E., Igwe, A. O., and Nnamani, C. O. (2025). Effect of Automated Accounting Software on the Efficiency of Nigerian SMEs' Financial Operations. *Global Journal of Auditing and Finance*, 7(1), 1-17.

Onifade, H. O., and Adedire-Ampitan, A. A. (2024). Effect of Computerized Accounting System on Organisational Performance of Polytechnics in Ogun State Nigeria. UMYU *Journal of Accounting and Finance Research*, 7(1), 110-130.

Otamiri, S., and Opara-Martins, R. (2022). workplace online transaction system and organizational health of hospitality industry operators in rivers state. BW *Academic Journal*, 11-11.

The Paypers. (2024, October 15). *Flutterwave and 9jahotel.com launch PoS system*. https://thepaypers.com/payments-general/flutterwave-and-9jahotelcom-launch-pos-system--1270544

Zidane, Z., and Bouali, S. (2024). The impact of e-marketing strategies on the profitability of classified hotels according to a qualitative evaluation model. Journal of Innovations and Sustainability, 8(3), 10-10.