

**COMPUTER LITERACY AS AN EFFECTIVE TOOLS FOR THE  
SECRETARIES IN THE NEW ERA**

**BY**

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### **APPROVAL PAGE**

This research project has been read and approved as meeting the requirements for the Department of Office Technology and Management, Institute of Information Communication Technology, Kwara State Polytechnic, Ilorin, for the award of National Diploma (ND) in Office Technology and Management.

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## **DEDICATION**

This research work is dedicated to Almighty Allah, giver of knowledge, wisdom and understanding and the creator of heaven and earth who has given the power to complete and pass through this project.

## **ACKNOWLEDGEMENT**

I give thanks God to Almighty Allah for counting me worthy to be among those that will start a journey and end it one day

My profound gratitude goes to my project supervisor **MRS.ENIOLA USMAN** for your advice and guidance before and after this project work, may almighty God be with her and is family(Amen)

My gratitude also goes to my entire able lecturers in Office Technology and Management Department, all mercy will always be with them all. My sincere appreciation goes to my family, my sisters and brother most especially my parent **Mr and Mrs SURAJUDEEN**. may God bless you, may you eat the fruit of your labour and may you live long.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background of the Study**

The world has turned into a global village through the discovering of information technology resources. Indeed, information technology has come a long way and the rate of development in the field is very high when you will discover that your best has become obsolete.

The modern world of high technology could not have come about except for the development of the computer. Different types and sizes of computers uses throughout society in the storage and handling of data, from secret government files to banking transaction, to private household account. Computers have opened up a new era in manufacturing through the techniques of automation and they have enhanced modern communication system. They are essential in almost every field of research and applied to producing a tomorrow wealthier report and their use has itself opened up new area of conjunctive.

According to Ohakwe (2012) technology has been the less hope of the secretary since the world of work is ruled by technology. Long before now, the activities of secretaries depend on hand written and work is very slow, cumbersome, and lack of accuracy with technology the typewriting machine came into existence. It started solving the problem of slowness of work and hand writing. But the typewriting machine cannot

clean and make corrections, it does not contain dictionary in case of bad grammar and spelling.

The introduction of computer is very important and it has led to the computerization of most offices in Nigeria both public and private. Computer and the secretary to carry out most of the activities formally with the use of manual typewriters. In recent times, computerization includes the use of stand-alone personal computer workstation and terminal in preparation of document, storage and retrieval of information. As a result of the impact of computer, companies, industries, ministries and various offices have come to appreciate the important of computerization.

Secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services globally (Wofersohn, 2012). There are wide range of office machines and equipment which now enable secretaries to improve their performances. Such new machines take the form of electronic typewriters that have replaced the manual ones. Word processors with milt-purpose facilities, computers and other sophisticated office machines and equipment are now provided by employers. Some of the physical equipment used by secretaries includes computer communication equipment and electronic pocket organizers (Lucas, 2017). New technological equipment that has altered the procedures and technique for office functions include the computers, electronic mail/ commerce, voice mail, and the Internet.

However, these new developments brought by technological challenges require even more knowledge and skills beyond being a professional secretary. For the secretary to be abreast with the changing times, face the challenges and overcome the old ways of doing things she or he needs training requirements in recent times to help meet organizational objectives. Information technology has affected many professions in recent times. The roles of secretarial professionals have been turned around by technology. It has provided the tools that shift the role of secretaries from that of information recorders to business strategists (Appah and Emeh, 2016). Several other authors are of the view that the secretary has to be well equipped to meet the present challenges of a modern office.

## **1.2 Statement of the Problems**

In view of the increasingly rapid changes in the office environment (from traditional to modern office) of today's business organizations, the secretarial profession is faced with a lot of challenges in the world of work such as.

The few competent one are not computer literate

Teachings of computer education in our institution are.

More theoretical than practical.

Too many secretaries while few are competent.

### **1.3 Research Questions**

The following question serves as a guide

1. Does computer improve secretaries work?
2. Does computer literacy make a secretary to achieve higher level of speed and accuracy?
3. Does computer literacy improve the secretary's information?
4. Does secretary possess the appropriate skills and competencies to perform chores effectively

### **1.4 Objective of the Study**

The purpose of this study is to find out the effect of computer literacy as a tool for the secretary in the few millenniums. Specially, the study is to:

1. To find out if computer improves the secretary's work.
2. To know if computer literacy makes a secretary to achieve a higher level of speed and accuracy.
3. To find out if computer literacy improves secretary's information.
4. To find out if secretaries possess some appropriate skills and competencies to perform the office chore effectively.

### **1.5 Scope of the Study**

This project focus on computer literacy as an effective tool for the secretaries in the new era, using Femtech Company Ilorin Kwara State as a case study.

The sectoral scope is a service providing sector.

The geographical scope of this project Ilorin Kwara State north central.

The time scope is the periodic depth of research, therefore the periodic depth of this research, cover two years that is why between 2022 to 2023 in which the duration for five operational year of the case study (Femtech Ilorin Kwara State).

There are lots of communication principles used in most organization settings, but this research work will be restricted to communication variables, methods of communication and types of communication.

The researchers will especially cover manufacturing industry the researcher intended covering several organisation in different part of the country, especially manufacturing industries, but due to some constraints, which will be discussed later

## **1.6 Limitation of the Study**

The success of this research work on the topic computer literacy as an effective tool for the new millennium secretaries was not an easy task. The researcher was faced with the following problems;

FINANCE: There was no enough during the research to sort for materials for world.

TIME FACTOR: This is another problem encountered by the research. The time allocated to the research work was a limited one for the research to really work with.

### **1.7 Significance of the Study**

It is hoped that the outcome of this study on computer literacy as an effective tool for secretary in the new era will be of immense value to secretaries and the organization

It will enable them to know the technological skills required of secretaries for the achievement of the organizational goals and objectives.

On the part of the secretaries, there will be smooth transfers from the classroom to the business world because of the basic skills acquired in office automation during their learning.

In the educational sector, it will enable the training institutions to absorb the best methods in order to meet up with the changes facing the business environment and office technology.

### **1.8 Organization of the Study**

This study is organized into five chapters. Chapter one of the thesis discusses the overview of the study, problem definition, research question, research objectives, significance of the study. Chapter two presents all the relevant literature review and its related concepts. Chapter three addresses the identification of the most suitable research methodology for this research and chapter four presents a data analysis of findings gathered from the field. Finally, chapter five presents the summary of findings, conclusion, and made relevant recommendations.

## **1.9 Definition of Terms**

**SECRETARY:** Secretary is an assistance to the exclusive who possesses the mastery office skills, who demonstrates ability to assume responsibility without direct supervision, who exercise initiative and judgment who make decision within the scope of assign authority

**COMPUTER LITERACY:** This is abilities to operate computer technology effectively.

**COMPUTER:** It is an electronic device which accepts data as an input stores data processes the data to generate meaningful result.

**Modern Secretary:** An officer of a society or organization who deal with correspondences organization official meeting and event and has skills and knowledge on modern office equipment

**Effect:** means a change that somebody or something course in a change which as a result or consequences if an action or other course.

**Literacy:** is the ability, confidence and willingness to engage with language ti acquire construct and communicate meaning.

**Computer:** is an electronic mechanical device that accept data through an input device processing data and they giving out information through an output device.



## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This chapter contains a review of related information from different literatures on the topic. This would be done under the following headings: -

The Introduction of computers.

origin of computer

Importance of computers and computer literacy.

The effects of computer literacy on modern secretaries.

The problems secretaries encountered in the use of computers.

Summary of the literature reviewed.

#### **2.1 Conceptual Framework**

Introduction of Computer

Computer as a device for performing automated information (or data processing). They contended that it may be thought of as a machine that takes raw data or information as its input and produces as output, as new, transferred data or information (Banker, 2016).

In support of this, Bochun (2017) defined computer as a device capable of accepting information, applying the result of the processes. It usually consists of input and output devices, storage, arithmetic/logic unit and a control unit. It didnt end there, Eleoba (2021)

in his own words contended that a computer is an electronic device capable of performing complex calculations at an electronic speed. It adds, subtracts, divide, multiply and can be used in word processing. Computer is an electronic fast rule following machine. It accepts inputs, processes it and gives output. The most important things to note in these definitions are; the capability of the computer to accept data, process, store and reproduce as output or transformed data (Igobah, 2015).

The first generation (2000 - 2005) which was only electronic computer called electronic numerical integrator and calculation (ENIC) and their early models which use vacuum tubes. Input consists primarily of punch cards and program stored within the computer were pretty much limited to magnetic drums and cores (Nwana, 2012).

The second generation (2005 - 2010) developed computer marked by the use of transistors and diodes which are much smaller and more compact and require less air conditioning of their vacuum tubes. Technological advancement of the second generation also has magnetic tape units with massive amounts of data stored on reels of magnetic tape for processing on the computer at high speed. This generation was marked by the processing of data at random rather than in serial or sequential order. Most utilized the early computer in converting from their existing state to mechanical accounting and clerical systems in order to obtain saving in the office of person required to do the work, to secure procedure and to provide for computer capacity that would absorb anticipated increased workloads. Means et al. (2013).

The third generation (2010- 2015), during these period, transistors began to give way to micro miniaturized circuits in still small compact units that increase the reliability of operations and decreased the maintenance cost. This generation was also marked by massive computer disc storage, multiprogramming, time sharing, refined on line real-time capabilities, Wale, (2018). The fourth generation (2015), in early 70s computer manufacturers and users anticipated further simplification of system and programming analysis with increased reliability, flexibility and confidentiality of computer system, this device computer increasingly handle specialized functions by means of micro programming. Standwell Sheila (2018).

In summary it can be said that the advent of technology into business offices dated back to the seventeenth century and had since improved during the past years as a result of scientific and technological changes and innovations. According to him, machine for adding has been in use since the seventeenth century the first to handle money column was the Burroughs produced in 1988.

## **2.2 Importance of Computer and Computer Literacy:**

Technological advancement could be traced to the industrialization and development within the business circles. The computer manufactured as a result of this advancement in the technology used in organization to increase productivity and facilitate effective management. It is the most useful and fastest of all other equipment.

According to Davis, (2014) adduced that we are in the midst of revolution. During the industrial revolution, machines were developed to augment muscle power. Today, the computer is being used to augment the power of the mind. Already most of our major business concern simply could not function without their computer; they would literally drown into the sea of paper work.

Due to its ability of augment the power of the mind, computer provides management of organization with accurate forecast of their financial position in the future, how much work would be required at certain time, what additional staff and material would be required for particular task, how many machines would lie vacant or be occupied at a particular time (Standwell,2018). The computer provides the data or information for planning and controlling business. There are various important functions performed by computer and as a result, they make certain contributions towards the effective discharge of secretarial duties. This contribution shows the importance of computer. The importance is as follows:

Speed: Word processors are useful and indispensable because of the unique speed at which they perform most duties. In this way they process information needed by the management in policy making and decision making. Appah (2016) said that an efficient secretary making use of computer produces work at twice or three times the speed of a clerk using manual machine like typewriter. Standwell stated in his view about computer that it carries out work very quickly, accurately and automatically. Azuka (2013) maintained that the

computer is a very fast communication system taking only fraction of a second to bridge gaps at hundreds of miles.

**Accuracy:** The computers have the ability of producing more reliable output. Once they are fed with the right data, the output must be accurate. The error free computation is another step further in the understanding of the computer (Appha, 2016).

**Memory Storage:** Computer word processor has the ability to store information within in-built mechanism at an incredible speed. Computer has files or storage units and when information is fed in the machine, it works upon in the manner directed by the program and the result is printed out either by high speed printing devices. This result will also be stored on magnetic tape or in the machine itself as files future usage (Standwell, 2018). The memory which is the active storage of the computer hold the operating program and data being used by the secretary. He said that the information is stored in magnetic tape or disc for the computer to use when necessary.

### **2.3 Importance of Computer Literacy:**

Literacy means the ability to read and write, in recent years another kind of literacy has become important; computer literacy. What is computer literacy then? This is the ability to use computer to make your work easy and fast.

Computer literacy means knowing about computers, understanding their usefulness as tools and knowing how to use and control them. In line with the above, sees computer

literacy as being aware of both the computers benefits and its draw backs and being able to utilize them (Stone, 2017).

Society has progress from the age of automation to that of micro-electronic at the apex of which is the computer. Computer is now used in all fields of human endeavor because of its speed, efficiency, accuracy, versatility, adoptability and flexibility. Anybody growing up in this century should be computer literate because everything is virtually going to be computerized.

Also yesterday's computers were used only by scientist and mathematicians, Today, they are used in large corporations, small businesses, factories, schools, libraries and millions of private homes, lawyers, doctors, secretaries, farmers and countless others all find the computer to be an invaluable tool. Computer illiterates may likely not find things easy any longer (Mishra, A and Allan, I 2015), Evans (2015) and Kurshan, November and stone (2017)

A computer literate work force is also necessary to maintain our national defense and to improve our national productivity. At the individual level, computer literacy is needed to participate in a knowledgeable society.

## **2.4 The Effects of Computer Literacy on Modern Secretaries**

Computer has changed our lives, especially the way we do office work. The advent of the electronic age is permanently changing many office jobs. Scientific advances in electronics and this has gone away in increasing efficiency and effectiveness of office

workers. More specially, technology in the forms of electronic typewriter, word processors, microcomputers etc. has been introduced to facilitate written communication in business letters, memos, tables and reports can now be prepared faster and better.

Also (Kann, 2014) emphasized that word processing typically promotes efficiency on terms of more typewriters pages and also address the need of managers and professionals. It is primarily concerned with improving their effectiveness in conducting business. Allen (2014) postulated that using computer speeds the operations, reduces mistakes in circulation and give companies efficient cost-effective analysis that would be nearly impossible with manual operations. The major advantages of word processing over traditional text preparation are increased productivity and reduction in preparation time.

Writing on this topic, Evans (2015) printed out that the use of computer for decision making is increasing. According to him, managers and executives now make use of computer for budget schedule and general planning. Computer is a powerful tool for increasing productivity. The secretary who has learnt how to analyze and interpret data will be a valuable asset to the manager or executive who uses the sophisticated process available for making projections and decisions.

Henry (2016) in his own view emphasized that the knowledge of computers in secretary has helped them in processing documents that need to be revised which resulted in improve documents and decrease in the time needed to produce the finished documents. To buttress his point, he said that secretaries like to prepare documents regardless of the

length. The approved equipment that enables them to prepare error free pages and they can take pride in producing professional looking documents.

Also stressing the effect of computer literacy to modern secretaries, Robert et al (2020) in their own view pointed out that secretaries likes the computer equipment because it can repetitive typing by merging facts with a letter or document that has been stored. This is called mail merge. With the aid of computer, the secretary can input and store the variables to the merged and the computer equipment can produce hundreds of letters while the secretary is doing something else, they further frame for another use and then merge with other stored information.

Cletus (2015) believed that her present job demonstrates the changes taking place in our professions as secretaries today perform myriad duties. In addition to serving the company president, she supervises the development of customers' pamphlets and customer services, policy manuals, coordinates financial assistance to needy customers and handles charitable giving programs. She stated further that since the advent of the computer, executives have started discovering all the things these machines can do and delegating the details to secretaries.

Thus secretaries have become more of an information sources in the office due to their computer literacy. For example, instead of just taking minutes of meetings, secretaries use information aid input. As a result, they can be involved in everything from purchasing decision to company task forces and committees.



## **2.5 The Problems Secretaries Encounter in the use of Computer**

There are many problems associated with the use of computer. In discussing these problems, references are made to the view of some authors who have dealt with the topic before. According to (Terry, 2012) stated that the problems associated with the use of computer lies heavily with the cost of maintenance. The cost of repairing and maintaining computers are so high that most of them are dumped in the office making secretaries who are acquainted with them handicapped to tackle their job.

According to (Onasanya, 2016) said that recurrent expenses in the form of cost of stationery, ink, training of staff and special pay for each staff are problems encountered in procuring computer. He further said that computer reduces inefficiency on the part of the secretary, problems such as delay in production due to break-down of the machine arises.

According to (Warison et al., 2021) pointed out that the problems secretaries encounter on the manipulation of computer is the fact that the electricity supply is not always constant and can disappoint the secretary by getting her stuck in the midst of carrying out a task.

It is important to note that since the cost of procuring computer is high and secretaries cannot work effectively because of break-down of most of these equipment, business organization should train personnel who are specialist in the repair of these machines. The organization should endeavor to get proper generators to offset the effect of power failure on the performance of secretarial duties. The secretarial profession has

witnessed a marked change in terms of technological advancement. Just as in other professional course like banking, accountancy, and engineering etc. computer have taken the toll of events with the growing rate of scientific and technological innovations.

However, emphasis on the problems of secretaries should be made. One of these problems lies on the lack of necessary office equipment to carry out the secretarial work. These problems encountered by secretaries lead to low productivity and the secretaries efficiency and competence is not enhanced in anyway.

Lack of motivation is also another problem encountered by some secretaries. When a secretary is not motivated in any way in his/her working place, it will be difficult for the secretary to effectively carry out his/her duties. This problem equally affects the organization because of the secretaries low productivity.

In addition, lack of job satisfactions is another problem faced by some secretaries in their offices. These may be caused by lack of necessary office equipment, working environment, relationship with other staff etc.

## **2.6 Empirical Review**

Computer is a mere machine that makes work easier and faster. Various authors agreed that it can receive, store and use information. It is an all-purpose electronic tool. From the foregoing, it has been observed that since the introduction of computer into our businesses societies, the secretaries, managers and other individuals has found one reason or the other that will make them to grasp the new technology. This implies that every

profession can use computer to enhance their job. It has been revealed that it is no longer enough to be computer literate means to know about computer especially how to use and control them. This type of literacy is inevitable because we are in the computer age. Secretaries are not left out in this computerization process since it is capable of making them perform quite beyond their abilities and capabilities.

Office computerization has greatly increased in efficiency and effectiveness of practicing secretaries. Computer speeds operation reduces mistakes in circulation and gives companies efficient cost-effect analysis that would be nearly impossible with manual machines.

It is also worthy to note that secretaries success, his boss value, and the life of the business lies on the secretaries hand, therefore computer should be made known to her since the companys documents needs to be safeguarded.

It is also noted that the problems associated with the use of computer lie heavily with the cost of maintaining and repairing it. The cost of repairing and maintaining it are so high that some are dumped in the office making the job of secretary so difficult.

Finally, understanding the effective operation of the new word processor will enhance the secretaries knowledge on demonstrating a good level of competence in his/her works.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Research Design**

This chapter presents the research design and methodology employed in investigating the role of computer literacy as an effective tool for secretaries in the new era, with a case study of a Femtech company located in Ilorin. The research design describes the overall structure and framework of the study, guiding the collection and analysis of data.

#### **3.2 Population of the Study**

The population of this study consists of 20 secretaries working in the selected Femtech company in Ilorin. These individuals possess a diverse range of skills and experiences, making them suitable participants for examining the impact of computer literacy on their effectiveness in the workplace.

#### **3.3 Sample Size and Sampling Technique**

The sample size for this study will be determined using appropriate sampling techniques. A random sampling methods will be employed to ensure representative selection from the population. The sample will consist of 20 secretaries from different branches and departments within the organization to provide a comprehensive understanding of the research topic.

### **3.4 Method of Data Collection**

To gather relevant data for this study, a quantitative method will be adopted. A well structured questionnaire will be the instrument for data collection. The questionnaires will be distributed to the selected secretaries to obtain quantitative data.

### **3.5 Source of Data Collection**

The primary source of data collection will be the selected Femtech company in Ilorin. The data will be collected directly from the secretaries working within the organization. Additionally, relevant secondary data will be obtained from published literature, research papers, and official documents related to computer literacy, secretarial roles, and the Femtech industry.

### **3.6 Method of Data Analysis**

The collected data will be analyzed using appropriate statistical techniques. Quantitative data obtained from the questionnaires will be analyzed using statistical software, such as SPSS to generate descriptive statistics, inferential statistics, and correlations.

### **3.7 Model of Specification**

In this study, the model of specification will be developed to establish a theoretical framework for understanding the relationship between computer literacy and the effectiveness of secretaries in the new era. The model will incorporate relevant variables, such as computer skills, information management, communication, and productivity, to provide a comprehensive view of the impact of computer literacy on secretarial performance.

## CHAPTER FOUR

### DATA ANALYSIS

#### 4.1 Introduction

This chapter with data analysis. The chapter will be conducted and presented as follows.

#### 4.2 Results

**Table 4.1: Computer usage has improved the quality of my work as a secretary.**

Option	Number of Respondent	Percentage%
Strongly Agree	10	50
Agree	10	50
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

The above 4.1 showed that 10(50%) respondents strongly agreed that the use of Computer usage has improved the quality of my work as a secretary.(50%) respondents agreed, and no respondents disagree with the assertion.

**Table 4.2: Computer literacy has enhanced my speed and accuracy in performing office tasks.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	10	50
Agree	05	25
Disagree	05	25
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

The above 4.2 indicated that 10(50%) respondents strongly agreed that the use of Computer literacy has enhanced my speed and accuracy in performing office tasks. 5(25%) respondents agreed with the question, 5(25%) disagreed. No responses on strongly disagreed.

**Table 4.3: Computers help me access and manage information more efficiently in my role as a secretary.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	07	35
Agree	08	40
Disagree	05	25
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

The above table 4.3 indicate that 7(35%) respondents strongly agreed 8(40%) disagreed, while there is no respondent for strongly disagreed. From this analysis, one can see that Computers help me access and manage information more efficiently in my role as a secretary.



**Table 4: I possess the necessary computer skills and competencies to perform my office chores effectively.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	14	70
Agree	06	30
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

The above 4.4 showed that 14(70%) respondents agreed 6(30%) respondents agreed that I possess the necessary computer skills and competencies to perform my office chores effectively.

**Table 4.5: Using computers has increased my productivity as a secretary.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	12	60
Agree	08	40
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

The table 4.5 shows that 12(60%) respondents strongly agreed that Using computers has increased my productivity as a secretary, 8(40%) agreed while no response while no response for disagreed and strongly disagreed to the statement.

**Table 4.6: Computer literacy has improved my ability to organize and retrieve information quickly.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	11	55
Agree	07	35
Disagree	02	10
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.6 showed that 11(55%) respondents strongly agreed 7(35%) respondents agreed, 2(10%) respondents disagreed, while there is no response for strongly disagreed. Computer literacy has improved my ability to organize and retrieve information quickly.

**Table 4.7: Computers have enabled me to perform my secretarial duties with higher levels of speed and accuracy.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	09	45
Agree	07	35
Disagree	04	20
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.7 indicates that 9(45) respondents strongly agreed that information communication flow in an office centre and revolves round the personality of secretaries, 7(35%) responses agreed to this statement while 4(20%) disagreed, while there is no responses for strongly disagreed. Therefore, Computers have enabled me to perform my secretarial duties with higher levels of speed and accuracy.

**Table 4.8: Computer usage has positively impacted the quality and timeliness of the information I handle.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	10	50
Agree	10	50
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.8 indicated that 10(50%) of the respondents strongly agreed Computer usage has positively impacted the quality and timeliness of the information I handle 10(50%) equally agreed while responses on strongly agreed and disagreed.

**Table 4.9: I believe that possessing computer skills is essential for secretaries to excel in their roles.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	10	50
Agree	10	50
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.9 indicated that, 10(50%) respondents agreed that I believe that possessing computer skills is essential for secretaries to excel in their roles. 10(50%) conceded to the level of managers, while no responses on strongly disagreed and disagreed respectively.

**Table 4.10: Computer literacy has allowed me to adapt more easily to changes in office technology.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	7	35
Agree	13	65
Disagree	0	0.00
Strongly Disagree	0	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Research Field Work, 2025**

Table 4.10 indicated that 7(35) strongly agreed that Computer literacy has allowed me to adapt more easily to changes in office technology.13(65%) agreed and no response for disagreed and strongly disagreed with the statement.

**Table 4.11: Computers have streamlined my workflow and made my tasks more manageable.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	10	50
Agree	10	50
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total up</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.11 indicated that, 10(50%) respondents strongly agree that the Computers have streamlined my workflow and made my tasks more manageable. 10 (50%) Respondents agreed, and no Respondents disagree with the assertion.



**Table 4.12: I feel confident in my ability to troubleshoot basic computer issues that may arise during my work.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	12	60
Agree	05	25
Disagree	03	15
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.12 indicates that, 12(60%) respondents strongly agreed, 5(25%) respondent agreed, 3(15%) respondents disagreed, while there is no response for strongly disagreed. From the above analysis, I feel confident in my ability to troubleshoot basic computer issues that may arise during my work.

**Table 4.13: Computer literacy has improved my ability to handle complex office software and applications.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	10	50
Agree	10	50
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.13 indicate that 10(50%) strongly agreed that Computer literacy has improved my ability to handle complex office software and applications , 10(50%) also agreed. Therefore, it is clear from the analysis, that Computer literacy has improved my ability to handle complex office software and applications,

**Table 4.14: Many business organization today transmit message electronically with the advent of electronic communication.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	13	65
Agree	07	35
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Research's Fieldwork,2025**

at 13(65%) of the respondents strongly agree that I believe that computer usage has increased my overall job satisfaction as a secretary. 7(35%) agree while none of them disagree with the assertion.

**Table 4.15: Computers have enabled me to communicate more effectively with colleagues and superiors.**

<b>Option</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly Agree	20	100
Agree	00	0.00
Disagree	00	0.00
Strongly Agree	00	0.00
<b>Total</b>	<b>20</b>	<b>100</b>

**Source: Researcher's Field Work, 2025**

Table 4.15 showed that 20(20%) of the respondents strongly agree that Computers have enabled me to communicate more effectively with colleagues and superiors.

**Table 4.16: I feel that Computer literacy has expanded the range of tasks I can accomplish as a secretary.**

<b>Options</b>	<b>Number of Respondents</b>	<b>Percentage%</b>
Strongly agree	10	50
Agree	05	25
Disagree	05	25
Strongly disagree	00	0.00
<b>Total</b>	<b>20</b>	<b>100%</b>

**Source: Researcher's Fieldwork, 2025**

Table 4.16 indicated that, 10(50%) respondents strongly agreed, 5(25%) respondents agreed, 5(25%) respondents disagreed, while there is no response for strongly disagreed, from the above analysis, I feel that computer literacy has expanded the range of tasks I can accomplish as a secretary.

**Table 4.17 : The use of computers has reduced the occurrence of errors in my office chores**

<b>Options</b>	<b>Number of Respondents</b>	<b>Percentage%</b>
Strongly agree	15	75
Agree	05	25
Disagree	00	0.00
Strongly disagree	00	0.00
<b>Total</b>	<b>20</b>	<b>100%</b>

**Source : Researcher's Fieldwork, 2025**

The table 4.17 shows that 15(75%) respondents strongly agreed that the use of computers has reduced the occurrence of errors in my office chores 5(25%) agreed while no response for disagreed to the statement.

**Table 4.18 : Computer literacy has provided me with opportunities for professional growth and advancement.**

<b>Options</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly agree	12	60
Agree	08	40
Disagree	00	0.00
Strongly disagree	00	0.00
<b>Total</b>	<b>20</b>	<b>100%</b>

**Source : Researcher's Fieldwork, 2025**

The table 4.18 shows that 12(60%) respondents strongly agreed that Computers literacy has provided me with opportunities for professional growth and advancement 8(40%) agreed while no response for disagreed and strongly disagree with the notion.

**Table 4.19 : I believe that continuous computer skills straining is necessary to stay competent in my role as a secretary.**

<b>Options</b>	<b>Number of Respondent</b>	<b>Percentage</b>
Strongly agree	20	100%
Agree	00	0.00
Disagree	00	0.00
Strongly disagree	00	0.00
<b>Total</b>	<b>00</b>	<b>100%</b>

**Source : Researcher's Fieldwork, 2025**

The table 4.19 shows that 20(100%) of the respondents strongly agreed that I believe that continuous computer skills straining is necessary to stay competent in my role as a secretary. while none of them disagree with the statement.



**Table 4.20 : I believe that computer literacy is crucial for secretaries to succeed in the new era**

<b>Options</b>	<b>Number of Respondent</b>	<b>Percentage%</b>
Strongly agree	20	100
Agree	00	0.00
Disagree	00	0.00
Strongly disagree	00	0.00
<b>Total</b>	<b>20</b>	<b>100%</b>

**Source : Researcher's Fieldwork, 2025**

The table 4.20 shows that 20(100%) of the respondents strongly agreed that I believe that computer literacy is crucial for secretaries to succeed in the new era. while none of them disagree with the notion.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Summary**

The study focused on exploring the role of computer literacy as an effective tool for secretaries in the new era within a Femtech company located in Ilorin. The research objectives aimed to investigate the impact of computer usage on work quality, speed, accuracy, information management, and overall effectiveness of secretaries. The study also aimed to assess the possession of necessary computer skills and competencies among secretaries and their perception of the importance of computer literacy in their roles.

Through the analysis of data collected from the questionnaire, several key findings emerged. The majority of respondents strongly agreed or agreed that computer usage has improved the quality of their work as secretaries and enhanced their speed and accuracy in performing office tasks. They also believed that computers helped them access and manage information more efficiently and enabled them to perform their secretarial duties with higher levels of speed and accuracy.

Moreover, secretaries expressed confidence in their possession of necessary computer skills and competencies, emphasizing the importance of computer literacy for performing office chores effectively. They acknowledged that computer literacy has positively impacted their productivity, organizational skills, and ability to handle complex office software and applications. Additionally, they recognized the role of computer literacy in adapting to changes in office technology and streamlining their workflow.

## **5.2 Conclusion**

The study focused on exploring the role of computer literacy as an effective tool for secretaries in the new era within a Femtech company in Ilorin. The findings of the study provide compelling evidence regarding the significance of computer literacy in enhancing the work effectiveness and productivity of secretaries.

The research revealed that computer usage has positively impacted various aspects of secretarial work. Secretaries acknowledged that computer literacy has improved the quality of their work, enhanced speed and accuracy in performing office tasks, and enabled them to access and manage information more efficiently. Moreover, possessing the necessary computer skills and competencies was considered essential for performing office chores effectively.

The study also highlighted the positive influence of computer literacy on productivity, workflow management, and adaptation to technological changes. Secretaries expressed confidence in their ability to troubleshoot basic computer issues and handle complex office software and applications. They perceived computers as valuable tools for streamlining their workflow and facilitating effective communication with colleagues and superiors.

These findings emphasize the importance of integrating technology and continuous computer skills training in the secretarial profession. Employers should recognize the value of computer literacy in enhancing secretarial performance and provide opportunities for training and upskilling. Additionally, secretaries themselves should actively seek

opportunities to improve their computer skills and stay updated with advancements in office technology.

Overall, the study concludes that computer literacy is a crucial asset for secretaries in the new era. It empowers them to effectively handle their responsibilities, adapt to changing technological landscapes, and contribute to the overall efficiency and success of the organization. By embracing computer literacy and leveraging technology, secretaries can excel in their roles and make valuable contributions to the Femtech industry and beyond.

### **5.3 Recommendations**

Based on the findings and conclusions of the study on computer literacy as an effective tool for secretaries in the new era, the following recommendations are proposed:

**1. Promote Computer Literacy Training:** Organizations should prioritize computer literacy training programs for secretaries. These programs should focus on developing essential computer skills and competencies relevant to their roles, such as word processing, spreadsheet management, email communication, and information management. Continuous training and upskilling opportunities should be provided to keep secretaries updated with the latest office technology advancements.

**2. Foster a Culture of Continuous Learning:** Encourage secretaries to actively seek opportunities for self-improvement in computer literacy. Organizations can support this by providing access to online courses, workshops, or seminars related to computer skills and

technologies. Establish a supportive environment that encourages continuous learning and recognizes the value of enhancing computer literacy in the workplace.

**3. Provide Adequate Technological Resources:** Ensure that secretaries have access to modern computer systems, software, and tools necessary to perform their duties effectively. This includes providing updated hardware, relevant software applications, and resources for troubleshooting basic computer issues. Regular maintenance and upgrades should be conducted to keep the technological infrastructure in optimal working condition.

**4. Foster Collaboration and Knowledge Sharing:** Encourage secretaries to collaborate and share their computer skills and knowledge with their peers. Establish a platform or forum where secretaries can exchange tips, best practices, and resources related to computer literacy. This collaborative environment can foster a culture of continuous improvement and support among secretaries.

**5. Recognize and Reward Computer Literacy:** Organizations should acknowledge and reward secretaries who demonstrate exceptional computer literacy and utilize technology effectively in their roles. Recognize their contributions to improving work quality, productivity, and overall efficiency. This recognition can serve as motivation for secretaries to further enhance their computer skills and continue to excel in their roles.

**6. Stay Updated with Technological Trends:** Organizations should stay abreast of technological advancements relevant to the secretarial profession and the femtech industry. This includes monitoring new software applications, tools, and communication platforms

that can further enhance secretaries' work effectiveness. Regularly assess the organization's technology infrastructure and make necessary updates to ensure secretaries have access to the most suitable and efficient tools.

**7. Foster a Supportive IT Helpdesk:** Establish a dedicated IT helpdesk or support system that secretaries can reach out to for assistance with computer-related issues. This support system should be responsive, knowledgeable, and readily available to address any technical challenges that secretaries may encounter. Prompt and effective technical support will enable secretaries to overcome obstacles and maintain their productivity.

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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,

I am a student in the Department of Office Technology and Management, Institute of Information and Communication Technology. Kwara State Polytechnic, Ilorin. I am at present conducting a research and writing a project on Impact of the Word Processing Package Skill on the Performance of Secretaries in Organizations.

The exercise is important in partial fulfillment of the requirements for the award of National Diploma in Office Technology and Management of the institution

Rest assured that, the researcher ethics of anonymity and confidentiality will be strictly adhered to.

Yours faithfully,

**SURAJUDEEN ENIOLA RAHMAT**  
**ND/23/OTM/PT/0040**

## **APPENDIX II**

**KWARA STATE POLYTECHNIC, ILORIN**

**INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY**

**DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT**

Dear Sir/Madam,

### **RESEARCH QUESTIONNAIRE**

This questionnaire is designed to solicit information from you on “Impact of the Word Processing Package Skill on the Performance of Secretaries in Organizations”

Kindly complete the questions below. Please you are assured that information supplied will be treated with utmost confidentiality.

Yours Faithfully,

**SURAJUDEEN ENIOLA RAHMAT**

**ND/23/OTM/PT/0040**

## QUESTIONNAIRE

Please indicate your level of agreement with the following statements by selecting the appropriate response: Strongly Agree, Agree, Disagree and Strongly Disagree

1. Computer usage has improved the quality of my work as a secretary.

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

2. Computer literacy has enhanced my speed and accuracy in performing office tasks.

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

3. Computers help me access and manage information more efficiently in my role as a secretary.

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

4. I possess the necessary computer skills and competencies to perform my office chores effectively.

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

5. Using computers has increased my productivity as a secretary.

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

6. Computer literacy has improved my ability to organize and retrieve information quickly.

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

7. Computers have enabled me to perform my secretarial duties with higher levels of speed and accuracy.

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

8. Computer usage has positively impacted the quality and timeliness of the information I handle.

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

9. I believe that possessing computer skills is essential for secretaries to excel in their roles.

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

10. Computer literacy has allowed me to adapt more easily to changes in office technology.

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

11. Computers have streamlined my workflow and made my tasks more manageable.

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

12. I feel confident in my ability to troubleshoot basic computer issues that may arise during my work.

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

13. Computer literacy has improved my ability to handle complex office software and applications.

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

14. I believe that computer usage has increased my overall job satisfaction as a secretary.

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

15. Computers have enabled me to communicate more effectively with colleagues and superiors.

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

16. I feel that computer literacy has expanded the range of tasks I can accomplish as a secretary.

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

17. The use of computers has reduced the occurrence of errors in my office chores.

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

18. Computer literacy has provided me with opportunities for professional growth and advancement.

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

19. I believe that continuous computer skills training is necessary to stay competent in my role as a secretary.

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

20. I believe that computer literacy is crucial for secretaries to succeed in the new era.

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