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# OFFICE VIRTUALIZATION: A NECESSITY FOR ENHANCING ORGANISATION HEALTH

**By**

**Marie Madeleine Tatfeng[1], Margaret Ekeins[2]**

[1]Department of Office and Information Management Faculty of Management Sciences Niger Delta University, Wilberforce Island, Bayelsa State

[2]Department of Office and Information Management Faculty of Management Sciences Niger Delta University, Wilberforce Island, Bayelsa State

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***Abstract***

*This paper theoretically examined how organizational health can be enhanced through office virtualization. The objective of the paper was to examine how dimensions of office virtualization such as virtual storage, virtual meeting, and virtual payment enhance organizational health. To achieve the objectives, the study employed survey of literatures. The health of an organization can be seen in terms of how effective the communication process is (organizational health), how adequate and progressive the financial base is (financial health), and how satisfying their service delivery (customer service health) is. In the 21st century where the organizations are going virtual, the practice of virtual computing, virtual meeting, and virtual payment system are indispensable necessities. This desk research revealed that virtual storage enhances organizational health by increasing access to files and data for decision making; virtual meeting optimizes organizational health by reducing physical constraints to meetings and decision making; and virtual payment enhances organizational health by simplifying financial transactions. The paper concluded that office virtualization is an indispensable necessity for sustainable organizational health in the 21st century. Consequently, organizations should invest serious in the building state of the art virtual technologies to stay healthy.*

***Key Words:*** *Office Virtualization, Organizational Health.*

## INTRODUCTION

An office is specifically a platform for the administrative businesses or transactions of an organization. Traditionally, the term office is seen as a unit in a building reserved for administrative and clerical activities of an organization or institution (Upadhyay*et al.*, 2015). The activities and functions of administrative departments are implemented in places that are termed as offices (Chopra & Gauri, 2015). However, with the smart information and communication technologies, it is now possible for office functions to be executable virtually outside the confines of a building or room. The researcher conceptualizes office as any platform or environment (physical or electronic) administrative activities of a formal organization takes place. The realization that office resources and functions can be virtually accessed and performed conveniently and perfectly outside the confines of a physical office complex, gave birth to the concept of office virtualization. Office virtualization is the replication of administrative resources in internet-enabled devices and platforms such that data management and formal communication functions can be perfectly performed anywhere anytime without being in a physical office complex (Otamiri& Opara-Martins, 2022). It is an administrative model where workers can collaboratively work and share organizational digital resources in dispersed geographical locations. This work operationalizes office virtualization in terms of virtual storage, Virtual meeting, and virtual payment system.Virtual storageis the practice of anchoring the data management activities in web-based computer systems rather than on-premise tangible computer systems. Examples of this virtual office culture include the use of virtual drive, google documents, and e-mail. The next dimension of office virtualization is virtual meeting. Virtual meeting is the digital practice of enabling members of an organization to hold meetings online from various geographical locations. Virtual payment system refers to the use of cloud-based banking services in managing the transactions of an organization.

*Corresponding Author: **Marie Madeleine Tatfeng.**

One of the major reasons why organizations invest huge financial resources is to optimize organizational health (Rouse, 2023). Organizational health is simply the capacity of a firm to function well and achieve set targets. Healthy organizations have their operations running smoothly and continually record milestone success even in the face of prevalent economic challenges (Mebom&Amehule, 2022). This work measures organizational health in terms of communication health, financial health, and customer service health. Obviously, many business organizations are adopting digital innovations to gain global visibility and to succeed. Depending on their size and need, business organizations invest huge sum of money to build their virtual environment especially in technologically advanced nations (Altun, 2011; Hassan*et al.*, 2014; Karaguzel, 2023). However, the pace at which many Nigerian organizations are going virtual still appears to be very low. Although organizational offices appear to be littered with laptop computers and other smart devices, only few firms have been able to virtualize their office resources and functions (Audu, 2022). This is perhaps due to low digital awareness as presuppose by Rogers' (1962) Diffusion of Innovation Theory. There is need therefore, to theoretically examine how workplace virtual environment influences organizational health.

## OBJECTIVES OF THE STUDY

The purpose of this paper was to examine how office virtualization enhances organizational health. The objectives of thispaper included to:

1. Examine how virtual storage enhances organizational health.
2. Examine how virtual meeting enhances organizational health.
3. Examine how virtual networking enhances organizational health.

## CONCEPT OF OFFICE VIRTUALIZATION

Office virtualisation denotes the conversion of a workplace's physical infrastructure into a digital framework (Tech Advisory, 2014). This technology facilitates the generation of virtual representations of workplace assets, encompassing servers and operating systems. Office virtualisation enables employees to remotely access work files and fulfil their responsibilities—regardless of location—through cloud-based technology. Furthermore, work sessions may be effortlessly restarted from various places and devices without interruption.

Virtualisation entails creating a digital representation of diverse computer components, including servers, workstations, storage devices, operating systems, or network resources (JavatPoint, 2017). It creates a simulated computer environment instead of a physical one, frequently utilisingvirtualised hardware, operating systems, and storage solutions. Office virtualisation specifically dissociates an employee's workflow from a designated physical location, enabling them to sustain a uniform work experience irrespective of the device or location utilised (Angeles, 2014). By storing desktops, apps, and data in a virtual environment, employees may access their work independently of a particular workstation or operating system.

Office virtualisation, as part of the flexible workspace sector, offers organisationscustomised blends of services, office space, and technology, eliminating the need for investment in traditional office purchases or leases (Hubble Firm, 2023).

## DIMENSIONS OF OFFICE VIRTUALIZATION

**Virtual Storage**

Virtual storageis a format of office operation where the electronic creation, storage, distribution of administrative data/information is basically anchoredon on-demand web-based resources rather than on-premise computer systems. In this office operations format, office and information managers use subscription-based internet resources in managing office data and information. Documents typed or accessed in each office or unit of an organization are stored in the cloud which makes it possible for designated office personnel to access and use relevant files from anywhere in the world via internet connection. It may also be characterised as the utilisation of a network of distant servers hosted online for the storage, management, and processing of data, rather than depending on a local server or personal computer. The growing use of application program interfaces (APIs) has further facilitated this transition (Nathan, 2016).WithVirtual storage, office documents are not resident in on-premise computer systems, rather, they are saved and accessed virtually in the cloud.This makes it possible for administrative heads and their assistants to access and collaboratively edit documents even when they are not physically together in the same physical office space. There are certain cost-effective Virtual storageservices available for business offices today (Mashandudze & Dwolatzky, 2015). Indicators of virtual storageinclude: Google document, virtual drive,and e-mailing.

i. **Use of Google Document:**Joseph (2018:13) characterises Google Docs as a complimentary web-based service enabling users to create, modify, and store documents and spreadsheets online. In workplaces that employ Google Docs, administrative files are accessible from any computer, at any time, and from any location, given an internet connection and a web browser.

Office 365 for Business is a subscription service from Microsoft that provides access to key Microsoft Office products, such as Word, Excel, and PowerPoint (Jacobson, 2016; Microsoft, 2023). Organisations or their individual units can get supplementary data processing capabilities to improve office operations with an extended subscription.

ii. **Virtual Drive (Google Drive):**A virtual drive is a free online service enabling customers to securely store and access files on Google's platform. Joseph (2018) asserts that Google disc is a cloud storage solution intended to augment storage capacity beyond the

*Corresponding Author: **Marie Madeleine Tatfeng.**

constraints of a traditional hard disc. Google Drive serves as a digital equivalent to the conventional flash drive typically utilised in professional settings.

iii. **E-mailing:**Emailing denotes the regular utilisation of online mailing services for the storage and dissemination of information in formal contexts. The term "email" refers to electronic mail, which entails the transmission of stored digital messages between users using telecommunication networks. Prominent email services now in use encompass Gmail, Yahoo Mail, Hotmail, Smile Mail, and email addresses particular to organisations.

In addition to transmitting files to specified recipients, employees frequently preserve papers as email drafts, allowing them to retrieve these items at any time without needing to return to the office (Emil, 2022). Email is among the most often employed cloud computing services in contemporary digital office environments. Nonetheless, its utilisation for employee-to-employee communication remains comparatively limited in several local business settings (Hilary, 2023).

**Virtual Meeting**

A virtual conference utilises internet-based technology to enable workplace meetings, presentations, information sharing, chats, and real-time contact among participants in many places. Lin (2010), referenced in Bunekemeifa (2019), characterises a virtual meeting as a platform facilitating real-time distant interactions, encompassing functionalities such as audio and video conferencing, chat capabilities, and application sharing.

Instead of financing travel costs for managers and delegates from different branches or areas, digital organisations allocate resources to virtual meeting services. Google ranks among the foremost providers of such services currently. Virtual meetings allow organisational members or managers to engage in formal conversations and presentations online without requiring a physical assembly. Participants can attend conferences via a reliable Transmission Control Protocol/Internet Protocol (TCP/IP) connection utilising a personal computer, telephone, or a computer's speakers and microphone (Rouse, 2023).

The major objective of virtual meetings is to facilitate live video conferences, chats, and audio conversations, therefore providing uninterrupted contact among organisational members irrespective of their geographical locations. This research characterises virtual meetings as encompassing phone conferencing, video conferencing, and text-based conferencing.

i. **Voice Conferencing:**Voice conferencing refers to the utilisation of voice calls to facilitate meetings among two or more members of an organisation situated in disparate geographical locations. Microsoft (2023) states that audio conferencing allows meetings among participants in different places using devices that transmit and receive sound, therefore enabling real-time communication and collaboration through phone conversations, WhatsApp, and other web-based services.

A voice conference, or teleconference, is a multi-party dialogue held over telephone, depending exclusively on aural communication (University of Colorado, 2022). Voice conferencing may be classified into analogue and Voice over Internet Protocol (VoIP) technologies. The primary difference between the two is that analogue voice conferencing utilises conventional call credits, while VoIP-based conferencing depends on internet bandwidth for communication.

ii. **Video Conferencing:**Video conferencing refers to the practice of holding full-fledged audio-visual recorded meeting proceedings (live) through the help of web-based connection systems. Video conferencing allows users in different locations to hold face-to-face meetings without having to move to a single location together (Kagan, 2023). Video conferencing is one of the leading virtual reality systems used by organizations today.Virtually inclined business offices different cities or even different countries adopt this form of virtual reality because it offers almost all the communication cues of face-to-face meetings in addition to saving time, expense, and hassle associated with business travel. The use of Zoom app, Google meet, Duo, etc. are some of the video conferencing examples.

iii. **Text Conferencing:** Text conferencing is fundamentally the use instant messaging applications or software to hold online meetings in formal organizations. Within the context of this work, text conferencing is used synonymously with workplace instant messaging. Farlex (2023) defined instant messaging as the “exchanging text messages in real time between two or more people logged into a particular instant messaging (IM) service.” The proliferation of portable smart devices and phones has made it possible for various work groups in organizations to create formal group chat where members meet for discussions online (Otamiri& Opara-Martins, 2022). In virtual organisations, managers and employees across all tiers utilise diverse instant messaging technologies to facilitate meetings and disseminate updates. Instant messaging is more engaging than email, as messages are sent immediately, but emails may have delays on a mail server for seconds or minutes before reaching the receiver.

*Corresponding Author: **Marie Madeleine Tatfeng.**

WhatsApp and Facebook are among the most prevalent text conferencing tools in contemporary organisations (Kagan, 2023). Besides text-based communication, instant messaging systems frequently provide capabilities like video calling, file sharing, and both PC-to-PC and PC-to-phone calling, therefore augmenting workplace collaboration and connection.

**Virtual Payment**

A virtual payment system denotes any system engineered to assist and administer transaction-based applications, chiefly for data entry and retrieval in transaction processing (Alaska, 2020). It also includes systems that perform transactions immediately upon user requests. An illustrative instance of this technology is the automated teller machine (ATM), which facilitates financial transactions autonomously.

Virtual payment systems are extensively employed in many sectors, such as banking, hotels, mail-order businesses, supermarkets, and manufacturing. Their applications encompass electronic banking, order processing, employee time-tracking systems, e-commerce, and e-trading. Customers and agents may execute transactions effortlessly from their homes or workplaces instead of using real currency, therefore boosting operating efficiency and enhancing customer service. Prevalent virtual payment systems currently encompass banking apps, USSD transactions, and web-based payment platforms.

i. **Banking Application:** A banking application is a mobile application that enables customers to access their bank accounts, execute transactions, verify balances, and examine payment history straight from their mobile devices. The main objective of these apps is to provide fundamental banking services remotely, allowing firms to conduct transactions effortlessly in a digital setting (Otamiri& Opara-Martins, 2022).

ii. **USSD Payment System:** A novel payment system has been implemented, enabling businesses to accept payments from clients using USSD (Unstructured Supplementary Service Data) codes (DPOGroup, 2022). This function is especially advantageous for consumers who do not have access to mobile banking or payment cards. Integrating USSD payments allows businesses to broaden their client base by providing a more comprehensive array of payment alternatives and facilitating transactions from a varied demographic of consumers throughout Africa.

iii. **Website-based Payment:** Website-based payment, known as online banking or web banking, enables consumers to execute financial transactions via the Internet (Frankenfield, 2020). This method offers users almost all services typically provided via physical bank offices, such as deposits, cash transfers, and bill payments.

Currently, nearly all banking institutions provide some kind of internet banking, available through PC platforms and mobile applications. Commonly referred to as home banking, website-based payment is an electronic payment method that allows bank and financial institution clients to perform diverse financial transactions via their organisation's official website (Jahan, 2019).

**Concept of Organizational Health**

The World Health Organisation (WHO), as referenced by Jaimez and Bretones (2011), defines health as a condition of comprehensive physical, mental, and social well-being, rather than only the absence of illness or physiological disorder. The acknowledgement of formal organisations as dynamic entities resulted in the coining of the term *organisational health* by Argyris in the 1950s (Tutar, 2010), with the objective of addressing employee treatment in workplaces. In the 1960s, several behavioural scientists saw a healthy organisation as one that had the resources and procedural dedication to guarantee employee well-being (Henry, 2022).

Organisational health is frequently linked to employee welfare. Nonetheless, throughout time, academics have expanded the notion beyond just employee treatment. Altun (2011) characterisedorganisational health as an organization's capacity to effectively adapt to its environment, promote collaboration among its members, and attain its objectives. Janice (2010:141) characterised it as "the organization's effectiveness in responding to evolving business conditions," further elucidating it as the collective ability of an organisation to coordinate, innovate, and provide products and services more effectively than its rivals. This definition strongly connects organisational health with organisational resilience.

This study defines a healthy organisation as one in which human resources are efficiently coordinated in communication and financial resources are enough to implement projects and programs without jeopardising service delivery. Organisational health may be evaluated by three principal dimensions: communication efficacy, financial stability, and customer service quality.

**Communication Health**

Communication health refers to the ability of members of an organization to promptly and meaningfully share, understand, and internalizevalid data, information, and knowledge in the performance of their duties. Communication health is synonymous with effective communication in an organization. Data, information, and knowledge are three resources on which the well-being of an organization depends. An organization can be said to be healthy communication-wise if employee-employee and management-employee sharing of data, information, and knowledge contents smoothly occurs to the point that parties achieve mutual understanding (Peter, 2015; Otamiri, 2021). An unhealthy or ineffective communication occurs where data/information sharing generates confusion in the mind of receiver(s) or fails to get to

*Corresponding Author: **Marie Madeleine Tatfeng.**

keep information consumers informed on time (Berrels, 2010; Akam, 2011). For the purpose of this study, indicators of communication health include information timeliness, information accuracy, and timeous feedback.

i. **Information Timeliness:** Information timeliness refers to an ideal workplace situation where letters, notice of meetings, reports, and other information-carrying contents are delivered and accessed by designated users on time. For an organization to function and operate well, policies, decisions, and procedures must be communicated to members of the organization on time. Supporting the above assertion, Ukadi (2022) noted that delayed information is information denied and it is capable of frustrating organizational plans. A healthy communication process therefore, is one that delivers information contents as at when due.

ii. **Information Accuracy:** Information accuracy refers the extent to which information contents created, shared and used in an organization are capable of providing comprehensive detail of the matter they are intended to address or communicate. A healthy communication process in an organization must be capable of feeding information consumers with comprehensive detail of the programme, decision, or plan being communicated (Clement, 2014). Inaccurate information contents can be disastrous to organizational success.

iii. **Timeous feedback:**In simple terms, feedback is the response or reaction of the receiver after perceiving or understanding the message in a communicative engagement (Audu, 2022). This work sees timeous feedback as the promptness with which management gives and gets response from internal and external stakeholders of a formal organization. Most times, management makes policies and decisions that may not augur well for the organization in the future. It only takes the timeous feedback from the employees or external stakeholders can go a long way in effecting managerial rethink. Timeous feedback from customers can go a long way in helping an management have a true knowledge of how their product or service is performing.

**Financial Health**

Financial health denotes an organization's capacity to produce sustained earnings and finance its activities and objectives without incurring excessive debt over time. According to Tomislav, Bach, and Vuksic (2023:5), financial health is defined as "the achievement of economic objectives reflected in the results of financial and market indicators." Essential financial metrics utilised to evaluate financial health encompass profit margins, return on assets, return on equity, growth, expenses, return on investment, and sales growth (Alrawabdeh, 2014; Alrowwad et al., 2017; Tomislav et al., 2023).

Fara et al. (2016) define financial health as the profitability and financial stability of a corporation, which is essential for formulating effective operational and financial policies. Analogous to participants in an economic framework, a financially robust organisation must possess the ability to compensate its staff, enhance its market presence, and sustain a minimal debt ratio. The evaluation of financial health occurs over a defined timeframe, taking into account elements such as capital adequacy ratio, liquidity, leverage, solvency, and profitability.

**Customer Service Health**

Customer service is a fundamental component of business that delineates the connection between service providers and customers, wherein the supplier offers a service—be it information or a task—and the client experiences a gain or loss in value accordingly. Customer service health assesses the extent to which an organization's products or services correspond with consumer preferences, requirements, and expectations. A rapid method to evaluate an organization's overall health is by assessing customer satisfaction levels. Successful enterprises customise their products and services to address the particular requirements of their target market.

Establishing authentic and significant relationships with clients is crucial beyond just transactions. Interacting with consumers by smiling, attentive listening, and offering product usage instructions improves their experience (Mathis & Jackson, 2023). Effective customer service entails sustaining open communication by posing pertinent enquiries, interpreting body language, and ensuring consumers feel acknowledged and appreciated. The quality of connections between managers and workers directly influences service delivery.

Engaging with consumers to see whether their expectations have been fulfilled or surpassed is an essential component of exemplary customer service. Timely replies to complaints facilitate swift issue resolution, cultivating trust and loyalty. Businesses have to perceive consumer complaints as opportunities to enhance service quality. Organisations must endeavour to gain new consumers while simultaneously retaining existing ones through the constant improvement of their customer service experience.

## THEORETICAL REVIEW

Innovations, technologies, or methodologies disseminate throughout a social system over time via communication channels. Rogers (1962) delineates five essential steps in this process: knowledge, persuasion, choice, execution, and confirmation. The idea categorises adopters into five groups—innovators, early adopters, early majority, late majority, and laggards—according to their speed of embracing an invention (Rogers, 1962 in Ikemefuna, 2016; Ahiauzu&Soye, 2016).

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The Diffusion of Innovation Theory emphasises that the adoption of novel technologies, methodologies, and practices may profoundly influence organisational processes by augmenting efficiency, boosting communication, and promoting competitiveness. Organisations that effectively incorporate innovations often achieve enhanced efficiency and flexibility in a fluctuating commercial landscape.

This article utilises the Diffusion of Innovation Theory to analyse how enterprises embrace and execute technology developments, namely in digital office systems, and the impact of these changes on overall organisational performance.:

**i.** In every social system, variances will invariably exist in the timing and degree to which individuals embrace new concepts. Certain individuals rapidly adopt innovations upon their emergence, whilst others exhibit a more cautious or resistive stance. This gap is affected by factors like awareness, perceived advantages, accessibility, and personal attitudes towards change.Rogers' Diffusion of Innovation Theory classifies adopters into five categories: innovators, early adopters, early majority, late majority, and laggards. Innovators and early adopters propel the initial adoption of a concept, then followed by the early and late majority as the invention attains legitimacy. Laggards are the final adopters, typically motivated by scepticism or a preference for conventional ways. The disparity in adoption rates significantly influences the speed and efficacy with which new ideas disseminate throughout a community or organisation., techniques, and technology.

**ii.** Early adopters of innovations, including individuals and institutional entities, generally surpass late adopters and laggards (Rogers, 1962, as quoted in Ayodele, 2012; Otamiri& Odu, 2021). Pioneering adopters secure a competitive edge by using novel technology, tactics, and procedures before their counterparts, so improving efficiency, productivity, and overall performance.

By adopting innovations promptly, these individuals and organisations get enhanced workflow, reduced costs, and increased market responsiveness. Conversely, late adopters and laggards sometimes find it challenging to align with industry innovations, resulting in diminished competitiveness and lost growth possibilities. The rate of innovation adoption significantly influences an organization's long-term performance and sustainability.

This theory was meticulously selected as the theoretical underpinning of this study due to its alignment with the predictor variable—office virtualisation as an innovation. The Diffusion of Innovation Theory posits that organisations that promptly adopt new technologies, such as office virtualisation, are more likely to achieve enhanced organisational performance than those that persist with conventional operating systems.

This research analyses the impact of office virtualization on efficiency, communication, and overall corporate performance through the use of this theory. It underscores the significance of early adoption in securing a competitive edge, streamlining process, and improving flexibility in a swiftly changing digital environment.

**Necessity of Virtual Storage in Enhancing Organizational Health**

In response to the first objective which is to examine how Virtual storage enhances organizational health, a study by Saeid (2011), revealed that cloud computing improved the performance (health) banks in Keshavarzi, Iran. By extension, the study also revealed threecardinal ways Virtual storage can enhance organizational health:

(i) Information technology saves the time of the customers and the employees conspicuously;
(ii) It cuts down organizational expenses; and
(ii) It facilitates banking transactions.

The truism of the above findings cannot be over-emphasized. When business organizations use e-mail, virtual office suite, virtual drive, and shared database, it goes a long way in promoting overall internal efficiency of workers. It does not only save time, it also facilitates communication across all levels of the organization. By making data and information readily accessible by decision makers, Virtual storage is capable of enhancing decision making. Effective decision making improves service delivery and financial performance.

Virtual storage makes it possible for members of an organization who are geographically separated to collaborate and share files in real time without necessarily going to the office or carrying documents or files from one place to another. This work culture isnot only capable of improving communication across the organization, it can also improve service delivery which translates to improved market share and indeed financial health. Virtual storage saves organizations the cost of procuring and maintaining digital resources across branches. Thus, it is cost effective compared to the premise-based computing system. Virtualization also enhances financial accountability. It also enhances service delivery as users access these services at the comfort of their home irrespective of time and space. Thus, with Virtual storage, managers and staff of an organization can attend to customers and other operational issues even when they are not seated in the physical office space. Pointing out how Virtual storage can keep organizational systems healthy, Alrawabdeh (2014) averred that cloud-based services has bridged the gap of space and time and contributed widely to the economy of nations as well as organizations.

**Necessity of Virtual Meeting in Enhancing Organizational Health**

The secondary aim of this study was to investigate how virtual meetings improve organisational well-being. Organisations

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with numerous office locations can utilise video conferencing to provide direct communication channels, enhancing cooperation among teams and eventually boosting customer service delivery (Kagan, 2023). irtual meetings enhance efficient management communication, hence expediting decision-making processes. Moreover, organisations see decreased expenditures on business travel, allowing for the reallocation of resources to other essential operational requirements. Virtual meetings can function as a medium for holding routine staff meetings, interacting with shareholders with corporate updates, and conveying important organisational changes, such as the hiring of a new CEO. Moreover, the interactive characteristics of virtual meetings enable participants to actively converse and interact with shared material, so improving organisational transparency and engagement.

It is also instructive to point out that business organizations also use voice conferencing tools and text conferencing tools to maintain both formal and informal communication links. This does not only increase bonding and quick access to operational information, it also enhances customer service team work. Of course, a customer service team that is knitted by effective communication will achieve better customer service (Thrive Operations, 2023). Text conferencing platforms are also used to maintain close relationship with customers and clients. This is capable of reducing customers' complaint. It also promotes customer retention. By this functions, Virtual meeting enhances organizational health. The necessity ofVirtual meeting can also be seen in its ability to reduce the travel expenses and other operational costs of a firm.

**Necessity of Virtual Payment in Enhancing Organizational Health**

The third objective of this paper was to examine howvirtual payment enhances organizational health. Virtual payment is capable of enhancing organizational health because it saves a lot of inconvenience when they want to make payment as well as when customers want to patronize them.Virtual payment system makes it possible for existing and potential customers to patronize manufacturers and service providers across vast geographical distance (TechAdvisory, 2014; Upadhyay et al., 2015). Virtual payment system makes the tracking of sales and analysis very easy which helps organizations to make informed decisions that reposition them for better performance (Ukadi, 2022). According to Alaska (2020), online transaction system is any class of systems that facilitate and manage transaction-oriented applications, typically for data entry and retrieval transaction processing. Hospitality Industry Operators with their mobile applications and websites that allow for online financial transactions, customers and agents easily transfer funds for travels and other travel-related bills. Instead of physical money to be carried about, customers and agents can conveniently make these transactions from the comfort of their offices and homes, thereby enhancing organizational health, especially in terms of customer service health. Supportively, Frankenfield (2020) stated that the advent of online payment systems has made business activities a lot easier, as customers do not have to be stressed about with the issue of payment. In the past when there was no online payment system or when it was not rampant as we have it today, a hospitality company could lose a customer or potential customer who would have loved to travel with them. Reason being that the customer never had the physical cash or perhaps go to the bank as at the time of interest. Possibly, in a subsequent time when the customer may have reached out to physical cash, interest may have changed. Virtual payment system allows business to respond to market demands with agility, expanding the services demanded by a specific group of users or providing new services as a business evolves.

## CONCLUSION

The desire of every corporate organization is to remain healthy in order to outperform its competitors. The health of an organization can be seen in terms of how effective the communication process is (organizational health), how adequate and progressive the financial base is (financial health), and how satisfying their service delivery is (customer service health). The study concluded that Virtual storage is a basic necessity for the healthy existence of every business organization. It was also concluded that virtual meeting optimizes organizational health by facilitating operational activities. The paper also concluded that virtual payment keeps organizations healthy by simplifying. Suffice it to say that office virtualization enhances the internal and external communication as well as customer service and financial health of business organization. Business organizations who fail to go virtual may not be able to compete favourably in the global business environment today.

## RECOMMENDATIONS

Based on the findings and conclusion of the study, the following recommendations were made:

1. Business organizations should to seek professional advice from trusted cloud service vendors concerning the cloud computing service that best serve their long term goals at reasonable prices. This will not only give organizations virtual organizational operations, it will also provide high profiled corporate memory security which is necessary for sustainable organizational health.
2. Management should invest resources more on e-meeting technologies to make administrative communication a lot easier and effective. The adoption of e-meeting technologies will facilitate decision making and service delivery which will in turn bring about optimal financial health, healthy communication, and satisfactory customer service.
3. Management should provide administrative offices with digital communication facilities such as wifi, mifi, and metropolitan networks to enable enhance speed in connectivity as well as data capturing, processing, storage, and sharing. This will help to feed management information system with necessary information update which will aid decision making.

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One of the mile research milestones derivable from this desk research is the theoretical proposition of the existence of a positive relationship between office virtualization and organizational health. At this point, it is essential to propose that this paper serves as a forerunner to an empirical study that will possibly explain the influence of each of the dimensions of office virtualization on the measures of organizational health within the context of a given industry. The researcher is willing to extend the scope of this study to an empirical investigation with the conceptual framework proposed overleaf:

## OFFICE VIRTUALIZATION AND ORGANIZATIONAL HEALTH OF COMMERCIAL BANKS IN RIVERS STATE

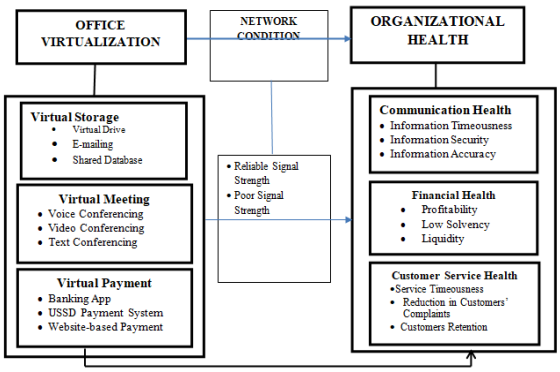


Fig. 1.1: Conceptual Framework Showing Manifestations of Office Virtualization and Organizational Health

Source: Measures of Organizational Health adapted from Otamiri and Opara-Martins (2022). Indicators and Dimensions of Office Virtualization conceptualized by the Researcher (2023).

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*Corresponding Author: **Marie Madeleine Tatfeng.**

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*Corresponding Author: **Marie Madeleine Tatfeng.**