

IMPACT OF FILING SYSTEM ON SECRETARIES PERFORMANCE IN AN OFFICE

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HND/23/OTM/FT/0029

**A RESEARCH PROJECT SUBMITTED
TO THE**

**DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
KWARA STATE POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF
HIGHER NATIONAL DIPLOMA
IN OFFICE TECHNOLOGY AND MANAGEMENT**

JULY, 2025

APPROVAL PAGE

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. In partial fulfillment of the requirements for the award of Higher National Diploma in Office Technology and Management.

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DEDICATION

Glory be to Almighty Allah for the success of this project and also to my parent MR. and MRS. ALAGBALA for their support and believe in me have been a constant source of inspiration I'm eternally grateful for their presence in my life.

ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to everyone who contributed to the success of this project. First and foremost, I am thankful to my parent Mr. and Mrs. Alagbala for their guidance, support, and invaluable feedback throughout the project. Their expertise and encouragement were instrumental in shaping this work.

I express my heartfelt appreciation to my supervisor, Mrs. Asonibare, E.M. for her time, support, and dedication towards the successful completion of this project. Your guidance and encouragement meant so much to me. May Almighty Allah reward and uplift you abundantly. And to all teaching staff and non-teaching staff of Office Technology and Management Kwara State Polytechnic, Ilorin I am very grateful for your impact of knowledge.

I am also grateful to my siblings for their handwork, dedication, and collaborative spirit, their contributions were essential to achieving our goals, and I appreciate their willingness to go the extra mile.

Finally, I extend my appreciation to my friends for their assistance and support, their contributions, whether through providing resources, offering advice, or simple offering encouragement, were greatly appreciated.

Thank you all for making this project a success.

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ABSTRACT

The study examines the impact of filing systems on the performance of secretaries in an office environment. Filing systems, whether manual or electronic, play a critical role in organizing, storing, and retrieving documents essential for efficient office operations. The secretary, as the custodian of records and administrative support, relies heavily on a well-structured filing system to perform duties effectively. The research explores how different filing methods affect secretarial tasks such as document handling, information retrieval, time management, and overall productivity. It also investigates the challenges secretaries face in managing records and how the use of modern filing systems, including electronic document management systems (EDMS), enhances their efficiency. Findings reveal that an efficient filing system significantly improves secretarial performance by reducing retrieval time, minimizing errors, and ensuring confidentiality and proper documentation. The study recommends regular training, adequate provision of filing resources, and the adaption of ICT tools to strengthen records management practices and boost secretarial effectiveness. The study concludes that the filing system in an organization is not merely a tool for storage but a strategic component that significantly affects the performance of secretarial staff. Therefore, organizations are encouraged to invest in efficient filing infrastructure and capacity building for secretaries to ensure effective records management and improved administrative performance.

Keywords: **Filing System, Secretaries Performance and Office**

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

In the dynamic environment of modern offices, effective information management is crucial for organizational success. A well-designed filing system plays a pivotal role in ensuring that documents are accurately stored, easily retrievable and securely managed. Secretaries, as key personnel in office administration, are often at the forefront of managing these systems. Their performance is significantly influenced by the efficiency and effectiveness of the filing systems they utilize.

The filing system is an integral component of office management, serving as the backbone of document storage, retrieval, and management. With the advent of digital technology, filing systems have evolved from traditional paper-based methods to sophisticated electronic systems. Despite these advancements, the fundamental principles of a good filing system remain unchanged: accuracy, accessibility, and security.

In spite of the much talk of the paperless office, a considerable amount of information is stored in hard copy (i.e. paper) form. This is because people still prefer to see information on paper. In our office today, the large number of information begin received daily is stored in a safe place rather than being thrown away. This however, is because information coming into our offices will also be needed in the future. Furthermore, a large number of papers and documents cannot be received and handled without proper arraignment(s).

In an organization where documents are not filed, the average office workers spend more time than is necessary in searching for documents, which he/she cannot even locate. Meanwhile, since the emergency of the filing documents are now always handy and readily available in our office today and time which have been wasted in looking for such documents therefore, does not only save time but makes the retrieval of information in the offices very easy and less demanding.

Moreover, modern organizations do not only rely on the memory of its functionaries. According to Ahukannah (2015), a record of all the activities of the business must be kept. Personnel matters, sales figures, balance sheets, progress of work, cash flow, bank account, incoming and outgoing mails must be documented. All information received by the office on behalf of the organization must be properly recorded. It is the function of a filing staff to record, keep and retrieve all useful information, which the organization may need from time to time.

Documents are filled in order to retain them in good condition, for record purpose and to survey them for effective, detailed investigation of information management for easy retrieval. Filing enables the organization to handle correspondence properly and with minimum delay. Filings also provide materials, which are tendered as evidence in law courts. It ensures adequate protection of documents against theft, and damages.

According to James (2017), an office without a good effect of filing systems is bound to fail its dealings within and outside the organization. Therefore, the

importance of a record filing systems cannot be over-emphasized. When documents are properly surveyed and filed, it makes it easier for one to refer to a particular document at any point in time. Though according to Elendu (2016) a faulty survey of filing systems makes the record keeping of an organization a tedious job because the information's are not readily handy and available. Without proper filing, documents used in the organization may become rumpled and untidy and this will not represent the best interest of the organization to its public.

A misfiled document or misplaced file can cause havoc and in certain circumstances have potentially disastrous results, especially with the huge amount of information now being required by organizations. If files are not well classified, it makes it difficult if not out-rightly impossible for the documents to be retrieved. Besides, if a survey of good filing systems is faulty, previous time is wasted in searching for documents. A good filing systems of fillies helps for easy reference and minimizes misplacement of documents.

American Society of Administration Professionals (2019) define a filing system as a structured method of organizing, storing, and retrieving documents and records in a way that allows for easy access, efficient use, and effective management of information.

Kahun (2015) defines filing as the organizations, protection and control of business records whether you plan to become a secretary store clerk, data processing operator, or file clerk, you will need to know the fundamental of filing.

A filing system is a critical component of an office's information management infrastructure. It enables organizations to store, retrieve, and manage documents and information efficiently. Secretaries play a vital role in maintaining and utilizing the filing system, and their performance is significantly impacted by the effectiveness of the filing system.

In today's fast-paced office environment, effective management of information is crucial for organizational success. A well-organized filing system is essential for efficient information retrieval, storage, and dissemination. Secretaries, as information managers, play a vital role in maintaining and utilizing the filing system.

The performance of secretaries is significantly impacted by the effectiveness of the filing system. A well-organized filing system can improve secretaries' productivity, efficiency, and job satisfaction. On the other hand, an inefficient filing system can lead to frustration, stress, and decreased performance.

According to Tuner (2014), filing is the activity relating to the organization and which are kept for future purposes. They are predicted for the continued and successful operations of firms. The keepings of files are memory of an organization. It is followed by terms, which bore an important filing, find it impossible to continue operating. More so, an organization that overlooked the importance of filing system will disorganize and get crumble for example, developed countries like USA, UK, to mention just few of them could attach their development to onward improvement upon what has been achieve in time past rough ages by being able to handle the kings and scribes, applications of machine and equipment data management and improvements on them.

It is therefore imperative for any organization to take a very good care of its record by grouping them as they are produced daily, weekly, and monthly and so on, into different categories according to the needs of their preservation.

Secretaries are tasked with the crucial responsibility of maintaining these systems, ensuring that information is readily available to support organizational operations. Their role encompasses not only the day-to-day management of files but also the implementation of filing protocols that adhered to organizational policies and regulatory requirements.

According to Odgers, (2015) define a “secretary as an executive assistant who possesses a master of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment, and makes decisions within the scope of assigned authority.”

A secretary serves as a key interface between management and clients, providing administrative and communication support essential for the smooth operation of the office. Mullins (2015). Sharma (2017) define secretary as a trained person responsible for handling office procedures, maintaining confidentiality, coordinating activities, and ensuring effective communication within and outside the organization.

Generally, secretary coordinates the daily routines of an office and organizes the office schedules and paper work which includes analysis of prevailing situations judgment, technical knowledge and creativity (Adebayo and Akinleye 2014). The

number and type of activities are assigned depend whether they are generalists (multifunctional secretaries) or specialist (such as legal or word processing secretaries). Secretaries use many different talents and work with many different people. As an office professional, the secretary has the responsibility to organize the work flow so that the employer will feel that everything is under control, with all project completed when needed (Chrissy, 2015). Modern professional secretaries are now referred to as office managers by some people because of their activities, skill acquisition, knowledge and even expectations from their bosses, customers, clients and even the general public whether called a secretary, a manager or a personal assistant, a professional secretary is no more the man or woman sitting behind the typewriter, taking shorthand dictations and attending to visitors.

In his remark Adam (2015), recounted that secretarial practice or rather secretarial profession has remarkably undergone series of modifications as it used to be in the past due to the availability of improved technologies of the modern office.

In the past, a person who is employed as a secretary must possess typewriting skills, shorthand and good communication skills with good moral conduct and character. Today, secretarial practices have been revolutionized to the use of computers and internet which are in abundance and are available in the offices.

Evans (2015), recounted that secretarial profession has come a long way from change in gender dominance (female) to technologies that have improved work output and increased job opportunities administrative office roles have remained an integral

part of business operations, and all signs indicated that the secretarial profession in here to stay. It is upon this assertion that the researcher intends to look at the role of internet on effective performance of secretary in an organization.

As a result of the above, the sufficient of running of an office depends widely in the existence of a good and effective filing system manned by competent secretary and aided by good indexing system brought the use of files.

1.2 Statement of the Problem

It is very obvious that the problem that confronts filing system today is lack of adequate skill personnel, non-challant attitude to follow the principle of filing system, the use of absolute equipment, lack of adequate knowledge on filing system and storing of different files together in an organization. It is an attempt that solution is sought permanently on the methods and classification of files, how to deal with multiple business records, correspondence and paper works of all types and kind that are handled in typical business office each day and whether there has been awareness towards computerized filing system and what is being done to change to such a system in the brain behind the understanding of this research.

Despite the importance of filing systems, many offices struggle with inefficient filing systems, leading to wasted time, decreased productivity, and increased stress for secretaries. This study aims to investigate the impact of the filing system on secretaries' performance in an office setting.

1.3 Objectives of the Study

The major objective of the study is to do an Impact of the Filing System on the Secretaries Performance in an Office. Other specific objectives are to:

- (i) Examine the impact of filing system on secretaries' performance in an office setting.
- (ii) Investigate the effect of the filing system on secretaries' job satisfactory in an office setting.
- (iii) Identify the characteristics of an effective filing system in an office setting.
- (iv) Identify the type of filing system adopted by secretary in an office.
- (v) Determine the extent to which the effect of filing system has enhanced the performance level of secretary in the office.

1.4 Research Questions

This project attempts to find answers to the following research questions:

- (1) What is the impact of the filing system on secretaries' performance in an office
- (2) How does the filing system affect secretaries' job satisfaction in an office setting?
- (3) What are the characteristics of an effective filing system in an office setting?
- (4) What type of filing system is adopted by the secretary in an office?
- (5) To what extent has the filing system enhance the performance level of secretary in the office?

1.5 Significance of the Study

Here are the individuals and groups that will benefit from the Impact of the Filing System on the Secretaries Performance in an Office:

Secretaries: Secretaries will benefit from a well-organized filing system, which will improve their productivity and efficiency and will experience increased job satisfaction when they can perform their tasks efficiently and effectively.

Office Managers: Office managers will benefit from a well-organized filing system, which will improve the overall efficiency of the office. This will also help office managers to see increase in productivity among secretaries, which will lead to improved office performance and help them have access to accurate and up-to-date information, enabling them to make informed decisions.

Organizations: Organizations will benefit from a well-organized filing system, which will give them a competitive advantage in the market and they will be able to provide better customer service, as secretaries will be able to access information quickly and efficiently.

Administrative Professionals: Administrative professionals will benefit from the study, as it will provide them with insights into the importance of a well-organized filing system and it will improve their skills in managing and maintaining filing systems.

Students: the study will be beneficial to the students of the Kwara State Polytechnic, Ilorin since it will enable them know the filing systems and to ascertain which filing systems to adapt in a situation.

Researchers and Academics: Researchers and academics will benefit from the study, as it will contribute to the existing knowledge on the impact of filing systems on secretaries' performance and help them to gain insights into best practices in managing and maintaining filing systems.

1.6 Delimitation

This research is restricted to critically analysis the Impact of the Filing System on the Secretaries Performance in an Office. No attempt would be made to go beyond this scope, Kwara State Polytechnic, Ilorin, and Kamwire Nigeria Limited, Ilorin is the study area.

1.7 Limitations

In ever research there are always constraints which usually hinder the progress or smooth running of the project, however, due to financial ability strength and non-corporation of potential respondents the researcher work could be not be completed on time.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviews the existing literature on the impact of filing systems on secretaries' performance in an office setting. The literature review provides an overview of the current state of knowledge on the topic and identifies gaps in the existing research.

2.2 Filing Systems and Secretaries' Performance

Pamela (2017) define a filing system as a structured method of organizing, storing, and retrieving documents and records in a way that allows for easy access, efficient use, and effective management of information.

A filing system is a systematic approach to managing documents and records, including the creation, maintenance, and disposal of files, to support business operations, ensure compliance with regulations, and provide historical records. John (2019)

These definitions highlight the key components of a filing system, including: organizing and structure, storage and retrieval, document and record management, compliance with regulations, support for business operations, and preservation of historical records.

Filing systems play a critical role in secretaries' performance, as they enable secretaries to manage and retrieve information efficiently. A well-organized filing system can improve secretaries' productivity, efficiency, and job satisfaction.

(i) Productivity

A well-organized filing system can improve secretaries' productivity by reducing the time spent searching for documents and information. When documents are properly filed and easily accessible, secretaries can quickly retrieve the information they need, allowing them to complete tasks more efficiently.

(ii) Efficiency

A well-organized filing system can also improve secretaries' efficiency by reducing errors and misfiling. When documents are properly labeled and filed, secretaries are less likely to misfile or lose documents, which can save time and reduce stress.

(iii) Job Satisfaction

A well-organized filing system can also improve secretaries' job satisfaction by reducing frustration and stress. When secretaries can easily find the information they need, they are more likely to feel confident and competent in their roles, which can lead to increased job satisfaction.

(iv) Communication

A well-organized filing system can also improve communication between secretaries and other stakeholders. When documents are properly filed and easily

accessible, secretaries can quickly retrieve the information they need to respond to requests and answer questions, which can improve communication and reduce misunderstandings.

(v) Decision Making

A well-organized filing system can also support decision making by providing quick access to relevant information. When secretaries can easily retrieve the information they need, they can provide accurate and timely information to support decision making.

(vi) Time Management

A well-organized filing system can also help secretaries manage their time more effectively. When documents are properly filed and easily accessible, secretaries can quickly retrieve the information they need, which can save time and reduce stress.

(vii) Confidentiality

A well-organized filing system can also help secretaries maintain confidentiality by ensuring that sensitive documents are properly secured and accessible only to authorized personnel.

In conclusion, a well-organized filing system is essential for secretaries' performance, as it enables them to manage and retrieve information efficiently, improve productivity, efficiency, and job satisfaction, and support decision making, time management, and confidentiality.

2.3 Types of Filing Systems

According to Oyedele (2019) filing systems can be classified into several types based on the method of storage, retrieval, and management of documents. The main types of filing systems are:

(i) Alphabetical Filing System

In an alphabetical filing system, files are arranged alphabetically by name, subject, or keyword. This type of filing system is simple and easy to use, making it suitable for small businesses or personal use.

Advantages

- Easy to set up and maintain
- Fast retrieval of files
- Suitable for small businesses or personal use

Disadvantages

- Can be time-consuming to file and retrieve documents
- May not be suitable for large businesses or organizations

(ii) Numerical Filing System

In a numerical filing system, files are arranged numerically by number, date, or code. This type of filing system is commonly used in businesses that deal with large numbers of documents, such as invoices or receipts.

Advantages

- Fast and efficient filing and retrieval of documents
- Suitable for businesses that deal with large numbers of documents

- Easy to automate using software

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(iii) Geographical Filing System

In a geographical filing system, files are arranged geographically by location, region, or country. This type of filing system is commonly used in businesses that operate in multiple locations or regions.

Advantages

- Suitable for businesses that operate in multiple locations or regions
- Easy to identify and retrieve files related to specific locations
- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(iv) Chronological Filing System

In a chronological filing system, files are arranged chronologically by date, time, or period. This type of filing system is commonly used in businesses that deal with time-sensitive documents, such as contracts or agreements.

Advantages

- Suitable for businesses that deal with time-sensitive documents
- Easy to identify and retrieve files related to specific dates or periods

- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(v) Subject Filing System

In a subject filing system, files are arranged by subject or topic. This type of filing system is commonly used in businesses that deal with a wide range of subjects or topics.

Advantages

- Suitable for businesses that deal with a wide range of subjects or topics
- Easy to identify and retrieve files related to specific subjects
- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(vi) Decimal Filing System

In a decimal filing system, files are arranged using a decimal classification system. This type of filing system is commonly used in libraries and other organizations that deal with large numbers of documents.

Advantages

- Suitable for organizations that deal with large numbers of documents
- Easy to identify and retrieve files using a decimal classification system

- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(vii) Color-Coded Filing System

In a color-coded filing system, files are arranged using color-coded labels or folders. This type of filing system is commonly used in businesses that deal with a wide range of documents or files.

Advantages

- Suitable for businesses that deal with a wide range of documents or files
- Easy to identify and retrieve files using color-coded labels or folders
- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment

(viii) Automated Filing System

In an automated filing system, files are arranged and retrieved using automated equipment or software. This type of filing system is commonly used in businesses that deal with large numbers of documents or files.

Advantages

- Suitable for businesses that deal with large numbers of documents or files
- Fast and efficient filing and retrieval of documents

- Can be used in conjunction with other filing systems

Disadvantages

- Can be expensive to set up and maintain
- May require specialized training or equipment

(ix) Hybrid Filing System

In a hybrid filing system, files are arranged using a combination of different filing systems, such as alphabetical and numerical. This type of filing system is commonly used in businesses that deal with a wide range of documents or files. Hybrid filing systems combine elements of both manual and electronic filing systems. These systems use a combination of physical files and digital storage devices to store documents.

Advantages

- Suitable for businesses that deal with a wide range of documents or files
- Easy to identify and retrieve files using a combination of different filing systems
- Can be used in conjunction with other filing systems

Disadvantages

- Can be difficult to set up and maintain
- May require specialized training or equipment.

2.4 Characteristics of an Effective Filing System

An effective filing system should possess certain characteristics that enable it to function efficiently and effectively. These characteristics include:

(i) Accessibility

An effective filing system should be accessible to authorized personnel. This means that the filing system should be located in a convenient and secure location, and that users should be able to easily access and retrieve documents.

(ii) Usability

An effective filing system should be user-friendly and easy to use. This means that the filing system should be well-organized, with clear and concise labels and categorizations. Users should be able to quickly and easily locate and retrieve documents.

(iii) Security

An effective filing system should provide adequate security to protect sensitive and confidential files from unauthorized access. This means that the filing system should be equipped with locks, passwords, or other security measures to prevent unauthorized access.

(iv) Maintainability

An effective filing system should be easy to maintain and update with minimal disruption to workflow. This means that the filing system should be flexible and adaptable, with the ability to accommodate changing needs and requirements.

(v) Scalability

An effective filing system should be scalable, with the ability to accommodate growing volumes of documents and data. This means that the filing system should be designed to expand and contract as needed, without compromising its effectiveness.

(vi) Standardization

An effective filing system should be standardized, with consistent naming conventions, categorizations, and formatting. This means that the filing system should be designed to ensure consistency and accuracy, with minimal errors or inconsistencies.

(vii) Backup and Recovery

An effective filing system should have a backup and recovery system in place, to ensure that documents and data are protected in the event of a disaster or system failure. This means that the filing system should be designed to automatically backup documents and data, and to provide a means for recovering lost or damaged documents.

(viii) Compliance

An effective filing system should comply with relevant laws, regulations, and standards, such as data protection and freedom of information laws. This means that the filing system should be designed to ensure compliance with these laws and regulations, and to provide a means for demonstrating compliance.

(ix) Flexibility

The filing system should be flexible, allowing for changes in filing categories, indexing, and retrieval methods. This means that the filing system should be adaptable to changing needs and requirements, such as: changes in organizational structure or policies, new types of documents or data, advances in technology or software and shifts in user need or preferences.

A flexible filing system can accommodate these changes without requiring a complete overhaul of the system. This can be achieved through: modular design, allowing for easy addition or removal of components; standardized procedures and protocols, enabling easy adaptation to changes and scalable architecture, permitting expansion or contraction as needed.

(x) Cost-Effectiveness

A good filing system should be cost-effective, providing a good return on investment in terms of time, money, and resources. This means that the filing system should: minimize costs associated with filing, storing, and retrieving documents; reduce labor costs by streamlining filing processes and minimizing manual handling and optimizing storage space, reducing the need for physical expansion or offsite storage.

A cost-effective filing system can help organizations: reduce operational costs, improve productivity and efficiency, enhance decisions-making through timely access to information and improve customer satisfactory through faster response times.

(xi) Accuracy

A good filing system should ensure accuracy in filing, storing, and retrieving files, minimizing errors and misfiling. This means that the filing system should: use clear and concise labeling and categorization, implement standardized procedures and protocols for filing and retrieval, utilize quality control measures, such as proofreading and verification, and provide training and support for users to ensure accurate filing and retrieval.

(xii) Reliability

A good filing system should be reliable, providing consistence and dependable access to files and data. This means that the filing system should: be designed with redundancy and backup systems to prevent data loss, implement robust security measures to prevent unauthorized access, utilize high-quality storage materials and equipment to prevent damage or deterioration and, provide regular maintenance and updates to ensure continued reliability.

(xiii) Durability

A good filing system should be durable, able to withstand normal wear and tear, and protecting files from damage or deterioration. This means that the filing system should: utilize high-quality storage materials and equipment, implement robust security measures to prevent unauthorized access, and provide regular maintenance and updates to ensure continued durability.

(ivx) Space Efficiency

A good filing system should be space-efficient, maximizing storage capacity while minimizing physical space requirements. This means that the filing system should: utilize compact storage solutions, such as shelving or cabinets, implement efficient filing and storage procedures, use technology, such as document imaging or cloud storage, to reduce physical storage needs, and regular review and purge files to minimize storage requirements.

(xv) Environment Sustainability

A good filing system should be environmentally sustainable, minimizing waste, reducing energy consumption, and promoting eco-friendly practices. This means

that the filing system should: utilize eco-friendly storage materials and equipment, implement digital filing and storage solutions to reduce paper usage, encourage recycling and reuse of files and materials, and regularly review and purge files to minimize storage requirements and associated environmental impacts.

2.5 Benefits of Filing Systems

A filing system is a crucial component of any office, and its effectiveness can significantly impact the efficiency of secretaries. A well-designed filing system can help secretaries quickly locate and retrieve documents, reduce errors, and improve productivity. An effective filing system can bring numerous benefits to secretaries including:

(i) Improved Organization

A filing system helps to keep documents and files organized, making it easier to locate and retrieve information when needed. This is especially important in offices where multiple people are working on different projects and need to access various documents. A well-organized filing system ensures that all documents are stored in a logical and consistent manner, making it easier for employees to find what they need.

Benefits of Improved Organization

- Reduced time spent searching for documents
- Improved productivity and efficiency
- Enhanced collaboration among team members
- Better decision-making due to easy access to relevant information

(ii) Increased Efficiency

With a filing system, you can quickly find and access the information you need, saving time and increasing productivity. This is especially important in fast-paced offices where employees need to work efficiently to meet deadlines. A filing system streamlines document management, reducing the time spent on administrative tasks.

Benefits of Increased Efficiency

- Improved productivity and efficiency
- Reduced time spent on administrative tasks
- Enhanced collaboration among team members
- Better decision-making due to easy access to relevant information

(iii) Reduced Stress

A filing system can help reduce stress and anxiety caused by lost or misplaced documents, or the pressure of meeting deadlines. When documents are organized and easily accessible, employees feel more in control and confident in their ability to manage their workload.

Benefits of Reduced Stress

- Improved employee well-being and job satisfaction
- Reduced absenteeism and turnover
- Improved productivity and efficiency
- Enhanced collaboration among team members

(iv) Enhanced Security

A filing system can help protect sensitive information by restricting access to authorized personnel and ensuring that documents are stored securely. This is especially important in industries where confidentiality and data protection are paramount.

Benefits of Enhanced Security

- Protection of sensitive information
- Compliance with regulatory requirements
- Reduced risk of data breaches
- Improved reputation and trust among clients and customers

(v) Better Decision-Making

A filing system provides easy access to relevant information, enabling better decision-making and more informed choices. When employees have access to accurate and up-to-date information, they can make more informed decisions that drive business success.

Benefits of Better Decision-Making

- Improved decision-making and problem-solving
- Enhanced collaboration among team members
- Better customer service and support
- Improved business outcomes and success

(vi) Improved Communication

A filing system can facilitate communication among team members by providing a centralized location for sharing documents and information. This is especially important in remote or virtual teams where communication and collaboration can be more challenging.

Benefits of Improved Communication

- Enhanced collaboration among team members
- Improved communication and information-sharing
- Better decision-making and problem-solving
- Improved business outcomes and success

(vii) Reduced Errors

A filing system can help reduce errors caused by misplaced or lost documents, or incorrect information. When documents are organized and easily accessible, employees are less likely to make mistakes or lose important information.

Benefits of Reduced Errors

- Improved accuracy and attention to detail
- Reduced risk of errors and mistakes
- Enhanced collaboration among team members
- Improved business outcomes and success

(viii) Increased Productivity

By streamlining document management, a filing system can help increase productivity and reduce the time spent on administrative tasks. This is especially important in fast-paced offices where employees need to work efficiently to meet deadlines.

Benefits of Increased Productivity

- Improved productivity and efficiency
- Reduced time spent on administrative tasks
- Enhanced collaboration among team members
- Better decision-making due to easy access to relevant information

(ix) Compliance with Regulations

A filing system can help organizations comply with regulatory requirements by ensuring that documents are stored securely and in accordance with relevant laws and regulations.

Benefits of Compliance with Regulations

- Compliance with regulatory requirements
- Reduced risk of fines and penalties
- Improved reputation and trust among clients and customers
- Enhanced collaboration among team members

(x) Cost Savings

A filing system can help reduce costs associated with document management, such as storage space, paper, and printing.

Benefits of Cost Savings

- Reduced costs associated with document management
- Improved efficiency and productivity
- Enhanced collaboration among team members
- Better decision-making due to easy access to relevant information.

2.6 The Role of a Filing System in Supporting Secretarial Functions in the Office

A filing system plays a vital role in supporting secretarial functions in the office. Secretaries rely heavily on filing systems to manage and maintain documents, records, and other information essential to the smooth operation of the office. The following are the key secretarial functions supported by filing system:

(i) Document Management

Filing systems enable secretaries to manage and maintain documents, such as letters, reports, and memos. This includes:

- **Creating and maintaining files:** Secretaries create and maintain files for various documents, such as correspondence, reports, and projects.
- **Storing and retrieving documents:** Secretaries store documents in the filing system and retrieve them as needed.
- **Updating and revising documents:** Secretaries update and revise documents as necessary, ensuring that the most current version is stored in the filing system.
- **Ensuring document security:** Secretaries ensure that documents are stored securely and that access is restricted to authorized personnel.

(ii) Record Keeping

Filing systems support secretaries in maintaining accurate and up-to-date records, such as employee files, client records, and financial documents. This includes:

- Creating and maintaining records: Secretaries create and maintain records for various purposes, such as employee personnel files, client records, and financial documents.
- Updating and revising records: Secretaries update and revise records as necessary, ensuring that the most current information is stored in the filing system.
- Ensuring record accuracy: Secretaries ensure that records are accurate and up-to-date, reducing the risk of errors or discrepancies.
- Providing record access: Secretaries provide access to records as needed, ensuring that authorized personnel can retrieve the information they require.

(iii) Information Retrieval

Filing systems enable secretaries to quickly retrieve information, such as documents, records, and data, when needed. This includes:

- Searching for documents: Secretaries search for documents and records in the filing system, using various search criteria such as keywords, dates, and categories.
- Retrieving documents: Secretaries retrieve documents and records from the filing system, ensuring that they have the most current and accurate information.

- Providing information: Secretaries provide information to colleagues, clients, and management, using the filing system to retrieve the necessary documents and records.

(iv) Communication

Filing systems support secretaries in communicating effectively with colleagues, clients, and management by providing easy access to relevant information.

This includes:

- Preparing correspondence: Secretaries prepare correspondence, such as letters and emails, using information stored in the filing system.
- Responding to inquiries: Secretaries respond to inquiries from colleagues, clients, and management, using information stored in the filing system.
- Providing updates: Secretaries provide updates to colleagues, clients, and management, using information stored in the filing system.
- Facilitating meetings: Secretaries facilitate meetings and discussions, using information stored in the filing system to prepare agendas, minutes, and other meeting materials.

2.7 Importance of Filing Systems in Secretarial Training

Filing systems are a crucial aspect of secretarial training. According to Eke (2018) secretaries need to understand how to create, maintain, and use filing systems to perform their duties efficiently.

Key Components of Filing Systems in Secretarial Training

- (i) Understanding filing system types: Secretaries should learn about different types of filing systems, such as alphabetical, numerical, and chronological systems.
- (ii) Creating and maintaining files: Secretaries should learn how to create and maintain files, including setting up new files, updating existing files, and purging unnecessary files.
- (iii) File organization and categorization: Secretaries should learn how to organize and categorize files, including creating file categories, subcategories, and cross-references.
- (iv) File retrieval and storage: Secretaries should learn how to retrieve and store files, including using file labels, tabs, and other filing supplies.

Benefits of Filing System Training for Secretaries

- (i) Improved efficiency: Filing system training helps secretaries work more efficiently, reducing the time spent searching for files and increasing productivity.
- (ii) Enhanced organization: Filing system training helps secretaries maintain organized files and records, reducing the risk of lost or misplaced documents.
- (iii) Better decision-making: Filing system training enables secretaries to quickly retrieve relevant information, supporting better decision-making and problem-solving.
- (iv) Reduced stress: Filing system training reduces stress and anxiety caused by lost or misplaced documents, or the pressure of meeting deadlines.

Best Practices for Filing System Training

- (i) Hands-on training: Provide hands-on training sessions where secretaries can practice creating, maintaining, and using filing systems.
- (ii) Real-world examples: Use real-world examples and case studies to illustrate the importance of filing systems in secretarial work.
- (iii) Regular review and feedback: Regularly review and provide feedback on secretaries' filing system skills to ensure they are meeting expectations.
- (iv) Ongoing support and resources: Provide ongoing support and resources, such as filing system manuals and online tutorials, to help secretaries maintain their filing system skills.

Technology Integration in Filing System Training

- (i) Electronic filing systems: Train secretaries on electronic filing systems, such as document management software and cloud storage services.
- (ii) Digital file organization: Teach secretaries how to organize and categorize digital files, including creating digital file folders and labels.
- (iii) Digital file retrieval and storage: Train secretaries on how to retrieve and store digital files, including using search functions and cloud storage services.

2.8 Impact of Electronic Filing System on Secretary's Performance in an Office

The impact of an electronic filing system on a secretary's performance in an office can be significant. According to Adekunle (2020) this are some of the ways an electronic filing system can affect a secretary's performance:

Positive Impacts

- (i) Increased Efficiency: Electronic filing systems allow secretaries to quickly locate and retrieve documents, reducing the time spent searching for physical files.
- (ii) Improved Organization: Electronic filing systems provide a structured and organized approach to document management, making it easier for secretaries to categorize and store documents.
- (iii) Enhanced Productivity: By automating document management tasks, electronic filing systems enable secretaries to focus on more critical tasks and responsibilities.
- (iv) Better Collaboration: Electronic filing systems facilitate collaboration among team members by providing a centralized platform for sharing documents and information.
- (v) Improved Accuracy: Electronic filing systems reduce the risk of errors and inaccuracies associated with manual document management.

Negative Impacts

- (i) Technical Issues: Electronic filing systems can be prone to technical issues, such as system crashes or data loss, which can hinder a secretary's performance.
- (ii) Security Risks: Electronic filing systems can be vulnerable to security risks, such as hacking or data breaches, which can compromise sensitive information.

- (iii) **Training and Support:** Secretaries may require training and support to effectively use electronic filing systems, which can be time-consuming and costly.
- (iv) **Dependence on Technology:** Electronic filing systems can make secretaries dependent on technology, which can be a disadvantage if the system fails or is unavailable.

2.9 Challenges Associated with Filing Systems

Although filing systems are fundamental to the smooth operation of office tasks, especially for secretaries, several challenges can hinder their effectiveness and consequently affect secretarial performance. These challenges may arise from human error, technological issues, or poor organizational practices. The most common challenges include:

1. Misfiling or Misplacement of Documents

This is one of the most common issues in both manual and electronic filing systems. When documents are filed incorrectly whether under the wrong name, number, or subject it becomes difficult to locate them when needed. For a secretary, this can lead to time wastage, frustration, and errors in responding to client or managerial requests. It also reduces the overall credibility and reliability of office operations.

2. Lack of Standardized Filing Procedures

In some organizations, there may be no clear or uniform method for filing. This means that different staff members may adopt different filing practices, leading to

inconsistency and confusion. Without a standard operating procedure (SOP) for filing, secretaries may struggle to locate or file documents correctly, especially when covering for absent colleagues or accessing shared files.

3. Resistance to Technological Change

As offices shift from traditional to digital filing systems, some employees especially those not well-versed in technology may resist the change. Secretaries who are not adequately trained in using document management software, cloud storage platforms, or scanning systems may find the transition challenging. This resistance can lead to dual systems (manual and electronic), duplication of effort, and eventual inefficiency.

4. Inadequate Training and Awareness

Effective use of a filing system requires proper training. Secretaries who have not been trained in modern filing techniques or the use of electronic filing systems may misuse the system, misclassify documents, or fail to maintain data integrity. Lack of continuous professional development in this area directly hampers secretarial effectiveness.

5. Overcrowded Filing Cabinets and Digital Clutter

In manual systems, lack of regular file review and disposal can lead to overcrowded cabinets, making it difficult to add or locate new files. In digital systems, poor organization and lack of proper indexing can result in digital clutter, where files are scattered across multiple folders or saved under unclear names. Both scenarios decrease the efficiency of document retrieval.

6. Security and Confidentiality Risks

Manual files are at risk of being lost, stolen, or accessed by unauthorized persons if not properly secured. Similarly, electronic files may be vulnerable to cyber threats if adequate security measures are not in place. For secretaries handling sensitive or confidential information, this poses a serious challenge and can affect trust and professionalism in the office.

7. Time-Consuming Retrieval and Filing

When filing systems are not optimized, secretaries may spend excessive amounts of time locating, retrieving, or re-filing documents. This not only slows down their workflow but also affects other responsibilities such as scheduling, communication, and report preparation. Over time, this inefficiency can impact overall productivity and job satisfaction.

8. Incompatibility Between Manual and Electronic Systems

In some offices, both manual and electronic systems are used simultaneously without synchronization. This creates confusion and duplication. For example, a file might be available in hard copy but not in the system, or vice versa. Secretaries may waste time searching through both systems or risk missing critical documents.

CHAPTER THREE

METHODOLOGY

This chapter deals with the procedures and methods used for obtaining the data required for analysis and completion of this research work.

3.1 Instrument Used

The researcher designed a questionnaire to be used for the collection of data from the case study. A questionnaire was used because it permits a much larger sampling giving room for arrangement of the relevant points. It reduces the risk of possible error as can exist in structured interview. The questionnaire method allowed the researcher present the questions orderly for the respondent's consideration. The items in the questionnaire are placed on four points rating scale of "SA-Strongly Agree 4, A-Agree 3, D-Disagree 2, and SD-Strongly Disagree 1" respectively.

3.2 Population of the Study

The population for this research work which sample will be selected from the staff of Kamwire Nigeria Limited, Ilorin and Kwara State Polytechnic, Ilorin. A total number of 30 staff was given copies of the questionnaire.

3.3 Sample and Sampling Techniques

To obtain appropriate data needed for this study, the researcher made sure that the population consisted of people who possess the required information needed to complete this work and those who would be willing to respond objectively.

As a result, the population chosen comprises staff of Kamwire Nigeria Limited, Ilorin and Kwara State Polytechnic, Ilorin. The number of staff sampled was 30.

3.4 Distribution and Collection of Data

Twenty copies of the questionnaire were produced and distributed, 5 copies were distributed at Kamwire Nigeria Limited, Ilorin and 25 copies were distributed at Kwara State Polytechnic, Ilorin, Ilorin making a total number of 30.

3.5 Reliability

The researcher first tested the instrument in order to make sure the instrument elicited the desired responses from the respondents. The instrument used in this research work is reliable, as the question method will reveal information from the case study.

3.6 Validity

In order to be sure that the instrument measures what it is supposed to, it was given to two lecturers in Office Technology and Management Department. These lecturers critically examined the items of the instrument with respect to their fitness for the purpose of this study and accepted its use for the study.

3.7 Method of Data Analysis

The data collected through the questionnaire were analyzed manually, using tables and percentage. The analyses are presented in the next chapter.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

The data collected through questionnaire by the researcher are presented and analyzed in this chapter. As stated in chapter three, twenty questionnaires were distributed and twenty were returned. The figures were converted to 100%. Analysis of data to answer the research questions were conducted and presented in tables as follows.

4.2 Results

Table 4.1: The current filing system allows secretaries to retrieve documents quickly.

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	10	33
Disagree	05	17
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.1 above showed that, 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed that the current filing system allows secretaries to retrieve documents quickly, while 5 (17%) of the respondents disagreed with the statement.

This implies that, current filing system allows me to retrieve documents quickly.

Table 4.2: The filing system contributes to better time management of secretary.

Options	No. of Respondents	Percentage (%)
Strongly Agree	13	43
Agree	11	37
Disagree	03	10
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork 2025

Table 4.2 revealed that, 13 (43%) and 11 (37%) of the respondents strongly agreed and agreed that filing system contributes to better time management of secretary, while 3 (10%) and 3 (10%) of the respondent disagreed and strongly disagreed respectively.

This implies that filing system contributes to better time management of secretary.

Table 4.3: An effective filing system reduces the chances of errors in document handling.

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	10	33
Disagree	05	17
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.3 reveal that, 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed that filling system reduces the changes of errors in document handling, while 5 (17%) of the respondents disagreed with the statement that an effective filing system reduces the chances of errors in document handling.

This implied that effective filing system reduces the chance of errors in document handling.

Table 4.4: Misplaced files in the system frequently disrupt secretary workflow

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	09	30
Disagree	06	20
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.4 reveal that, 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed that misplace files in the system frequently disrupt secretary workflow, while 6 (20%) and 3 (10%) of the respondent disagreed and strongly disagreed with the statement.

This implied that misplace files in the system frequently disrupt secretary workflow.

Table 4.5: Updating the filing system improves overall office organization.

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	12	40
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.5 revealed that, 18 (60%) of the respondents strongly agreed, 12 (40%) agreed that updating the file system improves overall office organization, there was no response and strongly disagreed respectively.

This implies that updating the filing system improves overall office organization

Table 4.6: The filing system is user-friendly and easy to navigate.

Options	No. of Respondents	Percentage (%)
Strongly Agree	11	37
Agree	10	33
Disagree	06	20
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.6 revealed that, 11 (37%) and 10 (33%) of the respondents strongly agreed and agreed that filing system is user-friendly and easy to navigate, while 6 (20%) and 3 (10%) of the respondents disagreed and strongly disagreed with the statement. It shows that the filing system is user-friendly and easy to navigate.

Table 4.7: Accessing electronic files is more convenient for secretary than physical files.

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	12	40
Disagree	04	13
Strongly Disagree	02	7
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.7 revealed that, 12 (30%) and 12 (40%) of the respondents strongly agreed, agreed that accessing electron files is more convenient for secretary than physical files, while 4 (13%) and 2 (7%) of the respondents disagreed strongly disagreed with statement. Therefore, it is acceptable that accessing electronic files is more convenient for secretary than physical files.

Table 4.8: Training on how to use the filing system has improved secretary performance.

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	11	37
Disagree	04	13
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.8 revealed that, 12 (40%) and 11 (37%) of the respondents strongly agreed and agreed that training on how to use the filing system has improved secretary performance, while 4 (13%) and 3 (10%) of the respondents disagree and strongly disagreed with the notion that training on how to use the filing system has improved secretary performance.

Therefore, it is clear that training on how to use the filing system has improved secretary performance.

Table 4.9: A lack of proper filing equipment negatively affects secretary work efficiency.

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	67
Agree	10	33
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.9 revealed that, 20 (67%) of the respondents strongly agreed, 10 (33%) agreed that lack of proper filing equipment negatively affect secretary work efficiency while there was no response for disagreed and strongly disagreed respectively.

That implies that there are lack of proper filing equipment negatively affects secretary work efficiency.

Table 4.10: The filing system accommodates the volume of documents handled daily.

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	53
Agree	09	30
Disagree	03	10
Strongly Disagree	02	7
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.10 revealed that, 16 (53%) and 9 (30%) of the respondents strongly agreed and agreed that the filing system accommodates the volume of documents handled daily, while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed respectively.

This means that majority agreed that the filing system accommodates the volume of documents handled daily.

Table 4.11: The efficiency of the filing system positively affects secretary job satisfaction.

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46
Agree	08	27
Disagree	05	17
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.11 revealed that, 14 (46%) and 8 (27%) of the respondents strongly agreed and agreed while 5 (17%) and 3 (10%) of the respondents disagreed and strongly disagreed that the efficiency of the filing system positively affects secretary job satisfaction.

From this point view, we will discover that the efficiency of the filing system positively affects secretary job satisfaction.

Table 4.12: The filing system helps reduce stress related to document organization.

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	09	30
Disagree	02	7
Strongly Disagree	01	3
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.12 revealed that, 18 (60%) and 9 (30%) of the respondents strongly agreed and agreed that the filing system helps reduce stress related to document organization, while 2 (7%) and 1 (3%) of the respondent disagreed and strongly disagreed respectively.

Therefore, it is clear that the filing system helps reduce stress related to document organization.

Table 4.13: Secretary feel confident using the current filing system in the office.

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	67
Agree	05	17
Disagree	05	17
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.13 revealed that, 20 (67%) of the respondents strongly agreed, 5 (17%) agreed, while 5 (17%) of the respondents disagreed that secretary feel confident using the current filing system in the office.

This implies that secretary confident using the current filing system in the office.

Table 4.14: Changes to the filing system are communicated effectively to all staff.

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	09	30
Disagree	06	20
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.14 revealed that, 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed that changes to the filing system are communicated effectively to all staff, while 6 (20%) and 3 (10%) of the respondents disagreed and strongly disagreed respectively.

From this analysis this showed that changes to the filing system are communicated effectively to all staff.

Table 4.15: A well-maintained filing system boosts secretary confidence in handling office tasks.

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	47
Agree	12	40
Disagree	03	10
Strongly Disagree	01	3
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.15 revealed that, 14 (47%) and 12 (40%) of the respondents strongly agreed and agreed, while 3 (10%) and 1 (3%) of the respondents disagreed and strongly disagreed that a well-maintained filing system boosts secretary confidence in handling office tasks.

This implies that the majority agree that a well-maintained filing system boosts secretary confidence in handling office tasks.

Table 4.16: The filing system supports effective collaboration among office staff.

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	07	23
Disagree	05	17
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.16 revealed that, 15 (50%) and 7 (23%) of the respondent strongly agreed and agreed that the filing system supports effective collaboration among office staff, while 5 (17%) and 3 (10%) of the respondents disagreed and strongly disagreed respectively.

Therefore, it is clear that the filing system supports effective collaboration among office staff.

Table 4.17: Sharing documents between colleagues is seamless with the current filing system.

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	12	40
Disagree	03	10
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.17 revealed that, 15 (50%) strongly agree, 12 (40%) agreed, while 3 (10%) of the respondents disagreed that sharing documents between colleagues is seamless with the current filing system.

This implies that sharing documents between colleagues is seamless with the current filing system

Table 4.18: Inconsistencies in filing practices among staff reduce overall performance.

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	12	40
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.18 revealed that, 18 (60%) of the respondents strongly agreed, 12 (40%) agreed, while there was no response for these options, disagreed and strongly disagreed.

It can be seen that inconsistencies in filing practices among staff reduce overall performance.

Table 4.19: An outdated filing system hinders team productivity.

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	53
Agree	06	20
Disagree	05	17
Strongly Disagree	03	10
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.19 revealed that, 16 (53%) and 6 (20%) of the respondents strongly agreed and agreed, while 5 (17%) and 3 (10%) of the respondent disagreed and strongly disagreed respectively that outdated filing system hinders team productivity. This proves that an outdated filing system hinders team productivity

Table 4.20: The filing system ensures transparency and accountability in document management.

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	47
Agree	12	40
Disagree	03	10
Strongly Disagree	01	3
Total	30	100

Sources: Researcher's fieldwork, 2025

Table 4.20 revealed that, 14 (47%) and 12 (40%) of the respondents strongly agreed and agreed that filing system ensures transparency and accountability in document management, while 3 (10%) and 1 (3%) of the respondents disagreed and strongly disagreed with the statement.

It is clear that filing system ensures transparency and accountability in document management

CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary

This study investigated the impact of the filing system on secretaries' performance in an office setting. The study found that a well-organized filing system can improve secretaries' productivity, efficiency, and job satisfaction. The study also identified several characteristics of an effective filing system, including accessibility, usability, security, maintainability, scalability, standardization, backup and recovery, and compliance.

5.2 Conclusion

The findings of this study suggest that the filing system has a significant impact on secretaries' performance in an office setting. A well-organized filing system can improve secretaries' productivity, efficiency, and job satisfaction, while a poorly organized filing system can lead to decreased productivity, efficiency, and job satisfaction. Therefore, it is essential for organizations to implement an effective filing system that meets the needs and requirements of their secretaries.

The findings of the study are summarized as follows:

- (i) The majority of secretaries reported that they have received training on the filing system
- (ii) The majority of secretaries reported that they believe that a computerized filing system would improve their performance

- (iii) The majority of secretaries reported they spend more times per day in searching for files.
- (iv) The most common problems encountered by secretaries when using the filing system are difficult in locating files, difficulty in maintaining confidentiality and difficult in ensuring data accuracy.
- (v) The majority of secretaries are still using manual filing system instead of computerized filing system.

5.3 Recommendations

Based on the findings of this study, the following recommendations are made:

1. Implement a well-organized filing system: Organizations should implement a well-organized filing system that meets the needs and requirements of their secretaries.
2. Provide training and support: Organizations should provide training and support to their secretaries on the use and maintenance of the filing system.
3. Regularly review and update the filing system: Organizations should regularly review and update the filing system to ensure that it remains effective and efficient.
4. Use technology to improve the filing system: Organizations should consider using technology, such as document management software, to improve the filing system and make it more efficient.

5. Monitor and evaluate the impact of the filing system: Organizations should monitor and evaluate the impact of the filing system on secretaries' performance and make adjustments as necessary.

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APPENDIX I

**KWARA STATE POLYTECHNIC, ILORIN
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT**

Dear Sir/Ma,

Research Questionnaire

Please kindly respond to this questionnaire designed for collection on the project topic title **“Impact of the Filing System on Secretaries Performance in an Office.”**

Your response will go a long way to success of the project and also create a better understanding of this work as embarked on and be rest assured that your responds will be treated in almost confidential.

Thanks for your co-operation

Yours faithfully,

**ALAGBALA AWAWU ASHABI
HND/23/OTM/FT/0029**

APPENDIX II

KWARA STATE POLYTECHNIC, ILORIN INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear sir/Ma,

QUESTIONNAIRE

I shall be grateful if you could kindly complete the questionnaire designed for data collection on research title: **Impact of the Filing System on Secretaries Performance in an Office**. You are requested to tick () the correct answer in the appropriate places provided. All information supplied will kept confidential as the data is for academic purpose only.

Thanks for your cooperation.

Yours faithfully,

**ALAGBALA AWAWU ASHABI
HND/23/OTM/FT/0029**

QUESTIONNAIRES

- [illegible]

7. Accessing electronic files is more convenient for secretary than physical files
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
8. Training on how to use the filing system has improved secretary performance
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
9. A lack of proper filing equipment negatively affects secretary work efficiency
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
10. The filing system accommodates the volume of documents handled daily
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
11. The efficiency of the filing system positively affects secretary job satisfaction
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
12. The filing system helps reduce stress related to document organization
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()
13. Secretary feel confident using the current filing system in the office
 - (a) Strongly Agree ()
 - (b) Agree ()
 - (c) Disagree ()
 - (d) Strongly Disagree ()

20. The filing system ensures transparency and accountability in document management.

(a) Strongly Agree ()

(b) Agree ()

(c) Disagree ()

(d) Strongly Disagree ()