
Document Template and Employee Efficiency in Manufacturing Companies in Port Harcourt

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Abstract: *This study examined the relationship between document template and employee efficiency in manufacturing companies in Port Harcourt. The study adopted the cross-sectional survey design. Primary data was generated through structured questionnaire. The population of the study was 253 employees of seven (7) selected manufacturing companies in Port Harcourt. The sample size of 154 was determined using the Taro Yamane's formula for sample size determination. The reliability of the instrument was achieved by the use of the Cronbach Alpha coefficient with all the items scoring above 0.70. The hypotheses were tested using the Spearman's Rank Order Correlation Coefficient. The tests were carried out at a 95% confidence interval and a 0.05 level of significance. The findings of the study revealed that there is a significant relationship between document template and employee efficiency in manufacturing companies in Port Harcourt. The study recommends that manufacturing companies should develop a set of standardized document template for commonly used documents such as work orders, production reports, and safety checklists. This will ensure consistency in the format and information included in these documents, reducing the time and effort required to create them.*

Keywords: *Document Templates, Employee Efficiency, Task Accomplishment, Timeliness Manufacturing Companies.*

INTRODUCTION

Document template have become increasingly popular in business processes due to their ability to save time and money. This is because document template is designed to automate the process of creating, editing, and sending documents with a consistent style and format. According to Shim, Pendyala, Sundaram and Gao (2000) document template can help streamline business processes by reducing the amount of manual data entry and formatting required (Shim *et al.*, 2000). Additionally, document template can help to reduce errors by ensuring that documents are always formatted and presented in a consistent manner. This can help to reduce costs associated with errors in documents and help to improve the overall efficiency of the business. Furthermore, document template can also be used to create documents that contain content that is tailored to the specific needs of a business. By allowing businesses to customize their documents, document template can help to further streamline business processes by allowing businesses to create documents that are tailored to their specific needs. Overall, document template can be used to streamline business processes by reducing manual data entry, formatting errors, and providing tailored documents to meet the specific needs of a business.

The impact of document template on organisational productivity has been examined by Karr-Wisniewski and Lu (2010) in their paper published in Computers in Human Behavior in 2010. The authors conducted their research with a survey-based study of a large multinational organisation, and then used the data to investigate the connection between document template and organisational productivity. The results of their study showed that document template had a significant impact on organisational productivity, with organisations that used them having higher levels of productivity than those that did not. The authors also found that organisations that used document template were better able to manage their resources, leading to greater efficiency and cost savings. Furthermore, they discovered that document template enabled organisations to quickly and easily access important information and documents, saving them time and money. Finally, the authors concluded that document template are a valuable tool for organisations looking to improve their productivity and efficiency. In summary, Karr-Wisniewski and Lu’s research demonstrates that document template can have a positive impact on organisational productivity (Karr-Wisniewski &Lu, 2010).

This study therefore examined the relationship between document template and employee efficiency in manufacturing companies in Port Harcourt. Furthermore, this study was guided by the following research questions:

- i. What is the relationship between document template and task accomplishment in manufacturing companies in Port Harcourt, Nigeria?
- ii. What is the relationship between document template and service quality in manufacturing companies in Port Harcourt, Nigeria?
- iii. What is the relationship between document template and timeliness in manufacturing companies in Port Harcourt, Nigeria?

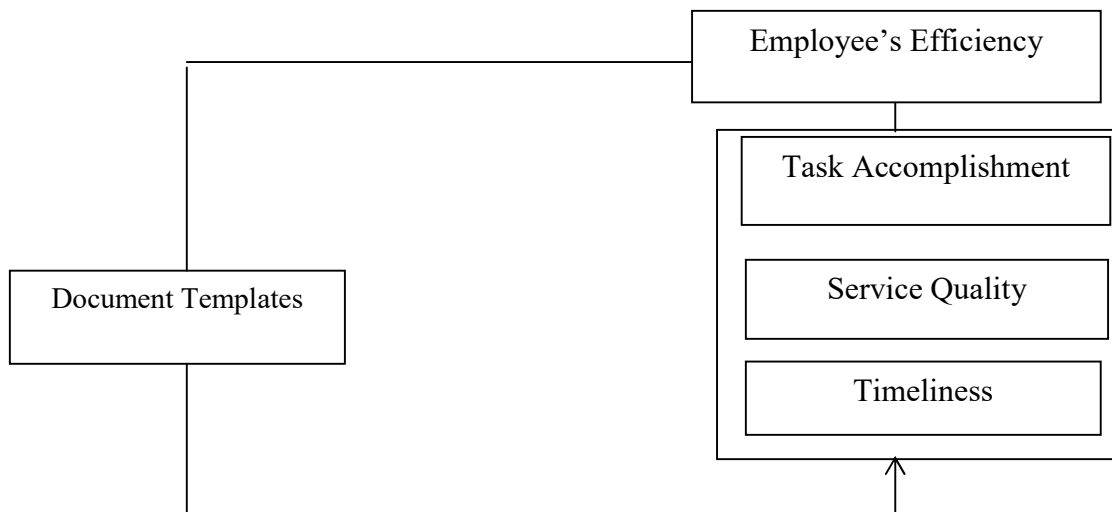


Fig.1 Conceptual Framework for the relationship between document template and employee efficiency

Source: Author’s Desk Research (2022)

LITERATURE REVIEW

Document Template

Organisations across the world have explored the benefits of document templates, such as standardised forms and documents, to achieve organisational success. As highlighted by Troshani, Jerram and Rao Hill (2011) document template can help organisations to improve processes and achieve consistent results. Document template provide a base structure to create documents, reducing the time and effort needed for document creation and ensuring consistency across documents. This reduces the risk of errors and helps organisations to comply with standards and regulations. In addition, document template can help organisations to provide a consistent customer experience, improve communication between employees and departments, and speed up the document approval and review process. Furthermore, document template can be used to set up automated and customised processes, improving workflow efficiency and eliminating the need for manual intervention. In this way, document template can help organisations to improve their bottom line, as well as their overall organisational success. Document template are a valuable tool to help organisations operate with efficiency and success. Document template can ensure that communication between different departments is standardised, resulting in greater efficiency and the avoidance of miscommunication and mistakes. Additionally, document template ensure that repeat processes are streamlined and that employees have an example to follow when creating new documents. Overall, organisations of all sizes should consider implementing document template to help increase their overall level of efficiency and overall success.

Employee Efficiency

Efficiency refers to how an organization uses its resources such as available funding and staff to achieve organization objectives. Efficiency measures include, per unit costs which refers to a measure of per unit cost and reveals how many resources are consumed in producing a unit of service, Cycle time: Measures the amount of time it takes for a process to be completed. Response time: Measures the amount of time it takes to respond to a request for service. Backlog: Measures the amount of work in queue, waiting to be processed. One way is to measure total work in queue waiting to be processed. Another way is to measure backlog as the amount of work not processed within a required or targeted time frame. Staffing ratios: Another way of looking at staffing is computing a ratio of staffing to a particular function or in comparison to the total organization and per unit equipment utilization: Measures the efficient use of equipment. Efficiency is all about resource allocation across alternative uses (Kumar & Gulati, 2010).

Efficiency measures relationship between inputs and outputs or how successfully the inputs have been transformed into outputs (Low, 2000). To maximize the output Porter's Total Productive Maintenance system suggests the elimination of six losses, which are: reduced yield –from start up to stable production; process defects; reduced speed; idling and minor stoppages; set-up and adjustment; and equipment failure. The fewer the inputs used to generate outputs, the greater the efficiency. According to Pinprayong and Siengthai (2012) there is a difference between business efficiency and organizational efficiency. Business efficiency reveals the performance of input and output ratio, while organizational efficiency reflects the improvement of internal processes of the organization, such as organizational structure, culture and Community.

Measures of Employee Efficiency

Task Accomplishment

Task accomplishment is a measure of an employee's productivity and involves their contribution to overall organizational productivity and effectiveness, it refers to actions that are part of the formal reward system and addresses the prescription as indicated in the descriptions of the role (Williams and Karau, 1991). It shows the level or the extent an employee achieves a given target. In general, task accomplishment comprises of activities that translates the organizations policies, missions and resources into tangible and intangible goods produced by the organization and to enable efficient operation of the organization (Motowidlo, Packard & Managing, 1997). Thus, task accomplishment covers the fulfilment of the requirements that are part of the agreement between the employee and the organisation. Borman and Motowidlo (1993) pointed out that task accomplishment is the effectiveness and efficiency with which job incumbents perform activities that contribute to the organization's technical core and assist in moulding the psychological state of the organization (Borman & Motowidlo, 1993). They further suggested that in accomplishing a given task there are two aspects to it, which are interpersonal facilitation and job dedication. Interpersonal facilitation includes cooperative and helpful acts that help the effectiveness of co-employee. While job dedication includes self-disciplined and motivation to support organizational objectives and goals (Van Scotter & Motowidlo, 1996).

Service Quality

Service delivery is a continuous, cyclic process for developing and delivering user focused services. It is further defined in four stages as user engagement, service design and development, service delivery and lastly assessment and positive change of service (Dachs, Ebersberger & Pyka, 2004). Other scholars have propounded other definitions and according to Carrillat, Jaramillo and Mulki (2007), service delivery is the physical access or reachability of services that meet a base standard. The later regularly requires detail as far as the components of service delivery, for example, essential equipment, medications and products, healthy workforce, and rules for treatment. Service delivery denotes the ability of the client to pay for the services where data can be collected by facility visits or by household interviews (Berghman *et al.*, 2006). In this study, service delivery was defined as the willingness and readiness of a workforce to provide services in a dependable, accurate and responsive manner while utilizing the available resources.

The SERVQUAL model was developed by Parasuraman, Zeithaml and Berry (1988) to define service quality by means of the gap between the customers' perceptions and the expectations about organization's service quality performance. The model distinguishes five determinants of administration quality as effects, unwavering quality, responsiveness, confirmation and sympathy. It is measured administration conveyance since it is a settled instrument that has been utilized as a part of different reviews and its psychometric properties have been examined by some of the studies (Asubonteng, McCleary & Swan, 1996). Consequently, service quality is composed of perceived quality and expected quality.

Timeliness

When the employees are productive, they accomplish more in a given amount of time. In turn, efficiency saves their company money in time and labour. When employees are unproductive, they take longer time to complete projects, which cost employee's more money due to the time lost (Olajide, 2000). The importance of higher productivity of the employees in public enterprise

cannot be overemphasized, which include the following; Higher incomes and profit; Higher earnings; Increased supplies of both consumer and capital goods at lower costs and lower prices; Ultimate shorter hours of work and improvements in working and living conditions; Strengthening the general economic foundation of workers (Banjoko, 1996). Armstrong (2006) stated that productivity is the time spent by an employee actively participating in his/her job that he or she was hired for, in order to produce the required outcomes according to the employers' job descriptions. As suggested by Bloisi (2003) the core cause of the productivity problems in the South African society are people's motivation levels and their work ethics. Time is an essential resource since it is irrecoverable, limited and dynamic (Downs, 2008) Irrecoverable because every minute spent is gone forever, limited because only 24hours exist in a day and dynamic because it's never static (Claessens, Roe & Rutte, 2009)

Document Template and Employee Efficiency

The use of standardized document template has been shown to be beneficial for business efficiency. According to Taylor and Dzurainin (2010), the use of such templates can reduce the time needed to complete a task, as well as increase the accuracy of the finished product. This is due to the fact that users no longer have to recreate a document each time it is used, but rather can simply fill in the blanks and adjust any necessary details. Additionally, standardized document template can help to reduce the potential for errors in the documents, as the form is already established and any necessary information can be quickly and easily located. This can reduce the time needed to complete a document, as well as ensuring accuracy and consistency across all documents used in the business. Furthermore, the use of standardized document template can help to increase the organization of the business, as all documents can be created in the same format, allowing for easier comparison and analysis. This can help to streamline processes and increase the efficiency of the business as a whole. Taylor and Dzurainin (2010) concluded that the use of standardized document template can be beneficial for business efficiency. This is due to the fact that it reduces the time needed to complete a task, increases accuracy, and helps to increase organization. These benefits can help to streamline processes, reduce the potential for errors, and ensure consistency across all documents used in the business. Thus, the use of standardized document template can be an effective way to increase the efficiency of a business.

Document template are an important tool in the management of time and resources. According to Somers and Nelson 2001) document template is "proven to be effective in reducing time and resources in the preparation of documents". The authors conducted a study to analyze how document template affect the accuracy and speed of document preparation, and found that the use of document template had a significant impact on both accuracy and speed. The use of document template was found to reduce the time required to prepare documents by an average of 20 percent and the number of errors by an average of 40 percent. Furthermore, the study revealed that document template allowed for better resource allocation, as they enabled users to focus on the content of documents rather than the formatting. This study demonstrates not only the effectiveness of document template in reducing time and resources, but also how important these tools are in the management of time and resources in organizations. Document template make it easier to create consistent, professional documents that are accurate and can be prepared quickly, leading to more efficient resource allocation.

Document template is a powerful tool for streamlining business processes. According to Al-Mashari (2021) the use of document template can improve the efficiency of business processes by streamlining activities, reducing costs, increasing productivity and improving service quality (Al-Mashari, 2001). Document template are used to standardize and simplify document production, eliminating the need to reinvent the wheel each time a document is created. Additionally, they can improve the accuracy of documents, as they follow a predefined structure, reducing errors and omissions. Furthermore, document template can save time by allowing users to quickly assemble documents using pre-defined components and text blocks. As a result, organizations can save money by reducing the number of people required to produce documents, as well as by reducing the amount of time spent in document production. Document template can also improve customer service, as they can provide customers with more consistent experiences, as documents are produced in a predefined format. Ultimately, document template provides many advantages for streamlining business processes, making them a cost-effective and powerful way to improve the efficiency of operations.

In conclusion, document template can be very beneficial in many aspects of the workplace, from increased productivity to improved communication between teams and departments. The ability to have a standard format for documents allows for ease of editing, collaboration, and organization, making it easier for everyone involved to get the job done efficiently. Additionally, document template also helps with branding consistency, provide users with the quickest way to create documents, and save companies time and money in the long run. Document template are an essential tool for businesses looking to take their operations to the next level.

From the foregoing point of view, the study thus hypothesized that:

- H₀₁** There is no significant relationship between document template and employee task accomplishment in manufacturing companies in Port Harcourt, Nigeria.
- H₀₂**: There is no significant relationship between document template and employee service quality in manufacturing companies in Port Harcourt, Nigeria.
- H₀₃**: There is no significant relationship between document template and employee timeliness in manufacturing companies in Port Harcourt, Nigeria.

METHODOLOGY

The study adopted the cross-sectional survey design. Primary data was generated through structured questionnaire. The population of the study was 253 employees of seven (7) selected manufacturing companies in Port Harcourt. The sample size of 154 was determined using the Taro Yamane's formula for sample size determination. The research instrument was validated through supervisor's vetting and approval while the reliability of the instrument was achieved by the use of the Cronbach Alpha coefficient with all the items scoring above 0.70. The hypotheses were tested using the Spearman's Rank Order Correlation Coefficient. The tests were carried out at a 95% confidence interval and a 0.05 level of significance.

DATA ANALYSIS AND RESULTS

We commenced by first presenting a proof of existing relationships. According to Neuman (2000) cited in Asawo (2009), Scatter graph is one of the techniques used in deciding whether a bivariate relationship does exist between interval scaled variables. In our bid to determine the existence and trend of this relationship, we plotted a scatter diagram as presented in Figure 1.1 document template as the independent variable is plotted on the X axis whereas employee efficiency as the dependent variable is on the Y axis.

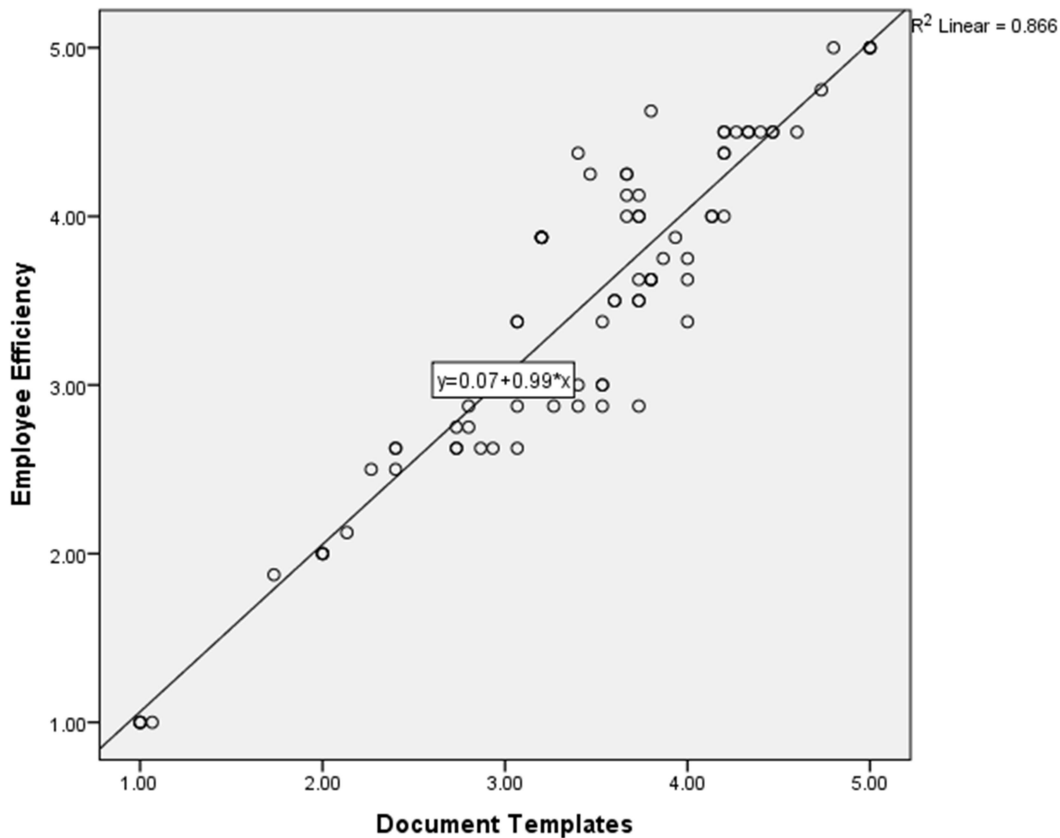


Figure 1.1 Evidence of linear relationship between document template and employee efficiency
Figure 1.1 shows a strong relationship between document template (independent variable) and employee efficiency (dependent variable). The scatter plot graph shows at R^2 linear value of (0.866) depicting a positive relationship between the two constructs. The implication is that an increase in document template simultaneously brings about an increase in the level of employee efficiency.

Tests of Hypotheses

Table 1: Correlations for Document template and Employee Efficiency

		Document Templates	Task Accomplishment	Service Quality	Timeliness
Spearman's rho	Document Templates	1.000	.883**	.745**	.747**
	Correlation Coefficient				
	Sig. (2-tailed)	.000	.000	.000	.000
	N	79	79	79	79
	Task Accomplishment	.883**	1.000	.666**	.688**
	Correlation Coefficient				
	Sig. (2-tailed)	.000	.000	.000	.000
	N	79	79	79	79
	Service Quality	.745**	.666**	1.000	.543**
	Correlation Coefficient				
	Sig. (2-tailed)	.000	.000	.000	.000
	N	79	79	79	79
Timeliness	.747**	.688**	.543**	1.000	
Correlation Coefficient					
Sig. (2-tailed)	.000	.000	.000	.000	
N	79	79	79	79	

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

Source: SPSS output version 23.0

The table 1: illustrates the test for the three previously postulated bivariate hypothetical statements.

Ho₁: There is no significant relationship between document template and employee task accomplishment in manufacturing companies in Port Harcourt, Nigeria

The correlation coefficient (r) shows that there is a significant and positive relationship between document template and employee task accomplishment. The rho value 0.883 indicates this relationship and it is significant at p 0.000<0.05. The correlation coefficient represents a very strong relationship. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate held. Thus, there is a significant relationship between document template and employee task accomplishment in manufacturing companies in Port Harcourt, Nigeria.

Ho₂: There is no significant relationship between document template and employee service quality in manufacturing companies in Port Harcourt, Nigeria

The correlation coefficient (r) shows that there is a significant and positive relationship between document template and employee service quality. The rho value 0.745 indicates this relationship and it is significant at p 0.000<0.05. The correlation coefficient represents a moderate relationship. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate held. Thus, there is a significant relationship between document template and employee service quality in manufacturing companies in Port Harcourt, Nigeria.

Ho₃: There is no significant relationship between document template and employee timeliness in manufacturing companies in Port Harcourt, Nigeria

The correlation coefficient (r) shows that there is a significant and positive relationship between document template and employee timeliness. The rho value 0.747 indicates this relationship and

it is significant at $p < 0.000 < 0.05$. The correlation coefficient represents a strong correlation indicating a strong relationship. Therefore, based on empirical findings the null hypothesis earlier stated is hereby rejected and the alternate held. Thus, there is a significant relationship between document template and employee timeliness in manufacturing companies in Port Harcourt, Nigeria.

DISCUSSION OF FINDINGS

The tests of hypotheses examined the relationship between document template and employee efficiency in manufacturing companies in Port Harcourt. The study findings revealed that there is a significant relationship between document template and employee efficiency in manufacturing companies in Port Harcourt. The study finding agrees with Taylor and Dzurainin (2010) who argued that the use of document template can reduce the time needed to complete a task, as well as increase the accuracy of the finished product. This is due to the fact that users no longer have to recreate a document each time it is used, but rather can simply fill in the blanks and adjust any necessary details. Additionally, standardized document template can help to reduce the potential for errors in the documents, as the form is already established and any necessary information can be quickly and easily located. This can reduce the time needed to complete a document, as well as ensuring accuracy and consistency across all documents used in the business. Furthermore, the use of standardized document template can help to increase the organization of the business, as all documents can be created in the same format, allowing for easier comparison and analysis. This can help to streamline processes and increase the efficiency of the business as a whole. The findings also confirm the postulations of Taylor and Dzurainin (2010) that the use of standardized document template can be beneficial for business efficiency. This is due to the fact that it reduces the time needed to complete a task, increases accuracy, and helps to increase organization. These benefits can help to streamline processes, reduce the potential for errors, and ensure consistency across all documents used in the business. Thus, the use of standardized document template can be an effective way to increase the efficiency of a business.

CONCLUSION AND RECOMMENDATION

This study thus concludes that document template positively enhances employee efficiency in manufacturing companies in Port Harcourt. Specifically, the study concludes that, document template significantly influences task accomplishment, service quality and timeliness of manufacturing companies in Port Harcourt.

Improving document template and employee efficiency in a manufacturing company can lead to better productivity, efficiency, and cost savings. Therefore, manufacturing companies can take the following steps to achieve this:

- i. Standardize document templates: Develop a set of standardized document template for commonly used documents such as work orders, production reports, and safety checklists. This will ensure consistency in the format and information included in these documents, reducing the time and effort required to create them.

- ii. Streamline processes: Identify and eliminate any redundant or inefficient processes in the company's document management system. This could include automating tasks, such as data entry or routing documents for approval, using software tools.
- iii. Train employees: Provide training to employees on how to use the standardized document template and updated processes. This will help ensure that everyone is on the same page and that the changes are implemented effectively.

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