MSI Journal of
Education and Social Science

Volume: 2, Issue: 4 (Oct-December 2026)
Published by *MSI Publishers*
ISSN 3107-5940 (Online)

Received: 21-09-2026
Accepted: 28-10-2026
Published: 06-11-2026

Assessment of Enterprise Communication Applications on Information Recovery Plan in Tertiary Institutions in Rivers State

Authors Details

Nweke, Emmanuel Onyekachi Ph. D[1*]
Department of Office Technology and Management Captain Elechi Amadi Polytechnic, Rumuola Port Harcourt, Rivers State, Nigeria.

Dr. Udiomunu Victor-Slaboh[2]
Department of Foundation and General Studies Captain Elechi Amadi Polytechic, Rumuola, Port Harcourt, Rivers State, Nigeria.

Corresponding Author: *Nweke, Emmanuel Onyekachi Ph. D*

ABSTRACT: The study at assessed the applications of enterprise communication on information recovery plan in tertiary institutions in Rivers State. It adopted descriptive design in which the hierarchical or level based assessment of application of enterprise communication on information recovery of tertiary institutions in Rivers State was carried out. The population of the study consisted of 137 administrative secretaries in the offices of Senate Members and Academic Board Members of tertiary institutions in Rivers State. The study limited its assessment of tertiary institutions in Rivers State to Captain Elechi Amadi Polytechnic, Rumuola, Ken Saro Wiwa Polytechnic, Bori, Ignatius Ajuru University of Education, and Rivers State University. The study adopted the census sampling technique in which the entire population of 137 was studied. It decided so as it considered the size as manageable. Out of 137 questionnaires shared online, 109 respondents validly returned copies of the questionnaire and the study used the returned copies for its analysis. The questionnaire instrument was validated by a Senior Lecturer in the department of Measurement and Evaluation at the Niger Delta University, Wilberforce, Island, Bayelsa State, Nigeria. The reliability of the instrument was tested using Cronbach Alpha and obtained .981>.71 indicating that the instrument was reliable. The study used Mean and

DOI: *10.5281/zenodo.23998618*

Standard Deviation to assess or answer the research questions at mean benchmark of 2.5 using the modified Likert scale of Very High extent (4), High extent (3), Low extent (2) and Very low extent (1). Major findings of the study showed low impact applications of enterprise communication applications on information recovery in tertiary education institutions in Rivers State. It concluded that the need for information recovery plan relates to organizational sustainability and continuous business or operations in tertiary institutions in Rivers State no matter any contingent or emergency situation of disaster or loss of record. The study recommended that Management of tertiary institutions in Rivers State should adopt hybrid backup system of cloud hosted and premises based approaches as a matter of policy and that Management should provide computer devices to staff and find the need to train staff on backup information system.

Keywords: *Enterprise Communication, Information, Recovery Plan, Education, Cloud, Premises.*

Introduction

Enterprise communication has become a crucial tool in handling office or organization based communication and information management matters. The use of technologies in handling communication is the sine-qanoon for the success of any organization deemed to survive in the digital era. The type of technology mode adopted by any organization in handling its documents, files, chats, messages, including the telecommunication subscription to be adopted in managing telephones is fulcrum to information management. The timeline to retrieve information, records in time of need or danger is critical to the sustenance and business inclination of any organization.

Information recovery represents the turnaround time it takes an organization to restore, retrace its business records. Enterprise communication in tertiary institutions, according to Azeem (2025), relates to how public organizations operate with business motive, and to adopt the most contemporary approaches in managing its internal and external communication system. The messaging to staff, memos communicating policies, information of caution, travel advises, students records, staff information, may disappear in the event of unforeseen circumstances (Zim, 2024). The study contemplates the recovery of records or information in the situation of loss, brought about by natural disaster ought to form a crucial part of any enterprise including tertiary education institutions.

 DOI: *10.5281/zenodo.23998618*

Ibezim (2023) cited by Nweke (2022) states that educational institutions rely on its records operational efficiency in maintaining recovery plans of the academic repository. Library records, students' enrollment records, the people, academic researches, process are key to rating any institutions of higher learning. Tertiary education institutions in Rivers State are required to evolve or adopt technologies in managing its records or information as enumerated. Information recovery plans therefore depends on the enterprise communication adopted by any institutions. Nweke (2024) identified enterprise communication to include cloud hosted, premises hosted and social media. Edwin (2025) corroborated Nweke, stating that dimensions of enterprise management include the digital technologies and non-digital technologies adopted in preserving its organizational records and the present study would therefore adopt the stated dimensions.

Dorozhkin & Tatyana (2021) carried out a study in India on integrated enterprise communication system and focused its objectives on central saving system. Ndema (2023) carried out a study on for enterprise communication and organization wellbeing in Business in Lagos, Nigeria and focused on need for adopting technologies in organizational record heath. Other scholars equally carried out similar studies but there has not being any study on record recovery plan of tertiary institution in Rivers State. This study therefore targets to bridge such existing gap.

Problem Statement

Enterprise communication has been very relevant in handling communication and information management in organizations. Enterprise communication deploys technologies that management organizational information and communication flow without obstructions. However, it has been observed that most tertiary institutions in Rivers State lack the enterprise communication wherewithal in preparation for information recovery. There are no plans in terms of central or decentralized cloud based in retrieving critical records. More so, the major need for adopting enterprise communication be it cloud based or premises is to ensure information or messages are retrieved in events of natural or human disaster. The study suspects tertiary institutions in Rivers State do not have modes of preserving its critical institutional records from perpetual damage from natural horrors such as flood, fire disaster, other extra ordinary disasters. The study would therefore assess

 DOI: *10.5281/zenodo.23998618*

the modes or approaches adopted by tertiary institutions in Rivers State and proffer most potent mode or dimension of enterprise communication.

Aim and Objectives of the Study

The study aims at assessing the applications of enterprise communication on information recovery plan in tertiary institutions in Rivers State; with the following specific objectives:

1. To assess the impact of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State
2. To assess the impact of premises application on information recovery plan in tertiary education institutions in Rivers State.

Research Questions

The following research questions guided the study:

1. What is the level of impact of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State?
2. What is the level of impact of premises application on information recovery plan in tertiary education institutions in Rivers State?

Literature Review

Theoretical Foundation

The study bases its theory on Information Retrieval (IR) Theory proposed by Fernada (2003) and cited by Ajayi (2024). The theory advocates a system's general purpose where users find relevant information when needed or required. According to Ferneda (2003), the IR systems must present documents' views to users allowing a quick-select of items that fully or partially satisfy their information need, specified through a query. In other words, every IR system's primary goal is to achieve high effectiveness, that is, to maximize the effort-satisfaction proportion of its users about queries. The theory is relevant to the present study as it contemplates path of remedy to information loss. It advocates the system query system in which lost or missing information could be traced via system or structured query system.

 DOI: *10.5281/zenodo.23998618*

Conceptual Clarification

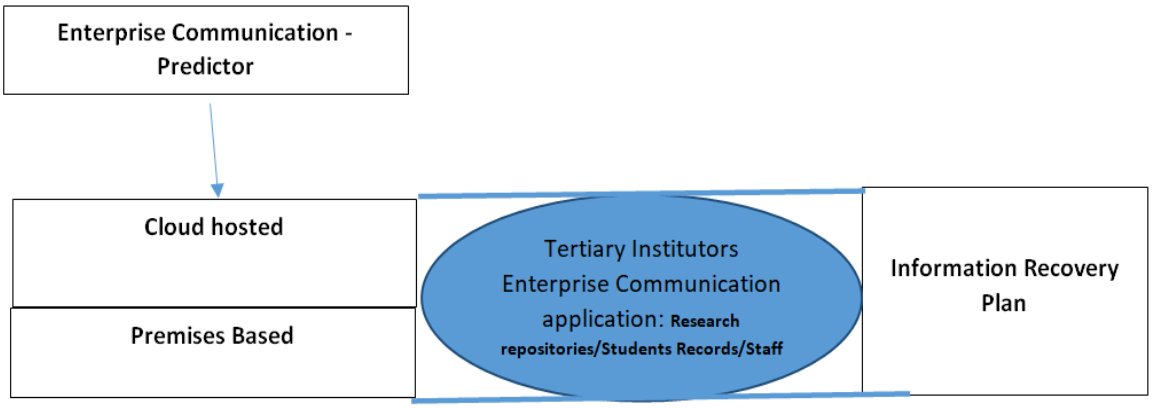


Fig. 1: Researchers' Guide, 2026

Enterprise Communication

Oguguo (2023) sees enterprise communication as the digital backbone for modern corporate infrastructure, unifying real-time messaging, voice calling, video conferencing, file sharing, and workflow. Olga (2024) in her view describes enterprise communication as the integrated system of tools, processes, and technologies that move information inside and outside an organization at scale. The positon of the authors indicate that enterprise communication is technology driven and targets information workflow of any organization.

The present study underpins the need for the application of enterprise communication in in the preservation and sustenance of records or relevant information in tertiary education institutions in Rivers State. To buttress the economic need of this concept McKinsey (2024) estimates that well-connected organizations see a 20–25% productivity leverage; disengaged employees cost the global economy $8.8 trillion in lost output. In another estimation, Dani (2025) states that more than 10% of records are lost in organizations annually in developing economies as a result of not properly articulated information storage system.

Information Recovery Plan

Information is the centre piece of any education institution. The transmission of knowledge is an information, staff details, academic researches, students' records, all constitute information in tertiary institutions. These information are required from time to time and not withstanding any circumstance. The need to retrieve information while required is a critical section of information processing, storage and security. Information

 DOI: *10.5281/zenodo.23998618*

recovery plan involves the schedules or technologies adopted by institutions in preserving its records for future retrieval (Edwin, 2023). Ojo (2024) affirms that any institution that may not fetch its relevant or required record in any time of need is endangered into extinction.

Clement (2021) sees information recovery plan as outlines of any organization‟s strategy for responding to emergency or disaster, provides information essential to continuity of critical business; Such disasters may include flood, storms, human damages, fire outbreak and in the circumstance of which damaged records without recovery plan may threaten the existence or smooth operation of business or institution. Edwin, (2024) emphasized this stating that disasters are events that exceed the response capabilities of a community and/or the organizations that exist within it. Risks to be considered include those from natural hazards, neighbors, building environment, political or social unrest and risks connected to IT and data security.

Cloud Hosted Information Recovery Plan

Zenith, Krest, & Kones (2022) state that cloud hosted information recovery plan implies reliance on technology services such as Google folders, OneDrive, Google Drive and emails. That these are considered a critical component enterprise communication in the daily operations of education institutions or universities requiring a comprehensive Disaster Recovery Plan to assure that its services can be re-established quickly and completely in the event of a disaster of any magnitude. In the view of Standford (2022) even in the cases of offsite situation as a result of fire, flood, storms, or entire displacement, staff may access information or institutions' records from any location.

Cloud Hosted Recovery Plan presents the requirements and the steps that will be taken in response to and for the recovery from any disaster affecting technological services of any education centre, with the fundamental goal of allowing basic business functions to resume and continue until such time as all systems can be restored to pre-disaster functionality. Plan is required to be reviewed and updated, at a minimum, every 3 years by the Security Policy Team and approved by the Management of such institutions (Nweke, 2022).

 DOI: *10.5281/zenodo.23998618*

Premises Information Recovery Plan

James (2020) argues that information based recovery plan will identify the necessary personnel and physical resources required for both disaster preparation and response. Furthermore, it will ensure that the proper steps will be carried out to permit the timely restoration of services and business functions. The plan should minimize decision-making during a disaster or interruption by listing all actions required to restore the ability to complete business processes. Clad, Zed, Kiro (2025) agrees that provision of fireproof cabinets, floating or plastic drawers are important contents of premises information recovery plan.

The objective of premises information recovery plan according Zeb (2023) is to The objective of the Preparedness Plan is to reduce the risk to the communications and data networks to an acceptable level by ensuring the restoration of critical business functions within the determined Recovery Time Objectives (RTOs). This plan will also minimize the risk of delay in setting up the recovery site through prior preparation and planning.

Methods

The study adopted descriptive design in which the hierarchical or level based assessment of application of enterprise communication on information recovery of tertiary institutions in Rivers State was carried out. The population of the study consisted of 137 administrative secretaries in the offices of Senate Members and Academic Board Members of tertiary institutions in Rivers State (source Registry department, 2026). The study however limited its study of tertiary institutions in Rivers State in line with the table below: The study adopted the census sampling technique in which the entire population of 137 was studied. It decided so as it considered the size as manageable.

Table 1: Population and Sample Size of the Study

S/N	Institutions	Population of Admin Secretaries	Sample Size.	Retrieved
1.	Captain Elechi Amadi Polytechnic, Rumuola Port Harcourt	25	25	21
2.	Ken Saro Wiwa Polytechnic, Bori	30	30	20
3.	Ignatius Ajuru University of Education	40	40	32
4.	Rivers State University	42	42	36
	Total	**137**	**137**	**109**

DOI: *10.5281/zenodo.23998618*

Out of 137 questionnaires shared online, 109 respondents validly returned copies of the questionnaire and the study used the returned copies for its analysis. The questionnaire instrument was validated by a Senior Lecturer in the department of Measurement and Evaluation at the Niger Delta University, Wilberforce, Island, Bayelsa State, Nigeria. The reliability of the instrument was tested using Cronbach Alpha and obtained .981>.71 indicating that the instrument was reliable.

Reliability

Case Processing Summary			
		N	%
Cases	Valid	109	100.0
	Excluded[a]	0	.0
	Total	109	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.981	8

The study used Mean and Standard Deviation to assess or answer the research questions at mean benchmark of 2.5 using the modified Likert scale of Very High extent (4), High extent (3), Low extent (2) and Very low extent (1).

Results

Demographics of the Study

Table 2: gender of respondent			
Gender		Frequency	Percent
	male	48	44.0
	female	61	56.0
	Total	109	100.0

Table 2 above showed that there were 48 or 44% male respondents, and 61 representing 56% of female respondents. It is equally represented in the chart below.



 DOI: *10.5281/zenodo.23998618*

Table 3: Tertiary Institutions			
	Tertiary Institutions	Frequency	Percent
	Capt. Elechi Amadi Polytechnic	21	19.3
	Ken Saro Wiwa Polytechnic	20	18.3
	Ignatius Ajuru University of Edu	32	29.4
	Rivers State University	36	33.0
	Total	109	100.0

Table 3 above showed that Captain Elechi Amadi Polytechnic respondents were 21 or 19.3%. Ken Saro Wiwa 20 or 18.3%, Ignatius Ajuru University of Education 32 or 29.4% and Rivers State University 36 or 33%. It is shown in the chart below:

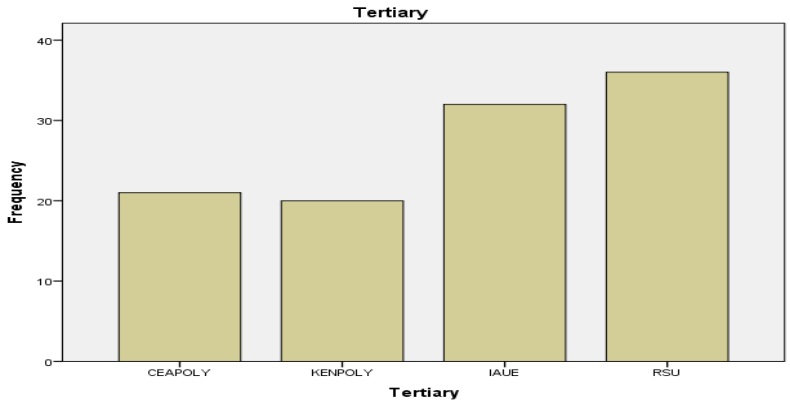
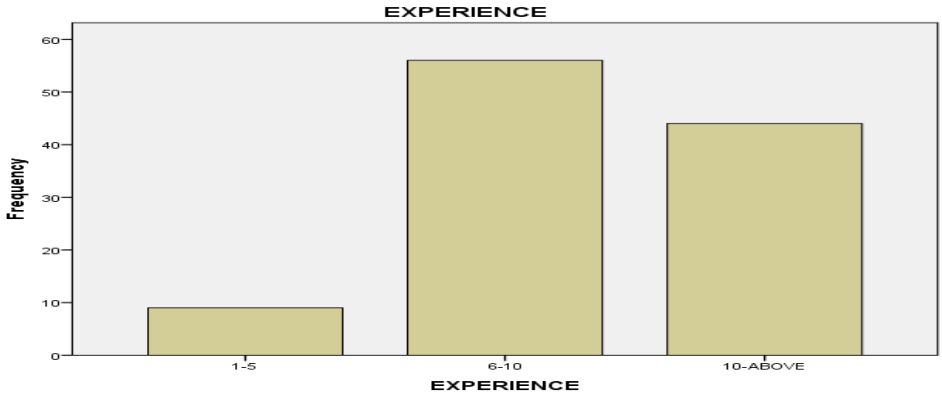


Table 4: Experience of Respondents			
	Experience	Frequency	Percent
	1-5	9	8.3
	6-10	56	51.4
	10-ABOVE	44	40.4
	Total	109	100.0

Table 4 above showed that respondents with experience range of 1-5 were 9 or 8.3%. Others were 6-10 representing 56% and 10-above years as 44 or 40.4%. The study considers experience important regarding how to apply recovery plan. It is represented in the chart below.



 DOI: *10.5281/zenodo.23998618*

Research Question 1: What is the level of impact of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State?

Table 5: Mean and Standard Deviation of level of impact of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State

	Descriptive Statistics			
S/N Items	**N=109**	**Mean**	**Std. Deviation**	**Remark**
1. There are computer devices in offices		2.65	1.68	High Impact
2. There is available internet facility on campus		3.26	1.59	Very High Impact
3. Staff use OneDrive, Google folders and other online file saving tools		1.86	1.06	Low Impact
4. There is monitoring on backup files		1.88	.99	Low impact
Grand Mean		**2.41**	**1.33**	**Low Impact**

Table 5 above indicates in item 1 with mean score of 2.65 and STD of 1.68 high impact that respondents there are computer devices in offices. Item 2 with mean score of 3.26 and STD 1.59 shows high impact on the availability of internet facility on campus. However, item 3 showed mean score of 1.86 and STD 1.06 that staff use OneDrive, Google folders and other online file saving tools. Item 4 with mean score of 1.99 and STD .99 shows low impact that there is monitoring on backup files

Thus grand mean score of 2.41<2.5 implies low impact oncloud hosted application on information recovery plan in tertiary education institutions in Rivers State

Research Question 2: What is the level of impact of premises application on information recovery plan in tertiary education institutions in Rivers State?

Table 6: Mean and Standard Deviation of the level of impact of premises application on information recovery plan in tertiary education institutions in Rivers State

	Descriptive Statistics			
S/N Items	**N=109**	**Mean**	**Std. Deviation**	**Remark**
5. There are fire proof cabinets		2.18	1.49	Low impact
6. Staff use plastic trays on tables for floating files		2.28	1.78	Low Impact
7. File cabinets have keys and usually properly locked		2.33	1.20	Low Impact
8. Records have duplicates at department and central registry		2.73	1.54	High Impact
Grand Mean		**2.38**	**1.50**	**Low Impact**

Table 6 above showed in item 5 mean score of 2.18 and STD 1.49 indicating low impact that there are fire proof cabinets. Item 6 with mean score of 2.28 and STD 1.78 showed low impact that staff use plastic trays on tables for floating files. Item 7 with mean score

 DOI: *10.5281/zenodo.23998618*

of 2.33 and STD 1.20 that staff use file cabinets have keys and usually properly locked. However, item 8 with mean score of 2.73 and STD 1.54 showed high impact that records have duplicates at department and central registry.

Thus grand mean score of 2.38<2.5 showed low impact on premises application on information recovery plan in tertiary education institutions in Rivers State

Findings of the Study

The findings of the study are hereby itemized:

1. There is low impact of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State

2. There is low impact of premises application on information recovery plan in tertiary education institutions in Rivers State.

Discussion of Findings

Table 5 above assessed the level of impact on cloud hosted application on information recovery plan in tertiary education institutions in Rivers State. The findings showed that there is low level of application of cloud hosted application on information recovery plan in tertiary education institutions in Rivers State. Thus Zenith, Krest, & Kones (2022) states that cloud hosted information recovery plan implies reliance on technology services such as Google folders, OneDrive, Google Drive and emails. That these are considered a critical component enterprise communication in the daily operations of education institutions or universities requiring a comprehensive Disaster Recovery Plan to assure that its services can be re-established quickly and completely in the event of a disaster of any magnitude.

Table 6 above sought to assess the application of premised based information recovery plan in tertiary institutions in Rivers State. The finding revealed that there is low impact of application of premises based information recovery plan in tertiary institutions in Rivers State. In buttressing the import of premises based information recovery plan, Zeb (2023) states that the objective of premises information recovery plan is to The objective of the Preparedness Plan is to reduce the risk to the communications and data networks to an

 DOI: *10.5281/zenodo.23998618*

acceptable level by ensuring the restoration of critical business functions within the determined Recovery Time Objectives (RTOs). This plan will also minimize the risk of delay in setting up the recovery site through prior preparation and planning.

Conclusion

The study assessed applications of enterprise communication on information recovery plan in tertiary institutions in Rivers State. The findings of the study emphasized the need for the applications of information recovery plan such as cloud hosted mode and premises based mode. The need for information recovery plan relates to organizational sustainability and continuous business or operations in tertiary institutions in Rivers State no matter any contingent or emergency situation of disaster or loss of record.

Recommendations

Based on the findings of the study, the following recommendations have been made:

Management of tertiary institutions in Rivers State should adopt hybrid backup system of cloud hosted and premises based approaches as a matter of policy.

Management should provide computer devices to staff and find the need to train staff on backup information system.

References

1. Ajayi, A.0. (2024), "The implementation of records management programme in Nigeria: the registry system", Proceedings of the National Workshop on Implementation of Records Management Programme in Nigeria, Ota, 8-10 July, pp. 1-17.

2. Clad T., Zed R, & Kiro, 0. (2025), "Records and development", Pears Publication.

3. Clement, S.0. (2021), "Information and records management in a state primary education board in Nigeria", Lagos Librarian, Vol. 21 Nos. 1-2, pp. 16-23.

4. Dorazkin, I. & Tatyana J.. (2024). "Why records management is important", Records Management Quarterly, Vol. 1 No. 1, pp. 5-8.

 DOI: *10.5281/zenodo.23998618*

5. Edwin, R. (2025), “Enhancing information and records management: an important agenda for sustainable development”, Report of missions carried out for the International Records

6. Fernada, l. A. (2003), “information retrieval model”, Records Management Quarterly, Vol. 17 No. 3, pp. 5-8.

7. Ibezim, A. (2023), “Developing record-keeping culture in Nigeria”, Records Management Bulletin, Vol. 45, pp. 12-13.

8. Mckinsey, J. (2023), “Electronic filling recovery plan in the ‘80s”, Records Management Quarterly, Vol. 17 No. 4, pp. 12-14.

9. Ndema, W. (2023), “Maintaining files freedom and dignity”, Records Management Quarterly, Vol. 2 No. 4, pp. 18-19.

10. Nweke, E. O. & Akosubo-Ogori E (2022). Crisis management and effective school management in tertiary institutions in Rivers State. International journal of Education Research (IJER) vol. 3 (2) available:https://casirmediapublishing.com/2020/08/07/crisis-management-and-effective-school-administration-in-tertiary-institutions-in-rivers-state/

11. Oguguo, C. (1986), “Information and malformation. Records management in information systems”, Information ‘85: Using Knowledge to Shape the Future, Proceedings of Conference organized by Joint Consultative Committee of ASLIB, Bournemouth, 16-19 September, Library Association Publishing, London, pp. 75-86.

12. Ojo, J.D. (2021), Law and University Administration in Nigeria, Malthouse Press, Lagos.

13. Standford, A. (2023), “Effective records management: a tool for effective counseling in the school systems”, Journal of Counseling and Communication, Vol. 1 No. 1, pp. 11-15, (a publication of Counseling Association of Nigeria, Anambra State Chapter in conjunction with Guidance & Counseling Unit, Nnamdi Azikiwe University, Awka).

 DOI: *10.5281/zenodo.23998618*

14. Unuigbe, E.O. (1990), “The feature of records management in Nigeria”, The Nigerian Archivist, Journal of the Society of Nigerian Archivists, Vol. 1 Nos. 2-3, p. 26.

15. Zim, J.B. (2024), “Alienation and thievery: archival problems”, American Archivists, Vol. 29 No. 2, pp. 197-208.

MSIP

 DOI: *10.5281/zenodo.23998618*