

Operational efficiency in higher education in Nigeria: a scale development

Busola E. Kehinde

,

Olaleke Oluseye Ogunnaike

,

Omotayo A. Adegbuyi

,

Oladele J. Kehinde

,

Ayodotun Stephen Ibidunni

,

Daniel E. Ufua

,

Simon O. Ilogho

and

Segun Isaac Kehinde

Published Online: August 3, 2022 pp 675-697 <https://doi.org/10.1504/WREMSD.2022.125645>

Abstract

This research paper presents a scale development of operational efficiency construct within the Higher Education Institution, specifically, in the Nigerian University context. The present study setting included the teaching staff of Covenant University Nigeria. This study adopted a multi-stage development of scale process using a survey method in which seven dimensions of operational efficiency were identified. These dimensions include; teaching, research and publication, recruitment and selection, community service, technology, training and development and effective communication. The results showed that there exists a multi-stage nature of

operational efficiency within the Higher Educational Institution. The study, therefore, provided evidence of the scale's reliability and validity. The findings from the study propose a new approach to measure, evaluate operational efficiency within the higher educational institution system in Nigeria. It also shows the need to go beyond the traditional approach to efficiency.

Keywords

[operational efficiency](#), [technology](#), [recruitment and selection](#), [teacher quality](#), [Nigerian higher educational sector](#), [operational scale development](#)

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