

**THE ROLE OF OFFICE AUTOMATION IN IMPROVING
THE EFFECTIVENESS OF SECRETARY IN AN
ORGANIZATION**

BY

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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

This project is dedicated to Almighty Allah, for his unending grace and favour for making this achievement possible. I also dedicate it to my parent (Mr. and Mrs. Akanni), for their unconditional love and constant support, I also want to thank my fiancée (Ayobami) for his support always.

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ABSTRACT

This study examines the roles of office automation in improving the effectiveness of secretaries in an organization. Findings reveal that office automation enhances secretarial tasks such as document preparation, communication, data management, and scheduling. Automation tools enable secretaries to work more efficiently, accurately, and productively, leading to improved job performance and organizational effectiveness. It is also confirmed that secretaries were a part of the world processing work place. It can be affirmed that the efficiency of any organization included secretary's efficiency. It was believed that secretaries were the centre of communication channel within organization because of the network transmission. Raw data storage, electronic data transfer, and the management of business enterprises information can now be carried out through office automation even when personnel are not available. It is therefore necessary for all organizations small, medium or large scale to adopt the use of office automation in order to be in line with the current trend. Office automation comprises the basic activities of an office automation system Also that automation increased productivity in the organization. With the introduction of office automation would create new jobs rather the secretary must be specially trained to aids her effective performance. Automation would not create new employment problem for secretaries. The study concludes that office automation is a critical factor in enhancing the effectiveness of secretaries and recommends its adoption in organization to improve secretarial functions.

Keywords: Office Automation, Effectiveness, Secretary, and Organization.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Before the advent of modern technology, almost all types of work in an office are done manually which took longer time for a piece of job to be completed. With the introduction of modern office automation and computer related devices, work has been done faster and conveniently. Some of the major reasons why office now embraces automation are accuracy and precision in terms of operation. Office automation refers to digitally creates, collection, stores, manipulate and relay office information needed for accomplishing basic task.

Automation can be defined as mechanical devices that can replace the use of human or manual labour, which use to be very tedious. The dictionary (Margaret Deuter) defines automation as the technic of making apparatus, a process, or a system operate automatically.

The term office automation refers to the use of integrated computer and communication system to support administrative procedures in office environment. Rashid (2018) explain that office automation refers to all tools and methods that are applied to the office activities which make it possible to process written, visual and sound data in a computer aided manner.

Lillian (2012) also pointed out that; Office automation have been developed for use of improved office method, and give speed to office operation. Therefore,

when one looks at the basic task in the office, whether it is writing, filing, Calculating, sorting or analyzing, a machine can be purchased for doing the job better and quicker.

According to Hornby author of advance learner dictionary which define automation as the use of machine to do work which was previously done by people (Human) hence, Office Automation, which is also known as (Modern Office Technology) has now taken charge of all facts of human endeavour's. Office automation has been seen to have helped tremendously in carrying out work load in various offices. Thus the use of generally known computer and other electronic office equipment has made the processing, filing, storage and retrieval of document in organization faster rates and in an effective way.

Before the advent of automation the office system was manually intensive. This system was so cumbersome which made the work more complicated and less productive however, the system was fast given way to automation in business office. Examples of these machines are computers, electric typewriter, shredding machine, folding machines, dictating machine, and collating machines e.t.c.

In modern day organization, there has been an introduction of various automated machines into daily functioning of such business in order to meet up with the fast growing complexity of modern business of today. Before the advent of automation, the office system was manually intensive.

The term office automatics refers to all tools and methods that are applied to office activities which make it possible to process written, visual, and sound data in a computer aided manner. Office automation intended to provide element which make it possible to simplify, improve and automate the activities of the computer or group of people (management of Administrative data, synchronization of meetings, e.t.c.).

Automation and automatics control is the use of various control systems for operating equipment such as machinery, process of factories, boiler and heat treating ovens, switching on telephone networks, steering and stabilization of ships, aircraft and other application of vehicles with minimal or reduced human intervention. Some processes have been completely automated.

The biggest benefit of automation is that it saves labour; however, it is also use to save energy and materials and to improve quality, accuracy and precision.

Automation has been achieved by various means including mechanical, hydraulic, pneumatic, electrical, electronic devices and computers, usually in combination. Completed systems, such as modern factories, airplane and ships typically use all these combined techniques.

Considering the company and other organizations needed increase in communication today, office automation is no longer limited to simply capturing handwritten notes. In particular, it also includes activities such as exchanges of information, management of administrative documents, handling of numerical data and meeting planning and management of work schedules. One of the difference

between the old office networking and the new office automation is that the office automation is not only about using sophisticated equipment but also designing adequate computer programming language that can be use to command the operation of fastness and many of the old equipment cannot accept operational commands, in term of learning out a task even when the equipment operator is not available.

According to Ejeke (2016) Office automation refers to utilizing computer such as word processors and electronic intercom mail plus other technologies and integration of proving quality information and communication facilities designed to improved professional and management productivity.

The number of automation presented in an office generally depends on availably of funds in the organization, volume of essential that the secretary is well trained in respect to be able to operated the machines and equipment effectively. An automated office reduces the frequencies of errors which occur as a result of inefficiency. This does not mean that the error is not in an automated office but with automation similar error- free. This is why the modern office workers are of the view that an automated office is cure to mistakes. Automated office operates (The Secretary) should be properly and adequately trained on how to handle this procedure.

Secretaries play significant roles in each and every organization. Despite the general stereotype of their professions, one can never fully understand the extent of their work particularly so when technology and time have transformed their roles over

the past decades. Orisananya (2015) put it that, a secretary is a skilled and specialized type of employee in an establishment or part of it who is charge with some aspects of organization functions is the unit including trading with people's correspondence and other business matters. With the above definition, it can be deduced that the secretary is an important officer in any establishment and effectiveness of a secretary enhances the efficiency of an organization. This is more reasons the secretary needs a proper training to be able to carry out her functions. Evans (2014) noted that the secretary's role will be supporting, but with the added requirements of technological knowledge will encompass data administration and information management, allowing the secretary to analyze situation and submit practical recommendations.

The introductions of these new machines, secretaries are trained to acquire new skills for operating them. The training of efficient and effective secretary should not only cover skills in shorthand and typing but also in other managerial skills.

According to George (2013) office automation is an aid to the secretary who makes constraint rise of the machines can carry out and automatically more than the ordinary human being can do, thereby freeing the secretary in working out payroll and other numerous letters and calculations which need an expert and excellent touch to be done correctly. Some of these machines have large storage facilities and can store information in their memory unit. He confirmed that the presence of computer as an office automation has created non-job opportunities especially for the secretarial assistant.

It is very important to note that the secretary and office automation are inseparable because no matter the equipment or machine in an organization, the secretary is still needed to operate this machine and equipment and such automated process are intended to aid the secretary in the performance of their duties.

1.2 Statement of the Problem

Despite the importance of secretaries in organizations, many secretaries in Nigeria still perform tasks manually, leading to inefficiencies, errors, and waste time. The lack of office automation in many organizations has resulted in secretaries being overwhelmed with paperwork, leading to decreased productivity and effectiveness.

Some secretaries lack technical skills they require to operate the various automated devices and software and also they are unable to enjoy the use of office automation such as; computer, electronic typewriter, shredding machines, folding machines, collating machines, dictating machines, telephones, word processors, telex fax, photocopiers, printer, scanner, projector, paper shredder, laminating machine, micro graph e.t.c. as driving force that will enhance their effective contribution on service delivery in an organization. As a result of this a secretary becomes inefficient. This lack of efficient usage of office automation affects their service delivery.

This study therefore, intends to identify the Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization.

1.3 Objectives of the study

The general objective of the study is Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization. The specific objectives are to:

1. Determine how secretary use office automatics in storing, manipulating, controlling and transfer of data electronically in enhancing secretary job performance in an organization.
2. Identify whether application of office automation in communication will enhance effective performance of secretary performance
3. Determine whether it is possible for a secretary to avoid the use of office automation in the course of carrying out their duties.
4. Determine the significance of office automation to reduce error and enhance effective performance of secretaries.
5. Determine the extent to which office automation helps in optimizing office procedures.

1.4 Research Questions

The following research questions were raised for the study:

- i. To what extent does secretary use office automation in storing, controlling, and transfer of data electronically in enhancing secretary job performance in an organization?

- ii. To what extent is the application of office automation in communication will enhance effective secretary's performance?
- iii. To what extent is it possible for a secretary to avoid the use of office automation in the course of carrying out their duties?
- iv. To what extent is office automation helps in optimizing office procedures?
- v. What is the significance of office automation to reduce errors and enhance effective performance of a secretary?

1.5 Significance of the Study

It was the expectation of the researcher that the findings of this study and recommendations that would be made would go a long way to help the following:

Secretaries: It will be of great benefit to the secretaries on the reason why they should take anything that had something to do with automation seriously by acquainting themselves to those machine uses in order to enhance their performance, the use of office automation such as computer, internet, extranet etc. It will enhance her effectiveness.

Organization: It will be of great importance to all organization around the globe to make use of office automation so as to help reduce labour in the form of repetitive tasks as typing numerous memos.

Administrative Assistants: office automation will also benefit administrative assistants, enabling them to provide better support to secretaries and executives.

Human Resources: Office automation will enable HR departments to better manage employee data, training, and development, leading to improved employee engagement and retention.

IT Departments: Office automation will enable IT departments to better manage and maintain office technology, ensuring that systems are running smoothly and efficiently.

Manufacture's: This study will educate the illiterate class of manufacturers to change their belief that office automation is capital intensive and not profit oriented and it will help them to know the merits of office automation by way of acquiring the best quality machines determining training and maintenance.

Production Managers: - It will help the production manager to catalyze the rate of their productivity in their company or organization.

Customers and Clients: Office automation will enable organizations to provide better customer service, respond to queries more quickly, and deliver high-quality products and services.

Shareholders and Investors: Office automation will improve the financial performance of organizations, leading to increased profitability, revenue growth, and return on investment.

Government and Regulatory Agencies: Office automation will enable organizations to comply more easily with regulatory requirements, reducing the risk of non-compliance and associated penalties.

Researchers: Those who will make or carry out a research in future will find it useful in meeting their goals.

1.6 Delimitation

The project work will be delimited “Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization”. No attempt would be made to go beyond the scope.

1.7 Limitations

It is certain that the researcher will face one problem or the other in the course of carrying out this research. Those problems which the researcher encountered are financial constraint, lack of adequate time, lack of essential textbooks and poor attitude of respondents to the questionnaire distributed.

However, the researcher has made several efforts so that these do not negatively affect the study.

CHAPTER TWO

LITERATURE REVIEW

This chapter reviews the literature on the Role of Office Automation in improving the Effectiveness of Secretary in an organization.

2.1 Concept of Secretary

A secretary is a person or executive who has office skill in handling correspondences and has the ability to assume responsibilities without direct supervision to provide communication support services on matters or routine and administrative issues (Cletus 2016) various office workers perform some aspects of secretarial work, but not all office workers are secretarial.

Webster (2014) a secretary is defined as one entrusted with the secrets or confidence of superior, one employed to handle correspondence and manage routine and detail work for a superior.

The above definition emphasizes the fact that a secretary is the person who keeps secret of her executive and also handles other administrative routines related her job.

National Secretaries Association (2015) also defined a secretary as an executive assistance who possesses a mastery of office skills, who demonstrates the ability to assume responsibility without direct supervision, who exercise initiative and judgment and who makes decisions within the scope of assigned authorities. From the above definition, a secretary could be one who assists her boss or executive in achieving the goals and objectives of the organization.

Moreover, Ibrahim (2016) asserted that a secretary is an extension of the personality of her boss, a skilled executive and interpreter of her boss thinking and often the executor of that thinking.

As it could be seen from Ibrahim definition, it is to be noted that a secretary is somebody who must be very intelligent. To say somebody is an extension of the personality of another is to say that person should be able to think in a way that wills it the frame of another, even without seeing that person. She should be a mirror who ever she represent and reflect the good image of her boss and the organization as a whole.

2.2 Concept of Office Automation

The transformation of the old offices to the modern office can only be accrued to the tremendous achievements of various automated processes that took place over the years. Organization managements are now looking forward to ways of improving and welcoming new technological invention that will be of advantage to their business, Office automation started with the introduction of small office equipments that is needed by secretaries to meet the demand in terms of speed, accuracy and efficiency in the course of performance of their duties.

Jurnen (2014) points out that "office machines have been developed for the use of improved office method, to give speed office operations". These are being used more and more in the offices and businesses all over the world. Learning to use some of these basic office machines efficiently gives one added job possibilities.

Lillian (2014) also pointed out that; Office automation has been developed for use of improved office method, and give speed to office operation. Therefore, when one looks fit the basic task in the office, whether it is writing, filling calculating, sorting or analyzing, a machine can be purchased for doing the job better and quicker.

Whether an organization is profit-oriented greatest resources is information, communication and records and vital elements that must receive due attention. The mechanization of the office work has come about as a result of greater speed and accuracy. The characteristic picture of modern office in the successful integrated use of machine and equipment into what is called "system" that is, the machines and automation are grouped and linked at achieving a higher usefulness. The traditional arrangement is no longer found in many offices. Technological advances have simplified many of the tasks the secretary often is able to assist several executives in carrying out their function.

Today, a secretary in many offices is able to create a message or document at her work station, view the entire document, find easily to make the necessary changes before printing the copy. Without leaving her electronically send the message to a remote location, file the copy through the use of an intelligent copier make multiple copies McFarland (2013) explains that: message received in the terminal can be captured on storage device, displayed on screen for review and revised, or printed on paper. The revised document may be telecommunicated back to the person who sent it so that he or she will be aware of the message.

In the above view, it shows that office automation enhances progress and work being performed in an office, it reduces mental strain. As the number of machines available increased rapidly, we can only indicate which machine a junior office worker might be expected to operate describing briefly the purpose and method of operation of some of the more commonly found machines. Some are simple and can be operated after a few minutes' instruction, whereas others require many months of specialized study.

According to George (2013) office automation is an aid to the secretary who makes constraint rise of the machines can carry out and automatically more than the ordinary human being can do, thereby freeing the secretary in working out payroll and other numerous letters and calculations which need an expert and excellent touch to be done correctly. Some of these machines have large storage facilities and can store information in their memory unit. He confirmed that the presence of computer as an office automation has created non-job opportunities especially for the secretarial assistant.

According to Ejeka (2016) office automation refers to utilizing computers such as word processors and electronic intercom mail plus other technologies used to upgrade workers' productivity and efficiency. It is the technology of making a processor system automatic in the office. Ejeka went further to assert that office automation is the merging of technologies and integration of providing quality information and communication facilities designed to improve professional and management productivity.

Office automation refers to all processes that integrate computer and communication technology with the traditional manual processes. Stanwell (2014) noted that mechanization of office work has come as a result of the need for great speed and accuracy. The characteristics picture of modern office in efficiency is the successful integration of the use of machines and equipment into what is called “system”. Abang (2015) reported that secretaries have vital roles to play in enhancing the attainment of organizational goals. Though secretaries of nowadays would not necessarily be expected to understand as much about the business in hand as their executives, they are increasingly being expected to have some understanding of the significance and effective management of the correspondence, report and instructions which normally, pass through their desk. The trained secretaries with the state of the art material and equipment are expected to be gainfully employed in the labour market or even create job and become self-reliant despite the present hardship and Nigerian economy.

According Esene (2015) the modern offices of today, lay the emphasis on paperless office as a way of facilitating the process of correspondence handling and operation for instance, Ekula (2014) stated that in offices computer, database management and other accessories are increasingly being used to organize accessories are increasingly being used to organize and control records. Secretaries are now being required to be able to operate computer using data base, Excel, Corel Draw and Word Processing Packages such as word perfect, Ms word Power-Point, Adobe Page Maker and in particular the dexterity to use most the application packages contained in windows 2000 to 2007 respectively.

In addition to the above, it is believed that for an office to have a good production output, the right office machines increased, the efficiency of the operators will also increase.

2.3 Features of the Automation System

Here are some of the basic and most attractive features that fall under the category of office automation system.

1. Reduce Work Load

Installing an office automation system will definitely reduce the work load. It will help you to handle load easily and allow you to enjoy yourself at work. Those who have installed office automation systems have only praised its benefits. It is known for lessening the work load burden and ensures you are able to work at office in peace.

2. Good at Multitasking

There are several kinds of customs which are needed to perform in every firm. The thing with office automation system is that it can handle this custom of the firm in an easy manner. In fact, it makes multitasking much simpler and easy. From being able to open the entrance gate to controlling temperatures inside offices, it will look after the data and entries along with a good amount of work load which will be handled by the system itself.

3. Boosts Feasibility

Feasibility always means being able to make practical decisions. Any work which does not have feasibility will remain in doubt. Office automation system will always analyze the confirmation of work in every office. From time to time, you need to check the input as well as output which make work much more acceptable so that managers are able to evaluate. Getting good result or working on tasks can only happen when the results are feasible. Apart from that, taking proper decisions could nearly help the managers handle a proper run among all competitors. Feasibility of work is something which is needed to proceed and must be ensured within the system.

4. Sustainability in Office Environment

Every system should be capable of making the work force work on things that are given to them. That is how it will be able to confirm the sustainability and at the same time adapt them to the environment of the office. In case the system is not all that popular and manageable, you might end up seeing a crushing failure of the offices lifestyle altogether. The failure of office automation system will deteriorate the harmony as well as the order of these tasks and lead to drawbacks.

5. Proper Advantages

Competitive advantages are always considered as the plus point in every firm. A firm may only begin to imagine handling and reigning over other only when it is able to increase the competitive advantages in other places. The positivity of office

automation systems will always boost competitive advantage over the other firms which is not even needed. It will keep adding to the prosperity of even more firms and get a much bigger assurance when it comes to surviving in a market that is so competitive.

2.4 The Various Machines used by the Secretary in an Office

There are various machines used by the secretary in an organization in order to make their performance" to effective. Some of these machines are:

Computer

It is an electronic device that can accept data through an input device (e.g. keyboard) store the data in memory (either main or auxiliary) manipulate the data according to instruction gives to it and produce an output.

Basically, computer fall into two classes:

- (a) The analogue computer which is often likened to an "electronic slide rule", it is used principally for scientific purposes and for the calculation of intricate mathematical problems. The results it produces are given in values related to the problem undertaken; for example, they may be shown as stresses on a graph.
- (b) The digital computer: This is the one principally used in the office. It produces results in figure and moreover, works to a very high degree of accuracy. This is the form of computer referred to in the following text.

The Typewriter

First and foremost, there be a good typewriter in a confidential secretary's office for several year, the manual typewriter such as Olivetti, Alder imperial were commonly in use. However, new technology has brought electric typewriter like imperial and latterly the IBM, RANK XEROX to mention just a few. There have been other introductions to electronic typewriters that have large stock of memory which can store information in the diskettes with Rank Keroxetc. There have been other introductions to electronic typewriters that have large stock of memory which can store information in the diskettes with immense effect in the lives of a very busy office. The information stored in the diskettes of this class of machines had continual to assist the reduction in preparing the same matter over and over again, for example, the TEK Electronic Typewriter, Rank Xerox 6018, 6020 and such other machine.

Telephone

This is the principal means of communication with the outside world. It is the means by which people in the various branches get in touch with each other. Telephone answering machine sets.

Henry (2014) said telephone answering machines provide a useful service. The answering set is connected to the telephone and is able to take incoming calls while the telephone is left un-attended. It will then answer the caller, using a tape recorded message and Record any statement made by the call in reply. There are many types of telephone systems and switchboards from which organizations can choose.

Key Telephone

Key telephones have more than the 12 buttons found on the regular touch tone so that a person can make or receive several calls simultaneously. Key telephone may have enough buttons to provide for only a few lines or as many as 571 lines. All key telephones work in essentially the same way. The telephone rings and a flashing light for the line to be answered indicates an incoming call. The light burns continuously while the line is in use and flashes when on hold. A call is answered on a key telephone by depressing the button, lifting the receiver and talking to the caller.

Franking Machine

A franking machine frank letters with the correct postage by means of printed impressions on the envelope. The machine has a meter which records the number of items the franking die is used. The post office receives advance payment for the use of the franking machine.

It is useful in an office because it is portable and saves space, time and money as it can be moved from one place to another.

As expressed by Henry (2012) for a large volume of correspondence linking stamp is time-consuming and rather unhygienic stamps, bought for use in the mailing Room may also be stolen. The franking machines eliminate all the dangers.

Collating Machine

Collating has been described as the process by which the number of separate sheets forming a set that have been duplicated or printed are gathered up and placed

in their right order. In order to avoid the slow process of this by manual, the collating machines were invented. Collating performs the work of collating separate sheets and gathering of sections of papers.

Word Processor

According to Nwosu, Anaka and Eleoba (2013) word processing is an electronically processing of alphabetic and alpha numeric information. Word processors are designed handle the typing, editing, storage and transmitting of textual information rapidly, automatically, efficiently.

The secretary is the personal trained to operate the word processor. She uses the word processors for typing, editing and storing in the case of work needed direction or repetition.

This type of machine has been of vital importance to secretaries. A secretary can work for more than the boss jut any strain since all she needed is the input supplied by the boss. Her boss can dictate into the nine in his own office while the secretary is preparing output for another person- In doing this, time is safe.

Tele Printer

According to Henry (2014) he explained that the teleprinter service provided by the General post office (GPO) subscribers to this system pay a flat rental for each machine them us and are charged a call fee for each connection.

The act of passing and sending information to distant places or branches of an organization has become necessary in present day business world. Therefore,

every successful organization must have installed a teleprinter some very big organization recruit specialized staff for this job but others who cannot afford it prefer to employ confidential secretaries who can handle the job without any difficulty.

In appearance the teleprinter resemble a large typewriter, it is, in fact, a combination of the typewriter and the telegraph system. Messages typed on the machine are receiving machines wherever situated through the medium of the telegraphic system.

Tele Fax

This is another form of telex message except that it will give a complete picture of the original document to the receiver. The operator can be both are the specialist on it or the secretary. It is required in today fast moving office operations. This equipment can be used to thwart a planned blackmail, fraud or whatever.

Micrograph

According to Stephen (2014), micrograph provides for the storage and retrieval of information through efficient utilization of magnetic storage and electronic transmission. It can therefore be described as the science and technology of creating image of microphotography. These images which are greatly reduced in size are only readable with the help of optical aids like microscopic lenses. Chukwumezie (2015) described micrograph as modern ways of recording information in electronic data storage device such as microfilm and computers disks. Automatic in data storage have modernized the speed or retrieval of information allowed greater and easier

access to large quantities of records without the need to store papers in bulky filing cabinets. Many micrographic systems also include computer assisted retrieval mechanism.

Micrographic system has replaced the traditional paper records management of using folders and cabinets to categories data. Chukwumnezie therefore remarked that secretaries should recognize and appreciate the importance of these film methods since finding of information held on paper, disk or filing are necessary, secretarial functions in electronic office.

Data Processing

Agomno (2015) posited that processing is the manipulation of all forms of data used in an organization into information in order to plan, control, manage and facilitate organization activities. He noted that data processing can be done manually or automatically which ever method used. Data processing consists the three steps, inputting, manipulating and outputting. Nwosu, Anakaand Eleoba (2013) noted that the computer is used to process large volumes of accounting data relating to routine repetitive operations such as accounts receivable, accounts payable, inventories, payrolls and posting to large accounts. The nature of operations performed by an organization is dependent on the data processing skills use by that organization. They went further to list the following data processing method; batch processing, demand processing, interacting processing, real time processing and time starting processing.

Reprography

According to Abayi (2013) reprography is all aspect of copying and duplicating which have a lot of impact on office information processing dissemination. Reprography also known as copy processing ranges from the user of carbon to the very sophisticated photo typesetting equipment connected to the computer. Bergerud& Gonzalez (2015) noted that in the traditional office, copies of documents were usually reproduced using carbon copies, ink duplicating or spirit duplicating machines. But today, copies of documents are reproduced with modern technology using reprographic gadgets such as photo copying machines, computer print outs and scanning equipment. Reprographic skills are very important to the job of secretaries in the area of information processing and should be emphasized in their training.

Ekpenyong (2014), asserted that secretaries need to acquire new office technology skills to enable them adequately carry out routine office tasks that are repetitive, boring and cumbersome, to enable them secure jobs, retain job positions, dignity, achieve the objectives of the organizations and be retrieval in the automated office. In addition, secretaries should endeavour to make use of reprographic equipment taking into consideration the time, space, finance, nature of output and skills required.

Photocopier

Alongside the various office typewriters is the photocopying machines which also come in varying sizes. They are manufactured by distinguished companies' overseas and are required as a back up to the secretary's requirements for most of the photocopy is given to the Borrower. This leaves the original paper in the folder complete. A photocopying machine can produce a copy in less than a minute. There would of course have to be sufficient need for copies to justify the purchase of a machine.

Cherry et al (2015) stated that the quality of a copy produced by the various processes differs greatly. Of course, the quality of the paper on which the coppices are run and the care with which the master or original is prepared also affect the appearance of the copies.

Printer

A printer is a device that accepts text and graphic output from a computer and transfers the information to paper, usually to standard size sheets of paper. Printers vary in size, speed, sophistication, and cost. In general more expensive printers are used for higher-resolution color printing, we have various qualities of printers, to organizations these are the most essential qualities; color, resolution, speed, memory. Printer languages are commands from the computer to the printer to tell the printer how to format the document being printed. These commands manage font size, graphics, compression of data sent to the printer, color, etc. these are

various types of printers, we have the LED printer/monochrome laser, inkjet printer, laser printer, plotter printer, wide format printer, canon printer, etc. these are many printers from which the organization can choose.

Scanner

A scanner is a device that captures images from photographic prints, posters, magazines pages, and similar sources for computer editing and display. Scanners come in hand-held, feed-in, and flatbed type's very high resolution scanners are used for scanning for high-resolution printing, but lower resolution scanners are adequate for capturing images for computer display. Scanners usually come with software such as Adobe's Photoshop product that lets you resize and otherwise modify a captured image.

System Interface (SI) it is also used to read image, we have various types of scanners, the flat bed scanners, sheet fed scanners, integrated scanners, drum scanners, portable scanners.

Projector

A projector is an optical device that projects an image (or moving images) onto a surface, commonly a projection screen. Most projectors create an image by shining a light through a small transparent lens. The various types of projectors are direct input projector, still images, moving images, etc. organization and governmental bodies have all found use for projectors in making briefings, informing people of ancillary information at meetings and more.

Paper Shredder

A paper shredder is a mechanical device used to cut paper into either strips or fine particles. Government organization, businesses, and private individuals use shredders to destroy private/confidential or otherwise sensitive documents. Various types of paper shredder includes: multi-cut scissors shredder, mobile shredding truck, kiosks shredder. Most shredders are electrically powered.

Laminating Machine

A laminating machine is used with a material in multiple layer, to improve strength, stability, sound insulation, appearance of properties and documents. It is a permanently assembled object by heat, pressure, welding or adhesives various organization embraces this machine.

Label Printer

A label printer is a computer printer that prints on self-adhesive labels material or card stock (tags). A label printer with built-in keyboard and display for stand alone use (not connected to a separate computer) is often called a label maker. Label printers have a wide variety of applications, including supply chain management, retail price making, packaging labels, etc. types of label printers are Desktop label printers, commercial label printers, and industrial label printers.

Paper Shredder

A paper shredder is a mechanical device used to cut paper into either strips or fine particles. Government organizations, businesses, and private individuals use

shredders to destroy private, confidential, or otherwise sensitive documents. Various types of paper shredder include; multi-cut scissors shredder, mobile shredding truck, kiosks shredder. Most shredders are electrically powered.

Office Supplies

Office supplies are consumables and equipment regularly used in offices by businesses and other organizations, by individuals engaged in written communication, record keeping or book keeping, janitorial and cleaning and for storage of supplies or data. The range of items classified as office supplies varies and typically includes small, expendable, daily use items, consumable products, small machines, higher cost equipment such as computer, office stationeries such as pen, biro, paper, etc. as well as office furniture and art.

2.5 Benefit Associated with the Identified Machines

In this age of automation, machines do most of the work in the office. Henry (2014) put forward some of the benefit which the use of automation has aided for the job of the secretary. These are:

- (a) Help broaden the secretarial profession, in terms of employment opportunity, secretaries easily adapt to the use of these machines making them competent to the face of challenging situations.
- (b) Good information management: The use of the computer and other terms of automated machine in office procedure is a good information management, convenient for storing data or for reference purposes, it has given standardization to office routine and better coordination of work.

- (c) It has led to greater efficiency: The use of these machines enhances the performance of secretaries jobs which will take a longer time to accomplish may be finished within short time in terms of paper work.

The extent secretaries can operate automated machine, effectively rely on the challenges posed on them. (Njoku) on the challenges posed on them.

Njoku, Ohiri, Nwosu, Iwuoha and Ohakwe (2014) opined that automation is always a threat to most secretaries these days.

A secretary who was trained with manual typewriter is faced with the word processor and the computer in a modern office, modern office expect every secretary to master the use of modern office equipment in view of the modern trends. These include, computer, electric typewriter, word processor, electronic mail, etc the improving challenges is made easier if a secretary has a thorough knowledge of how to operate these machines. On the other hand, if she can use the manual one effectively without the aid of anyone, she will easily adjust to the operations of the modern ones.

This challenge is the most important of all the challenges. This could cost her job. It could be understood that most executives with modern office machine do not know-how to operate them; no one would expect an executive to teach a secretary the use of secretary's major equipment or machine.

Nwogwugwu, (2014), said employers may demand the following skills from their secretaries, they are:

- (a) Skill for replying and sending e-mails, accessing attached files, file transfer protocol.
- (b) Skill for using World Wide Web (www) to source in information materials on site of companies and institutions.
- (c) Skill for sourcing and reading daily news on the internet
- (d) Skill for doing business online and delivering information online etc.

To this end, Iwuoha (2015) said “it is therefore necessary for secretaries to be exposed to regular professional course and seminars, workshops and conferences to enable them keep abreast with the challenges posed by modern office.

2.6 Benefits of Office Automation

Data storage includes important and confidential office document and records, office automation system includes data applications which are used to create or edit a document, file, spreadsheet or an image. There are various types of word processing and desktop presentation packages available, which allow creating or editing textual data. Similarly, you find dedicated applications for editing spreadsheet and images.

1. Data Management

Data management is one of the major components of office automation system that offers strategic advantages by simplifying the management of store data and information. Large business organizations can monitor and control various projects and activities within the office through an electronics management system. Program schedulers, tickler system or reminder systems, and task management are some of the features, which process without any hassle.

2. Data Exchange

Exchange of stored or manipulated data and information is also an important component of an office automation system. Sending files or exchanging data or information between one or more than one member in an organization has become possible with an electronic transfer application. Through a network connection, all data and information, including text documents, presentations, spreadsheets, images and video can be sent in real time within few seconds. Illustrating the collaborative nature of an office automation system, this world allows your employers to collaborate in real time and enhance their productivity.

3. Accuracy

Computer system and after machines are as effective as a human brain, once the bugs are removed from a program or an application, it can help you in getting 100% accuracy in the day to day business processes. The software programs are more reliable than the human, who actually made it, implementing advanced business automation software reduces the probability of errors.

Office automation ensures accuracy in various tasks. Automated systems validate and verify data, reducing errors and inconsistencies in data entry. This leads to more accurate data, which is essential for informed decision making. Automated templates and formatting ensure consistency and accuracy in document preparation, reducing the likelihood of errors and ensuring that documents are professionally presented. Automated calculations eliminate manual errors, ensuring that calculations are accurate reliable. Additionally, automated reporting tools generate accurate and timely reports, providing insights into business performance and trends.

4. Save Time and Resources

Office automation empowers business to save both time and money. It simplifies and automates these complex texts, which earlier required a dedicated resources and great amount of time. For example, with the introduction of latest computer technologies and network communications business are now not constricted by geographical limitation and hence, they can easily save both time and money spent on traveling. Another great example is the digital storage, which eliminate the need of preserving hard copies and hence, saving paper and nature as well.

5. Reduced Cost

Since every business process is now automated, you don't need to invest much on hiring new resources for taking care of those tasks, which can be easily executed using an office automation system. As we know that time saved is money saved, your business enterprise can easily save huge by automating various complex business processes. With saving large on the overall expenditure and investment on other resources, your profit margins are surely going to improve. Furthermore, automation enables office professionals to complete tasks faster, leading to increased productivity and reduced costs.

6. Efficiency

With the use of automated machines, the efficiency of an office is increased because, first of all, the whole work of the office is completed on time, properly and promptly. Secondly the office manager can collect the whole information necessary in respect of the operation of the office immediately because of these machines and as a

result, can make quick divisions. Thirdly, the workers of (he office are spared various monotonous jobs, work with greater enthusiasm and do not feel fatigued. As a result their deficiency and productivity are increased.

7. Goodwill

The use of automation is helpful in increasing the goodwill of the office. These are various reasons for this.

First of all, as a result of this, the people having transactions with the office receive replies to their letters promptly and correctly. Secondly, the communicators sent by the office are net, clear and specific. Thirdly, the workers employed in the office work with more enthusiasm and dedication because they are spared cumbersome or monotonous work. Not only this, they develop greater loyalty to the office because in such offices is done more efficiently. Correctly decisions are taken and all the parties remained satisfied.

9. Speed

Office automation significantly increases the speed of business processes. Automated systems can process large amounts of data quickly and efficiently, enabling faster decision-making. Automated templates and document assembly enables quick generation of documents, reducing turnaround times. Streamlined workflows ensure that tasks are completed in a timely and efficient manner, reducing bottlenecks and delays. Automated systems also enable faster response times to customers, clients, or stakeholders, improving customer satisfaction.

By using automation, office work can be done speedily. Typing machines, photocopying, machines, telephones, postal franking Machines contribute to the efficiency of the office and the effectiveness of its workers. The computer can make calculation in one hour which would have taken an employee many years to accomplish.

10. Control

Office automation provides better control over business processes. Automated workflows ensure consistency and standardization, reducing variability and errors. Real-time monitoring and tracking of tasks documents, and workflows provide visibility and control. Automated systems can implement robust security measures, such as access controls and encryption, to protect sensitive data and documents. Additionally, automated systems can generate audit trails and ensure compliance with regulatory requirements, reducing the risk of non-compliance.

By the use of office automation, possibilities of fraud, cheating in any form and dishonesty can be avoided on the one hand and on the other hand, owing to the ready availability of more and correct information, better control can be exercised over the operations of the office.

2.7 The Roles of Office Automation in an Organization

Office automation are very relevant because of growth and expansion of offices, which will help offices to achieve the objective and targets. As the population grows so also, the increase in the demand for goods and services of an organization

will stretch. This automation at this stage will enhance output because no human being can match the speed of machinery. It will also save labour and time, task, which could have taken hours if done manually, would be coupled in no time if machines were used.

Office automation also plays importance roles in status seeking organizations. In this modern age, organizations that neglect this automation will be lagging behind, will look old fashioned and uncompetitive. They also enhance public relations. This automation has helped the tense up remembering that they have to take up their responsibilities. Discharging duties within the scope of the authorities becomes easy.

Office automation improves productivity by enabling employees to focus on higher-value tasks. By automating routine tasks, employees can devote more time to tasks that require creativity, problem-solving, and decision-making. This leads to increased productivity and job satisfaction, as employees are able to work more efficiently and effectively.

Office automation improves customer satisfaction by enabling organizations to respond quickly to customer inquiries. Automated systems can generate responses to customer inquiries, provide updates on order status, and offer personalized support. This leads to increased customer satisfaction and loyalty, as customers receive timely and relevant support.

Office automation plays a vital role in modern organizations, transforming the way they operate and interact with stakeholders. By streamlining business processes, improving productivity, enhancing accuracy, improving customer satisfaction, providing real-time insights, and ensuring compliance, office automation can drive business growth and success.

2.8 Problems Encountered in the Cause of Operating these Machines

Despite the fact that automation has aided the job of the secretaries, there are some short comings and problems associate with use of these machines prominent among are those stated by Okagbare, (2014).

- (a) **Health Hazard:** Automation is often associated with industrial accidents, for instance, visual display unit (VDU) has been found to cause eye defects to operators of these machines.
- (b) **Maintenances:** Are personnel available to repair these machines? Are parts available to replace worn out ones?
- (c) **Electricity:** Automation function effectively in an atmosphere that has steady supply of power system, the unstable nature of electricity does not go well with these machines preservation and durability.
- (d) **Operator of some of these machines:** This is because; some machine requires specialized operators, while some complex ones require a long period of operational training. Others are easy to handle after few minute of instruction and operate effectively.

In more vivid terms and in today's contemporary world, it's no doubt the world is well described as a complex society or global village.

However, in most organization, they emphasis is on how to gather relevant information, process them as fast as possible and respond to the needs of this contemporary time. Thus to accomplish this require responsive and more efficient office automation.

2.9 The Consequence of Not Deploying Office Automation

There is no doubt for the fact; no organization can afford to avoid office automation. The important of automation to an organization cannot be over stress at all; this is because the 21st century is an information age with the use of some of office automation. For example, electric document interchange (EDI) involves the use of communications techniques to transmit document electronically. This automation is of great value to secretaries. Secretaries can use it to produce standard format for invoices, invitation cards, and forms. With the use of EOT there is rapid transmission of document for business achieves and the elimination of paper. An organization that refuses to employ this automation may find difficult to perform well or have a high inventory levels or faster collection of money from creditor.

More often this not, an organization who tend to avoid or refuses to employ computer system, especially in this age likely to face consequence of not being able to cope at all, seen an organization will be very slow in it operation, no accuracy, in short, there will be a lots of deficiency in such organization. Generally speaking, an organization cannot afford to avoid office automation as it will have a very bad consequence o such enterprise.

CHAPTER THREE

METHODOLOGY

The research work examines “Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization”.

3.1 Instrument Used

Questionnaire is used for this study because it has given room for statistical treatment. The questionnaire is based on the topic of the research work so that the needed information could be gathered to complete the research work. Twenty questionnaires were designed by the researcher for “Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization”. The items in the questionnaire are placed on 4 point 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 of this study is made up of 15 selected secretaries selected in University of Ilorin Teaching Hospital, (UITH), Ilorin and 15 selected Secretaries in Kwara State Polytechnic, Ilorin.

3.3 Sample and Sampling Techniques

The sample size used by the researcher was 30 secretaries use has their target population. There was no sampling as the number is sizeable for the researcher to handle.

3.4 Distribution and Collection of Data

The questionnaire designed was distributed by hand personally by the researcher. A total number of 15 questionnaires were distributed at University of Ilorin Teaching Hospital, (UTH), Ilorin and 15 questionnaires at Kwara State Polytechnic, Ilorin; the researcher got back all the questionnaire completely.

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 would be analyzed manually and expressed in percentage as will be seen in chapter four. This is to enable readers to have a clear understanding of the analysis.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter shows how responses of the respondents to the questions in the questionnaire were analyzed in tabular form for easy understanding. The respondent's views were used as data from which conclusions were made.

4.1 Results

Table 4.1 Automaton has a great role on a secretary's performance.

Opinions	No of Respondents	Percentage %
Strongly Agree	18	60
Agree	10	33
Disagree	02	7
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.1 above showed that, 18 (60%) of the respondents strongly agreed, 10 (33%) of the respondents agreed, while 2 (7%) of the respondents disagreed with the opinion.

This implies that automation has a great role on the performance of a secretary.

Table 4.2 Secretary are the center of communication channel within their organization because of the network transmission

Opinions	No of Respondents	Percentage %
Strongly Agree	22	73
Agree	08	27
Disagree	00	0.00
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.2 showed that 22 (73%) respondents are strongly agreed 4 (27%) of the respondents agreed, while none of the respondents disagreed or that strongly disagreed respectively.

It is safe to opined that secretaries are the center of communication channel within their organization.

Table 4.3 The efficiency of any organization includes the secretary's efficiency

Opinions	No of Respondents	Percentage %
Strongly Agree	19	63
Agree	09	30
Disagree	02	7
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

From the above table 4.3, 19 (63%) of the respondents strongly agreed and 9 (30%) of the respondents agreed that the efficiency of any organization includes secretary efficiency while 2 (7%) of the disagreed.

Therefore, this is depicting that the efficiency of any organization includes secretary efficiency.

Table 4.4 Secretaries are the center of communication channel within their organization because of the network transmission

Opinions	No of Respondents	Percentage %
Strongly Agree	15	50
Agree	10	33
Disagree	05	17
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.4 showed that 15 (50%) respondents are strongly agreed 10 (33%) of the respondents agreed, while 5 (17%) of the respondents disagreed with the statement that secretaries are the center of communication channel within their organization.

It is safe to opined that secretaries are the center of communication channel within their organization.

Table 4.5: Office Automation increase production in an organization

Opinions	No of Respondents	Percentage %
Strongly Agree	12	40
Agree	10	33
Disagree	05	17
Strongly disagree	03	10
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.5 showed that, 12 (40%) and 10 (33%) of the respondent strongly agreed and agreed that office automation increase production in an organization while 5 (17%) and 3 (10%) of respondent disagreed and strongly disagreed respectively.

It is safe to conclude that office automation increase production in an organization.

Table 4.6: The introduction of office automation would create a new job

Opinions	No of Respondents	Percentage %
Strongly Agree	22	73
Agree	08	27
Disagree	00	0.00
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.6 showed that 22 (73%) of the respondents strongly agreed and 8 (27%) agreed that the introduction of office automation would create a new job and none of respondents agreed, disagreed or that strongly disagreed respectively.

It is therefore concluded that, with the introduction of office automation create new jobs for secretaries.

Table 4.7: A secretary must be specially trained to make effective performance on office automation possible

Opinions	No of Respondents	Percentage %
Strongly Agree	16	53
Agree	09	30
Disagree	03	10
Strongly disagree	02	7
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.7 above showed that, 16 (53%) and 9 (30%) of the respondents strongly agreed and agreed that a secretary must be specially trained to make possible effective performance while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed respectively.

It can be concluded that secretary must be specially trained to make possible effective performance on office automation.

Table 4.8: Office Automation would create employment problem for the secretary

Opinions	No of Respondents	Percentage %
Strongly Agree	17	57
Agree	09	30
Disagree	03	10
Strongly disagree	01	3
Total	30	100

Source: Researcher's fieldwork, 2025

It was put to the respondents to find out whether office automation would create employment problem for secretaries. In their response 17 (57%) strongly agreed, 4 (30%) of them agreed while 3 (10%) of the respondents disagreed and 1 (3%) of them strongly disagreed with the statement.

The researcher also disagreed that office automation would create employment problem for secretary.

Table 4.9: The demand for office automation has increased the demand for secretaries in the market.

Opinions	No of Respondents	Percentage %
Strongly Agree	15	50
Agree	10	33
Disagree	03	10
Strongly disagree	02	7
Total	30	100

Source: Researcher's fieldwork, 2025

The above table 4.9 revealed that 15 (50%) and 10 (33%) of the respondents are strongly agreed and agreed that demand for office automation has increased the demand for secretaries in the market while 3 (10%) and 2 (7%) of the respondent disagreed and strongly disagreed respectively.

It is safe to conclude that, the demand for office automation has increase the demand for secretaries in the market.

Table 4.10: Office automation may completely replace the secretary.

Opinions	No of Respondents	Percentage %
Strongly Agree	03	10
Agree	03	10
Disagree	14	47
Strongly disagree	10	33
Total	30	100

Source: Researcher's fieldwork, 2025

In response to the above question table 4.10 revealed that 3 (10%) and 3 (10%) of the respondent strongly agreed and agreed that office automation may completely replace the secretary while 14 (47%) of the respondents strongly disagreed and 10 (33%) of them disagreed that office automation might completely replace secretary in an office.

It safe to conclude that there is no how office automation can replace human effort most especially secretaries.

Table 4.11: Office automation renders the secretary redundant

Opinions	No of Respondents	Percentage %
Strongly Agree	00	0.00
Agree	04	13
Disagree	17	57
Strongly disagree	09	30
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.11 above showed that 4 (13%) of the respondents agreed that office automation renders the secretary redundant while 17 (57%) of the respondents disagreed and 9 (30%) of them strongly disagreed with the statement.

This implied that office automation does not render the secretary redundant in her job.

Table 4.12: Office Automation is essential in an office because it enhances efficiency.

Opinions	No of Respondents	Percentage %
Strongly Agree	15	50
Agree	15	50
Disagree	00	0.00
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.12 above showed that 15 (50%) strongly agreed and 15 (50%) agreed that office automation is essential in an office because it enhance efficiency, none of the respondents disagreed or strongly disagreed with the statement.

This implied that office automation enhances the efficiency of an office.

Table 4:13: Specialization in the Office Introduced by the Automated Office System Increase Productivity.

Opinions	No of Respondents	Percentage %
Strongly Agree	15	50
Agree	10	33
Disagree	05	17
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.13 above showed that 15 (50%) of the respondents strongly agreed 10 (33%) of them agreed while 5 (17%) of the respondents disagreed that the specialization in office introduced by the automated office system increase productivity.

This implied that since the majority has agreed to the statement above it can be concluded that specialization in office which is introduced by the automated office system increase productivity.

Table 4.14: A secretary must be specially trained to make possible effective performance on office automation.

Opinions	No of Respondents	Percentage %
Strongly Agree	12	40
Agree	09	30
Disagree	05	17
Strongly disagree	04	13
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.14 above showed that 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed that secretary must be specially trained to make possible effective performance on office automation while 5 (17%) and 4 (13%) of the respondents disagreed and strongly disagreed respectively.

It is therefore means that secretaries are trained to make possible effective performance on office automation.

Table 4.15 The Duties of a secretary have grown quieter because the equipment they now have become quieter.

Opinions	No of Respondents	Percentage %
Strongly Agree	03	10
Agree	02	7
Disagree	15	50
Strongly disagree	05	17
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.15 above showed that 3 (10%) of the respondents strongly agreed, 2 (7%) of them agreed while 15 (50%) and 5 (17%) of the respondents disagreed and strongly agreed that the duties of a secretary have grown quieter because the equipment they now have become quieter.

It is therefore means that the reason why the duties of secretary has grown is not for the fact that the equipment they now have become quilter.

Table 4.16: Irregular power supply has greatly affected the use of office automation for the performance of secretary

Opinions	No of Respondents	Percentage %
Strongly Agree	18	60
Agree	09	30
Disagree	03	10
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.16 above showed that 18 (60%) of the respondents strongly agreed, 9 (30%) of them agreed while 3 (10%) of the respondents disagreed to the assertion that irregular power supply has greatly affected the use of office automation for the performance of secretary.

It is therefore means that the irregular power supply has not affected the use of office automation for the performance of secretary.

Table 4.17: Lack of further training has reduced the efficiency of office automation.

Opinions	No of Respondents	Percentage %
Strongly Agree	19	63
Agree	09	30
Disagree	02	7
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.17 above showed that 19 (63%) of the respondents strongly agreed, 9 (30%) of them agreed while 2 (7%) of the respondents disagreed to the assertion that lack of further training has reduced the efficiency of office automation.

It is therefore means that Lack of further training has reduced the efficiency of office automation.

Table 4.18: Inadequate automation can lead to low morale of secretary.

Opinions	No of Respondents	Percentage %
Strongly Agree	18	60
Agree	12	40
Disagree	00	0.00
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.18 above showed that 18 (60%) strongly agreed and 12 (40%) agreed that inadequate automation can lead to low morale of secretary while none of the respondents disagreed and strongly disagreed respectively.

This implied that inadequate automation lead to low morale of secretary.

Table 4.19: Lack of technicians slow down the efficiency and effectiveness of automation.

Opinions	No of Respondents	Percentage %
Strongly Agree	17	57
Agree	10	33
Disagree	03	10
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.19 above showed that 17 (57%) strongly agreed and 10 (33%) agreed that lack of technicians slow down the efficiency and effectiveness of automation while 3 (10%) of the respondents disagreed with the statement that lack of technicians slow down the efficiency and effectiveness of automation, and no respondents for disagreed.

This implied that lack of technicians slow down the efficiency and effectiveness of automation.

Table 4.20: Ability to utilize communication equipment increases the development of the organization.

Opinions	No of Respondents	Percentage %
Strongly Agree	30	100
Agree	00	0.00
Disagree	00	0.00
Strongly disagree	00	0.00
Total	30	100

Source: Researcher's fieldwork, 2025

Table 4.20 above showed that 30 (100%) strongly agreed that ability to utilize communication equipment increases the development of the organization, while no respondents for agreed, disagreed and strongly disagreed respectively.

This implied that ability to utilize communication equipment increase the development of the organization.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

Based on the findings, the following summary is drawn.

All the respondents accepted the facts that office automation plays a great role on the efficiency of secretary service delivery in an organization. They also confirmed that secretaries were a part of the world processing work place. They affirmed that the efficiency of any organization included secretary's efficiency. It was believed that secretaries were the centre of communication channel within organization because of the network transmission. They believed also that automation increased productivity in the organization.

Majority of the respondents agreed that the introduction of office automation would create new jobs rather the secretary must be specially trained to aids her effective performance. They also confirmed that automation would not create new employment problem for secretaries. Most of the respondents admitted that office automation had increased the demand for secretary in the labour market. Most of the respondents disagreed that office automation would replace the secretary in the office, neither would they accept the statement that office automation rendered the secretary redundant.

The respondents agreed that office automation had a great role in the performance of the secretary. They confirmed that office automation was essential in

office because it enhanced efficiency. They affirmed that the specialization in offices introduced by the use of automated office system increase productivity. Majority of the respondents agreed that the efficiency of any organization depended upon the secretary.

Many of the respondents believed that when a company changed from traditional setting to word processing office system, the employee most affected was the secretary, respondents and different opinion on whether the secretary's job was now handled by the correspondent specialist and the administrative secretary. They also confirmed that the two positions required different skills, abilities and aptitudes.

Finally, almost all the respondents disagreed with the statement that the duties of secretaries had grown quieter because the equipment they used had become quitter.

5.2 Conclusion

Based on the findings, the following conclusions are made:

Office automation really has a role on secretaries. It has improved their efficiency and the quality output of their work.

Most secretaries still need a lot of training; so, apart from the ones obtained in higher institutions of learning, additional training, work-shop and seminars, should be organized for them to enable them perfect their skills at handling new office automation related to their job. For an organization to be efficient, it depends upon the secretary, therefore they need to be developed.

The secretarial profession required different skills, abilities and aptitudes, the secretary should therefore be taken into consideration in planning a modern office. Secretaries should be treated as part of the forerunners in an organization not just as a person in which a typewriter and a writing pad and cabinet is been placed in front of her. She transmits information to various people and relates with people from different works of life.

Finally, office automation is significance to the effective service delivery of a secretary in an organization.

5.3 Recommendations

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

1. The provision of electrical/electric typewriter should be de-emphasized, while the provision of microcomputer should be stepped up to make advantage to the benefits of local and wide area network information transmission.
2. Regular attention to the provision of adequate maintenance and constant review of the performance of these machines is necessary. The organization should contact with reputable companies in the areas of automation routine devices.
3. There is every need for organization to expose secretaries in their establishment to what we call technological innovation of today by giving secretaries opportunities of training on the job to enable them operate with modern trend of office technology.

4. Automation in the University of Ilorin Teaching Hospital, (UITH), Ilorin and Kwara State Polytechnic, Ilorin is very beneficial. However some department and sections are not yet fully automated. There is need for the automation to extend to all the various departments and sections. In other for the organization to reap the full benefits of automation.
5. Finally, where lack of funds tends to hinder the acquisition of these machines the organization should set up a trust fund where money could be put aside for the purchase of automated machines.

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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 **“THE ROLES OF OFFICE AUTOMATION IN IMPROVING THE EFFECTIVENESS OF SECRETARIES IN AN ORGANIZATION”**.

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,

**AKANNI NOFISAT DAMILOLA
HND/23/OTM/FT/0030**

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: **Roles of Office Automation in Improving the Effectiveness of Secretaries in an Organization**. 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,

**AKANI NOFISAT NOFISAT
HND/23/OTM/FT/0030**

QUESTIONNAIRE

1. Automaton has a great role on a secretary's performance.

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()
2. Secretary is part of the word processing work place

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()
3. The efficiency of any organization includes the secretary's efficiency

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()
4. Secretaries are the center of communication channel within their organization because of the network transmission.

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()
5. Office Automation increase production in an organization

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()
6. The introduction of office automation would create a new job

(a) Strongly Agree ()	(b) Agree ()
(c) Disagree ()	(d) Strongly Disagree ()

7. A secretary must be specially trained to make effective performance on office automation possible
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
8. Office Automation would create employment problem for the secretary
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
9. The demand for office automation has increased the demand for secretaries in the market.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
10. Office automation may completely replace the secretary.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
11. Office automation renders the secretary redundant
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
12. Office Automation is essential in an office because it enhances efficiency.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()

13. Specialization in the Office Introduced by the Automated Office System
Increase Productivity.
- (a) Strongly Agree () (b) Agree ()
(c) Disagree () (d) Strongly Disagree ()
14. A secretary must be specially trained to make possible effective performance
on office automation.
- (a) Strongly Agree () (b) Agree ()
(c) Disagree () (d) Strongly Disagree ()
15. The Duties of a secretary have grown quieter because the equipment they
now have become quieter.
- (a) Strongly Agree () (b) Agree ()
(c) Disagree () (d) Strongly Disagree ()
16. Irregular power supply has greatly affected the use of office automation for
the performance of secretary.
- (a) Strongly Agree () (b) Agree ()
(c) Disagree () (d) Strongly Disagree ()
17. Lack of further training has reduced the efficiency of office automation.
- (a) Strongly Agree () (b) Agree ()
(c) Disagree () (d) Strongly Disagree ()

18. Inadequate automation can lead to low morale of secretary.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
19. Lack of technicians slow down the efficiency and effectiveness of automation.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()
20. Ability to utilize communication equipment increases the development of the organization.
- (a) Strongly Agree () (b) Agree ()
- (c) Disagree () (d) Strongly Disagree ()