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INFORMATION MANAGEMENT AND ORGANIZATIONAL RESILIENCE IN RETAIL BUSINESSES IN YENAGOA METROPOLIS, BAYELSA STATE

By

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Abstract

The study focused aptly on the effect of information management on organizational resilience. The study collected data from selected retail businesses in Yenagoa metropolis, Bayelsa State, using primary and secondary sources population of the study was one hundred and forty five (145), gotten from five selected retail businesses in Bayelsa State. We used a sample size of one hundred and eight (108), gotten through the use of Tayo Yamane formula method. While, Spearman Rank Order Correlation Coefficient where used to test the significant of the hypotheses. The study exert a positively and significant relationship between knowledge management and organization adaptability. Furthermore, the study exerts also information technology competence has a positive and relation with organization adaptability. The study concludes that information innovation strategy and agility capability positively correlates. The study, therefore, recommends that all policy makers (management) should pay more concern on policies and practices related to the organization resilience which allows organizations to respond, and adapt and anticipate to incremental change and sudden disruptions in order to survive and prosper.

Keywords: *Information, Management, Organization and Resilience*

Introduction

The retail industry is presently functioning in a volatile environment and undergoing substantial structural transformation (Stephanie, 2020). To maintain viability despite this turmoil, retail firms must reassess various organizational strategy, structure, and processes to remain competitive. They must cultivate fundamental competencies to improve their organizational resilience against volatility. Home and Orr, (2018) assert that resilience is an essential attribute of individuals, groups, organizations, and systems, enabling them to adjust effectively to substantial changes that interrupt anticipated events without succumbing to prolonged regressive behavior.

In the digital economy, the prospects for retail firms with solely physical locations or exclusive online presence are bleak due to their inadequate preparedness to satisfy the demands of net-generation consumers. Tech-savvy consumers are increasingly seeking the capability to contact shops through various technologies. They openly share information regarding products and businesses with other consumers via diverse interactive platforms. Furthermore, they anticipate that merchants would provide presale purchasing and post-sale services via the most convenient retail channel. The developing environmental and consumer dynamics have heightened the necessity for retailers to accelerate their transition to multi-channel operations. Net-enabled retail organizations (NERO). A Net-enabled business orchestrates its operations and engages with stakeholders through the exchange of communications via electronic networks (Holstrom, 2001). It establishes new avenues for client access and fosters innovation to deliver novel digital products or services that connect the firm with its competitive landscape (Wu and Lin, 2011).

Nigerian retail firms are acutely cognizant of the necessity for this electronic shift. These firms and numerous others have been vigorously enhancing their cross-channel capabilities.

Advancements in information technologies, like internet connectivity, data warehousing, and customer relationship

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management systems, are crucial for retail enterprises to accelerate the integration of their retail channels. The rapid acceleration of market developments and technology advancements has intensified the need on firms to respond quickly and frequently to reinvent themselves in reaction to external demands (Denyer, 2017). The escalation of strain at both person and organizational levels necessitates models that can assist the information systems domain in comprehending and managing stress to enhance both survival and prosperity (Park, 2011). The notion of the "resilient organization" has been increasingly prominent as a framework that may assist firms in enduring and prospering during challenging or unstable economic periods (Felix and Hamilton, 2020). Inquiries have emerged on the attributes of such organizations and the most effective methods to assist them in mitigating dangers to their welfare and survival.

State of the Problem

Research on organizational resilience recognizes the intricacy and uncertainty of corporate operations, necessitating an adaptive and comprehensive management strategy. Nonetheless, while the method is conceptually robust and resonates with experienced business leaders, organizational resilience is a challenging notion characterized by its holistic and multidimensional nature (Lengnick-Hall et al., 2011). This may elucidate why organizational resilience is defined variably across different studies (Linnenlueke, 2017).

Numerous factors concurrently and variably affect organizational resilience, often in conflicting manners. The majority of organizational resilience research simplifies this empirical complexity by concentrating on an organization's ability to manage a specific disruption (Linnenlucke, 2017). Due to the retrospective analysis of disasters and unforeseen events (e.g. Coutu, 2002; Weick & Sutcliffe, 2011; Tengblad & Oudhuis, 2018), there exists a paucity of understanding regarding the maintenance of organizational resilience in routine operations (in the absence of disasters) and its sustenance over time. Furthermore, the emphasis has predominantly been on measures made subsequent to the occurrence of an unforeseen incident, specifically with the management of the crisis. This emphasis is justifiable for pragmatic reasons (it is simpler to examine processes that have occurred rather than those that have not and may never occur), yet it is not justifiable in terms of significance. For instance, Weick and Sutcliffe, (2011) noted that organizational resilience pertains as much to anticipation as it does to crisis containment, despite the predominant focus on containment in most organizational resilience research (Linnenlucke, 2017).

Anticipation encompasses the prevention of unforeseen occurrences through early detection of events, as well as endeavors to inhibit the progression of adverse situations (Weick and Sutcliffe, 2011).

Zaheer et al., (2018) normatively asserted that resilience should focus on daily habits rather than crisis management, although they did not furnish empirical evidence. Consequently, additional research must focus on comprehending how companies prevent unforeseen and undesirable occurrences, as well as how such organizational resilience persists over extended durations.

If research on organizational resilience focused on anticipation, it would emphasize organizations' continuous repertoire of strategic capabilities, such as flexibility and agility (Lengnick-Hall, 2011), and the execution of organizing in daily processes for sustained viability (Tengblad & Oudhuis, 2018). The difficulty with this method is that while traits like flexibility, adaptability, improvisation, and agility may enhance organizational resilience, none is adequate independently to attain it (Lengnick-Hall et al., 2011). Organizational resilience is contingent upon contextual factors, and the empirical case must be comprehended holistically (Linnenluecke, 217). Consequently, the research methodology in this study has been exploratory, concentrating on the organization of resilience. The objective of the paper is to elucidate how organizational structures can enhance resilience through a focus on anticipation.

Objectives of the Study

Generally the objectives of this study was to examine information management and organizational resilience specifically, the study included the following specific objectives.

i. To examine the relationship between information knowledge management and organization adaptability.
ii. To examine how information technology competencies significantly influence organization adaptability.
iii. To determine the relationship between information innovation strategy and organization adaptability.
iv. To determine the relationship between information knowledge management and agility capability.
v. To examine the relationship between information competency and agility capability.
vi. To evaluates the relationship between information innovation strategy and agility capability.

Null Hypotheses

In order to properly guide this investigation properly, the following hypotheses were formulated:

Hypothesis 1

Ho1: There is no significant relationship between information knowledge management and organizational adaptability.

Ho2: There is so significant relationship between information technology competence and organizational adaptability.

Ho3: There is no significant relationship between information innovation strategy and organizational adaptability.

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H04: There is no significant relationship between information knowledge management and agility capability.

Ho5: There is no significant relationship between information competency and agility capability.

Ho6: There is no significant relationship between information innovation strategy and agility capability.

Significance of the Study

This study will be of significant value to many organizations. It is anticipated that policymakers would utilize the findings of this study to develop effective information management policy documents that will enhance organizational resilience.

Moreover, the study would be significantly beneficial to many firms and employers, aiding them in understanding various information management strategies for enhanced performance.

Ultimately, researchers may gain from the study since it contributes to the expanding corpus of knowledge and will serve as a reference for future investigations into information management and organizational resilience.

Definition of Terms

Organizational Resilience: In order to maintain operations and keep expanding, an organization must be able to foresee, prepare for, respond to, and adjust to both gradual changes and abrupt disruptions. The idea of organizational resilience has changed over time and is typically motivated by two main viewpoints: a defensive strategy meant to stop bad things from happening and a progressive strategy meant to encourage good things to happen. Additionally, it entails tactics that either stress organizational flexibility and adaptability or stability and consistency (Denyer, 2017).

Information Competency: Information competency is the capacity of people to recognize, assess, get, and utilize information from a variety of sources and formats. It integrates elements of technology expertise, research abilities, and library literacy. Information competency necessitates strong critical thinking and communication skills for accurate information interpretation and distribution, as well as an awareness of the ethical and legal issues related to information use.

Information Innovation Strategy: Based on the combination of science, technology, and organizational systems, information innovation strategy is a methodical approach to innovation. This approach takes into account a number of variables, including the organization's internal skills, networks for collaboration, technical learning capacity, and external environmental circumstances. Organizations can increase their capacity for innovation by making efficient use of the resources at their disposal, which could result in the creation of new or enhanced goods and manufacturing procedures. In order to produce new concepts and solutions, technological innovation entails merging and reorganizing existing knowledge.

2. METHODS

The research design adopted for this study is the survey design method.

The total population of this study was 115. In carrying out the study, the population was drawn from finance experts and analysis, managers and both senior and junior level staff of the retail business. The population, however, was restricted to retail businesses in Yenagoa Metropolis, Bayelsa State,

In this, study the sample size was statistically determined by using Taro Yamane formula. For using the Taro Yamane was because the population is finite. The sample size used in this study was one hundred and twenty five (125).

This study included data from primary and secondary sources. The primary data were gathered via the distribution of a questionnaire. The questionnaire was created only to include closed-ended questions. Inquiries accompanied with responses on a 5-point Likert scale, ranging from "strongly agree" to "strongly disagree," designed to elicit pertinent and valuable information that supports this study.

The content validity of the questionnaire was established through a thorough review by two experts in measurement and evaluation, who implemented essential corrections and modifications to ensure the instrument, met the requisite content validity prior to its finalization. The final versions of the questionnaire were prepared, incorporating all revisions and adjustments provided by the experts before to distribution to the respondents.

The acquired data were analyzed, organized, and presented for enhanced understanding. Data were converted into standard form utilizing tables and basic percentages. Consequently, the proposed claims were evaluated utilizing the non-parametric statistical method of Spearman Rank-order Correlation Coefficient (rs).

3. RESULT/FINDINGS

Table 1: Response on Research Question 1

Information knowledge management and organization adaptability	**SA 5**	**A 4**	**U 3**	**D 2**	**SB 1**	**Total**
There is a relationship between information knowledge expands base upon notion of opportunity and the ability to adaptation.	58 53.7 %	22 20.4 %	10 09.2	9 8.3	9 8.3	108
There is a relationship between information increase capability and firms adaptation	50 46.7 %	30 27.8 %	8 7.4 %	12 11. 1%	8 7.4	108
Knowledge of ability to work with others in a competitive environment	58 53.7 %	22 20.4 %	10 09.2	9 8.3	9 8.3	108

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influence firms adaptability						
Knowledge of information storage correlates with effective communication	45 41.7 %	20 18.5 %	15 13.9 %	14 11.1	10 9.2 %	108

Sources: Filed work 2025.

Table 1 shows response on the relationship between information knowledge expands base upon notion of opportunity and the ability to adaptation. It revealed that (53.7%), 22 (20.4%), 10 (9.2%), 9 (8.3%) and 9 (8.3%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively for item 1.

Furthermore, table 1 shows a response on the relationship between information increase capability and firm's adaptation. It revealed that (46.7%), 30 (27.8%), 8 (7.4%), 12(11.1%) and 8 (7.4%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to item 2.

More so, the response of the knowledge of ability to work with others in a competitive environment influence firms adaptability. It was reveal that (53.7%), 22 (20.4%), 10 (9.2%), 9 (8.3%) and 9 (8.3%) responded SA, A, U, D and SD respectively to item 3. Table 1.shows the response of Knowledge of information storage correlates with effective communication. That also 45 (41.7%), 20 (18.8%), 15 (13.9%), 14 (11.1%) and 10 (9.2%) responded SA, A, U, D and SD respectively to item 4 listed in the table.

Table 2: Response on Research Question 2

Information technology Competence and organizational	**SA 5**	**A 4**	**U 3**	**D 2**	**SB 1**	**Total**
Increase of employee competence bring about organization adaptability	50 46.7 %	30 27.8 %	8 7.4 %	12 11.1%	8 7.4	108
Purchase of software programs expands firms adaptability	58 53.7 %	22 20.4 %	10 9.2	9 8.3	9 8.3	108
Basic knowledge and understanding of hardware skills such as filling, navigating and browsing skills correlate adaptability	60 55.5 %	20 18.5 %	10 9.2 %	9 8.3 %	9 8.3 %	108
Effective training of computer software competence correlates with firm adaptability	45 41.7 %	20 18.5 %	15 13.9 %	14 11.1	10 9.2 %	108

Sources: Filed work 2025.

Table 2 show responses on how the increase of employee competency brings about organization adaptability. It reveal that 50 (46.7%), 30(27.8%), 8(7.4%), 12 (11.1%) and 8(7.4%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to the item one (1). Table 2 show responses on how the Purchase of software programs expands firm's adaptability. It also indicate that 58(53.7%), 22 (20.4%), 10 (9.2%), 9 (8.3%) and 9 (8.3%) and 1(1.3%) responded SA, A, U, D and SD respectively to the item two (2). It revealed that 60 (55.5%), 20(18.5%), 10 (9.2%), 9 (8.3%) and 9 (8.3%) responded SA, A, U, D and SD respectively to the item three (3). It also reveal from the table that 45 (41.7%), 20(18.5%), 15 (13.9%), 14 (11.1%) and 9 (9.2%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to the item one (1).

Table 3: Response on Research Question 3

Information Innovation Strategy and Organization Adaptability	**SA 5**	**A 4**	**U 3**	**D 2**	**SB 1**	**Total**
Technology change to create innovation and external structure	54 44.4 %	30 27.8 %	6 5.5 %	12 11.1%	6 5.5 %	108
Intelligent support of individual capabilities and adaptability	48 44.4 %	26 24.1 %	12 11.1 %	11 10.1%	10 9.2 %	108
Type of Innovative Strategy and Organization Adaptability	61 55.5 %	19 18.5 %	10 9.2 %	8 7.4 %	7 6.5 %	108
Consistent with the strategy regarding all resources of the enterprise and internal structuring	48 44.4 %	26 24.1 %	12 11.1 %	11 10.1%	10 9.2 %	108

Sources: Filed work 2023.

Table 3 shows response on how the Technology changes to create innovation and external structure. It revealed that 54 (44.4%), 30 (27.8%), 6 (5.5%), 12 (11.1%) and 6 (5.5%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to the item one (1). It also reveal that item two (2) shows 48 (53.7%), 26(20.4%), 12 (11.1%), 11 (10.1%) and 10 (9.2%) responded SA, A, U, D and SD respectively to the item two (2). It also reveal that 61 (55.5%), 19 (18.5%), 10 (9.2%), 8 (7.4%) and 7 (6.5%) responded SA, A, U, D and SD respectively to the item three (3). Furthermore the table indicate that 48 (44.4%), 26 (24.1%), 12 (11.1%), 11 (10.1%) and 10 (9.2%) responded SA, A, U, D and SD respectively to the item three (4).

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Table 4: Response on Research Question 4

Information Knowledge Management and Agility Capability.	SA 5	A 4	U 3	D 2	SB 1	Total
Fast preparation and presentation of the different information management of interest correlate firm's agility	48 44.4 %	26 24.1 %	12 11.1 %	11 10. 1%	10 9.2 %	10 8
Management of computer Hardware component enhanced the agility capability of the firm	56 51.9 %	20 18.5 %	12 11.1	7 6.4 %	3 2.8 %	10 8
Variety of specialized information knowledge needed and agility capability	54 44.4 %	30 27.8 %	6 5.5 %	12 11. 1%	6 5.5 %	10 8
Information knowledge resources and firm agility	50 46.2 %	30 27.4 %	15 13.9	8 7.4 %	5 4.6 %	10 8

Sources: Filed work 2023.

Table 4.shows response on Fast preparation and presentation of the different information management of interest correlate firm's agility. It revealed that 48(44.4%), 26 (24.1%), 12 (11.1%), 11 (10.1%) 10 (9.2%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively for item 1. Furthermore, table 4 shows a response on the relationship between Management of computer hardware component and agility capability of the firm. It revealed that (51.9%), 20(18.5%), 12 (11.1%), 7 (6.4%) and 3 (2.8%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to item 2. More so, the response to the variety of specialized information knowledge needed and agility capability. It was reveal that 54(44.4%), 30 (27.8%), 6 (5.5%), 12 (11.1%) and 6 (5.5%) responded SA, A, U, D and SD respectively to item 3, that also 50(46.2%), 30 (27.4%), 15 (13.9%), 8 (7.4%) and 5 (4.6%) responded SA, A, U, D and SD respectively to item 4 listed in the table.

Table 5: Response on Research Question 5

Information technology competence and capability	SA 5	A 4	U 3	D 2	SB 1	Total
Competence of Software installation correlates agility capability	58 53.7 %	22 20.4 %	10 9.2%	9 8.3 %	9 8.3 %	108
Competence hardware maintenance has positive effect on firm agility	50 46.7 %	30 27.8 %	8 7.4%	12 11.1 %	8 7.4 %	108
Software management competence increases firms agility	58 53.7 %	22 20.4 %	10 9.2%	9 8.3 %	9 8.3 %	108
Competence software maintainer influence firm agility capability	45 41.7 %	20 18.5 %	15 13.9 %	14 11.1 %	10 9.2 %	108

Sources: Filed work 2023.

Table 5 shows response on how Competence of Software installation correlates agility capability, It revealed that 58(53.7%), 22 (20.4%), 10(10.5%), 10 (9.2%) and 9(8.3%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to the item one (1). It also reveal that item two (2) shows 50 (46.7%), 30 (27.8%), 8 (7.4%), 12 (11.1%) and 8 (7.4%) responded SA, A, U, D and SD respectively to the item two (2). It also reveal that 58 (53.7%), 22 (20.4%), 10 (9.2%), 9 (8.3%) and 9 (8.3%) responded SA, A, U, D and SD respectively to the item three (3). Furthermore the table indicate that 45 (41.7%), 20(18.5%), 15 (13.9%), 14 (11.1%) and 10 (9.2%) responded SA, A, U, D and SD respectively to the item three (4).

Table 6: Response on Research Question 6

Information Innovation strategy and agility capability	SA 5	A 4	U 3	D 2	SB 1	Total
Qualitative improvement in existing products and agility capability	54 44.4 %	30 27.8 %	6 5.5 %	12 11. 1%	6 5.5 %	108
Use of a new industrial process and firms agility	48 53.7 %	26 20.4 %	12 11.1 %	11 10. 1%	10 9.2 %	108
Development of new raw-material sources or other new inputs correlate agility in the firm	61 55.5 %	19 18.5 %	10 9.2 %	8 7.4 %	7 6.4 %	108
Company leads innovative promoting methods to markers and firms agility	48 44..4 %	26 24.1 %	12 11.1 %	11 10. 1%	10 9.2 %	108

Sources: Filed work 2023.

Table 6 shows response on Qualitative improvements in existing products and agility capability. It revealed that 54 (44.4%), 30 (27.8%), 6 (5.5%), 12 (11.1%) and 6 (5.5%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively for item 1.

Furthermore, table 6 shows a response on the use of a new industrial process and firms agility.. It revealed that 48 (53.7%), 26 (20.4%), 12 (11.1%), 11 (10.1%) and 10 (9.2%) responded strongly agree (SA), agree (A), undecided (U), disagree (D) and strongly disagree (SD) respectively to item 2.

More so, under investing in Development of new raw-material sources or other new inputs correlate agility in the firm. It was reveal that 61 (55.5%), 19 (18.5%), 10 (9.2%), 8 (7.4%) and 7 (6.4%) responded SA, A. U, D and SD respectively to item 3. That

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also that48 (44.4%), 26 (24.1%), 12 (11.1%), 11 (10.1%) and 10 (9.2%) responded SA, A. U, D and SD respectively to item 4 listed in the table.

Test of Hypotheses

The study on application of information technology and management efficiency could be further drawn to statistical testing of hypothesis formulated for this study and also interpreting the result using Spearman Rank-Order Correlation Coefficient.

Hypothesis 1:

Ho_1: There is no significant relationship between information knowledge management and Organizational adaptability.

Table 7: Co-relational Outcome between the Significant Relationships Associated with information knowledge management and organizational adaptability.

Correlations

			Information Knowledge Management	Organizational Adaptability
Spearman's rho	IT Knowledge	Correlation Coefficient	1.000	.904**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Organizational	Correlation Coefficient	.904"	1.000
		Sig. (2-tailed)	.000	.
		N	108	108

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

From the result in table 7 above, with r_s = .904, it shows a positive relationship. It is also significant @ [p = 0.00 < 0.01] between information knowledge management and organizational adaptability. This implies that the null hypothesis stated above is rejected. This means that there is a strong relationship between Information knowledge management and organizational adaptability.

Hypothesis 2

Ho_2: There is no significant relationship between information competence and organizational adaptability.

Table 8: Co-relational Outcome between Software and Resources Availability

Correlations

			Information Competence	Organizational Adaptability
Spearman's rho	Information Competence	Correlation Coefficient	1.000	.902**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Organizational Adaptabil	Correlation Coefficient	.902**	1.000
		Sig. (2-tailed)	.000	.
		N	108	108

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

From the result in table 8 above, with r_s = .902, it shows a positive relationship. It is also significant @ [p = 0.00 < 0.01] between information competence and organizational adaptability. This implies that the null hypothesis stated above is rejected. Thus, there is a strong relationship between information competence and organizational adaptability.

Hypothesis 3

Ho_3: There is no significant relationship between Information innovation strategy and organizational adaptability.

Table 9: Co-relational Outcome between information Innovation Strategy and Organizational Adaptability

Correlations

			Information Innovation Strategy	Organizational Adaptability
Spearman's rho	Information Innovation Strategy	Correlation Coefficient	1.000	.901**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Organizational	Correlation Coefficient	.901**	1.000
		Sig. (2-tailed)	.000	.
		N	108	108

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

From the result in table 9 above, with r_s = .901, it shows positive relationship. It is also significant @ [p - 0.00< 0,01] between information innovation strategy and organizational adaptability. This implies that the null hypothesis stated above is rejected and that there is a strong relationship between Information innovation strategy and organizational adaptability.

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Hypothesis 4:

Ho_4: There is no significant relationship between information knowledge management and agility capability

Table 10: Co-relational outcome between information knowledge management and agility capability

Correlations

			Information Knowledge Managemen	Agility Capability
Spearman's rho	Information Knowledge	Correlation Coefficient	1.000	.901**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Agility Capability	Correlation Coefficient	.901**	1.000
		Sig. (2-	.000	.
		N	108	108

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

From the result in table 10 above, with r_s = .901, it shows a positive relationship. It is also significant @ [p = 0.00 < 0.01] between information knowledge management and agility capability. This implies that the null hypothesis stated above is rejected and that there is a strong relationship between information knowledge management and agility capability.

Hypothesis 5

Ho_5: There is no significant relationship between information competency and agility capability.

Table 11: Co-relational Outcome between Information Competency and Agility Capability

Correlations

			Information Competenc y	Agility Capability
Spearman's rho	Information Competen	Correlation Coefficient	1.000	.901**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Agility Capabilit	Correlation Coefficient	.901**	1.000
		Sig. (2-tailed)	.000	.
		N	108	108

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

From the result in table 4^3 above, with r_s = .901, it shows a positive relationship. It is also significant @ [p = 0.00 < 0,01] between information competency and agility capability. This implies that the null hypothesis stated above is rejected and that there is a strong relationship between information competency and agility capability.

Hypothesis 6:

Ho_6. There is no significant relationship between Information innovation strategy and agility capability.

Table 12:^Co-relational Outcome between Information innovation Strategy and Capability

Correlations

			Information Innovation Strategy	Agility Capability
Spearman's rho	Information Innovation	Correlation Coefficient	1.000	.901**
		Sig. (2-tailed)	.	.000
		N	108	108
.	Agility Capability	Correlation Coefficient	.901**	1.000
		Sig. (2-	.000	.
		N	108	108

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

From the result in table 10 above, with r_s = .901, it shows a positive relationship, it is also significant @ [p = 0.00 < 0,01] between information innovation strategy and agility capability .This implies that the null hypothesis stated above is rejected and that there is a strong relationship between information innovation strategy and agility capability.

4. DISCUSSION OF FINDINGS

The study has focus on information management and organizational resilience with the used rigorous research methods to present some of the foremost empirical data in placing the extrapolative validity on the proposed dimension of examine information management and organizational resilience, (information knowledge management, information competence, information innovative strategy, organizational adaptability and agility for the dependent and independent dimension). The study employs and applied the Spearman Rank-order Correlation Coefficient Analysis.

Table 7 indicates that the test of hypothesis one (1) revealed that r_s = .904, which shows a positive relationship. It is also significant @ [p = 0.00 < 0.01] between information knowledge management and organization adaptability which simply means that there is a strong relationship between information knowledge management and organization adaptability. The result is also related to the work done by Stephanie, (2020). The study examined the effect information knowledge management and organization adaptability. It measures hardware components against quality service delivery. It reveals that information knowledge has a positive impact of organization adaptability.

Furthermore, table 7 shows the test of hypothesis two (2). It shows that r_s = .902, which shows a positive relationship. It is

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also significant @ [p = 0.00 < 0.01] between information technology competence significantly influence organization adaptability. This means that there is a strong relationship between information technology competences significantly influences organization adaptability.

The test of hypothesis three (3) shows that r_s = .901, which shows a positive relationship. It is also significant @ ["p = 0.00< 0.01] between Information innovation strategy and organization adaptability. This implies that there is a strong relationship between information innovation strategy and organization adaptability. The study relates to a study conducted by Alamene, Best and Success, (2017) investigated the influence of Innovation on organizational resilience in the food and beverage industry. Findings revealed that product innovation is significantly

Table 7 further shows that the test of hypothesis 4 shows that r_s - .901, which shows a positive relationship, It is also significant @ [p = 0.00 < 0.01] between information knowledge management and agility capability. This implies that there is a strong relationship between information knowledge management and agility capability.

The test of hypothesis 5 indicate that r_s = .901, which shows a positive relationship, it is also significant @ [p = 0-00 < 0,01] between information technology competence and agility capability. This implies that there is a strong relationship between information technology competence and agility capability.

Furthermore, the test of hypothesis 6 shows that r_s = .901, which shows a positive relationship. It is also significant @ [p = 0.00 < 0.01] between information innovation strategy and agility capability. This implies that there is a strong relationship between information innovation strategy and agility capability.

Conclusion

Effective management of information is vital for organization resilience which ensures business continuity, enables organization to adapt to disruption and sustained business friendly environment. The framework applied in this study offers an all-inclusive understanding of the nature and subtleties of information management efficiency and organization resilience. The various application of information technologies management if implemented is expect to see rapid changes in an organization.

The study was able to show that information technology management has positive relationship with organization resilience.

Recommendations

Based on the findings and conclusion of this study the following recommendations were proffered:

i. More focus should be placed by management teams and policy makers on creating and executing procedures and policies that improve organizational resilience. In order to maintain operations and achieve long-term growth, these rules enable businesses to anticipate future issues, prepare appropriately, respond effectively, and adjust to both gradual changes and unanticipated shocks.
ii. The management of retail establishments in Bayelsa State should encourage staff members to apply information competency and knowledge management effectively. This will lessen the possibility of unforeseen interruptions within the company, increase productivity, and improve decision-making.
iii. To increase data processing speed and accuracy, organizations should incorporate information technology into their daily operations. Additionally, this will give them a competitive edge over other businesses in the sector, increase employee productivity, improve customer satisfaction, and better adapt to shifting customer needs.
iv. Businesses should continuously improve their organization-wide IT capabilities. By doing this, businesses will be in a better position to efficiently manage and use their IT resources and create flexible organizations that can swiftly adjust to changes in the environment.

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