

# **MODERN OFFICE EQUIPMENT AND THEIR CONTRIBUTION TO THE SUCCESS OF 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 work is dedicated to my family, whose love, support, and encouragement have been the cornerstone of my journey. To my parents, MR. OLANIYI ALADE and MRS YETUNDE ALADE your selfless sacrifices, guidance, and unwavering faith in me have shaped me into the person I am today. Your influence has been a constant source of inspiration, and I am forever grateful for the values you've instilled in me.

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This achievement is not just a reflection of my efforts but a testament to the collective spirit, generosity, and goodwill of everyone involved. I am honored to have had the opportunity to work with and learn from each of you. Thank you for being an integral part of this journey."

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## **ABSTRACT**

*This study examines the modern office equipment and their contribution to the success of an organization, highlighting their role in enhancing productivity, efficiency, and communication. Modern office equipment, such as computers, printers, and communication devices, have revolutionized the way organizations operate, enabling them to process information quickly, accurately, and securely. By leveraging these technologies, organizations can streamline processes, reduce costs, and improve decision-making. The study demonstrates the significance of modern office equipment in driving organizational success and competitiveness in today's fast-paced business environment. 20 questionnaires were distributed to two of the case study and the response was used for the analysis in chapter four. It was discovered that equipment and machines have lots of impact on the efficient performance of a secretary in every organization. The recommendation made includes organizations should ensure they invest massively in developing and upgrading their office when it comes to equipment and machines.*

**Keywords: Modern Office Equipment, Contribution, Success and Organization**

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background to the Study**

The modern office is a hub of activity, with various tasks and functions being performed simultaneously. At the heart of this activity are modern office equipment, which play a crucial role in facilitating communication, productivity, and efficiency. The effective use of modern office equipment is essential for the success of any organization, as it enables employees to perform their tasks efficiently and effectively. The use of modern office equipment has become an integral part of organizational operations. With the rapid advancement in technology, modern office equipment has evolved to include a wide range of devices and systems, such as computers, printers, scanners, and telecommunication systems. This equipment has transformed the way organizations operate, enabling them to process information faster, communicate more effectively, and increase productivity.

The introduction of modern office equipment like computers, word processors and other information technology resources coupled with new management techniques have completely changed old work habits of secretaries and triggered off a new business orientation. According to Okute (2015), Technological advancement through the introduction of Information and Communication Technology is concerned with the aspect of managing and processing information through the use of electronic computers and computer software to convert, store,

protect, process, transmit and retrieve information. It is the handling and processing of information for use by means of electronic and communication gadgets such as computers, cameras, telephones etc. Secretarial functions everywhere in the world have undergone a lot of technical changes. As a result, modern office equipment which gives the secretary the opportunity to increase her efficiency abound. Many office functions and secretarial duties which were previously done manually have been mechanized. Thus, the diversities of these office technologies require the secretary to possess new skills and sub-skills to enable him/her to be relevant in the modern office.

Technology has changed the equipment and work groups, of course; nobody today would like to work in an office where information processing and other secretarial activities are done manually or mechanically. So, the mechanized office is gradually given way to the automated office. Investment in networks of computer-based workstations and other automated equipment is transforming traditional manual office methods and paper communications media. This transformation has resulted in the development of automated systems that rely on electronic collaboration and communication networks, text processing, image processing and other information and communication technologies. According to Okwuanaso and Obayi (2017), information communication technology has posed challenges to secretaries as they communicate in the present-day office.

According to Osuala (2015) Modern office equipment refers to those tools or instruments used in carrying out office functions. They are various labour saving devices and technological products that are found in the offices. It involves the manual, mechanical and electronically devices or gadgets used in carrying out secretarial and office functions. They are labour saving devices in today's office. Modern office equipment serves as intermediary between people and their work. It enables employees to accomplish more work in few hours with greater accuracy and better quality.

The 21st century has witnessed a lot of advancement both in science and technology. This advancement has been growing rapidly in manufacturing, aviation, medicine, engineering, finance and administration, such advances has affected all aspects of life. This technological advancement includes the modern office which we use in our day to day activities in the business organizations.

However modern automation in all works of life does not exempt secretarial productivity. The secretarial duties remain unchanged while the procedure continues to change as more and more sophisticated machines are introduced in to the office.

The impact brought about by the invention of the new office machines are immeasurable many of those office automation out-ways the secretaries performance due to their effectiveness, speed and time saving. Office equipment in the generic term that refers to all supplies regularly used in offices by businesses and other organizations, from private citizens to governments, who work with the collection, refinement, and output of information (colloquially referred to as "paper work") (Falae, 2017)

In the past, employee's functions were performed manually such that documents and records were maintained on papers, stored in files and drawers. The consequences of global development in the modern technology area, calls for corresponding development of new skills in office communication by all secretaries and office managers information is a basic resource in today's society. We are living in a global information society, with a global economy that is increasingly dependent on the creation, management and distribution of information resources. People in many nations no longer live in agricultural societies, composed primarily of farmers, or even industrial societies, where a majority of the workforce consists of factory workers. Instead, the workforce in many nations consists primarily of workers in services occupations or knowledge workers, that is, people who spend most of their workday creating, using and distributing information through technology. It is important to note that technology is not static; therefore, it is essential that while planning to equip the office with technology, great care should be taken of the nature of technology. As such finance should not be invested into the machines and equipment that are likely to become obsolete in a short time.

Today, most of the modern offices carry out the largest portion of their duties with the aid of various machines and computer equipment. This computer equipment can be used to produce large volumes of documents within a relatively short period of time. Moreover, the dictating machine which is a dictation recording device is another type of equipment which has aided the effective performance of

secretarial duties in the office. The accounting machines, the calculators, etc. are important equipment in this category. These contributions by modern office equipment have made the work of the secretarial more effective and efficient.

Employees now have many office technologically advanced gadgets, tools and machines to ease their job and enhance proficiency and productivity leading to improvement in their performance. There are wide range of office machines and equipment's which now enable employees to improve their performance. Modern office equipment has influenced the performance of employees in delivering well developed and accurate results.

No one will deny the fact that the modern office equipment is changing the way employees do their jobs as office and organization moves towards automation. The introduction of Modern office equipment has brought about changes in the work and tasks performed by employees. There is no doubt that Modern office equipment is having a tremendous influence on employee's performance and in all endeavours at the present time. Modern office equipment percolates all the sphere of human activities to such as extent that it has altered the way employee's thing. Modern office equipment is a major factor that all employees have to put into consideration to make meaningful progress to the development of the organization.

Modern office equipment in the 21<sup>st</sup> century have revolutionized all employee performance worldwide, technology has been a significant tool in almost all employees' performance and tasks carried out, it is an implement in the hands of employees but enhance and improve their performance.

Therefore, this research work will look at Modern Office Equipment and their contribution to the Success of an Organization.

## **1.2 Statement of the Problem**

Modern office equipment are new innovations in offices that enable the discharge of office functions more rapidly and efficiently. The emergence of office technologies in modern day organizations has changes how secretaries perform her duties. Hence, these technologies have recently revolutionized office equipment and rendered some obsolete and has also given rise to previously unknown technology such as internet, photocopy machine, computer and teleconferencing etc., in modern organizations. This development has obviously challenged the skills and functions of secretaries. These advancements have created a big challenge to secretaries, because technologies have led to the need for them to reposition themselves in order to continue to be relevant in their performance of office functions as well as cope with the trend of technological changes in today's modern offices. Despite the opportunities brought by office technology, many secretaries are still living in the past, they refuse to learn and acquire the skills of the modern office equipment and this affects their productivities.

Despite the importance of modern office equipment in organizational operations, many organizations still struggle to maximize their benefits. This is often due to inadequate training, poor maintenance, and ineffective utilization of the equipment. As a result, organizations may experience decreased productivity, reduced efficiency, and increased costs.



### **1.3 Objectives of the Study**

The general objective of the study is the Modern Office Equipment and their contribution to the Success of an Organization. The specific objectives of this study are to:

1. Identify the different types of modern office equipment used in organizations.
2. Examine the contribution of modern office equipment to the success of an organization.
3. Investigate the challenges associated with the use of modern office equipment in organizations.
4. Examine the likely consequences of not utilizing or investing on modern office equipment.
5. Provide recommendations on how organizations can maximize the benefits of modern office equipment.

### **1.4 Research Questions**

The following research questions were raised for the study:

1. What are the different types of modern office equipment used in organizations?
2. How do modern office equipment contribute to the success of an organization?

3. What are the challenges associated with the use of modern office equipment in organizations?
4. What could be the likely consequences of not investing on modern office equipment?
5. How can organizations maximize the benefits of modern office equipment?

### **1.5 Significance of the Study**

The study will be of great benefits to so many people in the sense that will educated them and also point out the advantages of modern office equipment and how it has enhanced the productivity of any organization, either private or public organization. The following are those that will benefit from the study:

**Students:** it will also help and boost students to create brighter vision for themselves on what to do and to be expected and meet at the outside world that it beyond their qualification.

**Employees:** This research study will be of great benefit to the employees of an organization on how to improve their performance with the advancement of technology on daily basis which will help them in contributing to the development of their organization.

**Organization:** The organization will benefit most because it will enhance her productivity and also more customers will patronize the organization because of the way they handle their job through the use of modern machines and equipment.

**Business owners/Investors:** Investment or starting a business is one of the riskiest ventures ever imagined. In fact, it is not different from “walking on a rope above the ocean with wild aquatic animals present” hence making a proper estimate of needed equipment to set up a venture is important.

**Managers and Supervisors:** Managers and supervisors will benefit from learning how to effectively utilize modern office equipment to achieve organizational goals, improve communication, and increase employee productivity.

**IT Professionals:** IT professionals will benefit from understanding how to effectively integrate modern office equipment into an organization's IT infrastructure, ensuring seamless communication, data security, and network efficiency.

**Policy Makers:** Policy makers will benefit from understanding how modern office equipment can inform policy decisions related to workforce development, productivity, and economic growth.

**Non-Profit Organizations:** Non-profit organizations will benefit from understanding how modern office equipment can help them achieve their mission, improve donor engagement, and increase fundraising efforts.

**Government Agencies:** Government agencies will benefit from learning how to effectively utilize modern office equipment to improve public services, increase transparency, and enhance citizen engagement.

**Researchers and Academics:** Researchers and academics will benefit from exploring the impact of modern office equipment on organizational success, identifying best practices, and developing new theories and models.

## **1.6 Delimitation**

The focus of this research work is narrowed to the Modern Office Equipment and their contribution to the Success of an Organization. The research does not intend to go beyond this scope.

## **1.7 Limitation**

Data collection posed a lot of problem because some of the questions have to do with secret aspect of their Organization were hardly gathered, some respondents did not answer the question correctly, due to perception variances as a result of individual differences.

Another problem encountered in the course of this research is financial problem in the aspect of transportation from one place to another. Cost of gathering information through browsing and so on. Another problem occurs in this research work is the difficulty in meeting these employees with whom there was an earlier booked appointment at their place of work.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

This chapter is to examine various opinions expressed by authors on the Modern Office Equipment and their contribution to the Success of an Organization.

#### **2.1 Introduction**

In past decades several changes have taken place in private and public offices regarding the roles and functions of the employees due to fast technological advancement in all phases of human life especially in the office environment. Most offices in today's business world, be it government, industry or other human endeavours, require facts and accurate information for quick decision-making. The office worker, including the employee, expects certain support from the organization that he/she is employed. This support can be technological (machines and equipment) and human.

In the past, managers dictated memos and letters and employees typed them in various offices. Most recently, institutions have developed word processing centers and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee very productive (Osuala, 2015).

The type of machines and gadgets that were used to produce, duplicate and store information has undergone a great transformation to cope with the growing world technology, as a result, the role of employees in the business set up has

changed tremendously from that of typewriting, shorthand dictation, answering of telephone calls and processing of mails to the usage of computers and other modern gadgets (Mumuni & Sam 2016).

Today's employees are exposed to office technology including the internet that make work much easier and knowledge more accessible (Edwin, 2014). It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the employee are photo-copy machines, duplicating machines, dictating machines, printers, among others. Employees 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 (Akpomi, 2015). Technological changes have altered the procedures and techniques for office functions to include the computers, electronic mail, voice mail, and the internet. Spencer (2016) defined automation as the process of replacing human work with work done by machines or system designed to perform a specific combination of action automatically or repeatedly.

However, in recent times, the employee's routine work has reached an advanced stage due to the invention of automated office equipment. Most of the traditional and routine tasks are performed by automated office equipment such as computers, telephone, etc. The efficiency and effectiveness of the employee in every business organization depends on the availability of office technologies as well as the skills and competencies of the employee (Ordu & Akpomi 2015).

Most recently, business have developed word processing centers and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee-secretary very productive (Osuala, 2015). The skill level and functioning of the traditional secretary involve greater physical and mental ability. The introduction of modern technologies and program has lessened the onerous tasks for the modern secretary. These ranges from production, reproduction, storage and retrieval among others. As a result of changes in technology, the role of secretaries in an organization has changed tremendously from that of typewriting and shorthand dictation, answering of telephone calls and processing of mails. Today's secretaries are exposed to office technology including the internet that makes work much easier and knowledge more accessible (Edwin, 2014). It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photo-copy machines, duplicating machines, dictating machines, printers, among others. This is the era of computers and information technology which has become an enabler of greater convenience. 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. (Adedoyin, 2016)

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, et al., 2015). Several other authors are of the view that the secretary has to be well equipped to meet the present challenges of a modern office. There are conclusions by experts in the secretarial profession that there need to be changes that will reshape the office (Onifade, 2015) (Igbinedion, 2016).

Researching into the need for capacity building of secretaries in modern office equipment concluded that secretaries should be abreast of the use of modern office equipment and recommended the need for periodic training program to be organized for secretaries to update their knowledge on modern office skills (Nonye, 2013). This implies that efficiency is very importance, a professional secretary who is expected to be the life-wire, blood stream, back-bone of the organization would be expected to perform her office work efficiently.

## **2.2 Concept of Modern Office Equipment**

The utility of modern office equipment keeps increasing in most offices whether commercial organization or government agencies. Many reasons accounts for this scenario. First, the direct and indirect cost of keeping office assistant in an office and getting the work done by them, have increased to a large extent. Even after that it cannot be said with confidence that the work shall be carried out correctly and at the right time too. Second, because of the stiff competition which businesses ineluctably



have to contend with, there is a growing need for timely collection and dissemination of information. Machines come in handy in optimizing this. Third, as a result of standardization and simplification of office work, the utilization of office machines becomes a fait accompli by virtually all organization. This is not to say that machines can replace their operators.

Modern office equipment refers to the latest advancements and tools used in office environments to enhance productivity, communication, collaboration, and overall efficiency. It encompasses a wide range of hardware, software, and digital solutions designed to streamline office workflows and improve the way work is done.

Modern office equipment has revolutionized the way businesses operate, enabling organizations to streamline processes, enhance efficiency, and improve overall productivity. With the rapid advancements in technology, it is essential to examine how these technological tools impact employee performance. This study aims to investigate the modern office equipment and their contribution to the success of an organization, encompassing various dimensions such as communication, collaboration, task management, and information processing. By understanding the effects of modern office equipment on employee performance, organizations can make informed decisions regarding the adoption and utilization of technology in the workplace.

One aspect of modern office equipment that significantly affects employee performance is communication. Communication tools such as email, instant

messaging, and video conferencing have transformed the way employees interact and collaborate within organizations (Smith, 2019). These tools facilitate quick and efficient communication, enabling employees to exchange information, seek clarification, and provide feedback in real-time. Improved communication enhances teamwork and collaboration, leading to enhanced employee performance and increased productivity (Gonzalez, 2020)

Another important dimension influenced by modern office equipment is task management. Project management software, task tracking applications, and digital calendars enable employees to organize their work efficiently, prioritize tasks, and meet deadlines (Brown & Thompson, 2018). These tools provide employees with a clear overview of their responsibilities, helping them stay focused and productive. By effectively managing tasks, employees can enhance their performance, reduce stress, and achieve better work-life balance.

Information processing is a critical aspect of employee performance, and modern office equipment plays a pivotal role in this domain. Advanced data management systems, document sharing platforms, and knowledge repositories enable employees to access and process information effectively (Bhatti & Qamar, 2020). With these tools, employees can quickly retrieve and analyze data, make informed decisions, and respond to customer needs promptly. Improved information processing capabilities lead to enhanced employee performance and contribute to organizational growth.

Modern office equipment also has a significant impact on employee motivation and job satisfaction, which ultimately influence performance. Technological advancements such as flexible work arrangements, remote work capabilities, and digital collaboration platforms provide employees with greater autonomy and flexibility (Oksanen et al., 2021). Such flexibility enhances work-life balance and job satisfaction, leading to increased employee engagement and performance (Ravi et al., 2019). Additionally, the availability of modern technology fosters a positive work environment, enabling employees to feel empowered and motivated to perform their best.

Modern office equipment has a profound influence on employee performance across various dimensions. Improved communication facilitates collaboration, task management tools enhance productivity, and efficient information processing systems contribute to informed decision-making. Furthermore, modern technology fosters employee motivation and job satisfaction, positively impacting performance. Organizations need to recognize the potential of modern office equipment and make strategic investments to leverage its benefits in optimizing employee performance and achieving organizational success.

Modern office equipment are those items which help in the more efficient production of office services, communication and records. Modern office equipment are invaluable aids to office management nowadays when quick, accurate and cost effective data and information are an important factor determining the success or failure of an organization.

## **2.3 Importance of Modern Office Equipment**

The importance of Office equipment and machines are listed by (Ademola, 2016)

### **1. Labor Saving Machine**

Office equipment and machines can be used as labor saving devices. Not only do they save human labor but also have the same volume of work which can be done by much lesser number of people and employees. The performance of the current employees will also become better when you use labor saving machines.

### **2. Saves Time**

A second reason why we need office machines is because they improve office work and helps you save up a whole lot of time. An example can be used to explain this. If you are into calculating machines, you will be able to calculate them much faster. Therefore, it is highly important and essential to keep office machines at your work place.

### **3. Hardly Expensive**

Office machines don't cost much. They save both time and labor effectively. The office operating system costs are also less at the same time. These office machines need heavy investments when it comes to installation but they also tend to save costs so that they can provide all services which are needed at work. Most of them are economical.

#### **4. Good in Quality**

Office machines boost the quality of work inside your office. This also brings uniformity inside your work place. It will promote the standardization of work quality as well. The work that is done becomes very neat and accurate once you begin using office machines regularly.

#### **5. Accurate**

Office machines are needed at work as they boost accuracy at the work place. They can also reduce chances of errors. Machines are also good for working in a regular manner and have consistent speed as well. Most offices these days tend to rely on machines nowadays because of how fast and efficient they are. The tools have definitely made life much easy for everyone.

#### **6. Gets Rid of Monotony**

Another thing about machines is that it effectively reduces monotony. The manual jobs are good at creating a healthy environment and reducing monotony among the employees. They reduce boredom and are of great help for those who get tired physically. Office machines are good for doing jobs repeatedly and reduce monotony effectively.

#### **7. Reduces Chances of Frauds**

Office machines are also good when it comes to reducing the chances of having frauds at the work place. The cheque writing machine reduces unauthorized signatures as well. Franking machines can also reduce the chances of having frauds when it comes to postage stamps. The cash registers will also reduce the chances of cash manipulation in the future.

## **8. Very Efficient**

Office machines are also good for boosting efficiency at work place. The performance of these employees also increases at the same time. The cost of office also tends to go down. All complex problems are handled with ease and computers that store important information safely will be able to provide it as speedily as possible.

## **9. Image**

Office machines are known for boosting prestige and the image of most office works. They also provide a very modern look to all offices. The timely services which are efficient may also be used to boost satisfaction among the employees as well as the shareholders.

## **10. Control**

The good thing about office machines is that it boosts more control in the work environment. Real performance of most employees could be compared with the standardized performance. A few corrective actions could be taken for a few gaps during performance.

## **2.4 Benefit of Modern Office Equipment**

The following are the benefits of modern office equipment

The use of modern office equipment has numerous benefits for organizations, including:

1. **Increased Productivity:** Modern office equipment enables employees to work more efficiently and effectively, leading to increased productivity and output. The best thing about Modern office equipment is that it keeps workplace fresh and also helps to maintain the productivity of the organization and of the employees from burning out.
2. **Improved Efficiency:** Modern office equipment automates many tasks and functions, reducing the need for manual labor and improving efficiency. Most of the office secretaries now make use of the computer systems. This is of advantage in the sense that they can calculate fast process and produce data that is required for their organization, hence Reduces burden at work easily.
3. **Enhanced Communication:** Modern office equipment enables faster and more effective communication with clients, colleagues, and stakeholders. The good thing about most Modern office equipment is that it makes adjustment much simpler and important tasks that were time-consuming earlier, such as making copies or even archiving have become much easier.
4. **Increased Accuracy:** Modern office equipment reduces the risk of errors and inaccuracies, improving the quality of work and output. The use of Modern office equipment has always helped in facilitating operation by helping the secretaries in accomplishing their daily work in a very efficient manner.

- 5. Cost Savings:** Modern office equipment can help organizations reduce costs by automating tasks, reducing paper usage, and improving energy efficiency. Modern office equipment also helps in reducing the workforce size of an organization. Most officers in the past have relied on several employees for filing, categorizing, making copies of data and processing them.

## **2.5 Modern Office Equipment Needed in an Organization**

Today's modern offices are substantially different from the office environment of 20 years ago. Sweeping changes have occurred at the workplace as a result of modern office equipment and automation of office equipment. New technology is changing the scope of what's considered an office. Offices inevitably adopt newer technologies that get more work done with fewer people, and there's pressure to keep a modern, professional image by staying on top of the latest tech trends. The need for high productivity and maximization of profit has led to the wide use of modern machines in most offices. There has never been a greater need for efficiency in business than there is today. All kinds of business must employ modern methods of gadgets or equipment in offices to meet the challenges of today's world.

As an office staff, the secretary who is the image maker of the organization and from whom most information emanates, requires a great knowledge of Information and Communication Technology to perform efficiently on the job which would influence the speed of information delivery, production of job requested by the boss or organization within a short space of time, make less mistakes and high productivity on performance of job. This mechanization of office work has come as a result of need for greater speed and accuracy.



Office equipment refers to the machines used for the efficiency of workers in the office. Office equipment's free workers from many of the routines and time-consuming tasks done manually. These are categorized into three accounting, secretarial, and general.

## **1. Intranets and Internets**

Messages can be transmitted electronically within an office (intranet) as well as around the universe (Internet, or Net). Workers are able to exchange information over the computer via the Net through e-mail. E-mails can be sent simultaneously to many individuals around the world.

The intranet is an internal computer network that is used within a company, whereby pertinent information such as telephone directories, calendars of events, procedure manuals, job postings, and human resources information—can be posted and updated. With the intranet, one is able to communicate online with individuals within a designated work environment.

The Internet is a global computer network that permits millions of computers around the world to communicate via telephone systems and other communication lines. It is also known as the digital information super-highway and is a part of the World Wide Web. With the Internet one can communicate to anyone online throughout the world. The Internet is a public worldwide computer network full of information comprising inter-connected networks that span the globe.

## **2. Web Pages**

Web pages make it possible for businesses, organizations, and anyone who wishes to post information or sell products to do so on the World Wide Web. Web page programs such as Macromedia, Dream-weaver, and Site Rack enable users to create their own Web pages.

## **3. Web-Based E-Mail**

Web mail is a popular Internet service that allows one to send messages and files to anyone around the world from any computer that is connected to the Internet. With an account, users can send and receive messages, images, and any other type of information. Users can access e-mail even if they do not have a computer, simply by using small, inexpensive devices that fit in the palm of one's hand.

E-mail is keyed messages sent from one computer screen to another, using a network linking the units. Transmitting messages from one computer to another offers office workers the ability to communicate quickly through written messages with colleagues, coworkers, and friends.

## **4. Voice Mail**

Voice mail is an outgrowth of e-mail. Information is spoken into the phone. Words are converted or digitized into electronic computer language. This form of communication is transmitted electronically by phone lines for immediate delivery or can be stored in a computer mailbox. The recipient is able to retrieve the message by dialing a code number to access the mailbox. The computer reconverts the message to the caller's voice and the recipient is able to hear the voice message.

## **5. Electronic Calendars**

Office tasks are being accomplished and redefined by computers. Computers can keep a calendar of appointments. The computer stores the files of employees' schedules, forthcoming meetings, calendars of events, and conferences, thereby enabling employees to check their central file. Everyone in a particular office has access to electronic calendars and is able to choose a time and place that is available and open on everyone's schedule. Each office employee can be tied into the system by having access to a central electronic file.

## **6. Office Suites**

Office suites are a group of programs. In the mid-1990s the term office suite was considered to be a group of programs that allowed for word processing, spreadsheets, and sometimes data entry. Now office suite includes Web design software, presentation software, page layout design, and, in some instances, graphics editors. They are key pieces of productivity software, used in most businesses.

## **7. Portable PCs**

Portable PCs include personal digital assistants (PDAs), laptop computers, and notebook computers. PDAs are proliferating. Among the most popular PDAs are the Palm and BlackBerry. Laptop computers are used by business travelers to make multimedia presentations, create and send reports and spreadsheets, and do research on the Internet. Notebook computers are similar to laptops, but usually smaller.

## **8. Groupware and Decision Support Systems**

Groupware is a work group software, such as Lotus Notes. It enables members of a team to share information on a project that they are working on together. Some of the functions of groupware are document formatting, information management, and communication. The group is kept informed via an electronic calendar. It runs an e-mail network that links the work group with remote operations. It also includes an information system that handles all data relevant to the business and provides instant accessibility throughout the organization. Decision support systems facilitate group decisions by providing a formalized process for brainstorming, distilling key concepts, prioritizing or ranking topics, and achieving group consensus.

## **9. Teleconferencing**

In the business world, many companies hold meetings via teleconferences. Teleconferencing is a method of conducting meetings via telephone lines and/or satellites connecting participants' terminals at two or more locations, with one or more participants per location. There are three types of teleconferences:

Computer conferencing: Terminals that are connected to a mainframe computer are used by all the participants. Comments or questions can be keyed in on their screens, which are arranged on an inter-connected network. Messages are displayed on the participants' screens.

Audio conferencing: Participants make comments over the phone. They cannot see each other, and they are not able to read body language. Audio conferences are connected by telephone and/or speaker-phone.

Videoconferencing: A CEO in Los Angeles could have a sales conference or interview with a person in Washington, D.C. Both individuals are shown simultaneously or alternately on the screen. The advantage of videoconferencing over audio conferencing is that individuals can see as well as hear each other.

#### **10. Voice Recognition and Videoconferencing**

With the advent of voice recognition, a day may come when human translators are no longer needed. The future of videoconferencing is not only multilingual, but 100 percent real-time with no delays. Voice recognition software allows humans to talk to a computer. Computers understand the voice. It is an electronic process in which information is printed from voice input, thereby bypassing the keyboarding operations.

At one time, videoconferencing used large, expensive pieces of equipment that provided "room"-based video-conferencing. Participants gathered at a central site in a specially equipped conference room, looking at monitors displaying similar rooms at remote sites.

Computer-based videoconferencing is a new paradigm for videoconferencing. Participants sit at their desk or in a videoconferencing room calling up other participants similar to making a telephone call. It is a form of

communication that uses bandwidth. Bandwidth is interpreted as the speed at which information flows, and communication is the transfer of information from one place to another. The connection between these two remote sites is called communication channels.

## **11. Multimedia System**

A multimedia system presents information by using a combination of sound, graphics, animation, and video. Multimedia applications are used for business and education. Marketing presentations are developed to advertise and sell products using multimedia. Sales representatives use a computer, a video projector, and a display screen to make their presentations to the audience. Interactive advertisements as well as job applications and training applications can be published on the Internet or in a kiosk display.

## **12. Electronic Whiteboard**

An interactive "smart" white-board with "electronic ink" and touch-sensitive screen can be hooked up to a computer and a projector. The board magnifies images clearly and colorfully. The board has annotation capabilities and notes can be jotted down directly over the projected images, then printed instantly. Thus, there is no need for individuals to take any notes.

The advantage that a whiteboard offers over a simple projection system is that it can be used as a projection screen and a writing surface through its connection with the PC, from which images can be printed out. A white-board allows trainers and

instructors to operate the computer as if they were using a mouse, moving the cursor around on the computer just by touching a point on the whiteboard. A projector is mounted on the ceiling. The screen should be centered so that all participants have a clear view of the screen.

### **13. Smart Board**

A smart board is tools that improve the way people meet, share ideas, and teach. It looks and feels like a regular whiteboard combined with the power of the computer. It lets users save and print notes, collaborate on documents, share information, and run multimedia materials video or data conferencing across distances.

The smart board becomes a large, touch-sensitive screen when combined with a liquid crystal display panel or projector. It can control Windows or Macintosh applications or multimedia by touching the board with one's finger. By picking up a pen, presenters can draw over their applications in electronic ink to obtain the attention of the audience. Users can e-mail notes to participants and even cut and paste them into other applications.

### **14. Records Management**

The processing capabilities and storage capacity of computers have made electronic storage and retrieval of information a common practice in business. Computer-generated document management, records management software, and imaging systems assist businesses with large volumes of records. Imaging systems

convert all types of documents to digitized electronic data that can be stored and retrieved quickly. With the advent of super high-density magnetic storage and online storage, this will be much less of an issue in the future.

#### **15. Scanner**

A scanner is used in converting paper documents into a digitized form. A processor compresses the image. A retrieval mechanism converts the image for viewing on a monitor, and output devices process the image to a hardcopy format. Laser optical disks are suited for high-volume record management because of their high capacity and durability.

#### **16. Telephones – Mobile and Land**

The land line is the most basic office communications tool used by secretaries. The most popular mobile phone used in the business place is the GSM Global Systems for Mobile Communication.

#### **17. Fax Machine**

Just like the telephones, the fax machine transmits information, but in text or document format Internet (www, e-mail, search engine, etc.)

This is an intangible facility on the computer. WWW stands for worldwide web and it is a collection of information in multimedia form on the internet. This information is stored allocations, called websites, in the form of web pages. Websites are an effective way of distributing information, such as advertisements, technical information, comments, ideas, etc. Other applications on the internet are chatting for



simultaneous communication between people and the use of a web camera for seeing while chatting. Search engines like Google, yahoo, man, etc. are used to find information on the internet looking through millions of sources all over the world.

## **18. Printers and Photocopiers**

Printers are used to convert our documents from soft copy formats to hard copies and photocopiers are used to make additional copies of such documents.

Information that is the most important to the office can be stored, processed, and retrieved by computer facilities. They can be used to produce fast and accurate information. They provide very cheap services. Messages can be sent to many people simultaneously. Security of information is assured. Time, effort and money are saved. Stress is minimized. Space is saved as little or no paper is used in the office.

## **2.6 Impact of Modern Office Equipment on Employees in an Organization**

The uses of modern office equipment and machine have impacted both positively and to some extent, negatively on secretaries and the profession. Some of these positive impacts include.

### **1. Speed**

There is no arguing the fact that the speed in performing secretarial duties has been increased remarkably. Not only are computers incredibly fast as communication tools, others like telephone ensure that we link millions kilometers away are reached in matter of minutes. Because of this, the duties of secretaries are made less-stressing.

## **2. Enhanced Collaboration**

Technology has revolutionized collaboration among employees. Cloud-based file sharing platforms, video conferencing tools, and project management software enable real-time collaboration, regardless of geographical locations. Employees can collaborate on documents simultaneously, share ideas, provide feedback, and work together on projects in a more integrated manner. This improved collaboration fosters better teamwork, knowledge sharing, and ultimately enhances productivity.

## **3. Abundance of Information/News**

Most offices are today fitted out with such media of communication like radios and television which, not only entertain them but supply their information and news. Because of the availability of these media, the secretaries of today are better informed and have easy access to happenings to in different parts of the world. They have used this to great advantage especially in arranging their bosses travelling arrangements etc.

The internet and digital tools provide employees with instant access to a vast amount of information and learning resources. Employees can quickly search for information, learn new skills through online courses, access training materials, and stay updated on industry trends. This easy access to information promotes continuous learning and development, empowering employees to perform their tasks more effectively and adapt to evolving work requirements.

#### **4. Improved Efficiency**

There is much to be said for the use of modern office equipment in an organization. In fact, they have tremendously improved the efficiency of the secretaries and the profession. There is no comparing the letters printed out computer and that of a typewriter for instance. Not only does the computer actually are neater, clearer and in fact faster. Then communication tools shorten the time and link people within seconds among such others.

Modern office equipment has streamlined various tasks and processes, making them more efficient. For example, email communication, instant messaging, and project management software have enabled quick and seamless information exchange, reducing the need for time-consuming physical meetings and paperwork. This increased efficiency allows employees to accomplish tasks more quickly and allocate their time and energy to other critical activities.

#### **5. Personalized Productivity Tools**

There are numerous productivity tools available that cater to individual needs and preferences. From task management applications to note-taking tools, employees can choose tools that align with their work style and help them stay organized and focused. These tools can improve individual productivity by providing reminders, setting priorities, and offering time management features tailored to each employee's workflow.

## **6. Data-Driven Decision Making**

Modern office equipment has made it easier to collect, analyze, and interpret data related to employee performance and business operations. Advanced analytics tools can provide insights into employee productivity, identify areas for improvement, and support data-driven decision making. By leveraging data, organizations can optimize processes, identify training needs, and create strategies to enhance overall employee performance.

While modern office equipment offers numerous benefits, it's essential to consider potential challenges such as information overload, increased distractions, and the need for continuous training to keep up with evolving technologies. Striking a balance between technology usage and human interaction is crucial for leveraging the full potential of modern office equipment to enhance employee performance.

### **2.7 Challenges Associated with Modern Office Equipment**

Despite the numerous benefits of modern office equipment, there are also several challenges associated with its use, including:

#### **1. Cost of Acquisition**

Perhaps, the biggest problem associated with these equipment is the cost of acquisition and maintenance. Most modern office equipment and machines are so costly to procure that it takes an organization long time to procure, yet when procured, the cost of installation and maintenance. The heavy recurrent and expenditure involved in repairs and replacement of worn out parts all come to a

considerable amount. Again, the cost of training and retraining of the users of such tools is also high. Put together, many companies are not in a hurry to acquire this equipment's not minding usefulness in such companies.

## **2. Erratic Power Supply**

Another problem associated with these tools is enhanced on power source like electricity. Given the unavailable performance of PHCN in the country, it becomes a big problem again to have these power consuming tools. It is common for some parts of the society to before weeks without electricity. In a case like this, this equipment became useless to the organization. Some have to buy standby generating sets in case of power failure this tasking their pockets.

## **3. Poor Management/Maintenance**

The modern office equipment and machines are often not well managed by those who use them. Some are even not proficient in using resulting most times in their malfunctioning. Added to this is the fact that being new technologies, repairing these tools when they malfunction may not be easy because of absence of qualified technician. Because of this reason some machines are often abandoned as soon they no longer function properly. Another aspect of this poor maintenance is associated with lack of spare parts. It is common occurrence for malfunctioning office machines to be abandoned because of lack of spare parts. In some cases, the organization concerned has to impart such spare parts before repairs can be affected.

#### **4. Inferior/Obsolete Equipment**

It was alleged some time ago that most of the modern office equipment and machines used in the country are of inferior quality compared to the ones used in their countries of make. The ones exported are called export models, which connotes inferior quality. The result of this is that the performance of these tools cannot compare that the performance of these tools cannot compare favourable with their foreign counterparts.

#### **5. Training and Support**

Modern office equipment requires regular training and support to ensure that employees are able to use it effectively and efficiently.

### **2.8 Solution to the Challenges Associated with Modern Office Equipment**

Here are some solutions to the challenges associated with modern office equipment:

#### **1. Technical Challenges**

- (i) **Regular Maintenance:** Regular maintenance can help prevent technical failures and reduce downtime. This can include tasks such as software updates, hardware checks, and cleaning.
- (ii) **Training and Support:** Providing adequate training and support can help employees effectively use modern office equipment. This can include workshops, online tutorials, and one-on-one support.

- (iii) **Compatibility Testing:** Conducting compatibility testing can help ensure that different devices and systems work seamlessly together. This can include testing software and hardware compatibility.
- (iv) **Cybersecurity Measures:** Implementing robust cybersecurity measures can help protect against cyber threats. This can include firewalls, antivirus software, and encryption.

## **2 Financial Challenges**

- (i) **Budgeting:** Proper budgeting can help organizations plan for the costs associated with modern office equipment. This can include budgeting for purchase, maintenance, and upgrade costs.
- (ii) **Cost-Benefit Analysis:** Conducting a cost-benefit analysis can help organizations determine the ROI of modern office equipment. This can include analyzing the costs and benefits of different equipment options.
- (iii) **Energy-Efficient Equipment:** Using energy-efficient equipment can help reduce energy consumption costs. This can include using LED printers and energy-efficient computers.
- (iv) **Leasing Options:** Exploring leasing options can help organizations reduce the upfront costs associated with modern office equipment. This can include leasing equipment for a set period.

## **3 Environmental Challenges**

- (i) **Sustainable Procurement:** Implementing sustainable procurement practices can help reduce the environmental impact of modern office equipment. This can include purchasing equipment from sustainable suppliers.

- (ii) **Energy-Efficient Equipment:** Using energy-efficient equipment can help reduce energy consumption and greenhouse gas emissions. This can include using energy-efficient printers and computers.
- (iii) **E-Waste Recycling:** Implementing e-waste recycling programs can help reduce the environmental impact of modern office equipment. This can include recycling old equipment and responsibly disposing of hazardous materials.
- (iv) **Responsible Disposal:** Ensuring responsible disposal of modern office equipment can help reduce the environmental impact. This can include donating old equipment to charity or recycling it.

#### **4 Social Challenges**

- (i) **Change Management:** Implementing effective change management strategies can help employees adapt to the changes associated with modern office equipment. This can include communicating the benefits and challenges of new equipment.
- (ii) **Communication:** Encouraging open communication can help employees feel more connected and less isolated. This can include regular team meetings and open-door policies.
- (iii) **Employee Engagement:** Encouraging employee engagement can help employees feel more invested in the organization and more motivated to use modern office equipment effectively. This can include recognizing employee achievements and providing opportunities for growth.



## **CHAPTER THREE**

### **METHODOLOGY**

This chapter deals with the method and procedures for data collection that was used in carrying out the study.

#### **3.1 Instrument Used**

The data for this research work was obtained through the use of questionnaire developed by the researcher for the purpose of data collection. Copies were produced and later distributed at the researcher's case study other relevant Information was gotten from related literature and records. The items in the questions are placed in four points rating scale of "SA-Strongly Agree 4, A-Agree 3, D-Disagree 2, and SD-Strongly Disagree 1" respectively.

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

The population for this study comprised of 20 selected workers of University of Ilorin Teaching Hospital, Ilorin and 10 selected staff of Kamwire Nigeria Limited, Ilorin. There are a total number of 30 of both senior and junior workers selected from both case studies.

#### **3.3 Sample and Sampling Techniques**

The researcher used all the total population as sample since the total number of population is sizeable to manage for the study.

### **3.4 Distribution and Collection of Data**

The questionnaires designed were distributed by hand personally by the researcher. Twenty (20) copies of the questionnaire were distributed to the selected workers of University of Ilorin Teaching Hospital, Ilorin, and Ten (10) copies were distributed to Kamwire Nigeria Limited, Ilorin. The researcher went back after one week to retrieve all the questionnaire.

### **3.5 Reliability**

The researcher first tested the instrument in order to be 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 dealt with data analysis. The chapter will be conducted and presented as follows.

#### 4.2 Results

**Table 4.1: The introduction of modern technology has enhanced the employee performance**

Options	No. of Respondents	Percentage %
Strongly Agree	15	50
Agree	10	33
Disagree	03	10
Strongly Disagree	02	7
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.1 above, 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed that the introduction of modern technology has enhanced the employee performance while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed with the notion.

However, it is safe to say that, the introduction of modern technology has enhanced the employee performance.

**Table 4.2: Modern office equipment helps to make jobs easier and more exciting for Employees**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	15	50
Disagree	00	0.00
Strongly Disagree	00	0.00
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.2 showed that, 20 (50%) of the respondent strongly agreed and 15 (50%) equally agreed with the statement that modern office equipment helps to make jobs easier and more exciting for employees. There was no response on disagreed and strongly disagreed.

This implied that modern office equipment helps to make job easier and more exciting for employees because modern office equipment helps them to perform their work with less energy.

**Table 4.3: The Introduction of modern office equipment enhances the effectiveness and efficiency of an employees**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	12	40
Agree	09	30
Disagree	06	20
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.3 above showed that 12 (40%) of the respondents strongly agreed, 9 (30%) agreed that the introduction of office machines and equipment enhances the effectiveness and efficiency of an employee while 6 (20%) and 3 (10%) of the respondents disagreed and strongly disagreed with the statement.

This implied that modern office equipment enhances the effectiveness and efficiency of an employee.

**Table 4.4: An employee using computer cannot be compared to employee using typewriters**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	16	53
Agree	07	23
Disagree	05	17
Strongly Disagree	02	7
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.4 above showed that, 16 (53%) respondents strongly agreed, 7 (23%) agreed, while 5 (17%) disagreed, and 2 (7%) strongly disagreed with the statement that an employee using computer cannot be compared to employee using typewriter.

This implied that the high productivity which was always expected from the employee using electronic typewriters cannot be compared with that of the employee using manual typewriters. This is due to the fact that; majority of the respondents has been exposed to the use of electronic machines.

**Table 4.5: Dictating machines afford employee to execute tasks with ease and convenience**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	08	27
Disagree	04	13
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.5 above indicated that 15 (50%) of the respondents strongly agreed, 8 (27%) agreed, while 4 (13%) disagreed, 3 (10%) strongly disagreed that the found the use of dictating machine very convenient.

This implied that the majority of the employee agreed that with the introduction of dictating machine has enhanced the productivity of employee work.

**Table 4.6: The photocopier machine is an indispensable tool to an employee for optimal production.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	20	67
Agree	10	33
Disagree	00	0.00
Strongly Disagree	00	0.00
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.6 above showed that, 20 (67%) of the respondents strongly agreed, 10 (33%) agreed, that photocopier machine is an indispensable tool to an employee for optimal production, while no response from disagreed and strongly disagreed respectively.

This implies that duplication is made easier with the introduction of photocopier machine.



**Table 4.7      Computer can increase efficiency and productivity of an employee**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	13	43
Agree	11	37
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.7 above showed that, 13 (43%) of the respondents strongly agreed, 11 (37%) respondents agreed while 3 (10%) and 3 (10%) of the respondents disagreed and strongly disagreed with the motion that computer can increase efficiency and productivity of an employee.

This implied that, computer increase the efficiency and productivity of the employee.

**Table 4.8: Training is necessary before making use of word processor.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	14	47
Agree	08	27
Disagree	04	13
Strongly Disagree	04	13
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.8 above showed that, 14 (47%) of the respondents strongly agreed, 8 (27%) respondent agreed, while 4 (13%) and 4 (13%) of the respondents disagreed and strongly disagreed respectively with the assertion training is necessary before making use of word processor.

It can now be concluded that training is necessary before making use of word processor.

**Table 4.9: The use of telex increases the productivity of sending message from one place to another.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	10	33
Disagree	03	10
Strongly Disagree	02	7
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.9 above showed that 15 (50%) of the respondents strongly agreed, 10 (33%) agreed that the use of telex increase the productivity of sending message from one place to another, while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed as well.

It is safe to conclude that; the use of telex increases the productivity of sending message from one place to another.

**Table 4.10: The introduction of computer give room for amending and correcting documents before final printing**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	12	40
Agree	12	40
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.10 above showed that 12 (40%) and 12 (40%) of the respondents strongly agreed and agreed that introduction of computer give room for amending and correcting document before final printing, while 3 (10%) and 3 (10%) of the respondents disagreed and strongly disagreed respectively.

This implied that with the introduction of computer give room for amending and correcting document before final printing.

**Table 4.11: An employee must be specially groomed to make them perform effectively.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	13	43
Agree	10	33
Disagree	05	17
Strongly Disagree	02	7
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

From the table above 13 (43%) of the respondents strongly agreed that an employee must be specially trained to make possible effective performance 10 (33%) of them agreed while 5 (17%) and 2 (7%) of the respondents disagreed and strongly disagreed with the statement.

This implied that an employee must be specially trained to make possible effective performance.

**Table 4.12: Many organizations today prefer employee who have skills and knowledge in the use of modern machines.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	10	33
Disagree	05	17
Strongly Disagree	00	0.00
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.12 above showed that, 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed that many organizations today prefer employee who have skills and knowledge in the use of modern machines, while 5 (17%) disagreed with the statement.

This implied that many organizations today prefer employee who have skills and knowledge in the use of modern machines.

**Table 4.13: Employee who are not computer literate be employed in a modern office**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	00	0.00
Agree	00	0.00
Disagree	20	67
Strongly Disagree	10	33
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

From the table 4.13 showed that, 20 (67%) of the respondents disagreed, with the notion that employee who are not computer literate should not be employed in a modern office 10 (33%) strongly disagreed, while none of the respondents strongly agreed and agreed respectively.

The study concluded that employee who are not computer literate should not be employed in a modern office.

**Table 4.14: Technological changes have tremendously transformed the traditional role of employee in office**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	09	30
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.14 above indicated that, 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed, while 3 (10%) and 3 (10%) of the respondents disagreed and strongly disagreed that the technological changes have tremendously transformed the traditional role of employee in office.

Therefore, it is showed that, the technological changes have tremendously transformed the traditional role of employee in office.



**Table 4.15: The attitude of employee towards the use of modern office equipment is significant.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	12	40
Agree	12	40
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.15 above indicated that, 12 (40%) strongly agreed, 12 (40%) agreed, 3 (10%) of the respondents disagreed that the attitude of employee towards the use of modern office equipment is significant, while 3 (10%) strongly disagreed.

Therefore, it is showed that, the attitude of employee towards the use of modern office equipment is significant.

**Table 4.16: The use of modern office equipment can eliminate fraud**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	14	47
Agree	10	33
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

From the table above 16 show that 14 (47%) of the respondents strongly agreed that the use of modern office equipment can eliminate fraud 10 (33%) of them agreed while 3 (10%) of the respondents disagreed and 3 (10%) of them strongly disagreed. This implied that that use of modern office equipment eliminate fraud.

**Table 4.17: There has been considerable cost saving on human resources in office today as a result of technology.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	16	53
Agree	11	37
Disagree	03	10
Strongly Disagree	00	0.00
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.17 above showed that, 16 (53%) of the respondents strongly agreed, 11 (37%) respondents agreed while 3 (10%) of the respondents disagreed with the motion that there has been considerable cost saving on human resources in office today as a result of technology. This implied that, modern office equipment save cost for organization.

**Table 4.18: Modern office equipment is preferable to human labor.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	15	50
Agree	10	33
Disagree	03	10
Strongly Disagree	02	7
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.18 above showed that 15 (50%) of the respondents strongly agreed, 10 (33%) agreed that modern office equipment is preferable to human labor. while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed with the statement. This implied that Modern office equipment is preferable to human labor.

**Table 4.19: The advantage of modern office equipment is higher than its disadvantages.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	21	70
Agree	07	23
Disagree	02	7
Strongly Disagree	00	0.00
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.19 above depicted that 21 (70%) and 7 (23%) of the respondents strongly agreed and agreed that advantage of modern office equipment is higher than its disadvantages, while 2 (7%) of the respondents disagreed with the notion.

This depicted that the advantage of modern office equipment is higher than its disadvantages.

**Table 4.20: Modern office equipment expands the capacity of an employee.**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage %</b>
Strongly Agree	16	53
Agree	08	27
Disagree	03	10
Strongly Disagree	03	10
<b>Total</b>	<b>30</b>	<b>100</b>

**Sources: Researcher's fieldwork, 2025**

Table 4.20 above depicted that 16 (53%) of the respondents strongly agreed that modern office equipment expands the capacity of an employee, while 8 (27%) agreed, 3 (10%) and 3 (10%) of the respondent disagreed and strongly disagreed with the statement.

This implied that modern office equipment expands the capacity of an employee.

## **CHAPTER FIVE**

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

#### **5.1 Summary**

The indispensability of the modern office equipment and their contribution to the success of an organization cannot be overstressed.

In this chapter, attempt will be made to recapitulate some of the important findings on the subject matter of this research work.

As an end result of the data collected, the following summaries were made.

This study is on the influence of modern office equipment on employee in an organization. The statement of the problem the pointed out, this reality had the crucial drawback of slow work-rate and general inefficiency in production and service delivery. To be sure, with the new modern office equipment that the post-industrial revolution years brought in its wake, work was not only made easier but simultaneously, neater and faster.

Chapter Two reveals that, an employee, modern office equipment occupies a very central position in the organization. It is affirmed that the employee is responsible for the major administrative duties in an organization, it talks about the roles of an employee in an office and as well as the importance and relevance of modern office equipment.

Chapter Three deals with the instrument, population, and sampling techniques used in conducting this research

Chapter Four presents the result of the data analysis, it was deduced from the despondence received by the researcher that the introduction of modern technologies and programs has lessened the task for modern employee and as well increased their efficiency.

Furthermore, the employee's capacity is being expanded in diverse dimensions as they learn to work with different modern office equipment and this keeps them at the top of their game.

It was revealed that, employee should be abreast of the use of modern office equipment and recommended the need for periodic training program to be organized for an employee to update their knowledge on modern office skills.

## **5.2 Conclusion**

Based on the findings made through questionnaire, the following conclusions were made:

It was discovered at the case study that an employee makes use of various modern office equipment such as electronic Typewriters, Word Processing Machine, Computers, Dictating Machine, Photocopy Machines, Telex, Telephone, etc.

As we have seen in the analysis, modern office equipment is of great importance in modern offices today and it also affects various organizations. It is also discovered that the use of modern machine been rated as very fast and has also improved the efficiency of the employee.



The advantage derived from the use of modern office equipment supersedes their disadvantages in the attainment of organizational goals. The feeling of people about their work is an effective motivator of the personnel in that organization. Secretarial who have access to those modern machines to work within their various offices will always feel proud to be seen working on this equipment and this tend to make them feel superior and become efficient and dedicated to their duties.

Despite the introduction of modern office equipment, the employee still remains what she is because of the intensive training she received in her various institutions. It is a simple fact that these machines cannot function without being managed by reputable personnel. So, the introduction of modern office equipment will not in any way to take over the job of the employee future or make her redundant in the office.

### **5.3 Recommendations**

As a result of the conclusion drawn from the findings, the following recommendation are made:

1. Organizations should provide induction training for fresh workers who had not at all acquire prior and adequate knowledge on the operation of modern office equipment, if this is done, constant damages to machines would be reduced drastically and efficiently of workers greatly improved.

2. It is also recommended that the organization should purchase the type of modern machine for which they easily get the spare parts and also of machine for which the right specialist to carry out repairs on.
3. It was also discovered that there is lack of adequate equipment in the establishment used for the case study. It is therefore, recommended that the organization should purchase more advance equipment in their various offices to enable standardized and an easier flow off work to be achieved
4. It is also recommended that organization should handle the various modern machines with care and make sure that they are adequately serviced and well protected in order to prolong their life span.
5. Finally, it is recommended that more research work should be carried out on this study to impart more knowledge to the researcher on the modern office equipment and their contribution to the success of an organization.

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## **APPENDIX 1**

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

Dear respondent,

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 **MODERN OFFICE EQUIPMENT AND THEIR CONTRIBUTION TO THE SUCCESS OF AN ORGANIZATION.**

The exercise is important in partial fulfillment of the requirements for the award of Higher 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*

**ALADE TOHEEB OLAMIDE  
HND/22/OTM/FT/109**

## **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  
**“MODERN OFFICE EQUIPMENT AND THEIR CONTRIBUTION TO THE  
SUCCESS OF AN ORGANIZATION”** kindly complete the questions below.  
Please you are assured that information supplied will be treated with utmost  
confidentiality.

*Yours Faithfully*

**ALADE TOHEEB OLAMIDE  
HND/22/OTM/FT/109**

## QUESTIONNAIRE

1. The introduction of modern technology has enhanced the employee's productivity.  
(a) Strongly agree ( ) (b) Agree ( )  
(c) Disagree ( ) (d) Strongly disagree ( )
2. Modern office equipment helps to make jobs easier and more exciting for Employees.  
(a) Strongly agree ( ) (b) Agree ( )  
(c) Disagree ( ) (d) Strongly disagree ( )
3. The Introduction of modern office equipment enhances the effectiveness and efficiency of an employees  
(a) Strongly agree ( ) (b) Agree ( )  
(c) Disagree ( ) (d) Strongly disagree ( )
4. An employee using computer cannot be compared to employee using typewriters  
(a) Strongly agree ( ) (b) Agree ( )  
(c) Disagree ( ) (d) Strongly disagree ( )
5. Dictating machines afford employee to execute tasks with ease and convenience  
(a) Strongly agree ( ) (b) Agree ( )  
(c) Disagree ( ) (d) Strongly disagree ( )

6. The photocopy machine is an indispensable tool to an employee for optimal production.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
7. Computer can increase efficiency and productivity of an employee
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
8. Training is necessary before making use of word processor.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
9. The use of telex increases the productivity of sending message from one place to another.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
10. The introduction of computer give room for amending and correcting document before final printing.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
11. An employee must be specially groomed to make them perform effectively.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )



12. Many organizations today prefer employee who have skills and knowledge in the use of modern office equipment.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
13. Employee who are not computer literate be employed in a modern office
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
14. Technological changes have tremendously transformed the traditional role of employee in office.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
15. The attitude of employee towards the use of modern office equipment is significant.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
16. The use of modern office equipment can eliminate fraud
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
17. There has been considerable cost saving on human resources in office today as a result of technology.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )

18. Modern office equipment is preferable to human labor.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
19. Modern office equipment is higher than its disadvantages.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )
20. Modern office equipment expands the capacity of an employee.
- (a) Strongly agree ( )                      (b) Agree ( )
- (c) Disagree ( )                              (d) Strongly disagree ( )