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## THE IMPACT OF ADVANCED TECHNOLOGIES AND TELECOMMUNICATION: IMPLICATIONS FOR DEVELOPMENT OF NIGERIAN PORT INDUSTRY

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### ABSTRACT

*This paper reviews how the Impact of telecommunication and information technologies permeate households and business transactions, other changes in activity and travel patterns may be emerging. Over the years, increased use of the Internet coupled with increased acceptance of electronic signatures and better security for electronic transactions may be cutting into paper transfers of documents within the confines of the Port systems to facilitate goods clearance and delivery to consignee's warehouse. The impact of telecommunication advances on the Ports Industry are quite unclear in this part of the globe, there is no doubt that, the Shipping Industry has been strongly affected by the ability to stay in touch electronically, as vessel calls, berthing process, cargo documentation and delivery procedures are been affected by advanced technologies and telecommunication. Data were collected by means of 200 structured questionnaires administered to Port workers at Lagos Port complex. These data were analyzed using the weighted score average to show the variable ratings on the Likert scale. It was deduced that, Telecommunications and advanced information technologies have improved Ports operational modalities, shipping activities thereby reflecting in increased cargo throughput, ship turnaround time of vessels, increased berth occupancy, Port revenue generation, efficiency, operational performance and output. This also has enhanced documentation process and delivery of goods to owners at the right time, place and speed. Therefore, effort shall be made to x-ray how telecommunications and advanced Information technologies are not only opening up new options for cargo documentation and delivery but also helped in the cashless concept of Port's Operations and attendant benefits of not physically confirming payments of bills at both Shipping Companies and Nigerian Ports Authority.*

### KEYWORDS

Advanced Technologies, Telecommunications, Nigerian Ports, Electronic transactions and Industry.

### INTRODUCTION

 Over the years, increased use of the Internet coupled with increased acceptance of electronic signatures and better security for electronic transactions may be cutting into paper transfers of documents within the confines of the Port systems to facilitate goods clearance and delivery to consignee's warehouse. The impact of telecommunication advances on the Ports Industry are quite unclear in this part of the globe, there is no doubt that, the Shipping Industry has been strongly affected by the ability to stay in touch electronically, as vessel calls, berthing process, cargo documentation and delivery procedures are been affected by advanced technologies and telecommunication. Over the years, Telecommunications and advanced information technologies have improved Ports operational modalities, shipping activities thereby reflecting in increased cargo throughput, ship turnaround time of vessels, increased berth occupancy, Port revenue generation, efficiency, operational performance and output. This also has enhanced documentation process and delivery of goods to owners at the right time, place and speed. Therefore, effort shall be made to x-ray how telecommunications and advanced Information technologies are not only opening up new options for cargo documentation and delivery but also helped in the cashless concept of Port's Operations and attendant benefits of not physically confirming payments of bills at both Shipping Companies and Nigerian Ports Authority. Over the last two decades, the threshing wind of globalization and its impact on man, have strongly reshaped and transformed the way man thinks and behaves in their day to day transactions and business engagements within the confines of the maritime-shipping operational environment. Indeed, advances in communication technologies, improved telecommunication signals and high tech information dissemination, have indeed transformed the human society and maritime shipping business and operational transactions in manners and ways beyond mans expectations and experience (Catherine, 2000). But despite the tremendous contributions of improved and advanced communication technologies and high tech. information dissemination to modern economic growth in the world at large, which cannot be described as being healthier and safer. Nonetheless, the fact that advanced and improved telecommunication technologies and maritime transport revolution are central to development and civilization does not seem to be much appreciated within the confines of the Nigerian port settings. Obviously, communication and transport are basic ingredients and indices for socio-economic and political standards of any nation. Even though, the two are very more potent instruments for social integration and mobilization in the advanced economies of the world (Ndikom, 2010). The sophisticated and complexity which characterized human communication technologies in this modern world are the result of a long sustained efforts by man to improve on one the most fundamental aspect of existence itself. In explaining this complexity, Macride and Charlton (1987:3) have this to say. Throughout history, human being have sought to improve their ability to receive and assimilate information about their surroundings and at the same time increases the speed, clarity and variety of their methods of transmission of information. Interestingly, communication revolution has provided such a wonderful opportunity that the world had waited for long before now. Hence, the communication revolution and high-tech information dissemination are continuation of the transport revolution, which has always affected our pattern of movement and cost of delivery goods and messages across distances. The death of distance and the emergence of a Global village/bedroom in the current operations of the maritime industry at large, occasioned by the communication revolution, have even fast tracked the changes in the method of goods documentation processes, clearance procedures of goods and message delivery as expected (Cairncross, 2000). Essentially, The single most potent themes in the effect of globalization is the economic and social importance of the shrinking of geographical distance by transport and communication technologies in the operational modalities of shipping transactional delivery and documentation processes within the confines of the ports system. The death of distance thus loosens the grip of geography. The effect of globalization on the changing world, through the revolutions in transport and advanced communication technologies have reduced the world into a global village or bedroom, as cost of transferring ideas and information is now distance free – thanks to the internet and the global system of mobile communications (GSM). This astonishing change which occurred in less than two decades came amidst such market forces as globalization, privatization, concessioning, commercialization and liberalization of trade policies and international migration (Ndikom, 2010). In fact, the threshing wind of globalization and its effects on man has suddenly and totally reshaped the thoughts, attitudes and behavior of man worldwide. From an industrial consuming economy to an informative and creative one, the maritime ports industry has seriously grown to be highly efficient and productive (Ndikom, 2005). Obviously, the concept of globalization and the attendant consequences of advanced technologies and telecommunications, reflect the death of distance and the consequent birth of a global village. It also assumes that, improved technologies are potent factors for driving economies which have the power to change the social, physical and operational performance of any society. The most important theme of globalization is the economic and social relevance of the shrinking posture of the geographical distance, due to the revolution in communication and transport, so much that the more informed you are of new trends in economic, transactional linkages, procedures and social activities, the more communication and transport process you are considered to have been involved in (Saul,2000). Interestingly, the issue of death of distance is anchored on informative technological and communication revolutions, which are the most important forces shaping economies and industries of advanced nations of the world (Maritime-Ports industry) and their operational performances

(Cairncross,2000). But these revolutions themselves are anchored on the three main building blocks of communication and transport – voice, video, and data. The effects of these three on the changing Maritime world of transactional business, have really made the world a global village/bedroom, as the cost of communicating ideas, and sending information on vessel and Cargo operations within the confines of the Maritime –Ports industry, is almost free today, courtesy of the Internet and mobile telephony (David,2000). The astonishing changes in the maritime industry, which occurred in less than two decades, came at a time when the market forces of globalization, liberalization, concessioning and international migration were changing the way people think and do business now world over(Andrew,2000).

## LITERATURE SURVEY

### ECONOMICS OF GLOBALIZATION IN THE NIGERIAN MARITIME INDUSTRY

The economics of globalization (which reflects the output of advanced communication technologies and telecommunication) has to do with the transformational changes and impact it has made in the maritime industry. It is a transformational policy that changes the general outlook of activities and operations within the world Maritime environment. Essentially, globalization is perhaps the most important phenomenon in today's maritime operations for engendering fast economic growth and development. It is simply defined as the increasing interaction among and integration of activities (including maritime) of human societies around the shipping world of ours (Ajayi, 2004). It is seen as the economic interdependence of countries worldwide, through the increasing volume and variety of cross-border transactions in port cargoes and services and of international capital flow through the more rapid and widespread diffusion of advanced technologies, telecommunications, high-tech information dissemination and information super-byways which have indeed improved the Ports-vessel calls, vessel throughput and cargo- throughput within the confines of any maritime –ports related environment at the end of the day(Mzekwu, G.1999). Globalization is also a global policy of integrating national and international maritime and economic frontiers, which tends to shape and restructure the fundamental growth parameters and bring about transformational developments in the shipping activities (Ajayi,2004). It really encapsulates both a description and prescription. The description in terms of maritime/shipping industry is the widening of international flow of trade, finance and information in a single integrated global shipping market. Obviously, the prescription is to liberalize shipping nations and global markets in the belief that free flow of trade, finance and information will produce the best outcome for growth and human welfare. Seriously speaking, the popularity of the economies of globalization as a concept today within the maritime industry world over, can be attributed to two strong reasons (Andrew,2000b). First, the scale and speed by which technologies, especially in telecommunications and maritime transport, are changing the world today; and second, globalization is the most current economic factor widely accepted as having changed the face of international maritime activities and transactions and turned the world into a global bedroom of sort. Interestingly, globalization summaries a number of interacted features of the world economy and advances in communication and transport technologies, for expanding the spatial scope of world business activities and integrating markets across national borders(Ndikom,2010). Today, there is a higher degree of uniformity in policy formulation and institutional environments, and this helps to set rules for economic actions and interactions; hence, whether in maritime or other sector of an economy, the forces of globalization can neither be ignored nor halted(Andrew,2000c). These hold out a promise not only for increased operational performance, efficiency and productivity for the maritime industry, but also for higher standard of living for all people (Andrew,2000b). A number of features characterize globalization. First, powerful forces for driving globalization are linked to certain ubiquitous technological advances in transport and communication. These forces are not only independent of government but also have a life of their own. Given the unprecedented changes in the international maritime environment in recent years, it may be difficult for a country to really isolate itself from the world market place (Ajayi,2004). As Roderick (1997) put it, we need to be up front about the irreversibility of the many changes that have occurred in the global economy. Second, advances in communications and transport mean that large segments of national economies are much more exposed to international trade and capital flows than they had ever been, regardless of what policy makers choose to do. Within the global village/bedroom concept, national policies that are basically inhibitive can be thwarted by transfer of funds, shifting tax bases, relocation of production, privatization, concessioning, liberalization, commercialization, and private-public partnership(Ndikom,2005).

### TELECOMMUNICATIONS CONCEPT IN MARITIME TRANSPORT DEVELOPMENT

Telecommunications is one of the latest modes of transport that transmit and transfer information, ideas, knowledge and latent innovation from one place to another through an identified channel. The place of communication in transportation development mainly in this era of technological advancement and transformational changes occasioned by globalization trend is very crucial and relevant (Ndikom, 2006). It is one of the gateways to the economic survival of the nations and also it is one of the three buildings blocks of the fast changing communication world this generation has witnessed. Actually, it is true that the new entry has witnessed this fast changing events, which was the reflection of domination and transformation of the cost of transporting knowledge and ideas which is also free in terms of cost. Ideally, that transformational development was occasioned by communication revolution, which happens to be an off-shoot of transport revolution of the 18<sup>th</sup> century. Basically, throughout history, human beings have sought to improve their ability to receive and assimilate information about their surroundings and at the same time, increase the speed, clarity and variety of their methods of transmission of information (Ndikom, 2006). Interestingly, telecommunication revolution has provided such a wonderful opportunity that the world has waited long before now. To this end, communication or telecommunication revolution is a positive reflection and continuation of messages across the globe. The death of distance and the concept of global village were occasioned by the resounding victory of communication revolution in this unfolding drama of a fast changing world (Cairncross, 2000).

Telecommunication changes and transformation in transportation industry is a basic evolution that has changed the face of operations and activities within the world's conventional standards and regulations since transportation activities are international in nature both in content and context (Ndikom 2006). It is very obvious to note here that, telecommunication is an aspect of transport activity. This is because, as one of the modes of transport, it does not really require physical movement, unlike other modes of transport. Telecommunication plays a vital role in the sustainability and complementarity of the operations of transport activities (Cairncross, 2000). This is because both are agents of growth and development and gateway to any nation's economic sustainability and survival. For telecommunications to be effective and efficient in the development of transportation activities, it must be anchored on the three basics of movement concept as thus enumerated.

- a. There must be demand and supply.
- b. There should be no absence of intervening opportunity.
- c. There is need for transferability potential (movable).

There are good examples of different types of telecommunications that have aided transportation development and they are as follows: (a)Telephone (b) Telefax (c) Teleconferencing (d) Mobile or wireless phones

Some schools of thought have x-rayed hypotheses that looked at the role of telecommunications in transportation development. The schools of thought are of the view that telecommunication can substitute physical movement (substitution concept). Secondly, that it could enhance physical movement (complementary concept).

- a. Substitution Hypothesis: The hypothesis looks at the relationship between transport and communication and it considers the replacement of physical movement through electronic means. The hypothesis says that transport is replaced totally through the transfer of information and ideas through telecommunication. For instance, interaction is totally eliminated by electronic contact. This hypothesis assumes that the use of telecommunication will reduce and divert traffic from physical movement to information transfer. It will also increase the complete usage of man- hour time, efficiency and productivity of the system at the end of the day. It will enhance efficient concentration of assigned responsibilities and reduce cost of wastages through physical movement. In most advanced economies, telecommunication has reduced the need for physical movement or travelling as the case may be. Obviously, this is not so in Nigeria, due to environmental factors, cultural norms and social values and attachment to social engagement and recreational activities in conformity to extended value system. This is because; people must want to be physically present at occasions or social engagements. In this case, telecommunication might not reduce the need for travelling or physical movements.



- b. Complementary and Enhancement Hypothesis: this is often used from economic sense. It assumes that, telecommunication usually complements the physical transport system. An aspect of this complementarity looks at the interaction between transport and telecommunications as one mode ensuring better and efficiency of the other mode, for example, air transport. On the other hand, enhancement relates to how telecommunication makes better a particular mode of travel. This is because; more activities are performed or generated as a result of telecommunications.

### BARRIERS TO TELECOMMUNICATION

There are certain factors that will usually act as a barrier to telecommunication. These include:

- |                                    |   |
|------------------------------------|---|
| a. Cultural factors                | e. Political factors                    |
| b. Physical factors                | f. Government policies                  |
| c. Socioeconomic factors           | g. Population growth problem            |
| d. Level of technology development | h. Educational attainment of the people |

**a. Cultural Factors:** This is one of the factors that could inhibit the advancement of information transfer within the confines of a locality. Really, cultural factors could limit the level of social interaction between two communities, as it is an identity of a people. Culture includes language, way of life of a people, common aspirations pattern of expressions, behaviour and religion etc. Access to telephone in the communist countries was lacking due to some cultural, socio-political reasons etc.

**b. Socioeconomic Factors:** This is one of the factors that could limit the advancement of telecommunication usage and usefulness in the development of transportation activities. The concept of social class syndrome and level of real income of the people pose serious barriers to advancement of telecommunications in transportation development. This has to do with the cost of having telecommunication usage within the reach of people in that locality. For example, in Nigeria, over the last two decades, usage of a telecommunication facility is termed luxury, costly and also for the exclusive preserve of the high and mighty within the high echelon of the social strata. Over ten years ago, it used to cost about N100,000 to have and own a telephone in your homes but it used to cost over N150, 000 to own a good mobile handset when it initially came. Even though the cost is fast reducing, but the cost is still very high here in Nigeria when compared with some advanced economies of the world. To this end, this is a very major barrier to consider in a developing nation like Nigeria.

**c. Level of Technology:** The use of digital or cellular phones are products of improved technology and costs are fast crashing rapidly, thereby making delivery of information cost almost free in most advanced nations but we in the developing world are still yet to get there for now. With further improvement in technology development, better telecommunication system will enhance transportation development and cost of message delivery will almost be free within the confines of the Ports system (Ndikom, 2006).

**d. Physical and Environmental factor:** The location position and environmental topology of a particular area can affect the reception of telecommunication signals. The pollution and noise level of an environment is a serious physical barrier to possible telecommunication improvement, since the attendant consequences of entropy and reception access will indeed limit telecommunication. But with the improvement in technology and super-by ways, this could be overcome.

**e. Political Factor:** This is one of the factors that could ordinarily limit telecommunication advancement in any nation's transportation development. Political instability will in no small measure affect telecommunication usage in any growing and developing nation like Nigeria, most especially our experiences now from the North-East of the country. No nation under war crisis will have a stable act of governance; hence, policies encouraging telecommunication and transportation development seem to be a mirage. Government policy inconsistencies and instability will never in any way encourage telecommunication and transportation development. This indeed is a major barrier to contend with (Ndikom, 2006).

**f. Government policy:** This is one of the major barriers to telecommunication and transportation development. Policies of government may either positively or negatively affect telecommunication's development. The way government of any nation appreciates the value and efficacy of information dissemination, the better the way they set processes of developing telecommunication access to her people for possible aid to trade and commerce and also transportation development. Over the years, the policies of government has really hindered and inhibited growth and development within the confines of the Maritime industry, which has affected efficiency and productivity to a large extent (Ndikom, 2006).

**g. Population Growth:** This is one of the factors that could limit telecommunication development. The smaller the population of an area, the obvious difficulty it portends for possible development of telecommunication facilities in that area or region, as population growth is a potent factor for development of telecommunication facilities in that area or region, as population growth is a potent factor for development and economic growth. Populous nations like India and Nigeria serve as a potential markets for telecommunication advancement, as any investment made in that region is not a wasteful exercise, as period of cost recovery will be faster and also encouraging, as the case may be. This is the major reasons some of these giant telecommunication companies like MTN, Celtel, Glo etc. are patronizing Nigeria than small populated nations of Africa like Togo, Mali and even Gambia (Ndikom, 2006).

**h. Educational problems:** This is one of the major limitations of telecommunications development. Educational advancement and the level of awareness as it concerns value and relevance to communication efficacy and promptness in information delivery are major problems to telecommunication's advancement. Better educated nation sees telecommunication as key to economic success, growth and development and absence of this factor, is a major limitation for consideration as a growing nation.

### THE ROLES OF TELECOMMUNICATION IN ECONOMIC DEVELOPMENT

1. It acts as a catalyst for providing good access or information to all parts of the world and locality, mostly within the confines of the maritime/shipping industry.
2. It could bring about reduction in spatial inequality between different areas.
3. It increases choice of mode through availability of possible information on pattern and characteristics of each mode
4. It also enhances the effectiveness of the transport sector.
5. It can bring about effective interactions. Truly, this world is now considered a global village. This is because one can conduct business from your sitting room with appropriate telecommunication subsystems and hence have fruitful business transactions at the end of the day.
6. It increases demand for physical transport infrastructure, especially roads. There is need for the opening up of trade areas to allow access for telecommunication equipment, most especially building of more feeder and major ports in Nigeria.
7. It would reduce the need for physical movement and it will also bring about reduction in physical accidents.
8. It will complement and enhance our knowledge since telecommunication is a form of science
9. It also saves a lot of our time and cost, mostly in physical interactions.
10. It helps in enhancing or generating more trips, mainly with access to phones, for example, people who have telephones at home do make more trips than those who do not have access to phones. It shows that, it also eliminates more trips as usage of telephones could reduce possible trips and traffic congestion and increased productivity and efficiency. It is pertinent to note here that usage of phone and making possible contacts brings about or generates additional trips. In summary, it is discovered that some trips were eliminated as a result of telephone contacts while some trips were generated (Ndikom, 2006).

### IMPORTANCE OF GLOBALIZATION TO MARITIME

Globalization and related policies have been found to be highly important to the maritime industry worldwide, especially with regard to information dissemination across borderless countries and regions of the world and the *victory* of communication and transport revolutions, which have led to the death of distance and, therefore, eliminated the erstwhile grip of geography and brought about the birth of a global village concept. In the light of this, the

communication revolution which birthed the concept of globalization is a continuation of the maritime transport revolution, which earlier brought about the reformation of world economic systems (Ndikom, 2005). Today, maritime transport management and service provision have been made much effective and productive through advances in communication technologies. The average man in the modern shipping environment can attest to the fact that mobile telephony in Nigeria, in particular, has changed the face of maritime /shipping business and life in general within the Nigerian society and, thus, has improved the maritime transport industrial linkages (Ndikom, 2005).

Two very important factors of globalization are the increasing ease at which sophisticated communication technologies are used today and their falling costs/prices. The major distinction between old globalization policies and new ones lie, perhaps, in the linkages provided by computerization and the World Wide Web, which has facilitated communication and transaction processes within the maritime economy (Oboh, 2004). Some of the advantages or importance of globalization in the maritime sub-sector can be summarized thus:

- a. Positive reform within the maritime industry
- b. Privatization and concessioning of port terminals to private operators
- c. Cooperation of government and the private sector, culminating in a public-private partnership (PPP)
- d. Increase in productivity and efficiency in maritime operations
- e. Healthy inter and intra-port competition in the maritime environment
- f. Restructuring of the internal dynamics of port system and administration
- g. Initiation of commercialization and liberalization policies
- h. New port development and expansion programmes for increased efficiency
- i. Convenient falling costs of doing business in the maritime environment
- j. Execution of diversification and segmentation policy reforms in the industry
- k. Tariff reductions and crashing port charges and rates.
- l. Entrenchment of decentralization policies and gradual elimination of centralization policies in the system.
- m. Increased investment in port infrastructure to increase productivity and efficiency
- n. Consistent dredging of channels and inland waterways to encourage increased output, cargo throughput and vessel turnaround time
- o. Initiation of a cabotage policy to protect indigenous shippers and an adoption of a P&I cost.
- p. Increased port operations in cargo throughout, revenue, berth occupancy; reduced vessel waiting time at berth and changing the face of port operations in conformity with concessionaire's interests and coverage of territory
- q. Computerization of port operations; introduction of e-payment for the clearing procedures and cargo delivery
- r. Almost free costs of message delivery, through the Internet and e-mail communication of port operations and activities, from one port to another. By this, the more you communicate to your business partners (through the Internet and e-mail service), the less you travel and the less business cost incurred (Ndikom, 2005).

## EFFECTS OF ADVANCED TECHNOLOGIES AND TELECOMMUNICATIONS AS BY-PRODUCT OF GLOBALIZATION ON THE MARITIME SECTOR

It is a fact that globalization has reduced the world into a global village and subsequently to a formalized and structured bedroom. Today's world economy is largely creative rather than merely productive, to reflect the impact of globalization (Pam, 2000). Transformational changes in a creative economy are anchored on the production of high-power ideas through informative dissemination of knowledge, also a by-product of globalization. However, a productive economic environment is still prevalent, even though changes in the form of reforms which have occurred in recent years in the maritime industry have only been made possible through the production of creative ideas (Andrew, 1999a). For example, the concessioning of port terminals to private concessionaires and the cabotage policy initiatives are by-products of globalization policies that have changed the face of Nigeria's port environment (Ndikom, 2005).

There is the need for improved communication and information dissemination systems within the operations of Maritime industry in Nigeria. There is also a need to make the industry buoyant enough to attract huge investments, especially in infrastructure from the private sector, which is the major factor in port development and growth. This will help the system to galvanize the abundant potentials in the national economic system for the development of the nation's transport sector. Indeed, globalization has led to increased cargo throughput and revenue to government (Ndikom, 2005). The impact of globalization on Nigeria's maritime economy can be summarized as follows:

- a. Improved productivity and operational performance
- b. Operationally transformed and restructured maritime sector
- c. Enhanced cargo throughput and revenue generation
- d. Decentralization of the port system, for the purpose of efficiency
- e. Shift from service port model to landlord port model
- f. Massive investment in port infrastructure development
- g. Adoption of public-private partnership policy in the sector
- h. Human capital and institutional development
- i. Enhanced telecommunication and high-tech information dissemination systems
- j. Introduction of and enhanced e-payment operations in goods clearing procedures and service delivery
- k. Introduction of cargo scanners and ASYCUDA policies in goods clearing process
- l. Introduction of a cabotage policy
- m. Development of a maritime desk in banks and a ship financing fund
- n. Adoption of port reform policies and reduction of the commercialization process
- o. Reduction of tariff rates and cost of service delivery
- p. Reduction in operational vices (corruption and graft)
- q. Promotion of healthy intra and inter-port competition.

The effects of the economics of globalization are in the form of improved productivity and operational performance, since ports are reformed in conformity with international rules, regulations and best practices. There is obvious improvement in berth occupancy rates, vessel turnaround time, cargo throughput and a reduction in cargo diversion to ports of neighbouring countries — all these show an increase in revenue earnings for the nation (Ndikom, 2005). Perhaps these gains should be discussed more elaborately.

### a. Transformed and Restructured Maritime Sector

The adoption of port reform policies and other concessioning programmes carried out in the ports in the last decade by government has made an impressive positive impact on the operations of the local maritime industry. The handing over of port operations to private terminal operators has given the Nigerian port system a facelift and changed the internal dynamics of the system (Saul, 2000). The compliance of port managements to the provision of ISPS Code and adoption of a no entrance policy for persons and bodies with no business interest into ports have also transformed operations in our ports, making the system to key-in into international best practices in all port dealings. This has improved earnings and cargo throughput (Ndikom, 2005).

### b. Increased Cargo Throughput and Revenue

Over the years, port management in Nigeria has consistently experienced low productivity and poor revenue, due mainly to fraudulent practices and loopholes in government policies (Ajayi, 2004). But the adoption of globalization policies and its attendant privatization and concessioning instruments improved and

enhanced the internal operational dynamics of the port system, leading to enhanced cargo throughput and revenue generation to government. With improved managerial skills, some of the operational loopholes in the system have been closed (Ndikom, 2005).

#### **c. Decentralization Port Operations**

In all principle, globalization has impacted on world maritime so much that what happens in one part of the globe affects happenings in another part, with regard to maritime structures, business and operations (Ndikom, 2005). For over five decades before the introduction of the current port reform measures in a global perspective, the industry was structured on the pillar of centralization, which breeds bureaucratic bottlenecks in the management of official assignments. But the port reform measures ushered in a form of decentralization, in which fragmented units are empowered by law to perform on their own without undue interference from the central authority (Ndikom, 2005). This policy framework de-emphasized unproductive bureaucracy in the maritime environment. Improved efficiency, enhanced productive and healthy business competition thus resulted from this new policy framework (Ndikom, 2006).

#### **d. Shift from Service Port Model to Landlord Port Model**

One of the results of globalization in the Nigerian maritime industry is the positive shift from an operational service port model, in which NPA provided all services and infrastructure, to a more progressive land port model, in which port services, operations and other managerial responsibilities are shared among private investors, while NPA plays the role of a regulatory body only (Ndikom, 2008). However, there is still a contention that in a globalized economy, a ports authority should, by principle, only provide land (that is, functioning only as landlord) and not regulate for the business environment, as this is a policy aberration. The argument further states that there is a need to have a central regulatory body for maritime activities, which would exclude NPA and limits it to ownership of terminals — thus, it would operate and compete favourably with other terminal concessionaire — so that positive changes can result from the entire reform programme. Therefore, the introduction of an independent maritime commission which is responsible for regulating the operations and services within sector, is indeed a welcome development. Since this shift, there has been increased efficiency and productivity in the sector (Ndikom, 2005).

#### **e. Massive Investments in infrastructure**

Ever since the adoption of a globalization policy for the maritime industry in Nigeria, there has been impressive investments in infrastructure development — these include cranes, forklifts, vessels, computers etc. Also, since the takeover of port terminals by private concessionaires, the performance and productivity indices of port operations have increased exponentially (Andrew, 2000a).

#### **f. Adoption of Public-Private Partnership Policy**

Over the years, the management and operation of the nation's port system have been in the hands of government. This posed problems to efficient port operations; for many have argued that government should have no business several port operations. For this, the system experienced stunted growth over time. But the introduction of globalization policy framework led to collaborative efforts between governments at all levels and private investors. The positive collaboration efforts in the concessioning of port terminals led to increased performance, productivity and, hence, profitability of the system (Akinfeleye, 1988).

#### **g. Human Capital and Institutional Development**

Over the years and before the introduction of port reform measures, the industry showed disinterest in developing its human capital, a situation that led to the adoption of mediocre concepts and ideas in port operations and service delivery. There was also disinterestedness in developing maritime and transport-related institutions (Ndikom, 2004). The one-man business ownership structure in the maritime business environment was alleged to have been largely responsible for this problem. However, the reform measures introduced in the system heightened the interest in human capital and institutional development. After the various reform policies were introduced, some universities and polytechnics began courses in transport and maritime fields, a situation that is highly favourable to human capacity development in the fields or economic sector. Today, in order to compete favourably in the sector, many company send their personnel for overseas training courses and seminars, and organize in-house and outdoor training programmes and workshops. These have led to the development of the industry's intellectual and knowledge base.

#### **h. Advanced Telecommunication Networking and High-tech Information Delivery**

The communications revolution, which brought about globalization, has shaped and redirected the way we think, behave, live and do business; it has also given us value reorientation and helped us to prioritize economic activities, having shrunk the world into a global village and reduced the grips of geography. Thus, port operations in Nigeria have recorded tremendous improvement due to advanced telecommunication networking and the use of high-tech information systems in service delivery, which are both products of the recent reform efforts.

#### **i. Use of E-payment Operation in Documentation and Cargo Clearing Processes**

The introduction of electronic payment system (or e-payment) in documentation and cargo clearing processes at the port have brought about increased revenue to government and reduced corruption in the system. Ever since e-payment was introduced, there has been noticeable reduction in fraudulent practices within the ports. Moreover, e-payment has helped reduce the burden of carrying cash in the process of clearing goods (Fisher, 2001).

#### **j. Introduction of Cargo Scanners and ASYCUDA Policy**

Today's global economy is a reflection of the globalization policies of various economic markets thus, what is seen as a good economic policy of a particular advanced nation is often replicated in almost all other nations, advanced or less advanced. The introductions of cargo scanners and ASYCUDA in goods clearance are such policies that have changed the face maritime industry operations in Nigeria, in terms of output, efficiency, productivity and profitability. These new innovations have also helped to reduce the physical stress involved in goods clearing at the port of destination (Ndikom, 2005).

#### **k. Introduction of Cabotage Policy**

Cabotage is coastal trade policies that protects the interest of indigenous shipowners and ensure leverage in the carriage of locally generated cargoes, as against foreign competition and domination. The policy often helps to improve efficiency and productivity (Ihenacho, 2005).

#### **l. Development of Maritime Desk in Banks and a Ship Financing Fund**

The adoption of port reforms within the globalization concept of world economy has led to expression of interest in many banks, so much that they now have desks for maritime business, in conformity with international best practices. This, in return, led to the development of interest in vessel acquisition and sourcing of funds for the same purpose. These developments have ushered in positive trade exchanges in the industry (Ihenacho, 2006).

#### **m. Adoption of Commercialization Policies**

Also as a result of the globalization policies of government in the maritime sector, there is the adoption of port commercialization policies, which have helped transform and given a facelift to the sector, leading to increased efficiency, profitability and positive competition (Ndikom, 2006).

#### **n. Reduction of Tariff Process and Cost of Cargo Delivery**

The port reform policies of 1996, 1998 and 2001 looked at the reduction of tariff structures and other auxiliary charges, dues and rates, so as to make the costs of goods clearing and delivery attractive and competitive in the industry. Also, a 30% rebate was given to ports as a way of encouraging importers and exporters in Nigeria. This thus indicated efficiency and productivity in port operations. However, the rebate has not been made workable in the Calabar Port (Ndikom, 2006).

## **DEATH OF DISTANCE AND EMERGENCE OF A GLOBAL VILLAGE**

The death of distance, brought about by the communication revolution, has reshaped the world and reduced it to a sort of village/bedroom. The death of distance is one established concept that has tried, in history, to transform the older ways of message delivery to much more advanced, technologically improved information, which happens to be cheaper, faster, and cost-effective, thereby closing the gap of time wastage. The death of distance loosens the grip of geography rather than destroys it, as the frequency of movements in this age and time is dependent on the level of available information, which must be anchored on necessity and relevance. Most importantly, a movement from one part of the globe to another is rendered unnecessary, as most information could be accessed at one's beck and call (Cairncross, 2000).

The death of distance connotes the bridging of the information gap and message isolation, so that one can communicate with another over 2000 kilometres away in the comfort of one's home. The Iraq-US collision war of 2003 was viewed live all over the world through cable network (Catherine, 2000). More so, due

to the level of available information to many people through GSM and the Internet, calls to relations in the USA and other parts of the globe are clearer and cheaper. As said earlier, one great economic and social importance of globalization is the steep fall in the costs of communication and communication equipment. The cost of communicating ideas and data is now distance-free, with the Internet, and there is tremendous reduction in telephone tariffs. This astounding impact, which occurred in less than two decades, came at a time when other market forces, such as globalization and international migration, are also changing the way people think about distances and economic activities (Douglas, 2000).

Thus, the death of distance and the communication revolution will be among the most important forces shaping economies and societies in the years ahead. It is argued that the 21st century will be dominated by transformation in the costs of transporting knowledge and ideas. And it is noteworthy that the death of distance is only a manifestation of this astonishing transformation. As communication technologies and computers are combined in new ways, distance would become even shorter; high capacity fibre-optic networks and digital compression now carry voice, video and data around the globe so efficiently that, soon, the additional costs of sending a message an extra hundred miles would be zero. However, one other effect will be on the provision of services, as the communication revolution has potential of raising productivity and service indices of mass production (Ben, 2000).

### THE TRANSPORT REVOLUTION AND DEVELOPMENT

One of the three great revolutions that have taken the world by surprise is the transport revolution, as indicated by Malthus (1798) in his influential essay, *Population, When Unchecked*. Malthus observed that 'in a geometrical proportion, substance increases only in an arithmetical proportion'. This implied a strong check on population growth. This led to the transport revolution, with the coming of steam engine in ships and railways. This invention made it not just technologically possible, but economically attractive for the New World to feed the old one. Ocean freight rates fell faster than prices for much of the 19th century, and long-haul rates fell more than short-haul ones. The effect was to reduce the prices of food and other commodities and to encourage the development of new lands. As Douglas North, a distinguished economic historian of the period puts it: 'the declining costs of ocean transportation were a process of widening the resource base of the western world'. In the 20th century, the great changes in transport technology grew from the refinement of the internal combustion engine and the jet engine (Cairncross, 2000).

Thus, the transport revolution transformed the cost of communicating ideas and knowledge the world over. In spite of the apparent misjudgement of the new transforming technological changes and the consequences, concerted efforts were made to signpost the effects on how the technological changes can transform the world as soon as they are incorporated into an innovation that diffuses across world economies. These changes opened doors to continents, transformed living standards, and spread fashion, folk and, unfortunately, diseases around the world. Great though, the impact of changes in physical transport was mainly in the transport of ideas and information. By spreading knowledge, the base of economic growth was widened. This implies that the socioeconomic and cultural growth of any nation even today is measured by the efficiency of its transport network and accessibility to telecommunication facilities (Ndikom, 2008).

Transport is a derived demand; hence, a nation is as developed as its transport sector. The same is true for communication — a nation with strong information highways is adjudged developed, since message and information delivery in such a nation will be at people's beck and call. Transport is not demanded for its own sake, but the demand for (and supply of) transport services is derived from the needs of other activities located in space, be it social, economic, political, military, religious, recreational or educational (Adeniji, 1990).

### THE COMMUNICATION REVOLUTION AND DEVELOPMENT

The 21st century is already dominated by transformations in the costs of transporting knowledge and ideas, brought about by the communication revolution — an offshoot of the transport revolution of the 18th century. The seed of the communication revolution could be said to have been sown back in 1832 when Samuel Morse, an American artist, invented the telegraph, which he patented in 1840. His invention came to be known as the Morse code, a system of communication, in which letters of the alphabet and numbers were represented by long and short patterns and conveyed as sounds, flashes of light, dots and dashes or wigwag of a flag. Interestingly, the revolution began long ago with the mail, succeeded through the telegraph, the telephone, and broadcasting, which then culminated in a group of innovations that are racing with an *amazing* speed. Since then, communication has moved at a rapid pace, integrating all parts of the globe, referred to by communication scholars as the information superhighways. At the heart of the information superhighways are three of today's fast-changing technologies, known as the three building blocks of communication revolution (Cairncross, 2000):

- a. Voice or telephone (invented in 1876).
- b. Video or television (the first transmission of which occurred in 1926).
- c. Data or electronic computer (which goes back to 1946).

The three have coalesced to what may be simply referred to as the 2 Vs and D (voice, video and data). The coining of 'information superhighways' have marked a watershed in man's capacity for invention and innovation. Without today's superhighways, commercial activities from point to point will be reduced. In fact, innovation is a serious business, it rarely happens instantaneously. Many innovations are a matter of small refreshments over a long period, turning an unreliable novelty into a device with an evolving range of applications. The full importance of an epoch-making idea is often not perceived in the generation in which it is made. (Ndikom, 2005).

### EFFECTS OF AN ADVANCED TECHNOLOGIES AND COMMUNICATION REVOLUTION ON A CREATIVE ECONOMY

Today, we all live in an environment of creative economy rather than productive economy. The transformations of a creative economy are anchored on the production of ideas and practical knowledge. The effects of communication revolution are that, it connects individuals, companies, and machines that are geographically wide apart. Indeed, it connects most of the world's computers to form a vast computer on its own right. The novelties that it allows are often more refined and adapted than all earlier inventions (Saul, 2000). One reason for this is that people are more aware now than they were during past technological changes especially about the economic potential of new innovations and how such technologies tend to work. One other reason is that communications technologies have intrinsic capacities to disseminate new ideas. Their border-hopping capacity often reinforces and exploits other changes brought about by globalization (Ndikom, 2008).

Some of the changes brought about by the revolution culminated in the death of distance. Instant messaging, for example, has created a new kind of online socializing, while the short message service (SMS) in mobile telephony has transformed the literacy level of both young and old. Moreover, the Global System for Mobile Communications (GSM) has brought in tremendous changes to life in Nigeria, as communication has been made very much easier and more convenient. More of the effects of this revolution would, indeed, come gradually as it spread around the world and become embedded in new investments (Symonds, 1999). Information technologies and the Internet amplify brainpower in the same way that the Industrial Revolution amplified muscle power. Brainpower is the essential ingredient of service provision and delivery. However, the largest provider of services in most countries is the state, which, unfortunately, is one of the slowest organisations of society, especially regarding change. Hence, the full impact of this revolution would take long to be realized (Ndikom, 2008).

### SOCIAL CONSEQUENCES OF THE COMMUNICATION REVOLUTION

The 20th century has been described as the most technologically intensive era in history. The list of new products and services within the century is endless, as the computer and the World Wide Web have changed not only the way we live, but also the way we operate businesses. Whatever makes faster the process of communication or transport makes it more efficient, productive, and less expensive and changes how people do business. The social consequences of the communication revolution could be likened to those of the invention of automobile, which changed the social and physical world in a manner never imagined. The values of social and behavioural changes in our pattern of modern management operations basically depend on the unfolding events in communication and transport revolution (Ndikom, 2005).

It leaves no one in doubt that technological advancements in communication and transport will change the world beyond its expectations. Realistically, heavy changes in distribution costs would have enormous effects on the standard of life. The communication revolution will indeed liberate, enrich and democratize many societies of the world in the emerging creative economy. The success of road transport in the developing world has brought with it the need to consider new systems of structuring the industry and regulating its operations (Ndikom, 2005). The matching of supply with demand of road freight transport has not been consistent with known economic theories for well over a decade (Cairncross, 2000).

The decline in the costs of ocean freight revolutionised the human diet, allowing ordinary people in the industrial world to enjoy a variety of food that could once be afforded only by the wealthy. The revolution also saw the dramatic decline in air transport cost, which has enabled ordinary tourists to visit places that were once the exclusive preserve of the rich (Cairncross, 2000). Indeed, the communication revolution has brought about the death of distance, reducing the world to a global village. However, opinions are divided regarding the effects on society. The 21st century will witness the transport of money and ideas, and as computers combined in new ways, distances would even be made shorter (Cairncross, 2000). The death of distance will affect the consumer, commerce, structures/shapes of companies, politics and government, economics and society.

#### a. Consumers

The chief beneficiaries of this revolution are consumers. In business, as distinct from music, travel, and gambling, the communications' revolution is introducing new competitions, holding down prices and multiplying choices. The greatest transformation will be seen in products that would be ordered and delivered online (Ndikom, 2008).

#### b. Commerce

Whatever the size, a company will always have access to global markets. The power of the computer to search, identify and classify different tastes and needs will offer many more opportunities to niche businesses. Indeed, this will be a world of infinite riches, occupied by very small firms earning a living from supplying unusual products and services to the global market (Cairncross, 2000). Many barriers to 'entry into business' will fall, thanks to the declining cost of marketing and distributing 'weightless' products online.

#### c. Structures/ Shapes of Companies

Online trading among companies will grow larger and alter more rapidly than retail commerce. It is needful to note that electronic communication greatly enhances the ability of corporate managers to respond quickly to issues. It slashes delivery time, whether for a car, a medical diagnosis or a tax return. It also allows managers to monitor whether a job has been done on time and to specification. This may increase reliability and trust, to also bring about increase in efficiency and the removal of friction in complex modern societies. It will also make it easier for large companies to provide truly local services tailored to specific needs and tastes (Cairncross, 2000).

#### d. Politics and government

Cheap and free communication will bring about a balance of power between governments and their subjects. People will become better informed, even if they live in dictatorial regimes, and they will have new ways to make common cause. This will give new muscle to special interest groups, but also empower grassroots activists in countries where democracy is fragile. The same orientation will eventually take place in government, as the old alignments between departments are ended. The authority of a nation state will also be affected, for the death of distance will erode national borders and curb sovereignty. Governments will be forced to cooperate more than ever before with one another and with the private sector (Cairncross, 2000). A second set of issues concerns what government should do and can do, to counter increased accessibility to the evils that come with more useful knowledge. The globalisation of communications will make it harder to enforce national laws, to protect children, preserve privacy, or prevent terrorism. Part of the price of freedom will be a greater need for individuals to take responsibility for their own lives and those of their families, and for the smooth running of society (Cairncross, 2000).

#### e. Economics

The vast diffusion of knowledge and information, the basic building blocks of growth, will undoubtedly bring economic benefits. But one effect will be to cut costs and, another, to allow the capacity of the global economy to be used more fully and efficiently. In addition, this revolution clearly fosters innovation - the introduction of new production methods, new products and new kinds of industrial organisations, which is the main driving force of growth and thus living standards. The communication revolution speeds up the diffusion of innovation and allows companies to react quickly to issues and individuals to spot opportunities. Moreover, it exerts a downward pressure on prices and profits. Information is essential to the performance of a market (Ndikom, 2005).

#### f. Society

The society will be affected, such that there would be disappearance of the old demarcation between work and home. The office may be the place for routine work, which will take place at home, or on the road, but for the social aspects of a job such as networking, lunch, and catching up on office gossip. The result will be to invert the familiar roles of home and office; and social life itself will become more flexible (Ndikom, 2008).

It is common knowledge that communication revolution has had far reaching effects on the entire gamut of life, both for the people of the world, government, companies, maritime industry and the individuals. When Adam Smith wrote the *Wealth of Nations* in 1776, it was obvious that he did not like cooperation, which he said breeds negligence and profusion (Cairncross, 2000). With the communication revolution, industrial economy gave way to creative economy; now, many economic operations are at the crossroads. What these operations ideal in the 20th century are changing because the Darwinian struggle of daily business is being won by people and organisations that adapt most successfully to the new unfolding world. The most important force of the unfolding era is the growing power of ideas. In the creative economy, the most important intellectual property is not software, music or movies, 'but the stuff inside people's heads.' When assets were physical, such as goldmines, shareholders truly owned them; but now that the most vital assets are people, there cannot be true ownership. The best option, therefore, is to create an environment that makes best people stay (Geoffrey, 1996a).

### INTERNATIONAL NEWS FLOW CONTROVERSY

No debate or issue has characterized the North-South relationship like the clamour for the new world information and communication order to correct the lopsided information flow, which is unfavourable to either side, more especially the developing nations (Akinyele and Ojebode, 2004). In the clamour for a new world information and communication order, scholars give attention to international disparities and their effects. This change in world communication order is to create a balance in information with none of the sides having the upper hand. It is important to note that World War II triggered off the clamour for a new communication order as a fallout of the independence acquired by many dependent nations. The calls for new economic order coincided with the end of the war, the collapse of colonization and discovery of oil in many parts of the developing world. Because of the newly realised economic power, the new independent states discovered oil in their backyards in commercial quantity. Then these developing countries started asking for changes in the world economic order, because of their newly acquired economic power to make for more equity in international trade. It was discovered that economic independence is not possible without adequate control of information and communication structures (Ndikom, 2008).

Consequently, a new demand for change was made to accommodate the restructuring of the world information structures. The tidal change in world economic order / structures precipitated the agitation for change in information flow (order/ structure). The demands for a new information and communication order was a crystallisation of concerted efforts by Third World countries who felt that the Western media 'shift' does not give adequate coverage about news concerning developing nations (Cairncross, 2000).

The dramatist personae in these campaigns are grouped into three schools of thought: the first are those especially from the Third World countries who argue that the imbalance is real and favours a new order. The second are those who insist that the imbalance is reciprocal, as both the Third World and the Western media are guilty of biased coverage. The third school of thought comprises those who argue that there is a great need for more quantitative and qualitative research on the issue. As a result of advances in technology, the world has been reduced into 'one big neighbourhood' where the life of the people have become so enmeshed that every nation now forms part of the day-to-day reality of every other nation. And communication plays a very important part in this interaction between peoples and between nations. For people to take appropriate decisions about their relations with others and reach them rationally, they need adequate and accurate information about them (Cairncross, 2000). This information comes mainly in form of news on events and developments and

reactions to other events and developments. Unfortunately, the world’s news flow is skewed in such a way that there cannot be full and accurate information about the majority of the people of the world (Ndikom, 2008).

The world news flow pattern is a reflection of the general imbalance that affects the international community. The bulk of world news flows around the Northern Hemispheres on the West–East axis, among great news centres of New-York, London, Paris, Berlin, Moscow, Tokyo, etc. The highly industrialised countries which are also prominent in international power politics attract more attention than others. Regrettably, Third World countries, which account for more than two-thirds of the world population, account for less than a tenth of the world news flow (Akinyele and Ojebode, 2004). However, media scholars, especially from developed countries argue that the trend of negative stories about Third World countries is beginning to change, thanks to advancement in communications technology. Indeed, there is currently a tide of pleasant news of tremendous interest to scholars of mass communication.

One of the identifiable news flow patterns was the unhelpful fixation of the media of advanced countries on bad news, rather than developmental journalism in Third World countries. The psychology of such bad news was that it tends to reinforce prejudices which also impacted negatively on policy options in relations to the less developed countries. However, significant as the trend in global bad news is, it does not altogether represent a whole cell shift that results in the new world information order, envisioned more than two decades ago. This is because the pattern of news flow has not changed even with the plethora of technological advances over the years.

**PROBLEMS OF THE COMMUNICATION REVOLUTION**

Most problems identifiable with the revolution revolve around the powers and responsibilities of government. One set of issues regard whether innovation justifies a certain amount of monopoly, a point raised most strikingly by Microsoft, culminating in an ‘abusive monopolist’ that should be broken up. However, this body seems to be on top because of the high technological development that comes with each new software, even at extremely low costs of production (Ndikom, 2005).

With the revolution came the threat to privacy and time. Privacy is gone in an electronic era; but then privacy is a novel concept, a construct of large cities and the rich world (Cairncross, 2000). For many people, this prospective new world is distasteful or frightening. They worry about society’s vulnerability to technological breakdown and computer crimes, as the more society relies on technologies, the bigger the crisis from an error, or when computer systems are hacked into or when they go haywire (Ndikom, 2008).

Pessimists see the prospect of many jobs destroyed and a few sets of skills disproportionately rewarded. Others squirm at the crassness of the mass culture that low-cost electronic distribution conveys, at the erosion of old values and at the apparent ‘Densification’ of so much that one cannot easily distinguish one nation from another. Some dislike the deluge of electronically delivered information, resenting the threat to their privacy and chafing at the demand on their time. The doubters fear that the personalisation of communications will go hand-in-hand with social fragmentation and the institutions that have held society together in the past, whether universities or local stores, will vanish and replace by ‘learning-in-a-box’ or ‘store-on-a-screen’ (Saul, 2000).

**TARGET AREA**

Nigerian Ports Industry.

**TARGET**

The target are 200 Port workers (Respondents)

**AREA**

Lagos Ports complex.

**DATABASE**

A total of 200 questionnaires were administered and 196 valid questionnaires returned

**3. ANALYSIS AND DISCUSSION**

This paper contains data analysis and discussion of the entire research work. It starts with the analysis of the respondent’s bio data. A total of 200 questionnaires were administered and 196 valid questionnaires returned.

The variable analysis started with presentation of the data and analysis of each data with the use of different tables for each item discussion through percentage analysis and weighted scores.

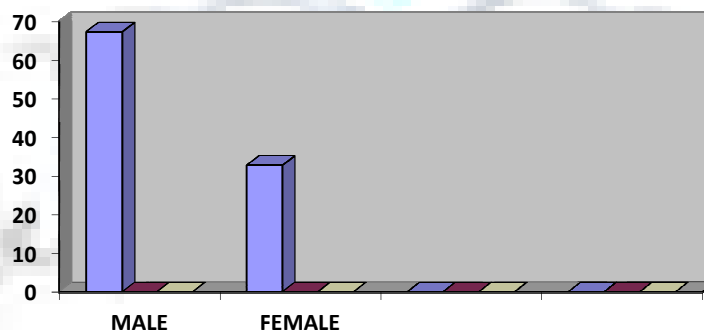
**ANALYSIS OF QUESTIONNAIRE**

**Question 1: What is your gender?**

**TABLE 1.1: SHOWING THE GENDER DISTRIBUTION OF RESPONDENTS**

Sex	Number of respondents	Percentage(%)
Male	142	72.4
Female	54	27.6
Total	196	100

**FIG. 1.1**



**Discussion**

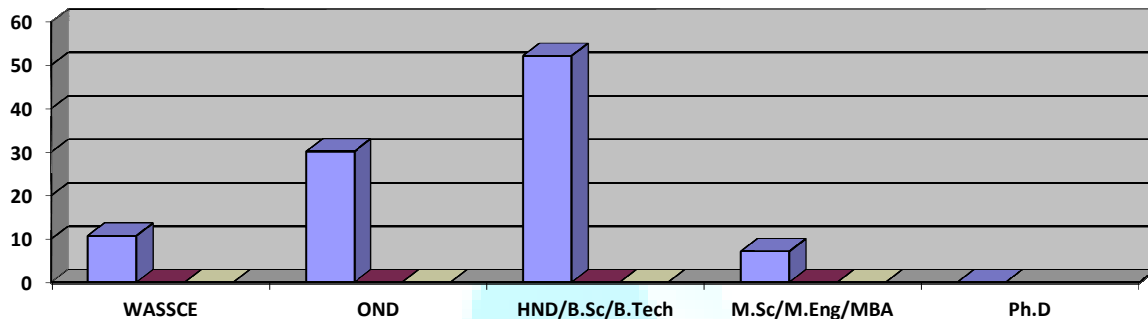
As presented in table 1.1 above, 72.4% of the respondents are male, while the rest 27.6 % are female. This shows that the majority of the workers in the Nigerian Maritime sector are male.

**Question 2: What is your educational qualification?**

TABLE 1.2: SHOWING THE EDUCATIONAL QUALIFICATIONS OF THE RESPONDENTS

Educational qualification	No of respondents	Percentage(%)
WASSCE	21	10.7
OND/NCE	59	30.1
HND/B.Sc/B.Tech	102	52.1
M.Sc/M.Eng/MBA	14	7.1
Ph.D	-	-
TOTAL	196	100

FIG. 1.2



Discussion

As presented in table 1.2 above, 10.7% of the respondents have W.A.S.S.C.E, 30.1% of the respondents have OND/NCE, 52.1% of the respondents have their HND/B.Sc/B.Tech, 7.1% of the respondents have M.Sc/M.Eng/MBA, and none of the respondents have a Ph.D. Therefore, majority of the respondents have either a Higher National Diploma(HND) or a Degree.

Question 3: Which of the following category of Maritime firm are you working with?

TABLE 1.3: SHOWING THE CATEGORY OF MARITIME FIRM WHERE CORRESPONDENTS ARE WORKING WITH

Firm	No of respondents	Percentage(%)
Shipping	71	36.2
Clearing and forwarding	36	18.4
Port Workers	41	20.9
Ship agents	12	6.1
Logistics	36	18.4
Total	196	100

Discussion

As presented in Table 1.3 above, 36.2% of the respondents are from Shipping companies, 18.4% are from clearing and forwarding company, 20.9% of the respondents are Port workers, 6.1% are ship agents while Logistics companies make up 18.4% of the respondents.

Question 4: How many years have you worked in the firms?

TABLE 1.4: SHOWING THE YEARS OF WORKING EXPERIENCE OF RESPONDENTS

Year(s)	No of respondents	Percentage(%)
0 – 1	7	3.6
1 – 2	15	7.7
3 – 5	57	29.1
6 – 10	102	52
11 and above	15	7.6
Total	196	100

Discussion

From Table 1.4 above, 3.6% of the respondents don't have more than one year experience, 7.7% of the respondents have working experience of 1-2, 29.1% have working experience of 3-5 years, 52% of the respondents have working experience of 6-10 years and 7.6% of the respondents have working experience of 11 years and above. This shows that majority of the respondents are experienced.

LIKERT SCALE

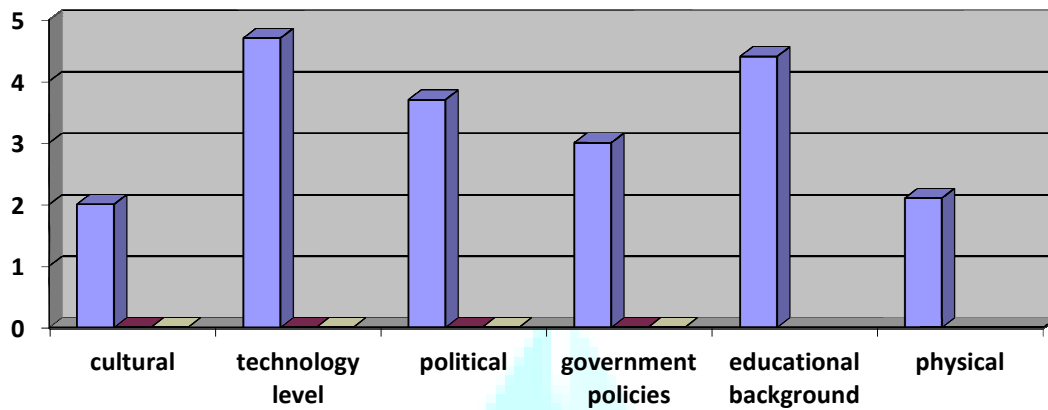
- Strongly agree – 5
- Agree – 4
- Neutral – 3
- Disagree – 2
- Strongly disagreed - 1

Question 5: What barriers of telecommunication are prevalent in Nigerian Maritime industry?

TABLE 1.5: SEVERITY OF BARRIERS TO TELECOMMUNICATION IN NIGERIAN MARITIME INDUSTRY

S/No	Barriers to telecommunication	SA (5)	A (4)	N (3)	D (2)	SD (1)	Total	Weighted score	Rating
1	Cultural (CUL)	-	-	39	62	95	196	336	1.7
2	Level of technology (LOT)	140	56	-	-	-	196	924	4.71
3	Political factors (PF)	50	75	58	13	-	196	750	3.83
4	Government policies (GP)	37	31	46	55	27	196	584	2.98
5	Educational attainment (EA)	122	49	20	5	-	196	876	4.47
6	Physical (PHY)	-	26	35	81	54	196	425	2.17

FIG 1.5



Discussion

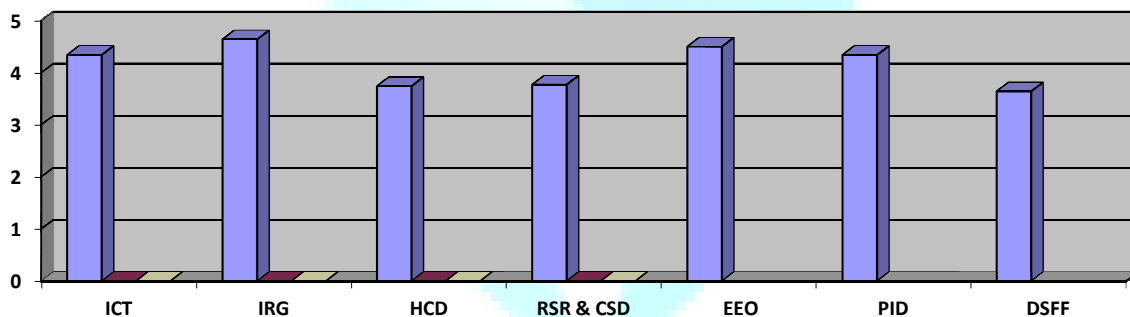
From the rating above, it can be seen that the respondents strongly agree that the Level of technology, educational attainment and political factors with ratings of 4.71, 4.47, and 3.83 respectively are the main barriers to telecommunication in the Nigerian Maritime Industry. The respondents disagree that cultural and physical factors are barriers to telecommunication in Nigerian Maritime Industry with ratings of 1.7 and 2.17 respectively.

**Question 6: What are the effects of Advanced technologies and telecommunications in Nigerian Maritime industry?**

TABLE 1.6: EFFECT OF ADVANCED TECHNOLOGIES AND TELECOMMUNICATIONS IN NIGERIAN MARITIME INDUSTRY

S/No	Effect of advanced technologies and telecommunications	SA (5)	A (4)	N (3)	D (2)	SD (1)	Total	Weighted score	Rating
1	Improved cargo throughput (ICT)	92	78	26	-	-	196	850	4.34
2	Improved revenue generation (IRG)	126	70	-	-	-	196	910	4.64
3	Human capital development (HCD)	51	75	58	2	-	196	733	3.74
4	Reduced service rate & cost of service delivery (RSR & CSD)	50	60	76	10	-	196	738	3.77
5	Enhanced e-payment operations in cargo clearing (EEO)	120	60	10	6	-	196	882	4.5
6	Port infrastructural development (PID)	111	59	15	10	1	196	851	4.34
7	Development of ship financing fund and maritime desk in banks (DSFF)	71	49	27	32	17	196	713	3.64

FIG 1.6



Discussion

From the table and figure above, it can be seen that ICT, IRG, HCD, RSR &CSD, EEO, PID and DSFF have ratings of 4.34, 4.64, 3.74, 3.77, 4.5, 4.34, and 3.64 respectively.

Therefore, it can be deduced that advanced technologies can bring about the following in the Nigerian Maritime Industry;

Improved cargo throughput, improved revenue generation, human capital development, enhanced e-payment operations in cargo clearing, reduce the service rate and cost of service delivery, develop port infrastructures and development of Ship financing fund.

**4. CONCLUSION**

This paper has presented a true picture of the victory of the communication revolution, an advanced technologies, telecommunications, transport revolution and globalization and how these affect operations in the maritime industry. Together, these factors brought about the death of distance and established a global village. Thus, communication revolution is a continuation of the transport revolution, which brought about reformation in the socioeconomic activities the world over. Advancement in transport management, operations and services has been made much easier through communication technologies. The average man on Nigerian street today can attest to the fact that information and communication technologies have revolutionized the general society and business environment — for instance, mobile telephony using the GSM technology has changed the face of business, social life and industrial linkages in today’s creative economy. Moreover, this revolution, coupled with the concept of globalization, has ensured growth linkages for industries, societies and social groups through computerisation and the World Wide Web (Ajayi, 2004).

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