# CONTRIBUTION OF INFORMATION AND COMMUNICATION TECHNOLOGY TO THE EFFECTIVENESS OF OFFICE PROFESSIONAL

## 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 research work is dedicated to Almighty God, and to my late Dad Mr. O. Oni may his soul continue to rest in the bossom of the Lord, who's his divine guidance illuminate my journey. To my darling mom, whose is unwavering prayers, love and sacrifice have shaped me into who I am today.

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My profound goes to my darling mom, whose is unwavering prayers, love and sacrifice have shaped me into who I am today, my sweet mom you have been my pillars of strength and your constant support have been a huge success in my life, may you live long to eat the fruit of your labour (Amen) I am forever grateful for your presence in my life sweet mom.

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# ABSTRACT

*This study the contribution of information and communication technology to the effectiveness of office professional. Information and communication technology has enhanced the proficiency of office professional on their jobs by enabling them to process accurate and relevant information within the shortest possible time. The advent of information and communication technology has dramatically changed the roles and effectiveness of secretaries on offices. Hence there is need for availability if information and communication technology resources/equipment in an organization as well as acquisition of requisite skills and competencies by the secretaries in much different ways-speedy delivery of information, accuracy and effectiveness at work. Findings reveals that information and communication technology enhances productivity, streamlines processes, and improves communication, data management, and collaboration. Office professionals with information and communication proficiency exhibit improved job performance, time management, and accuracy. The researcher recommended among others that organization should procure the latest model of information and communication technology facilities to enhance office professional functions and create opportunity for training and re-training of the office professional to be abreast with the new changes and advancement.*


**Keywords:    Contribution, Information and Communication Technology, Effectiveness, and Office Professional.**

# CHAPTER ONE

# INTRODUCTION

## 1.1    Background to the Study

In today's modern work environment, Information and Communication Technology (ICT) plays a pivotal role in enhancing productivity and efficiency across all sectors. Office professionals, particularly those in administrative, clerical, and managerial roles, rely heavily on Information and Communication Technology tools and systems to perform their tasks effectively. Information and Communication Technology facilitates better communication, information management, document handling, and decision-making processes, thereby transforming traditional office settings into more dynamic and efficient workspaces.

Institutions such as the Michael Imoudu National Institute for Labour Studies (MINILS), Ilorin and the Ibadan Electricity Distribution Company (IBEDC) in Ilorin, Kwara State, are notable for their integration of Information and Communication Technology in daily operations. These organizations rely on modern office technologies such as computers, internet access, enterprise software, and electronic communication platforms to streamline workflow and improve service delivery. The adoption of Information and Communication Technology in these institutions offers an opportunity to examine how digital tools contribute to the overall effectiveness and productivity of office professionals.

Information and Communication Technology (ICT) has introduced radical change in the way we produce and consume our culture and belief, teaching and learning and most especially work in the office. Communication technology is one of the modern means through activities or process of expressing ideas and feelings or giving people information. Information and Communication Technology is the technology which supports all the activities involving the creating, storing, manipulating and communicating of information together with their related methods, management and application.

Information and Communication Technology entails the scientific and technological disposition of information and communication processes. Great challenge has however been posed on every organization in the area of information and communication technology as they have adopted the utilization of Information and Communication Technology equipment. We are currently living in an information age where information and communication as activities performed manually by office workers are now been performed automatically by machine. Oladimeji (2015)

Apart from the fact that information and communication technology makes the work of office professional easier in organizations. It also facilitates the holding of meetings; interact on net and easy transaction of business among others. Information and communication technology which has brought a lot of improvements and achievements to secretarial functions.

Information and communication technology plays a vital role in an organization, no organization can hope to grow without information and communication technology and also the probability of attaining organization goals is enhanced when the firm or organization realize that its very survival depends on its ability to capture intelligence, transform it rapidly through the organization. More so, in today's world, every business organization capitalizes on information and communication technology to combine both efficiency and effectiveness.

Information and communication technology (ICT) is the application of computers and telecommunication equipment to store, retrieve, transmit and manipulate data, often in the context of a business or other enterprise.

The term is commonly used as a synonym for computers and computer networks, but is also encompasses other information distribution technologies such as television and telephones. Several industries are associated with information and communication technology, including computer hardware, software, electronic, semiconductors, internet, telecom equipment, e-commerce and computer services. Adegoke (2016)

However, Adedoyin et al (2014) in his views says that with the high rate of technological development in this "global village" era, the secretaries have come to terms with the reality of having her job greatly enriched and complete business activities going on in modern office. The secretary plays important role in ensuring the proper utilization of these machines for greater productivity.

In the past, most office work had been carried out manually although them the volume of office work had been small and there was less sophistication in the industrial art, hence there was no significant demand for modern technology. But today, when one looks at the basic tasks. In an office, whether it be writing, calculating, filling, sorting or analysis, it is found that office machines can be used to do the job better and faster which leads to great achievements and professionalism in the field. There has never been greater need for efficiency in business than there is today. All kinds of businesses. Must employ modern methods in their offices. The raw material of an office is information, and the responsibility of an office is lit that of a clearing house, receiving and sending out information, processing storing facts in various forms. Therefore, the ever increasing size of business organizations has increased the development of new techniques in office management, unlike in the past, where the secretary made use of old model manual typewriter that does not enhance efficient.

The introduction of new office machines has brought about changes in the work performed by office professionals. Computers are now used to do many with a press of buttons to give command. There is no doubt that information and communication technology is having a tremendous influence on office professionals and on all endeavors at the present time. Information and Communication Technology percolates all the sphere of human activities to such an extent that it has altered the way people think. Interact, transact business, 'view' the world, hold meetings, organize conference, edit, market product and what you have.

Office professionals are responsible for managing documents, processing information, communicating within and outside the organization, and supporting administrative functions. The integration of ICT into these roles has reduced the burden of manual work and improved the quality and speed of output. For example, tasks that once took hours or days can now be completed in minutes using ICT tools. Nwosu (2013) defined "An office professional is a person who performs administrative and supportive duties in an office environment to ensure the smooth running of business operations."Opara (2016) also defined "An office professional is an individual skilled in office procedures and technologies, responsible for managing records, communication, and coordination of office tasks."

According to Eze (2015) described "An office professional is a trained personnel who utilizes modern office tools and communication technologies to support executives and manage office functions efficiently." Oxford Dictionary of Business (2018) defined "An office professional is a worker who carries out clerical and administrative tasks in an office setting, often involving communication, data management, and organizational duties."

Modern office professionals are now referred to as office managers by some people because of their activities, skill acquisition, knowledge and even expectations from their bosses, customers, clients and even the general public whether called a secretary, a manager or a personal assistant, a professional secretary is no more the man or woman sitting behind the typewriter, taking shorthand dictations and attending to visitors.

The introduction and application of modern technology advancements has brought a revolution and greater effectiveness in day to day working of the office due to this procedure have become more simplified and office work has become more interesting and challenging (Asabere and Enguah 2016).

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

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

Evans (2015), recounted that office professional has come a long way from change in gender dominance (female) to technologies that have improved work output and increased job opportunities administrative office roles have remained an integral part of business operations, and all signs indicated that the secretarial profession in here to stay.

The aim of this study is to dwell into Contribution of Information and Communication Technology to the Effectiveness of Office Professional.

## 1.2     Statement of the Problem

Despite the widespread use of Information and Communication Technology in modern offices, some professionals still struggle with adapting to new technologies. Challenges such as inadequate training, limited access to up-to-date Information and

Communication Technology resources, and resistance to change hinder the effective utilization of these tools. This study investigates the extent to which Information and Communication Technology contributes to the performance of office professionals and identifies the barriers that may limit its impact. This study seeks to investigate how Information and Communication Technology contributes to the effectiveness of office professionals and to identify the challenges that limit its optimal use in selected organizations.

**1.3      Objectives of the Study**

The general objective of the study is the Contribution of Information and Communication Technology to the Effectiveness of Office Professional. The specific objectives are to:

1.      Investigate the current state of Information and Communication Technology adoption among office professionals.

2.      Examine the contributions of Information and Communication Technology to the effectiveness of office professionals.

3.      Assess how Information and Communication Technology has improved the performance and productivity of office professionals.

4.      Determine whether it is possible for office professional not to make use of Information and Communication Technology and still be productive in an organization.

5.    Identify the challenges faced by office professionals in using Information and Communication Technology and provide recommendations for addressing these challenges.

## 1.4    Research Questions

The following research questions were raised for the study;

1.    What is the current state of Information and Communication Technology adoption among office professionals?

2.    How has Information and Communication Technology contributed to the effectiveness of office professionals?

3.    How does Information and Communication Technology improve the effectiveness and efficiency of office professionals?

4.    What is the extent of the possibility of an office professional not to make use of Information and Communication Technology and still be productive?

5.    What challenges do office professionals face in using Information and Communication Technology, and how can these challenges be addressed?

## 1.5    Significance of the Study

It is expectation of researcher that the findings of this study will be beneficiary to the following people:

**Office Professionals:** The findings of this study will provide office professionals with insights into how Information and Communication Technology can enhance their effectiveness, productivity, and efficiency. They will learn how to leverage Information and Communication Technology tools and technologies to improve their job performance.

**Office Managers and Administrators:** Office managers and administrators will benefit from this study by gaining a better understanding of how Information and Communication Technology can be used to improve office operations, increase productivity, and enhance employee effectiveness.

**Organizations and Businesses:** The study's findings will be useful to organizations and businesses seeking to improve their operations, increase efficiency, and enhance employee productivity. They will learn how to invest in Information and Communication Technology infrastructure and training to support their office professionals.

**ICT Practitioners and Vendors:** Information and Communication Technology practitioners and vendors will benefit from this study by gaining insights into the needs and challenges of office professionals in using Information and Communication Technology. They will learn how to design and develop Information and Communication Technology solutions that meet the needs of office professionals.

**Researchers and Academics:** This study will contribute to the existing body of knowledge on the impact of Information and Communication Technology on office professionals. Researchers and academics will benefit from this study by gaining insights into the latest trends, challenges, and opportunities in Information and Communication Technology adoption in office settings.

**Policy Makers and Government Agencies**: Policy makers and government agencies will benefit from this study by gaining insights into the role of Information and

Communication Technology in improving office operations and employee effectiveness. They will learn how to develop policies and programs that support the adoption of in office settings.

## 1.6    Delimitation

The study focuses on the contribution of Information and Communication Technology to the effectiveness of office professionals in two organizations located in Ilorin, Kwara State: Michael Imoudu National Institute for Labour Studies (MINILS) and Ibadan Electricity Distribution Company (IBEDC). It is limited to office professionals and administrative staff within these institutions.

## 1.7    Limitations

The researcher is a student and needs to attend to other subjects and assignments for the successful completion of the course. Therefore, the time needed to spend on the project was limited. Thus, the time required to complete this study was rather too short and not adequate for thorough research, finance is another constraint. All effort has been made to ensure that all this do not impact negatively on a thorough research.

**CHAPTER TWO**

**LITERATURE REVIEW**

**2.1      Office Professionals and Their Roles**

Office professionals are individuals who perform a wide range of administrative, clerical, and managerial support functions within an organization. They are sometimes referred to as administrative staff, secretaries, executive assistants, office administrators, or clerical officers. These professionals are essential to the smooth operation of any business or office setting, as they help manage the flow of information, coordinate activities, and support executives and other employees.

Office professionals are often the backbone of administrative operations. They work in various sectors such as government, private businesses, schools, hospitals, and non-governmental organizations, providing critical support to ensure that goals and objectives are met efficiently.

Office professionals, also known as administrative or office support staff, perform a variety of tasks that ensure the smooth running of an organization. These include scheduling appointments, handling correspondence, managing records, data entry, and facilitating communication within and outside the organization. Their effectiveness is heavily influenced by their ability to use modern Information and Communication Technology tools.

The core qualities of Office Professionals to function effectively are; office professionals must possess a variety of skills and qualities, including: Organizational

skills, Communication and interpersonal skills, Proficiency in Information and Communication Technology tools, Time management abilities, Discretion and confidentiality, Attention to detail, Adaptability and flexibility.

These qualities enable them to carry out their responsibilities efficiently and contribute meaningfully to organizational productivity.

**Major Roles and Responsibilities of Office Professionals**

1. **Communication Management:** Office professionals serve as the link between different departments and between the organization and external stakeholders. They handle incoming and outgoing communication such as phone calls, emails, letters, and memos. They ensure that messages are delivered promptly and accurately, and they may also draft official correspondence.

2. **Scheduling and Time Management:** They manage calendars for executives, arrange appointments, schedule meetings, and ensure that all activities are well-coordinated. This helps prevent conflicts and ensures efficient use of time.

3. **Record Keeping and File Management:** Office professionals are responsible for maintaining both physical and digital records. They organize and store files for easy retrieval, update documents, and ensure that records are accurate and secure. This is essential for decision-making, audits, and reference.

4. **Document Preparation and Typing:** They prepare reports, letters, meeting minutes, presentations, and other official documents using word processing, spreadsheet, and presentation software. Accuracy and formatting are key aspects of this role.

5. **Office Equipment and ICT Tool Usage:** Office professionals operate various office equipment such as photocopiers, printers, scanners, and fax machines. They also use computers and software applications (e.g., Microsoft Word, Excel, Outlook) to complete tasks efficiently.

6. **Customer Service and Front Desk Duties:** In many offices, professionals handle front desk operations. They welcome visitors, respond to inquiries, and provide general information. Their behavior and appearance reflect the image of the organization.

7. **Inventory and Resource Management:** They may monitor office supplies, place orders, and ensure that necessary materials are available. In some settings, they also manage budgets or petty cash for day-to-day office operations.

8. **Event Planning and Coordination:** Office professionals often assist in planning meetings, conferences, and corporate events. They may handle bookings, logistics, catering, and participant communication.

9. **Support for Supervisors and Executives:** They provide personal and professional support to managers and senior executives. This includes managing confidential information, preparing executive summaries, and sometimes making minor decisions on behalf of their supervisors.

10. **Administrative Support for Projects:** Office professionals often support specific projects by coordinating meetings, tracking progress, compiling data, and communicating updates to stakeholders.

## 2.2    Concept of Information and Communication Technology

Information and Communication Technology (ICT) refers to the various technological tools and resources used to create, store, transmit, and manage information. These tools include computers, internet, mobile phones, printers, photocopiers, projectors, video conferencing systems, and software applications. ICT plays a vital role in facilitating communication, data processing, record keeping, and information sharing in offices.

According to Oketunji (2016), Information and Communication Technology is a diverse set of technological tools and resources used to communicate, create, disseminate, store, and manage information. In office environments, Information and Communication Technology enhances the speed and accuracy of administrative and clerical tasks, leading to improved effectiveness of office professionals.

Information and Communication Technology (ICT) may be viewed in different ways. The World Bank defines Information and Communication Technology as "The set of activities which facilitate by electronic means the processing, transmission and display of information" (Rodriguez and Wilson 2010) (ESCAP, 2010) Information and Communication Technology "refers to technologies people use to share, distribute and gather information to communicate through computer and computer networks". Information and Communication Technology can be described as

a complex varied set of goods, applications and services used for producing, distributing, processing, transforming information, (Including, telecoms, TV and radio broadcasting, hardware and software, computer services and electronic media".

Ajoma (2016) define information and Communication technology (ICT) Therefore is a communication process in which information (input) is recorded, stored and retrieved, processed for decision making (output) on planning, operation and controlling. Thus it guarantees effective and efficient collections of information for easy transmission to appropriate and evaluation process in educational programmes.

After, Tiough and Nevkar (2010), citing Williams and Sawyer (2015), observed ICT to be computers auxiliary equipment's software and firmware (hardware) and similar procedures, service and related resources. It includes any equipment or interconnected system of acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission or reception of data of information. ICT has globalized the world.

Ayeni (2015) said that Information and Communication Technology has reduced the world to a global village, turning all parts of the world to everybody's neighborhood. Thus, events in one part of the world have on people and societies for away and vice-versa. Monsour (2012) see Information and Communication Technology as a technology which supports activities that involve the creation, storage, manipulation and communication of information together with their greater method of management and application.

Information and communication technology is an umbrella term that includes any communication device or application, encompassing; radio, television, cellular phones. Computer and network hardware and software, satellite systems and so on as well as the various services and application associated with them such as video conferencing and distance learning.

Although information and communication technology is often considered an extended synonym for information technology (IT), its scope is broader.

Information and communication technology has more recently been used to describe the convergence of several technologies and the use of common transmission lines carrying very diverse data and communication types and formats. And also the converging technologies that exemplify information and communication include the merging of and visual, telephone and computer networks through a common cabling system.

Information Communication Technology (ICT) is changing the very nature of Record Keeping method, Robert et al, (2000) says "Traditional means of record keeping such as cabinets, files etc. The rest of us simply live life without considering the implications of these innovations, productive; we are, or until we see either forced to use the new medium use of them once confronted with them directly, we wonder at how suddenly our lives have been altered by a new or modified technology and also how we ever got along without it in the past. We also tend to take innovation for granted without stopping to give student serious consideration to its impact on the society.

In a similar view, Kofi (2014) says that; the new technologies that are obviously our world are not panacea or a magic bullet. But they are obviously effective enormous tools for societal development. They can create job, they are transforming education system health care, commerce, politics and more. They can also help in the delivery of humanitarian assistance and contribution to peace and security.

There is a vogue for everything today; the vogue in the information technology is power that is with information and one is free from political ignorance, poverty and conscious enslavers. Information Technology (IT), is the bedrock national survival and development in rapidly changing global environment. This therefore challenges every reasonable human being to devise bold and courageous initiative to address a host of vital socio-economic issues, skilled resources, open government and other essential of capacity building which consequently constitute the fundamental tools and means of assessing, planning, managing and developmental strategies for achieving sustainable growth.

Early in the 20th century, transforming is at once technological, economic and social as to the exact meaning and purpose of this revolution, which century on the emerging technology".

In the opinion of Amao (2015); many people will agree that economic and social developments today are reflections of the ability to establish a synergistic interaction between productivity, flexibility, solidarity, safety, participation and environmental sustainable.

Simultaneously, the impact of scientific and technological infrastructure on economic growth of developed and developing countries will be dully emphasizing. Although some of the developing countries are aware of the importance of science and technology, this awareness does not necessarily make it easy to develop and popularize science. Inadequate scientific infrastructure is a critical factor which creates strong barrier to the path of advancement in developing countries.

## 2.3 The importance of Information and Communication Technology (ICT) to Office Professionals

The importance of Information and Communication Technology (ICT) to office professionals is far-reaching and transformative. It is deeply integrated into the day-to-day activities of office settings and significantly enhances the overall functioning of office professionals. Here's a detailed breakdown of how ICT contributes to the effectiveness of office professionals:

### 1. Increased Efficiency and Productivity

Office professionals rely on various ICT tools that enhance their productivity and efficiency. Software like word processors, spreadsheets, presentation software, and email systems allow professionals to complete routine tasks faster and with greater precision. These tools automate many functions that would otherwise require manual effort, such as document formatting, calculations, and data entry. For example:

(i)     Spreadsheet software like Microsoft Excel automatically performs complex calculations and data analysis, saving time.

(ii) Word processors like Microsoft Word help with document creation, formatting, and editing without requiring time-consuming manual adjustments.

Additionally, tools like task management applications and calendar software help office professionals prioritize their work, set reminders, and manage time effectively, contributing to better workflow and reduced time wastage.

## 2. Improved Communication and Collaboration

Communication is at the heart of every office operation, and Information and Communication Technology dramatically improves the quality and speed of communication within an office. Office professionals depend on email, instant messaging apps, and video conferencing platforms like Microsoft Teams, Zoom, or Slack to communicate with colleagues, clients, and stakeholders, irrespective of geographical location.

(i) Email remains the primary means of formal communication, facilitating quick exchange of information, documents, and updates.

(ii) Instant messaging tools allow for real-time communication, reducing the delays inherent in traditional methods like phone calls or face-to-face meetings.

(iii) Video conferencing platforms facilitate remote meetings, reducing the need for travel and allowing teams to collaborate effectively even in remote or hybrid work environments.

Additionally, cloud-based platforms like Google Workspace or Microsoft 365 enable multiple professionals to collaborate on the same document or project in real-time, regardless of location. This fosters teamwork and enhances project management, as it becomes easier to track progress, make changes, and share feedback instantly.

**3.      Access to Information and Resources**

Information and Communication Technology allows office professionals to access vast amounts of information quickly and efficiently. Online resources, databases, and digital libraries are readily available for research and decision-making purposes. With tools like cloud storage (Google Drive, OneDrive, etc.), professionals can store and retrieve important documents, reports, and files at any time. This ensures that the information is available when needed, reducing the likelihood of lost documents and the time spent searching for them.

Furthermore, search engines, digital archives, and online databases help professionals find relevant data and information, enabling them to make informed and evidence-based decisions. The ability to quickly gather and analyze information enhances decision-making processes and ensures better outcomes.

**4.      Data Management and Organization**

Managing large volumes of data is a critical function for office professionals. Information and Communication Technology tools like database management systems and spreadsheet software offer easy methods of storing, organizing, and analyzing data.

(i) Database management software (such as Microsoft Access or SQL-based platforms) is used to organize and store vast amounts of information in a structured and easily accessible way.

(ii) Spreadsheets help with data manipulation, budgeting, financial forecasting, and performance analysis by allowing office professionals to input, calculate, and visualize data in a structured format.

Effective data management systems allow for quick retrieval and analysis of information, thus increasing the speed of decision-making and minimizing errors in reporting or analysis. These tools reduce the need for manual record-keeping, providing a more streamlined and accurate approach to handling data.

## 5. Accuracy and Error Reduction

The use of Information and Communication Technology tools greatly reduces human error, which is an important aspect of office professionalism. Tools like spell checkers, grammar checkers, and auto-correction in word processing software ensure that documents are free from spelling or grammatical errors, which enhances professionalism. Similarly:

(i) Formulas in spreadsheet software automatically calculate numerical data, eliminating errors that may arise from manual calculation.

(ii) Document templates help ensure that documents are formatted correctly and consistently.

This increase in accuracy not only leads to professional output but also improves the quality of work and reduces costly mistakes.

**6.      Time Management**

Effective time management is one of the key aspects of an office professional's job, and Information and Communication Technology tools help in achieving this. With the use of calendar software (like Google Calendar or Outlook), office professionals can schedule meetings, appointments, and reminders, ensuring that tasks are completed on time. These tools help manage both personal and work-related commitments in an organized way.

(i)     Task management apps such as Asana, Trello, or Todoist help office professionals organize their tasks, assign deadlines, and track progress. These apps provide a clear view of the workload, allowing professionals to prioritize tasks more effectively and stay on top of deadlines.

By organizing their time more efficiently, professionals can focus on high-priority tasks and reduce stress and workload.

**7.      Cost-Effective**

Information and Communication Technology helps reduce operational costs in many ways. Traditional office tasks, such as printing, copying, and mailing, can be significantly reduced by the use of digital documents and communication tools. This is not only more cost-effective but also more environmentally friendly. Some ways ICT reduces costs include:

(i)      Document sharing via email or cloud storage reduces the need for physical paperwork, cutting down on printing and mailing expenses.

(ii)     Video conferencing and virtual meetings eliminate the need for travel, thus saving on transportation, accommodation, and other related costs.

These savings can be reinvested into the business, enhancing overall profitability.

## 8. Security and Data Protection

Information and Communication Technology provides robust security features that help protect sensitive information from unauthorized access, data breaches, and cyber threats. Technologies like data encryption, multi-factor authentication, and firewalls protect digital information in ways that physical security methods (e.g., locked filing cabinets) cannot.

(i)     Cloud storage services often offer encrypted storage and access control, ensuring that only authorized personnel can access sensitive documents and files.

(ii)     Backup systems prevent data loss in case of hardware failure, reducing the risk of losing important information.

As office professionals handle sensitive data, having secure ICT infrastructure ensures that company secrets and client information are kept safe.

## 9. Remote Work and Flexibility

One of the most significant advantages of Information and Communication Technology is its ability to enable remote work. As more businesses adopt flexible

work models, Information and Communication Technology has become essential in supporting employees who work from home or other remote locations. Cloud-based tools, collaborative software, and remote access to office networks make it possible for office professionals to stay connected, access files, and perform their duties from anywhere. This not only increases employee satisfaction but also expands the talent pool by allowing organizations to hire professionals without geographical constraints.

**10.      Career Advancement and Skill Development**

Proficiency in Information and Communication Technology tools is an essential skill for office professionals, and familiarity with the latest technology is often a requirement for career advancement. As businesses continue to evolve and adopt new technologies, office professionals who stay up-to-date with software innovations and digital tools gain a competitive edge. Mastering tools like advanced Excel functions, project management software, and digital collaboration platforms increases employability and positions professionals for promotions and leadership roles.

The importance of Information and Communication Technology to office professionals cannot be overstated. It enhances their ability to work efficiently, communicate effectively, manage data securely, and increase productivity while reducing costs and errors. As a result, office professionals are better equipped to adapt to the ever-changing demands of the workplace, fostering both personal career growth and the success of the organization.

**2.4**     **Information and Communication Technology Devices used by Office Professional**

Information and Communication Technology Communication focuses on the storage, retrieval, manipulation, transmission or receipt of digital data. Information and Communication Technology devices are ever-evolving and individuals, businesses and organizations actively look for ways to use the different types of Information and Communication Technology to access, receive and send information.

**1.     Computer**

A computer is an electronic device which receives information or data from magnetic disc, magnetic tape and magnetic drum stores, it analyzes it and produce information as required from the data on the tapes. The data proceed electrically, that is, by the use of transistors.

**2.     Word Processing**

It was originally performed on specialized machines called dedicated word processors. However, nowadays, many people work on personal computer which can be used for other office functions such as spreadsheets, graphics and data base management. Word processing are very profitable for secretaries, business executives and professionals as they can type their own document and save their information on the personal computers.

**3.     Internet**

The internet is a global connection of many different types of computers, computer operators and computer networks that are linked together through telephone

lines, satellites, microwaves and all other possible devices. Internet makes communication possible over the globe. Once you subscribe and connect to the internet service provider (ISP), you could access any information you need anywhere in the world. Ntukidem (2014) described internet as a vast information super highway that facilitates communication between computer users both nationally and internationally. In the view of Ohakwe (2015), internet is a major breakthrough in technology and revolution. The wonders of the millennium are indeed the most flexible medium currently available in a technological era.

**4.      Facsimile**

Facsimile - fax for short - was more common before electronic mail came along. Faxes are still viable for many information transactions and at times, are often the preferred method of communication for businesses and organizations. A fax is sent over a telephone network. Information that is sent over a telephone network travels through the phone line and is picked up by the receiving fax machine. Fax machines can also be digital, meaning the transmission may be sent over a wireless connection and picked up by the recipient's fax machine.

According to Akewusola and Saad, (2012) further stated that a facsimile machine is a common devices find in most offices today. It is a combination of telephone and a photocopier in one. It is capable of transmitting and receiving an exact copy of page printed or pictorial matter in less than 60 seconds. A fax machine scans an image in much the same way as a photocopier. However, the copy is sent as

electronic signals over transmission lines to a receiving fax machine - anywhere in the word, anytime of the day. The receiving machine convert the signals back to an image and print it on paper. Fax messages can also be sent from microcomputers.

**5.      The Electronic Printer**

An important adjunct of the terminal is the electronic printer which is used to get 'hand' or paper copies of any information displayed upon the terminals VDU. Thus the printer may record outgoing information.

However, according to Hammer (2012) "It should be pointed out that in the future it is much more likely that information will be electronically store in computer's memories rather than in piece of paper. And though the truly 'paperless office' is still some years away, it is technically quite feasible today."

Printer employs a wide range of printing devices. A popular device is the daisy wheel which is made to rotate extremely fast and to print on to the paper letters or numbers positioned on the ends of its many 'petals' other printing devices include ink-jet spraying of characters on paper or laser beam 'etching'. The principal attraction of such printers are the speeds, several hundred words per minute at which they print and quality and versatility of the finished job, since the print-heads may often be exchanged like golf bail typewriting heads.

**6.      Telephone Conferencing**

Telephone conferencing allows you to plug one party into another party. Organizations and businesses utilize telephone conferences when they have audio portions for participants to listen to. Phone conferences function as listen-only sessions

or allow listeners to participate. Participants are connected into a telephone conference by being phoned; they also have the option of calling into the conference with a code or special number to bridge the call. At times, telephone and video conferencing may be combined when cameras and microphones are not available.

We all know that a picture is worth a thousand words, and crystal clear HD videoconferencing from Clear One is the perfect example of how true that statement is. A live video conference is much more effective than a phone call in many different situations. For example, you may need to visually demo a new product with your international sales team or troubleshoot an issue with a client which requires data sharing. Literally seeing what you are discussing is far more effective and meaningful than trying to describe it verbally with an audio conference.

## 7.  World-Wide-Web

The world-wide-web is hypertext-based information that links multimedia data base in different parts of the world through the internet. It is a situation whereby a page is acquired by individual or organization on the internet. Individual or organization that acquires the page stores information relating to the organization and thus gives license to people to have access to the site and this can be done when they browse the internet and log unto the site

## 8.  Networking

Local Area Network (LAN) are telecommunication networks that cover a geographical limited area, usually less than two or three kilometers. LAN connects

personal computer system and other equipment such as television sets, copying machine and building alarms within an office building or among a series of buildings such as those on a university campus or a financial house, for example, LAN are used to transmit huge volumes of data between department and sections.

**9.      Electronic Mail**

Electronic mail, or email, can be used to transmit and receive digital information. Email is the most common form of electronic communication. Emails are ideal because attachments such as files and pictures can be sent along with the email. In order to use this type of ICT Communication, you must have an email account. There are many email providers that allow individuals to create an account at no charge. Businesses and organizations usually have an inside provider they use to setup email accounts for their secretary, clients and other personnel.

According to Akewusola, and Saad, (2012) report that Electronic mail is any form of messages that is conveyed electronically from one computer to another. Electronic communication means that we can communicate easily and instantly from offices, homes, schools and most form of transport. An e-mail program enables the Secretary to send, receive, and manage electronic messages (text, sound, videos, and graphics.)

He further stated that many business Organizations have accepted E-mail as the best way of communicating electronically with their various publics. Many of them believe that E-mail gives them competitive advantages because it is:

1.      Fast

2.      Inexpensive

3.      Readily available

4.      Independent of the receivers' presence

5.      Reduces the amount of paper distributed and fitted in an organization.

**10.     Intercom**

Intercom unit widely used as an adjunct to the telephone service. A typical example of intercom unit is twenty units' button each bearing the name of an executive in the office. It is widely used by many organizations. The intercom machine is very useful to any subordinate on daily basis.

The intercom machine is very important to the staff in an organization because it given an opportunity of having discussions on confidential subordinate. It is widely used in addition to the telephone service.

**11.     Video Conferencing**

Video conferencing is ideal for business communication when different persons may need to be reached across the country or across different time zones. Video conferencing uses a camera, microphone monitor, loudspeakers and an Internet connection. This equipment allows you to see, listen and speak with one another; you can also communicate without leaving home.

**12.** **Telecommuting/Tele-Working**

This is a way by which the performance of office work is carried out at a site away from the office and communicating the results to the head office electronically by means of a telephone, computer, or e-mail using a modem. It involves applying information technology and communication techniques to the organization so that firms can have large amount of information. It enables secretaries or office workers working at a remote area and at the same time in premises provided by their employers.

**13.** **Computer Aided Telephony**

Telephone has been in operation over the years, but series of developmental improvement in technological advancement have enhanced the ability of telephone services for secretary (secretary). Computer Aided Telephony involves using the computer to dial from directory without the need to dial from a separate telephone handset. This extension enables the software to scan a list of customers and select those who need to be connected, and each of them being dialed automatically coupled with the ability of the software to take appropriate action of continuous trying until a contact is made when such number is engaged.

**2.5** **Information and Communication Technology and its Uses**

According to Akewusola, & Saad, (2012) stated that it is impossible for an organization not to invest in Information and Communication Technology. This is because there are three categories of Technological trends and conditions through which Technology is significantly altering the operation of enterprise.

1.      **Increase Rate of Technology Change and Diffusion**

Both the rate of Technology changes and the speed at which new Technologies become available are utilized have increased substantially over last 20 to 25 years. Perpetual innovation in term used to describe how rapidly and consistently new, information-intensive Technologies replace older ones. Thus most Organization now invests in these technologies to gain competitive advantage.

2.      **The Information Age**

Dramatic Changes in Information and Communication Technology have occurred in recent years. Personal computers, cellular phone, GSM, Artificial Intelligence, virtual reality and massive database – for instance, Lexis/Nexis are a few example of how Information is used differently as a result of Technological developments. An important outcome of these changes is that the ability to access and effectively used Information has become an important source of competitive advantage to almost every Organization. Both the pace of change in Information and Communication Technology and its diffusion will continue to increase.

3.      **Increasing Knowledge Integrity**

Knowledge which has the broad meaning of Information, intelligence, and expertise is the basis of Technology and its application. Knowledge is now seen and accepted as critical resources which is valued and compensated by Organizations. Because of this, it is common these days to observe that Organization now strive to transmit the accumulated knowledge of individual employees into a corporate asset.

Information and communication technology has become a vital and integral part of every organizational plan. From multi-national corporations who maintain mainframe systems and databases to small businesses that own a single computer, Information and Communication Technology plays a role. The reasons for the omnipresent use of computer technology in business can best be determined by looking about how is being used by secretary in an organization

**4.**     **Communication**

Communication refers to the passing of information between one person and the other. It may further be described as a process of sending and receiving symbols, with meaning attach to them, which must be understood by the parties involved. Communication is described as the process of by which meaning is exchanged between individuals through a common system of symbols, signs, or even behavior.

According to Akewusola, and Saad, (2012) stated that it is safe to posit that no Organization can exist without communication in one form or the other. It is rather impossible to create a scenario where an Organization continues to exist and survive without linkage with all its stakeholders. Externally, an Organization must relate with all its stakeholders, customers, shareholders, suppliers, employees, labour union, creditors, government, et cetera in order to enhance its prestige, deliberately create goodwill, and improve its public relations. Ultimately, no Organization holds its stakeholders in concept or becomes incommunicado. On the contrary, it utilizes communication very extensively to attract, maintain and retain them for the sake of its survival.

For many Organizations, email is the principal means of Communication between Office Managers, Secretary and other member of the Organization. Email was one of the early drivers of the Internet, providing a simple and inexpensive means to Communicate. Over the years, a number of other communications tools have also evolved, allowing staff to communicate using live chat systems, online meeting tools and video-conferencing systems. Voice over internet protocol (VOIP) telephones and smart-phones offer even more high-tech ways for employees to communicate.

**5.      Customer Relationship Management**

Organizations are using Information and Communication Technology to improve the way they design and manage customer relationships. Customer Relationship Management (CRM) systems capture every interaction an organization has with a customer, so that a more enriching experience is possible. If a customer calls a call center with an issue, the customer support representative will be able to see what the customer has purchased, view shipping information, call up the training manual for that item and effectively respond to the issue. The entire interaction is stored in the CRM system, ready to be recalled if the customer calls again. The customer has a better, more focused experience and the company benefits from improved productivity.

**2.6      Challenges and Solution of Information and Communication Technology (ICT) on Office Professionals**

Information and Communication Technology (ICT) offers numerous benefits to office professionals, it also presents some significant challenges. By identifying these issues and implementing the right solutions, organizations can enhance

productivity, improve communication, and ensure that their workforce remains competitive and efficient in the digital age. The following are the challenges and solution of Information and Communication Technology on Office Professionals:

**Challenges of Information and Communication Technology to Office Professionals**

1. **Cybersecurity Threats:** Office professionals often handle sensitive and confidential information such as client records, financial data, and internal communication. With the rise of cyberattacks, these professionals are at constant risk of data breaches, phishing scams, and malware attacks. Lack of awareness or negligence in following cybersecurity protocols can expose the organization to serious damage.

2. **High Cost of Implementation and Maintenance:** Setting up and maintaining modern Information and Communication Technology systems such as computers, servers, software licenses, and network infrastructure requires a significant financial investment. For small or underfunded offices, this can be a major obstacle, leading to outdated systems that hinder productivity.

3. **Need for Continuous Training and Skill Upgrading:** Technology evolves rapidly, and office professionals must frequently upgrade their skills to remain effective. This requires time and resources for regular training sessions. Without proper training, staff may struggle to use new tools or software efficiently.

4.  **System Downtime and Technical Issues:** Dependence on Information and Communication Technology means that when systems go down due to power failure, software bugs, or hardware malfunction work can come to a standstill. This can cause delays in meeting deadlines and reduce overall office efficiency.

5.  **Information Overload:** With easy access to vast amounts of information online, office professionals may find it difficult to filter and manage relevant data. This can lead to confusion, poor decision-making, and time wastage.

6.  **Digital Divide and Inequality:** Not all office professionals have equal access to Information and Communication Technology resources, especially in rural or economically disadvantaged areas. This disparity can lead to lower performance and limit opportunities for professional growth.

**Solutions to Information and Communication Technology Challenges on Office Professionals**

1.  **Implementing Strong Cybersecurity Measures**: To protect sensitive information, offices should invest in up-to-date antivirus software, firewalls, data encryption, and multi-factor authentication. Regular cybersecurity awareness training should be provided to all staff to recognize and respond to threats effectively.

2.  **Investing in ICT Infrastructure and Budget Planning:** Organizations should prioritize budgeting for Information and Communication Technology

infrastructure as an essential investment. This includes upgrading outdated systems, ensuring reliable internet access, and maintaining backup systems to prevent data loss.

3. **Providing Regular Training and Professional Development:** Employers should organize ongoing training programs and workshops to help office professionals stay current with the latest technologies. This could include online courses, certifications, and in-house training sessions to improve digital literacy and confidence in using Information and Communication Technology tools.

4. **Establishing IT Support Services:** Having dedicated IT support either in-house or outsourced ensures that technical issues are resolved quickly. This minimizes downtime and keeps office operations running smoothly.

5. **Developing Data Management Policies:** Offices should implement structured data storage and retrieval systems using cloud technology, databases, and file organization tools. Training staff on proper data handling can reduce clutter and improve information flow.

6. **Promoting Digital Inclusion:** To address the digital divide, organizations can provide access to Information and Communication Technology resources, offer flexible training methods, and support remote workers with necessary tools. Government or NGO-led initiatives can also assist in providing affordable internet and devices in underdeveloped areas.

# 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

A questionnaire tagged; "Contribution of Information and Communication Technology to the Effectiveness of Office Professional" was designed by the researcher which was used as a tool for data gathering for the study. The items in the questionnaire are placed on 4-point rating scale of "SA – Strongly Agree 4, A = Agree 3, D = Disagree 2, and SD = Strongly Disagree 1" respectively

### 3.2    Population of the Study

The population of the study comprises of staff in Michael Imoudu, National Institute for Labour Studies, Ilorin and Ibadan Electricity Distribution Company (IBDC), Ilorin. The numbers of selected staff in Michael Imoudu, National Institute for Labour Studies, Ilorin are 20 while the number of selected staff in Ibadan Electricity Distribution Company (IBDC), Ilorin was 10 in number.

### 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 questionnaire designed was distributed by hand personally by the researcher. A total number of 20 questionnaires were distributed at Michael Imoudu, National Institute for Labour Studies, Ilorin and 10 questionnaires at Ibadan Electricity Distribution Company (IBDC), Ilorin; the researcher got back all the questionnaire completely.

**3.5     Reliability**

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

**3.6     Validity**

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

**3.7     Method of Data Collection**

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

# DATAANALYSIS

## 4.1    Introduction

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

## 4.2    Results

**Table 4.1:    ICT has improved office professionals speed and accuracy in completing office tasks.**

| Options | No. of Respondents | Percentage (%) |
|---------|--------------------|----------------|
| Strongly agree | 20 | 67 |
| Agree | 10 | 33 |
| Disagree | 00 | 0.00 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **20** | **100** |

**Source: Researcher′s fieldwork, 2025**

The above table 4.1 showed that 20 (67%) and 10 (33%) of the respondents strongly agreed and agreed that the ICT has improved office professionals speed and accuracy in completing office tasks, and no respondents disagreed and strongly disagreed with the assertion.

This implied that, Information and Communication Technology improved office professionals speed and accuracy in completing office tasks.

**Table 4.2:    ICT tools help office professional communicate better with colleagues and management.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 14 | 47 |
| Agree | 10 | 33 |
| Disagree | 04 | 13 |
| Strongly disagree | 02 | 7 |
| **Total** | **30** | **100** |

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

The above table 4.2 indicated that 14 (47%) and 10 (33%) of the respondents strongly agreed and agreed that ICT tools help office professional communicate better with colleagues and management while 4 (13%) and 2 (7%) of the respondents disagreed and strongly disagreed with the statement.

This invariably implied that ICT tools help office professional communicate better with colleagues and management.

**Table 4.3:**     **Office professional manage records and files more efficiently due to Information and Communication Technology**

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

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

The above table 4.3 indicate that 18 (35%) and 12 (40%) of the respondents strongly agreed and agreed that Office professional manage records and files more efficiently due to Information and Communication Technology, while there is no respondent for disagreed and strongly disagreed.

From this analysis, one can see that Office professional manage records and files more efficiently due to Information and Communication Technology.

**Table 4.4:**   **Information and Communication Technology tools have increased office professional's overall productivity.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 15 | 50 |
| Agree | 08 | 27 |
| Disagree | 04 | 13 |
| Strongly disagree | 03 | 10 |
| **Total** | **30** | **100** |

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

The table 4.4 showed that, 15 (50%) and 8 (27%) of the respondents strongly agreed and agreed that, ICT tools have increased office professional's overall productivity, while 4 (13%) and 3 (10%) of the respondents disagreed and strongly disagreed with the statement.

This implied that Information and Communication Technology tools increased office professional's overall productivity.

**Table 4.5:    Information and Communication Technology allows office professionals to multitask more effectively**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 15 | 50 |
| Agree | 09 | 30 |
| Disagree | 04 | 13 |
| Strongly disagree | 02 | 7 |
| **Total** | **30** | **100** |

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

The table 4.5 shows that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that Information and Communication Technology allows office professionals to multitask more effectively, 4 (13%) and 2 (7%) of the respondents disagreed and strongly disagreed to the statement.

This implied that, Information and Communication Technology allows office professionals to multitask more effectively.

**Table 4.6:** **Information and communication technology enhance the productivity of office professional in the performance of her duties**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 27 | 90 |
| Agree | 02 | 7 |
| Disagree | 01 | 3 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.6 showed that 27 (90%) and 2 (7%) of the respondents strongly agreed and agreed that Information and communication technology enhance the productivity of office professional in the performance of her duties while 1 (3%) of the respondents disagreed, with the statement.

This implied that Information and communication technology enhance the productivity of office professional in the performance of her duties.

**Table 4.7:** Office professional meet deadlines more easily because of Information and Communication Technology support.

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 15 | 50 |
| Agree | 13 | 43 |
| Disagree | 02 | 7 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.7 indicates that 15 (50%) and 13 (43%) of the respondents strongly agreed and agreed that Office professional meet deadlines more easily because of Information and Communication Technology support, while 2 (7%) of the responses disagreed to this statement.

Therefore, it is obvious that Office professional meet deadlines more easily because of Information and Communication Technology support

**Table 4.8:** **Information and Communication Technology has helped Office professional become more organized in their daily work**

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

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

Table 4.8 indicated that 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed Information and Communication Technology has helped Office professional become more organized in their daily work, while 5 (17%) of the respondent disagreed with the statement.

This implied that Information and Communication Technology has helped Office professional become more organized in their daily work

**Table 4.9:**    **Management supports the use of Information and Communication Technology in office operations**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 13 | 43 |
| Agree | 09 | 30 |
| Disagree | 05 | 17 |
| Strongly disagree | 03 | 10 |
| **Total** | **30** | **100** |

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

Table 4.9 indicated that, 13 (43%) and 9 (30%) of the respondents agreed and agreed that the Management supports the use of Information and Communication Technology in office operations, while 5 (17%) and 3 (10%) of the respondent disagreed and strongly disagreed with the statement.

This implied that Management supports the use of Information and Communication Technology in office operations.

**Table 4.10:    Information Communication Technology has a great impact on the performance in an organization.**

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

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

Table 4.10 indicated that, 20 (67%) and 10 (33%) of the respondent strongly agreed and agreed that Information and Communication Technology has a great impact on the performance of an organization; while none of the respondent disagreed and strongly disagreed with the statement.

This implied that information and communication technology has a great impact on the performance in an organization.

**Table 4.11:    Information and Communication Technology contributes to better collaboration among staff.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 18 | 60 |
| Agree | 10 | 33 |
| Disagree | 02 | 7 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.11 indicated that, 18 (60%) and 10 (33%) of the respondents strongly agreed and agreed that Information and Communication Technology contributes to better collaboration among staff, while 2 (7%) of the respondents disagreed with the statement.

This implied that information and communication technology contributes to better collaboration among staff.

**Table 4.12:** Office professionals should be involved in Information and Communication Technology planning and decision-making

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 19 | 63 |
| Agree | 08 | 27 |
| Disagree | 03 | 10 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.12 indicates that, 19 (63%) and 8 (27%) of the respondents strongly agreed and agreed that, Office professionals should be involved in Information and Communication Technology planning and decision-making, while 3 (10%) of the respondents disagreed with the statement.

This implied that, Office professionals should be involved in Information and Communication Technology planning and decision-making.

**Table 4.13:** **Information and Communication Technology has had a positive impact on office professionals work effectiveness.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 15 | 50 |
| Agree | 09 | 30 |
| Disagree | 03 | 10 |
| Strongly disagree | 03 | 10 |
| **Total** | **30** | **100** |

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

Table 4.13 indicate that, 15 (50%) and 9 (30%) of the strongly agreed and agreed that Information and Communication Technology has had a positive impact on office professionals work effectiveness, while 3 (10%) and 3 (10%) of the respondents disagreed and strongly disagreed with the statement.

Therefore, it is clear from the analysis, that Information and Communication Technology has had a positive impact on office professionals work effectiveness.

**Table 4.14:**    **Technical support is readily available when Information and Communication Technology tools fail.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 17 | 57 |
| Agree | 13 | 43 |
| Disagree | 00 | 0.00 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.14: shows that 17 (57%) and 13 (43%) of the respondents strongly agreed that Technical support is readily available when Information and Communication Technology tools fail, while none of them disagreed and strongly disagreed with the assertion.

It is however, safe to conclude that Technical support is readily available when Information and Communication Technology tools fail.

**Table 4.15:** **The introduction of information and communication technology helps office professional's activities.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 21 | 70 |
| Agree | 09 | 30 |
| Disagree | 00 | 0.00 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.15 showed that 21 (70%) and 9 (30%) of the respondents strongly agree and agreed that introduction of information and communication technology helps office professionals activities, while none of the respondents disagreed and strongly disagreed with the notion.

This implied that, introduction of information and communication technology helps office professional's activities.

**Table 4.16:** **The daily business operation obviously cannot survive without the application of Information and Communication Technology.**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 12 | 40 |
| Agree | 09 | 30 |
| Disagree | 05 | 17 |
| Strongly disagree | 04 | 13 |
| **Total** | **30** | **100** |

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

Table 4.16 showed that, 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed, while 5 (17%) and 4 (13%) of the respondents disagreed, and strongly disagreed with the statement that daily business operation obviously cannot survive without the application of Information and Communication Technology.

This implied that daily business operation obviously cannot survive without the application of Information and Communication Technology.

**Table 4.17:** **Power outages affect office professional ability to use Information and Communication Technology tools**

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 05 | 17 |
| Agree | 03 | 10 |
| Disagree | 12 | 40 |
| Strongly disagree | 10 | 33 |
| **Total** | **30** | **100** |

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

Table 4.17 above revealed that, 5 (17%) and 3 (10%) of the respondents strongly and agreed, while 12 (40%) and 10 (33%) of the respondents disagreed and strongly disagreed with the statement that power outages affect office professional ability to use Information and Communication Technology tools.

From this analysis this showed that Power outages affect office professional ability to use Information and Communication Technology tools.

**Table 4.18:** Information and Communication Technology is the basic tools and language that office professionals' needed to carry on any given task in the office.

| Options | No. of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 15 | 50 |
| Agree | 09 | 30 |
| Disagree | 06 | 20 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.18 above showed that, 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that, Information and Communication Technology is the basic tools and language that office professionals' needed to carry on any given task in the office while 6 (20%) of the respondents disagreed with the statement.

This showed that Information and Communication Technology is the basic tools and language that office professionals' needed to carry on any given task in the office.

**Table 4.19:** It is very difficult to image how any office professionals could operate during this time without the application of Information and Communication Technology devices.

| Options | No of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 30 | 100 |
| Agree | 00 | 0.00 |
| Disagree | 00 | 0.00 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **30** | **100** |

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

Table 4.19 showed that, 20 (100%) of the respondents strongly agreed, and none of the respondents disagreed, and strongly disagreed with the statement that It is very difficult to image how any office professionals could operate during this time without the application of Information and Communication Technology devices.

This implied that It is very difficult to image how any office professionals could operate during this time without the application of Information and Communication Technology devices.

**Table 4.20:** **Information and Communication Technology has improved the skills of office professional and prepare them for the global economy and information society.**

| Options | No of Respondents | Percentage (%) |
|---|---|---|
| Strongly agree | 10 | 50 |
| Agree | 10 | 50 |
| Disagree | 00 | 0.00 |
| Strongly disagree | 00 | 0.00 |
| **Total** | **20** | **100** |

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

Table 4.20 above showed that, 10 (50%) of the respondents strongly while 10 (50%) agreed that Information and Communication Technology has improved the skills of office professional and prepare them for the global economy and information society. No respondents on disagreed and strongly disagreed respectively.

This implied that Information and Communication Technology has improved the skills of office professional and prepare them for the global economy and information society.

## CHAPTER FIVE

## SUMMARY, CONCLUSION AND RECOMMENDATIONS

**5.1      Summary**

This research work is a Contribution of Information and Communication Technology to the Effectiveness of Office Professional. The researcher use questionnaire as the tool to collect data, this was developed by the researchers.  It was distributed to the sample chosen from Michael Imoudu, National Institute for Labour Studies, Ilorin and Ibadan Electricity Distribution Company (IBDC), Ilorin. The main findings of the study are summarized as follows:

Office professionals in both organizations make use of various Information and Communication Technology tools such as computers, printers, scanners, internet services, email, Microsoft Office packages, and other specialized software to carry out their tasks effectively.

Information and Communication Technology has significantly enhanced the efficiency of office tasks. Respondents indicated that Information and Communication Technology tools help reduce workload, minimize errors, speed up information processing, and improve communication and documentation.

Despite the benefits, office professionals face several challenges, including limited access to updated Information and Communication Technology equipment, inadequate training, poor internet connectivity, and occasional power supply issues.

The study found that ongoing training and development programs are essential to ensure office professionals are equipped with the skills to fully utilize Information and Communication Technology tools.

**5.2      Conclusion**

Based on the findings of this study, it is evident that Information and Communication Technology contributes positively and significantly to the effectiveness of office professionals. It has transformed traditional office practices by introducing more efficient ways of managing documents, communicating, and organizing tasks. The integration of Information and Communication Technology has led to greater productivity, timely service delivery, and professional growth among staff.

However, for Information and Communication Technology to reach its full potential in the workplace, organizations must address the challenges associated with infrastructure, training, and maintenance. Ensuring that office professionals are well-trained and that Information and Communication Technology tools are up-to-date and readily available is key to maximizing their effectiveness.

The roles of office professional are numerous especially in this era of information and communication technology. These are needed almost all the aspect of establishment such banking industries media house civil service construction, manufacturing industries etc this make the profession to be more lucrative in the country and even in the globe.

**5.3     Recommendations**

After the through assessment by the researcher with the limited resources and experience, it is observed that the prospective office professional can perform effectively and with high efficiency so therefore, the following recommendation were given.

1.     Organizations should provide regular Information and Communication Technology training for office professionals to improve their skills and keep them updated with new technologies.

2.     Management should invest in modern and up-to-date Information and Communication Technology tools and ensure they are adequately maintained to enhance work performance.

3.     Efforts should be made to provide a stable power supply and high-speed internet connectivity to support continuous workflow.

4.     Organizations should formulate clear Information and Communication Technology usage policies that support digital transformation and encourage innovation in the workplace.

5.     Office professionals should be motivated through incentives and recognition to encourage effective use of Information and Communication Technology tools.

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

**Dear Sir/Ma**

**RESEARCH QUESTIONAIRE**

I am a student of Kwara State Polytechnic, Ilorin carrying out a research on the topic **"CONTRIBUTION OF INFORMATION AND COMMUNICATION TECHNOLOGY TO THE EFFECTIVENESS OF OFFICE PROFESSIONAL".**

This research work is in partial fulfillment of the requirement for the award of Higher National Diploma (HND) in Office Technology and Management. The questionnaire is therefore part of the final assessment for data collection for the research. Please tick the correct answer to the questions that proceed.

Thanks for your cooperation.

**Yours faithfully,**

**ONI KEHINDE OYINDAMOLA**
**HND/22/OTM/FT/107**

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

**Dear sir/Ma,**

**QUESTIONNAIRE**

I shall be grateful if you could kindly complete the questionnaire designed for data collection on research title: **Contribution of Information and Communication Technology to the Effectiveness of Office Professional.**

You are requested to tick (  ) the correct answer in the appropriate places provided. All information supplied will kept confidential as the data is for academic purpose only.

Thanks for your cooperation.

**Yours faithfully,**

**ONI KEHINDE OYINDAMOLA**
**HND/22/OTM/FT/107**

## QUESTIONNAIRE

1.  Information and Communication Technology has improved office professionals speed and accuracy in completing office tasks.

    (a) Strongly Agree (  )        (b) Agree (  )

    (c) Disagree (  )              (d) Strongly Agree (  )

2.  Information and Communication Technology tools help office professional communicate better with colleagues and management.

    (a) Strongly Agree (  )        (b) Agree (  )

    (c) Disagree (  )              (d) Strongly Agree (  )

3.  Office professional manage records and files more efficiently due to Information and Communication Technology.

    (a) Strongly Agree (  )        (b) Agree (  )

    (c) Disagree (  )              (d) Strongly Agree (  )

4.  Information and Communication Technology tools have increased office professional's overall productivity.

    (a) Strongly Agree (  )        (b) Agree (  )

    (c) Disagree (  )              (d) Strongly Agree (  )

5.  Office professional manage records and files more efficiently due to Information and Communication Technology

    (a) Strongly Agree (  )        (b) Agree (  )

    (c) Disagree (  )              (d) Strongly Agree (  )

6. Information and communication technology enhance the productivity of office professional in the performance of her duties.

(a) Strongly Agree (  )                (b) Agree (  )

(c) Disagree (  )                       (d) Strongly Agree (  )

7. Office professional meet deadlines more easily because of Information and Communication Technology support.

(a) Strongly Agree (  )                (b) Agree (  )

(c) Disagree (  )                       (d) Strongly Agree (  )

8. Information and Communication Technology has helped Office professional become more organized in their daily work.

(a) Strongly Agree (  )                (b) Agree (  )

(c) Disagree (  )                       (d) Strongly Agree (  )

9. Management supports the use of Information and Communication Technology in office operations.

(a) Strongly Agree (  )                (b) Agree (  )

(c) Disagree (  )                       (d) Strongly Agree (  )

10. Information Communication Technology has a great impact on the performance of an organization.

(a) Strongly Agree (  )                (b) Agree (  )

(c) Disagree (  )                       (d) Strongly Agree (  )

11. Information and Communication Technology contributes to better collaboration among staff.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

12. Office professionals should be involved in Information and Communication Technology planning and decision-making.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

13. Information and Communication Technology has had a positive impact on office professionals work effectiveness.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

14. Technical support is readily available when Information and Communication Technology tools fail.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

15. The introduction of information and communication technology helps office professional's activities.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

16. The daily business operation obviously cannot survive without the application of Information and Communication Technology.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

17. Power outages affect office professional ability to use Information and Communication Technology tools

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

18. Information and Communication Technology is the basic tools and language that office professionals' needed to carry on any given task in the office.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

19. It is very difficult to image how any office professionals could operate during this time without the application of Information and Communication Technology devices.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )

20. Information and Communication Technology has improved the skills of office professional and prepare them for the global economy and information society.

(a) Strongly Agree ( )          (b) Agree ( )

(c) Disagree ( )          (d) Strongly Agree ( )