ESSENCE OF COMMUNICATION SKILLS ON THE SERVICE DELIVERY OF SECRETARIES

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

I dedicate this project to God Almighty, for his love and protection over my life, and also to my parents Mr. and Mrs. Nwanye who contributed to the successful completion of Higher National Diploma in the Polytechnic.

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ABSTRACT

Effective communication skills are essential for secretaries to deliver high-quality service in various organizational settings. This study highlights the significance of communication skills in enhancing the service delivery of secretaries. It explores how secretaries with strong communication skills can build strong relationships with stakeholders, resolve issues efficiently, and maintain a professional image. The study emphasizes the importance of verbal, non-verbal, and written communication skills in facilitating effective communication and the need for secretaries to adapt to new communication tools and platforms. The findings of this study underscore the critical role of communication skills in secretarial service delivery, highlighting the need for secretaries to develop and refine their communication roles. The study reveals that secretaries with proficient communication can foster strong relationships with stakeholders, including executive, colleagues, and clients. They can efficiently resolve issues, provide clear instructions, and maintain a professional image, ultimately contributing to the smooth operation of the organization. Moreover, the research emphasizes the impact of technology on communication and the need for secretaries to adopt a new communication tools and platforms. Ultimately, this study contributes to the understanding of the importance of communication skills in secretarial service delivery, providing insights for secretaries, organizations, and educators to enhance the quality of secretarial services. By recognizing the significance of communication skills in secretarial service delivery, organizations can unlock the full potential of their secretarial staff, driving success and excellence in their operations.

Keywords: **Communication Skills, Service Delivery and Secretaries.**

CHAPTER ONE

INTRODUCTION

1.1   Background to the Study

Communication is the cornerstone of all human interactions, and it pays a crucial role in determining the efficiency and effectiveness of service delivery. For secretaries, who serve as the backbone of organizational communication, possessing strong communication skills is not only an asset but a necessity. As intermediaries between management, employee, and external stakeholders, secretaries are often responsible for conveying information clearly, accurately, and promptly.

The bedrock of any successful organization depends on how effective information and communication are managed at times. The major tool needed for effective service delivery of secretaries' lean beyond doubt on the art of communication. Secretaries deal with poise, drive and determination to be able to decide when to communicate, where to communicate, what to communicate with, and how to communicate. The efficient and systematic way to handle these include: the receiving of information, giving out information, recording of incoming correspondence, preservation of document and other affiliate materials for future are generally referred to as information management.

Communication skills are those skills which are needed to speak and write properly. A person who is able to speak appropriately whilst maintaining eye contact with the audience, uses varied vocabulary and articulate speech to suit the need of the audience is generally said to be an effective speaker. Similarly, an effective writer

should be able to use written words in various styles and techniques to communicate his/her message and ideas to the readers. One should have the ability to listen carefully and write and speak clearly in any situation. Therefore, good reading, writing, speaking and listening skills are essential for effective communication.

Communication skill is the ability to convey and share information to others in an efficacious way. It is very vital skill and used widely in all work sectors. Communication can make or break your relationship at home or work or with your friends. If you have the skill, then you can pass out your word across easily and precisely without any confusion. You can communicate with your body, words, gestures, expressions and much more.

Communication skills are one of the fundamental life skills which are required for greater understanding of information. It can be done vocally, visually, non-verbally and through written media. All these are means of communication which are essential soft skills which are required for a successful career. Professionals' secretaries in the digital age must effectively know how to convey and receive messages via various means of communication.

Odeyemi (2014) defined communication as the process by which one person or a group passes information, ideas, opinions and feeling to another person or a group. It is the transfer of information, ideas, thought or message from one person to information regarding to operation of an enterprise. Communication is the means where people in the organization exchange ideas, information for mutual benefit in a way to get work done.

Dada (2014) "communication is the means where people in the organization exchange information regarding operation of an enterprise". The term communication is derived from the word commune which means to converse with the concept of communication has it communication prompt an action to take place.

Communication process start with the sender or source that has an ideas or message he wants to communicate. There must also be receiver or the decoder to respond or react to the message. It is the response or reactions from the receiver that will enable the sender to make or take appreciate decision or how the rest of the exchange should continue.

In every organization communication plays an indispensable role. The success of any office depends largely on the existence of good communication system and solely on the competence of the staff handling the communication system of that particular organization (Odeyemi 2015). This is where the role of secret is coming into play in most organization, the secretary is the first person a visitor or caller comes in contact with visiting the organization. The way she relates with the caller on the first day would form a lasting impression in the mind of the caller about every organization. A polite cheerful, courteous and humorous secretary would attract more customers to the organization than an aggressive and rude secretary. Therefore, first impression is very important. It can either be encouraging or repel a visitor from subsequent visits to that particular organization.

According to Onukaogu (2017), communication can be categorized into verbal and nonverbal, under the verbal communication, they are speech and writing, under the nonverbal communication are the eye contact, body posture etc. verbal communication refers to the transmission of information among individuals such as face to face communication or on telephone, it can be used during interviews of all kinds, in briefing situations, during the business and occasions where a request is made or instructions given. It is the most common way of passing information within an organization. Public lectures, meetings, workshops and letter are all attributed to verbal communication. Nonverbal communication refers to the process of communication without the use of words, smile, frowns, all these communicates pleasure, anger, friendliness or distance, power and status.

Information could be transmitted internally, or externally. This implies that specific information is meant for the consumption of people within the organization as well as some information for the public. This mode of transmitting information varies from one organization to another. Upward communication, downward communication, horizontal communication and diagonal communication functions in an organization. Therefore, the secretary needs to possess in-depth knowledge of great importance for the secretary to strive and find ways to meet up or update their communication skills.

Thus, an intelligent secretary who handles work with tact and finesse is a good ambassador of her organization, will no doubt form a positive impression on the sender and the organization. The organization is the coming of people to carry out certain

activities such as production of goods and services for the accomplishment of certain objectives. The managing and organizing of any organization or even in our different homes would rest heavily upon the ability to communicate effectively.

One of the key roles of a secretary is to communicate information. No matter what she is trying to do, she should remember this above all else, for it is what will help her succeed. Though seem to be born with the ability to talk to anyone, this is also a skill that can be easily learnt. So, the more a secretary talks with others, the easier it is to relate with others and to determine how she can help. It is a good idea to try to make small talks during a conversation when it seems that she needs to be on a casual level. Just the question of how people are doing and responding to their answer can help them feel as though they are talking to a friend and not just another customer service person.

In recent times, the secretarial profession has evolved beyond traditional roles of typing and filing. Today, secretaries perform a wide range of duties including managing correspondence, scheduling appointments, handling customer inquiries, and sometimes representing their organizations in meetings. These tasks demand excellent communication verbal, non-verbal, and written skills. The ability of secretaries to communicate effectively can greatly enhance customer satisfaction, reduce misunderstandings, and contribute to the overall productivity of the office.

In view of the foregoing, it can be clearly seen that the secretary plays an indispensable role in the communication of any organization. Apart from communicating face to face with the visitors or caller, she equally communicates with

the public through phone calls, writing and typing of letters, reports writing and reading of minutes of meeting et cetera. For a secretary to be able to handle these functions effectively, she requires good communication skills and good educational background.

A correspondence sent out to the outside world speaks volume about image of organization is represents., a wrongly worded letter with spelling errors and poor would definitely create a negative impression of the organization in the mind of the receive while on the other hand, a letters that is properly written and well typed would speak well of the staff and the organization nit represents, it will encourage and attract the receiver to patronise that organization.

Therefore, a competent secretary who performs her roles efficiently which and interwoven with communication will attract clients to patronise her organization thereby helping to attain the sets goals and objectives of the organization.

A secretary is a person or executive who has office skill in handling correspondences and has the ability to assume responsibilities without direct supervision to provide communication support services on matters or routine and administrative issues (Cletus 2014) various office workers perform some aspects of secretarial work, but not all office workers are secretarial. Secretaries have more responsibilities for their work. A professional secretary performs task similar to an executive or administrative assistant. Secretarial function is just central in very organization and no office can easily function without a secretary. This brings about the importance of secretaries to the successful growth and development of the organization (Adam 2015).

Generally, secretary coordinates the daily routines of an office and organizes the office schedules and paper work which includes analysis of prevailing situations judgment, technical knowledge and creativity Adebayo and Akinleye (2016). The number and type of activities are assigned depend whether they are generalists (multifunctional secretaries) or specialist (such as legal or word processing secretaries). Secretaries use many different talents and work with many different people. As an office professional, the secretary has the responsibility to organize the work flow so that the employer will feel that everything is under control, with all project completed when needed (Chrissy, 2015). Modern professional secretaries are now referred to as office managers by some people because of their activities, skill acquisition, knowledge and even expectations from their bosses, customers, clients and even the general public whether called a secretary, a manager or a personal assistant, a professional secretary is no more the man or woman sitting behind the typewriter, taking shorthand dictations and attending to visitors.

Service delivery is the process of providing or rending services to customers or the internal clients of an organization where there is effective communication flow among managers and his staff, an organization also flows freely and smoothly, and information reaches the workers easier and faster. Therefore, a secretary whose inability to converse and relate intelligently with visitors or customers in English Language or whose communication skills are poor and grossly inadequate creates a poor impression on the mind of the customers about the organization.

1.2   Statement of the Problem

Communication contributes effectively towards the organizational success. This is only done if it is used to perform its key functions of: controlling emotional expressions and decision making. In large organization like Kwara State Polytechnic, miscommunication is inevitable. Several research and organization reports point out that positive communication is of the most important factors that helps build effective service delivery of the secretaries.

Communication, which is a basic skill required in rendering information and delivery adequate services by secretaries in an organization has not been recorded a necessary priority. Most Importantly, secretaries and organizations have not seen it as A veritable tool in rendering effective services. It is unfortunate that some of the secretaries cannot communicate well with clients and customers due to poor master of English language which is an official language of communication or due to wrong perception that they are not under obligation to effectively communicate with clients and staff in the same organization.

It is sad enough that secretaries who are the central focus of information service delivery sometimes fail to communicate effectively with clients and organizations staff due to poor communication skills, thereby making their information needs not to be met. Inefficient communication system among secretaries is slowing down the pace of work and increasing organizational conflict.

This study strives to enumerate some of the strategies to resolve poor communication skills among secretaries, the factors for poor communication and the effect of communication motivation. Therefore, there is need to investigate the importance of communication skill so as to come up with recommendations that will help the secretaries control the negative effect of poor communication.

1.3   Objectives of the Study

Communication as indeed contribute largely to the effectiveness and efficiency of secretaries in various organizations and this has led to the study of this research. the broad objectives of this study is to assess and identify the essence of communication skills on the secretaries' performance in an organization. Specifically, the study sought to:

1.   Determine the effect of good communication skills on secretary performance.

2.   Find out the method of communication used to the organization.

3.   Determine the contribution of the Secretary's communication skill to the organizational development.

4.   Examine the influence of communication skills on the service delivery of secretary.

5.   Determine the convergence between communication skills and service delivery of secretaries.

1.4   Research Questions

The following questions are to be addressed in this study:

1. Does good communication skills affect the efficiency of a secretary in an organization?

2. Does method of communication in an organization affect the performance of the secretary in an organization?

3. Does the secretaries' communication skills have any impact on the organization's performance?

4. What is the influence of communication skills on the service delivery of secretary?

5. To what extent the convergence between communication skills and service delivery of secretaries?

1.5   Significance of the Study

The study on the significance of communication skills for secretaries will benefit various stakeholders, including:

Secretaries and Administrative Assistants: By understanding the importance of effective communication, they can enhance their skills, improve their performance, and advance in their careers.

Organizations and Businesses: Organizations will benefit from improved service delivery, increased productivity, and better relationships between employees, clients, and stakeholders.

Human Resource Departments: HR professionals can use the findings to develop targeted training programs that focus on communication skills, enhancing the capabilities of secretaries and other administrative staff.

Educational Institutions: Institutions offering secretarial or administrative studies can integrate the study's findings into their curriculum, ensuring students are well-prepared for the demands of the profession.

Professional Associations: Associations for secretaries and administrative professionals can use the study to advocate for the importance of communication skills in the profession and provide resources for ongoing development.

Clients and Stakeholders: Improved communication skills among secretaries will lead to better service delivery, resulting in enhanced satisfaction and stronger relationships with clients and stakeholders.

Researchers and Academics: The study will contribute to the body of knowledge on communication skills in the secretarial profession, providing a foundation for further research and exploration.

1.6   Delimitation of the study

The scope of this research in terms of geographical setting, population, time, and variables is captured in this subsection. The geographical setting that will be used in this study is the Office of Head of Service, Opposite Sharia Court, G.R.A, Ilorin, Kwara State and Kwara State Polytechnic, Ilorin.

1.7   **Limitation of the Study**

In the process of carrying out this study, the research was constrained by the limited time; however, the effect has been sure that these problems do not have effects negative on an in-depth study.

CHAPTER TWO

LITERATURE REVIEW

2.1   Concept of a Secretary

Secretaries are image makers of every organization, their contributions and effectiveness can be used or tarnish the image of an organization. A secretary is an indispensable element in achieving organizational goals. She serves as a memory bank in her organization, scrutinizes visitors so as to give the executives enough time to do other office activities, keep records so as to prevent embracement and loss of important documents which could consequently have a negative effect to the organization.

A secretary is a person, whose should work consists of supporting management, including executives, using a variety of professional ethics and communication skills. WordNet (2014) defines a secretary as a person who assists a member of staff or top management level and who undertakes a lot of administrative tasks for the smooth running of the office. This definition was confirmed by Wikipedia (2015) where a secretary is seen as a person employed to write orders, letters, dispatch public or private papers, records etc, one who attends to correspondence and transacts other business activities for an association a public body or an individual.

According to Hornby (2017), a secretary is an employee in an office who deals with correspondence, keep record, make arrangement and appointment for a particular member of the staff. She is the one who combines the mastery skills of shorthand and typewriting and with a sound knowledge of secretarial duties. Whenever paperwork, records, and mostly written communication are needed in an organization, the

secretaries and likely to be involved. The role secretary plays in an organization are very vital and there is no way an organization can function well without their aid; the fast production of better work is assumed that they are well trained in that field.

The impression secretaries create influences public attitude the organization just as accountant, engineer and other professional have contributed towards the achievement the national economic objectives, secretaries have also contributed immensely in different angles and projecting the image of the organization to the outside world. If the public impression portrays the organization in a shabby way, the secretary helps to uplift the image of the organization Monkhood (2014). The way the secretary receives visitors, their politeness and the respects are added to the status of secretaries as indispensable tools of an organization.

In spite of all these roles of secretaries they have been misplaced and neglected to the background, but today we have modern secretaries who now hold managerial and decision-making position in the organization and has office automation is quick developing, the formal referred as type is undergoes formal training which enables her to handle more extensive duties and responsibilities in the organization Allen (2015). A present day executive depend on their secretaries for the smooth and efficient handling of the activities Monkhood (2016).

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

which are in abundance and are available in the offices. Evans (2015) recounted that secretarial profession has come a long way from change in gender dominance (female) to technologies that have improved work out put and increased job opportunities. Administrative roles have remained an integral part of business operations, and all signs indicated that the secretarial profession is here to stay

According to Akinola (2015), a secretary is an important officer in any establishment, who is sometimes regarded as the life wire of an organization adding that the contribution and effectiveness of a secretary can either enhance or diminish the efficiency and effectiveness of an organization.

Aromolaran (2016), described the secretary as the office manager and the administrative officer who co-ordinates and manages both the human and material resources of an organization. The secretary can be seen as a vital link in any organization and one who is in charge of the daily clerical and administrative activities in the organization. She exercises initiative, judgement and makes decision within the scope of here assignment, duties or authority. She also types letters, memos, and performs any other form of data entry into the computer or typewriter and brings out a mailable copy.

2.2   Categories of Secretary

Secretaries according to Ahukannah and Ekelegbe (2014) are classified into four categories:

i.   Professional Secretary: This is secretary by reason of training, ethics, orientation and skills. He must be an expert in shorthand writing, typewriting and the use of computer and ability to deal with office routine activities. This category (in other words termed as confidential secretary) is the researcher area of concern.

ii.   The Honourary Secretary: This is the one who is in charge of the correspondence, records and other business affairs of a society, club and other associations. He is not a professional secretary because he has not acquired the necessary skills/training.

iii.   Private Secretary: This is an employee who deals with the personal and confidential matters of a business person or public figure, is also a civil servant acting as an aide to a senior government official.

iv.   Corporate/Company Secretary: Companies established under the companies Act 1990 are normally required by the statue to engage the services of a company secretary. He/she takes charges of the administration of the company, as well as functions as secretary to the board of directors. Registrars of government establishment such as polytechnics, universities etc are the secretaries of their various institutions who take charge of general administration as well as cover the meetings of their various councils and produce the minutes.

2.3   The Functions of a Secretary

The function of secretary is quite numerous and varied. However, the most important one has been highlighted by McFarland (1985).

i.   Administrative Functions of Secretary

An administrative function of a secretary involves organizing and controlling the organizational activities in order to achieve the objectives of the organization. It also includes supervision of junior staff and ensuring that schedules of work are being accomplished, directives and assigned tasks completed within the time span, and ensuring that all the materials needed for performing any particular job are available at the right time.

Ekwue (2019) advanced that a secretary must perform a variety of secretarial and files letters and inter-office memos, receives calls and interviews persons calling in office and makes referrals, prepares departmental records and disciplinary notices. Performing any or all of the mentioned duties depicts that a secretary is involved in an administrative function. Odiaua (2015) on his part included some duties like maintaining files and personal records, reviews, organizes and maintains files, monitors attendance including sick leave, annual leave and vacation leave, compiles and records data for computer files, develops and implements new departmental forms, recommends and implements changes in correspondence sent to public. All these as identified by Odiaua, save time for the executive/boss and make job easier. For secretary to effectively perform these duties, he must be conversant with the policy of the organization.

ii.   Personnel Function of a Secretary

The personnel role of a secretary includes membership of interview panels for junior staff and assigning job schedules to staff. It also involves receiving, sorting and distributing mails within the organization, composing replies to correspondences on

behalf of the executive, identifying and solving routine and non-routine problems by applying professional skills and techniques in order to develop the variety of ideas and modify situations.

Secretary relieves his employer the task of determining the organizational staff strength due to the fact that he controls skills inventory, he does manpower forecasting (junior staff) and arrange for the staff selection and assign job schedules. Bashar (2011) stated that skill inventory by a secretary are the assessment of personnel currently within the organization by using skill inventory data card. This determines the staff strengths or otherwise of the organization.

On the other hand, he states that manpower forecasting by a secretary is concerned with the determination of manpower needs of the organization. The secretary through this process, estimates the number and types of junior staff currently on the payroll who will be available in the future (that is taking note of retirement, possible death and other opportunities in the environment); and determining the number of staff that would be recruited externally.

A mail service in form of incoming and outgoing mails is another important personnel role of a secretary. Ikelegbe and Miller (2014) opined that secretary must be conversant with the rules of incoming mails/correspondences, rules/procedures for outgoing mails and ability to compose replies on behalf of their executives on any matter. This office function saves the executive/boss time and lifts the goodwill of the organization.

2.4   Concept of Communication Skills

Various attempts have been made by different communication experts to define the term communication. According to Aifeagwazi (2017) communication comes from the Latin word communicare which means "to make common "or" to share" and is defined as the process by which meaning is exchanged between individual through common system of symbols, signs, or behaviour. Communication is the process of information exchange between two or more individuals or organizations. Adewonyi (2019). It is the process through which information, knowledge, idea, message is conveyed or transmitted from one source to another. It can also be seen as the exchange of meaning between individual through a common system of symbol.

Sherlekar (2015) sees communication as the ongoing process by which people attempt to share meaning via transmission of messages. It provides a common thread for all management process of planning, organizing, leading, controlling and proper coordination. Cole (2012) views communication as the process of creating, transmitting and interpreting ideas, facts, opinions and feelings. It is a process of sharing mutual interchange between two or more persons.

Communication skills are those skills which are needed to speak and write properly. A person who is able to speak appropriately whilst maintaining eye contact with the audience, uses varied vocabulary and articulate speech to suit the need of the audience is generally said to be an effective speaker. Similarly, an effective writer should be able to use written words in various styles and techniques to communicate

his/her message and ideas to the readers. One should have the ability to listen carefully and write and speak clearly in any situation. Therefore, good reading, writing, speaking and listening skills are essential for effective communication.

Communication skill is the ability to convey and share information to others in an efficacious way. It is very vital skill and used widely in all work sectors. Communication can make or break your relationship at home or work or with your friends. If you have the skill, then you can pass out your word across easily and precisely without any confusion. You can communicate with your body, words, gestures, expressions and much more.

Communication skills are one of the fundamental life skills which are required for greater understanding of information. It can be done vocally, visually, non-verbally and through written media. All these are means of communication which are essential soft skills which are required for a successful career. Professionals' secretaries in the digital age must effectively know how to convey and receive messages via various means of communication.

Communication is an act of conveying meanings from one entity to another with the use of understood signs, symbols and rules. Communication skills, in a nutshell, are a set of activities you make giving and receiving various kind of information. Some of the example of communicating are; expressing your viewpoint on a topic, updating new additions on your project, expressing feelings etc.

Communication skills involve speaking, listening, observing and empathizing. It is also helps to understand how to communicate on phone conversations, face-to-face interactions, digital communications like social media and email.

Communication skills are the ability to send messages that are properly an entirely received and understood by the target audience. The term often applies to someone's faculty of exchanging information effectively with another person or group, in a verbal or written way.

Communication is present in almost every activity of our lives. We frequently exchange ideals, opinions, requirements and feelings with many people around us, not only verbally but also through devices such as computers and smart phones. In business, being a good communicator is particularly relevant. E-mails, phone calls, meetings, speeches, videoconferences, presentations and one-to-one conversations are all different ways of communication.

Communication is the exchange of meanings between individual through a common system or symbols, thus, communication is the discriminatory response of an organism to a stimulus. In the view of Agrix (2006) that additional, Berlo (2000) explained communication takes place when one mind so acts upon its environment that another mind is influenced and in what other mind an experience in the first mind is caused by that experience.

Communication is also defining according to Akewusola and Saad (2009) is a way of reaching out with facts, concepts, thoughts and valves, communication is equally a bridge deliberately constructed by people to create among themselves with a view to share their feelings and knowledge.

Communication is universal activity. It is the process whereby all man's action is made known because it is occasioned by his needs to interact with his fellow man. Communication helps us understand ourselves, predict our responses to situation and rived solution to our problems. It is also a medium by which power is acquired, exercised and sustained. It is also a medium by which and improve the organisational goals.

Dada (2014) defined communication as process by which one person (or group) shares and imparts information to another person (or person) so that both people (and group) clearly understand one another.

Communication provides means through which we can share our feelings and emotions with other people. Information can also be passed from one people to the another by means of communication.

In any type of business or industries setup, communication helps to orient workers to pursue, attain, sustain and improve the organisational goals.

Adeoye (2015) defined communication as many means by which a thought is transferred from one person to another. Communication makes it easy for people to express their feelings and share ideas.

Boateng et al (1984) also defined communication as a means by which a thought is transmitted from one person to another. In fact, the word is liable to a wide interpretation, and is subject to many definitions. It is seen as an act of imparting or transmitting information.

After going through each of these definitions, one would notice that although the statements are different, there is common thread rung i.e

Communication is a process of transmitting thoughts it is the sharing and imparting of information:

- It is giving of understandable information and receiving and understanding the message;

- It is the transmitting of messages and linking of people;

- It is the conveyance of ideas, attitudes and feelings;

- It is the exchanging of messages with a network of interdependent relationships.

This a common thread, linking these definitions demonstrative or is a fact that communication is a process. It is the transfer of information, ideas, thoughts, and messages. It's involves a sender, a receiver, a code and a language that is understood by both the render and the receiver.

Odeyemi (2015) stated that communication has equally been said to be a process of transmitting thoughts, sharing and importing information, the giving of understandable information and the receiving and understanding the messages; the conveying of ideas, attitudes and feeling as well as creating exchanging of message within a network of independent relationships.

2.5   Types of Communication

There are different types of communication some of them are:

1.   Written

2.	Oral

3.	Intra-personal

4.	Inter-personal

5.	External communication

6.	Internal- communication

7.	Non-verbal communication

Written Communication

Written communication is that type of presentation where the generator of the message does not need to be physically present during the presentation of his ideas. All he does is to put down his thoughts and ideas clearly and logically following the conventional and grammatical rules of language, it is left to the reader to decode the message the sender is trying to get across. Written communication is that explanation of certain troublesome ports cannot be got immediately likewise immediate feedback is not possible.

Oral Communication

Unlike in written communication the sender of the oral message has to be physically present during the delivery. This is the most pervasive type of communication in an organization because people are always deliberating about one thing or the other in an organization. Discussions, consultations, dialogues always take place in organization at every point in time either formally or informally. In organization, a larger percentage of time is spent talking. Oral communication between peers could be enjoyable but delivering a speech to a formal audience put a lot of pressure on the speaker.

An advantage of oral communication is that feedback is immediate either by a change of countenance or overt outburst and this helps the communicator also makes it possible for questions to be asked to throw light on certain aspect of the message that are not cleared.

Intra-Personal Communication

This is communication that place within an individual. No second person is involved everything is done by the individual himself assessment of situations interpretation of motives all based on the person sense of perception and beliefs. A full conversation could be taking place within the individual but there is no second party involved.

Communication done this way is not considered ideal because of its subjective nature. The sense of perception of human beings is highly limited the ideal communication environment is the one which two parties are involved. This way there is exchange of ideas and conclusion neatly reached. Also to or more people talking is a perfectly normal spectacle but when an individual talk to himself a negative image is conjured up in people minds.

Inter-Personal Communication

Inter-personal communication consists of a two-way flow of message between individual. It involves actual speaking to the other person and attributing meaning to what is said it gives room for each party to express itself and each of the parties seek understanding from the verbal and non-verbal cues used perception and the manner the message is passed. This kind of communication is very good as it permits interaction

on a personal level which could lead to better understanding between the individual involved. The message is the one that encodes the message and using the appropriate channel sends it to the target the receiver. The message is decoded and feedback is sent to the source who in turn modifies or intensities the method of communication being used.

External Communication

This is the type of communication that takes place between organizations for the example there would be a strong relationship between a biscuit making industry and a sugar processing industry. One the types of communication are considered as up most organization also makes use of effective public relations officers to handle this part. More recently, department that handle such things now use the appellation of corporate affairs department.

External communications are the processes responsible for communicating with people and entities outside an organization. These include customers, businesses, suppliers, partners etc.

Non Verbal Communication

This is the type of communication in which message is conveyed using body language such as gestures, nodding, blinking of the eyes, touching, pinching etc. This method is more economical because it does not involve cost and it is the easiest and fastest medium of communication, however the method is more susceptible to misinterpretation, not universally approved because of the variation in the body language and it cannot be stored and preserved for future usage when need arises.

2.6   **Communication Skills Needed to be Possessed by Secretary**

The ability to communicate effectively with superior, colleagues and staff is essential, no matter what industry he/she works in. Secretary in the digital age must know how to effectively convey and receive message in person as well as via phone, email and social media. The following are the communication skills that needs to be possessed by secretary according to

1.   Listening Skills

Being a good listener is one of the bests ways to be a good communicator. No one likes communicating with someone who only cares about putting in her two cents, and does not take the time to listen to the other person. Through active listening, the secretary can better understand what the other person is trying to say, and can respond appropriately.

2   Friendliness

Through a friendly tone, a personal question, or simply a smile, you will encourage your co-workers to engage in open and honest communication with you.

This is important in both face-to-face and written communication. When you can, personalize your emails to co-workers and/or employees – a quick "I hope you all had a good weekend" at the start of an email can personalize a message and make the recipient feel more appreciated.

3.   Empathy

Using phrases as simple as "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions. Active listening can help you tune in to what your conversational partner is thinking and feeling, which will, in turn, make it easier to display empathy.

Even when you disagree with an employer, co-worker, or employee, it is important for you to understand and respect their point of view.

4.   Confidence

It is important to be confident in your interactions with others. Confidence shows your co-workers that you believe in what you're saying and will follow through.

Avoid making statements sound like questions. Of course, be careful not to sound arrogant or aggressive.

5.   Open-Mindedness

A good communicator should enter into any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across.

By being willing to enter into a dialogue, even with people with whom you disagree, you will be able to have more honest, productive conversations.

6.   Respect

People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated.

7.   Feedback

Giving feedback involves giving praise as well – something as simple as saying "good job" or "thanks for taking care of that" to an employee can greatly increase motivation. Similarly, you should be able to accept and even encourage feedback from others.

8.   Nonverbal communication

Your body language, eye contact, hand gestures, and tone all color the message you are trying to convey. A relaxed, open stance (arms open, legs relaxed), and a friendly tone will make you appear approachable, and will encourage others to speak openly with you. Eye contact is also important; you want to look the person in the eye to demonstrate that you are focused on them and the conversation. (However, be sure not to stare at the person, which can make him or her uncomfortable.)

Also, pay attention to other people's nonverbal signals while you are talking. Often, nonverbal cues convey how a person is really feeling. For example, if the person is not looking you in the eye, he or she might be uncomfortable or hiding the truth.

2.7   The Impact of Effective Communication Skills on Service Delivery

Effective communication skills are crucial for delivering high-quality services in various industries, including healthcare, customer service, and hospitality. The impact of effective communication skills on service delivery is multifaceted and can lead to numerous benefits, including:

1.   **Improved Customer Satisfaction**

Effective communication skills help service providers understand customer needs, preferences, and expectations. By communicating clearly and empathetically, service providers can deliver personalized services that meet customer needs, leading to increased customer satisfaction.

2.   **Enhanced Trust and Loyalty**

When service providers communicate effectively, customers feel valued, respected, and understood. This helps build trust and loyalty, leading to long-term relationships and repeat business.

3.   **Increased Efficiency**

Effective communication skills enable service providers to clarify expectations, provide clear instructions, and resolve issues promptly. This leads to increased efficiency, reduced errors, and improved productivity.

4.   **Better Conflict Resolution**

Effective communication skills help service providers resolve conflicts and complaints in a timely and professional manner. By listening actively and responding empathetically, service providers can de-escalate conflicts and turn negative experiences into positive ones.

5.   **Improved Teamwork**

Effective communication skills are essential for teamwork and collaboration. When team members communicate clearly and respectfully, they can work together more effectively, share information, and achieve common goals.

6.   Enhanced Reputation

Service providers with effective communication skills can enhance their organization's reputation by providing excellent service, building trust, and promoting positive word-of-mouth.

7.   Increased Productivity

Effective communication skills can increase productivity by reducing misunderstandings, errors, and miscommunication. When service providers communicate clearly, they can focus on delivering high-quality services, leading to increased productivity and efficiency.

8.   Better Patient Outcomes

In healthcare, effective communication skills can lead to better patient outcomes by ensuring that patients understand their diagnosis, treatment options, and self-care instructions. This can improve patient adherence to treatment plans, reduce complications, and enhance overall health outcomes.

9.   Improved Customer Retention

Effective communication skills can improve customer retention by building strong relationships, resolving issues promptly, and providing personalized services. When customers feel valued and respected, they are more likely to remain loyal to the organization.

10.   Competitive Advantage

Service providers with effective communication skills can differentiate themselves from competitors by providing exceptional service, building trust, and

promoting positive relationships. This can lead to a competitive advantage, increased market share, and long-term success.

2.8   Barriers to Communication Skills

Effective communication is crucial in any setting, but various barriers can hinder the communication process. Understanding these barriers is essential to overcome them and ensure successful communication.

You need to understand and be able to recognize barriers that hurt the communication process and they are:

1.   Language Barriers

Language barriers occur when individuals use different languages, dialects, or vocabulary, making it difficult for them to understand each other. This can lead to misunderstandings, misinterpretations, and communication breakdowns. Language barriers can be particularly challenging in multicultural or multilingual settings where people may not share a common language.

2.   Cultural Barriers

Cultural barriers stem from differences in cultural backgrounds, values, norms, and communication styles. What is considered polite or appropriate in one culture may be perceived differently in another. Cultural barriers can lead to misunderstandings, offense, or misinterpretation of messages. For example, direct communication styles may be valued in some cultures, while indirect communication styles may be preferred in others.

3.   Emotional Barriers

Emotional barriers occur when emotions such as stress, anger, or anxiety interfere with communication. When individuals are emotionally charged, they may not communicate effectively, leading to misunderstandings or conflicts. Emotional barriers can also arise when individuals are not empathetic or understanding towards others' emotions, leading to defensiveness or hurt feelings.

4.   Perceptual Barriers

Perceptual barriers arise from differences in perception, perspective, or biases. Individuals may interpret messages based on their own experiences, beliefs, or expectations, which can lead to miscommunication. Perceptual barriers can be particularly challenging when individuals have different values, attitudes, or opinions.

5.   Physical Barriers

Physical barriers include environmental factors that obstruct effective communication, such as noise, distance, or disabilities. For example, a noisy environment can make it difficult to hear or focus on the message, while physical distance can affect the immediacy and clarity of communication.

6.   Technological Barriers

Technological barriers involve issues related to the use of technology in communication, such as poor internet connectivity, technical glitches, or lack of familiarity with communication tools. Technological barriers can disrupt communication, lead to misunderstandings, or create frustration.

7. **Semantic Barriers**

Semantic barriers occur when words, phrases, or symbols are interpreted differently by the sender and receiver. This can happen due to variations in language usage, jargon, or technical terms that are not universally understood. Semantic barriers can lead to confusion, misinterpretation, or miscommunication.

8. **Lack of Feedback**

Lack of feedback can make it difficult to ensure that messages are understood correctly. Without feedback, communicators may not be aware of misunderstandings or misinterpretations, leading to further communication breakdowns.

9. **Defensiveness**

Defensiveness can create a significant barrier to effective communication. When individuals become defensive, they may not listen actively, respond thoughtfully, or consider alternative perspectives. Defensiveness can lead to conflicts, misunderstandings, and communication breakdowns.

10. **Lack of Clarity**

Lack of clarity in communication can lead to misunderstandings, misinterpretations, and confusion. When messages are not conveyed clearly, individuals may struggle to understand the intended meaning, leading to further communication challenges.

2.9 **Solutions to Overcome Barriers of Communication Skills**

Effective communication is crucial in all aspects of life, and overcoming barriers is essential to ensure successful interactions. To achieve this, several comprehensive solutions can be implemented.

Active Listening

Active listening is a powerful tool to overcome communication barriers. It involves fully concentrating on what the other person is saying, understanding their perspective, and responding thoughtfully. By paying attention to the speaker, avoiding distractions, and maintaining eye contact, individuals can ensure that they capture the essence of the message. Asking clarifying questions and paraphrasing or summarizing the speaker's message can further enhance understanding and prevent misunderstandings. Active listening demonstrates respect and empathy, fostering a positive communication environment where both parties feel valued and heard.

Clear and Concise Language

Using clear and concise language is another effective way to overcome communication barriers. This involves avoiding jargon, technical terms, or complex vocabulary that might confuse the audience. Instead, communicators should strive to convey their message in a straightforward and simple manner, ensuring that the information is easily understood by everyone involved. Being concise also helps in maintaining the audience's attention and interest, as unnecessary details can lead to confusion or disengagement. Visual aids like diagrams, charts, and images can further enhance clarity by providing a visual representation of the information being communicated.

Cultural Awareness and Sensitivity

Cultural awareness and sensitivity play a significant role in overcoming cultural barriers in communication. By educating oneself about different cultures and

customs, individuals can better understand the perspectives and expectations of people from diverse backgrounds. This knowledge enables communicators to tailor their approach to suit the cultural context, avoiding potential misunderstandings or offense. Being respectful and open-minded when interacting with people from different cultures fosters a positive and inclusive communication environment. Adapting one's communication style to accommodate cultural differences can lead to more effective and meaningful interactions, building stronger relationships and trust.

Feedback and Confirmation

Feedback and confirmation are essential components of effective communication, helping to overcome perceptual and emotional barriers. By seeking feedback, communicators can ensure that their message has been understood correctly and address any misunderstandings promptly. Confirmation involves verifying that both parties are on the same page, reducing the likelihood of miscommunication. Addressing misunderstandings or conflicts in a timely manner prevents them from escalating and damaging relationships. Regular feedback and confirmation create a two-way communication channel, enhancing clarity and mutual understanding.

Emotional Intelligence

Emotional intelligence is critical in overcoming emotional barriers in communication. It involves being aware of one's own emotions and how they affect communication, as well as recognizing and understanding the emotions of others. By managing one's emotions effectively, individuals can communicate more clearly and thoughtfully, avoiding reactions driven by stress, anger, or frustration. Showing

empathy and understanding towards others' emotions fosters trust and openness, creating a supportive communication environment. Emotional intelligence enables individuals to navigate complex emotional situations with sensitivity and tact, leading to more productive and respectful interactions.

Technology

Technology offers various tools and platforms that can help overcome physical and technological barriers in communication. Video conferencing, for example, allows for face-to-face interactions despite geographical distances, enhancing the personal connection and immediacy of communication. Collaboration tools like Slack, Trello, and Asana facilitate teamwork and information sharing, streamlining communication and project management. Ensuring that technical systems are compatible and functioning properly is crucial to prevent disruptions and maintain smooth communication. By leveraging technology effectively, individuals and organizations can enhance their communication capabilities and achieve greater efficiency.

Creating a Supportive Environment

Creating a supportive environment is fundamental to effective communication. This involves fostering an atmosphere of open and honest communication, where individuals feel comfortable expressing their thoughts and ideas. Promoting inclusivity ensures that everyone feels valued and respected, encouraging diverse perspectives and contributions. Providing necessary accommodations for individuals with disabilities further enhances inclusivity and

accessibility. A supportive environment builds trust and cooperation, enabling individuals to communicate more freely and effectively. By prioritizing a positive and respectful communication culture, organizations can enhance collaboration, innovation, and overall success.

Training and Development

Investing in training and development is a proactive approach to overcoming communication barriers. Communication skills training can equip individuals with the techniques and strategies needed to communicate effectively in various contexts. Cultural sensitivity training helps individuals understand and respect cultural differences, enhancing their ability to interact with people from diverse backgrounds. Technical skills training ensures that individuals are proficient in using communication tools and platforms, reducing the likelihood of technical issues and enhancing productivity. By prioritizing training and development, organizations can empower their employees to communicate more effectively, leading to improved relationships, increased productivity, and better outcomes.

CHAPTER THREE

METHODOLOGY

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

3.1   Instrument Used

Questionnaires are used as instrument for the collection of data. The data collection was as a result of researcher's findings through some textbooks, magazines and journals that deal with secretarial studies. The items in the questionnaire are placed in four-point rating scale of "SA – Strongly Agree 4, A = Agree 3, D = Disagree 2, and SD = Strongly Disagree 1" respectively.

3.2   Population of the Study

The population of this study consists of 10 selected secretaries in Kwara State Head of Service, G.R.A., Ilorin and 20 selected secretaries in Kwara State Polytechnic, Ilorin. There are total numbers of 30 of both senior and junior secretaries selected for the case study.

3.3   Sample and Sampling Techniques

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

3.4   Distribution and Collection of Data

The researcher with the assistance of some associates (secretaries) distributed the questionnaire to the secretaries used as respondents. The researcher administered

the Ten (10) questionnaires at Kwara State Head of Service, G.R.A., Ilorin and Twenty (20) questionnaires to Kwara State Polytechnic, Ilorin. The researcher returned to collect them back after one week.

3.5   Reliability

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

3.6   Validity

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

3.7   Method of Data Analysis

All the data collected from the respondents were interpreted and analyzed in tabular for. The data were manually analyzing with the aid of a calculator.

For case understanding of the study, figures were converted to percentage which portrays results to readers at a glance. The conclusions drawn were based on the data collected through questionnaires.

DATA ANALYSIS

4.1   Introduction

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

4.2   Results

Table 4.1:   Communication skills serve as a platform for Service Delivery for secretaries in an Organization.

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

Source: Researcher's fieldwork, 2025

The above table shows that 20 (67%) and 10 (33%) of the respondents strongly agreed and agreed to the notion that Communication skills serve as a platform for service delivery for secretaries in an organization while none of the respondents disagreed and strongly disagreed to the notion.

One can conclude that Communication skills serve as a platform for service delivery for secretaries in an organization.

Table 4.2:   Written communication serves as a record for future purpose.

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	10	33
Disagree	03	10
Strongly Disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 2 showed that 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed to the notion that written communication serves as a record for future purpose while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed to the notion to the notion. It is obvious that Written communication serves as a record for future purpose.

Table 4.3: **Written communication is the explanation of certain troublesome part cannot be gotten immediately likewise immediate feedback is not possible.**

Options	No. of Respondents	Percentage (%)
Strongly agree	22	73
Agree	08	27
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table shows that 22 (73%) of the respondents strongly agreed, 8 (27%) agreed to the notion that written communication is the explanation of certain troublesome part cannot be gotten immediately likewise immediate feedback is not possible. and none of the respondents disagreed and strongly disagreed to the notion above.

It is obvious that written communication is the explanation of certain troublesome part cannot be gotten immediately likewise immediate feedback is not possible.

Table 4.4:   Written communication is the type of presentation where the generation of message does not need to be physically present.

Options	No. of Respondents	Percentage (%)
Strongly agree	12	40
Agree	08	27
Disagree	06	20
Strongly Disagree	04	13
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 4 showed that 12 (40%) and 8 (27%) of the respondents strongly agreed and agreed to the notion that written communication is the type of presentation where the generation of message does not need to be physically present while 6 (20%) and 4 (13%) of the respondents disagreed and strongly disagreed with the notion.

It is safe to opine that written communication is the type of presentation where the generation of message does not need to be physically present.

Table 4.5:   Oral communication establishes the procedures for accomplishing whatever needs to be actualized.

Options	No. of Respondents	Percentage (%)
Strongly agree	16	53
Agree	09	30
Disagree	05	17
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 5 showed that 16 (53%) and 9 (30%) of the respondents strongly agreed and agreed to the action that oral communication establishes the procedures for accomplishing whatever needs to be actualized and 5 (17%) disagreed to the notion.

It is safe to conclude that oral communication establishes the procedures for accomplishing whatever needs to be actualized.

Table 4.6:   **Oral communication in other to help secretaries to establish effective human relationship**

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

Source: Researcher's fieldwork, 2025

The above table 6 showed that 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed to the notion that oral communication in other to help secretaries to establish effective human relationship, while 6 (20%) and 3 (10%) of the disagreed and strongly disagreed with the statement.

It is obvious that oral communication in other to help secretaries to establish effective human relationship.

Table 4.7: **Oral communication has more effect to convey messages with emotion content.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	15	50
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork 2025

The table 7 above showed that 15 (50%) of the respondents strongly agreed to the notion that oral communication has more effect to convey messages with emotion content and 15 (50%) agreed while none of the respondents disagreed to the notion.

Therefore, one can say oral communication has more effect to convey messages with emotion content.

Table 4.8:   Oral communication enhances immediate feedback.

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

Source: Researcher's fieldwork, 2025

The above table 8 showed that 12 (40%) and 9 (30%) of the respondents strongly agreed and agreed to the notion that oral communication enhances immediate feedback while 6 (20%) and 3 (10%) of the respondent disagreed and strongly disagreed with the notion. It is safe is expressed that oral communication enhances immediate feedback.

Table 4.9: Oral communication cements secretaries and their employers together.

Options	No. of Respondents	Percentage (%)
Strongly agree	14	47
Agree	09	30
Disagree	06	20
Strongly Disagree	01	3
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 9 showed that 14 (47%) and 9 (30%) of the respondents strongly agreed and agreed to the notion that oral communication cements secretaries and their employers together, while 6 (20%) and 1 (3%) of the respondents disagreed and strongly disagreed respectively.

So, one can conclude that oral communication cements secretaries and their employers together.

Table 4.10:   **Communication skills is needed to enhance optimal productivity of secretary in an organization.**

Options	No. of Respondents	Percentage (%)
Strongly agree	14	47
Agree	07	23
Strongly disagree	06	20
Disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table showed that 14 (47%) and 7 (23%) of the respondents strongly agreed and agreed to the notion that **c**ommunication skills is needed to enhance optimal productivity of secretary in an organization while 6 (20%) and 3 (10%) of the respondents disagreed and strongly disagreed with the statement.

It is safe to conclude that **c**ommunication skills are needed to enhance optimal productivity of secretary in an organization.

Table 4.11: **Communication creates interpersonal relationship between secretary and organization**

Options	No. of Respondents	Percentage (%)
Strongly agree	13	43
Agree	09	30
Disagree	06	20
Strongly Disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table shows that 13 (43%) and 9 (30%) of the respondents strongly agreed and agreed to the notion that communication creates interpersonal relationship between secretary and organization while 6 (20%) and 2 (7%) of the respondents disagreed and strongly disagreed to the notion.

It is safe to opine that communication creates interpersonal relationship between secretary and organization.

Table 4.12: **Communication skill is needed for an organization to carry out their task.**

Options	No. of Respondents	Percentage (%)
Strongly agree	20	66
Agree	05	17
Disagree	05	17
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table shows that 20 (66%) of the respondents strongly agreed to the notion that communication skill is needed for an organization to carry out their task, while 5 (17%) of the respondents agreed and 5 (17%) disagreed with the notion above.

It is obvious that communication skill is needed for an organization to carry out their task.

Table 4.13: **Communication skills affect the administration structure procedure.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	10	33
Disagree	03	10
Strongly Disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table shows that 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed to the notion that communication skills affect the administration structure procedure while 3 (10%) and 2 (7%) of the respondents disagreed and strongly disagreed to the notion above.

It is obvious that communication skills affect the administration structure procedure.

Table 4.14: **A communication skills serve as a platform for service delivery for secretaries in an organization.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	15	50
Disagree	00	0.00
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table shows that 15 (50%) of the respondents strongly agreed to the notion that communication skills serve as a platform for service delivery for secretaries in an organization, while 15 (50%) agreed with the notion and none of the respondents disagreed and strongly disagreed to the notion above.

It is obvious that communication skills serve as a platform for service delivery for secretaries in an organization.

Table 4.15:   Communication skills enable the management to rob mind with the secretary in order to achieve organizational goals.

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

Source: Researcher's fieldwork, 2025

The above table shows that 15 (50%) and 10 (33%) of the respondents strongly agreed and agreed to the notion that communication skills enable the management to rob mind with the secretary in order to achieve organizational goals while 5 (17%) of the respondents disagreed to the notion above.

It is obvious that communication skills enable the management to rob mind with the secretary in order to achieve organizational goals.

Table 4.16: **Communication skill has allowed access to whole resource of data and information in an organization.**

Options	No. of Respondents	Percentage (%)
Strongly agree	20	67
Agree	08	26
Disagree	02	7
Strongly Disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 16 showed that 20 (67%) and 8 (26%) of the respondents strongly agreed and agreed that communication skill has allowed access to whole resource of data and information in an organization while 2 (7%) of the respondents disagreed to the notion above.

It is safe to opine that communication skill has allowed access to whole resource of data and information in an organization.

Table 4.17: **There is role the communication skill has attained in an organization growth.**

Options	No. of Respondents	Percentage (%)
Strongly agree	14	47
Agree	07	23
Disagree	06	20
Strongly Disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table 17 showed that 14 (47%) and 7 (23%) of the respondents strongly agreed and agreed to the notion that there is role the communication skill has attained in an organization growth and 6 (20%) and 3 (10%) of the respondents disagreed and strongly disagreed to the notion respectively.

It is safe to say that there is role the communication skill has attained in an organization growth.

Table 4.18: **Communication skills bridge the gap of misunderstands in an organization.**

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

Source: Researcher's fieldwork, 2025

The above table 18 showed that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed to the notion that communication skills bridge the gap of misunderstands in an organization while 6 (20%) of the despondences disagreed to the notion.

It is obvious that communication skills bridge the gap of misunderstands in an organization.

Table 4.19: **Communication skill has serves as the lifeline and living of an organization.**

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

Source: Researcher's fieldwork, 2025

The table showed that 15 (50%) and 10 (33%) of the respondents strongly agreed to the notion that communication skill has serves as the lifeline and living of an organization, while 5 (17%) of the respondents disagreed to the notion.

It is safe to conclude that communication skill has serves as the lifeline and living of an organization.

Table 4.20: **Communication skill has great impact for the achievement of an organization.**

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

Source: Researcher's fieldwork, 2025

Table 20 showed that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that communication skill has great impact for the achievement of an organization while 3 (10%) and 3 (10%) of the respondents disagreed and strongly disagreed respectively.

This implied that communication skills serve as a platform for performance of secretaries in an organization.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1   Summary

As started by the researcher in the previous chapters, this project was designed to look at the Essence of Communication Skills on the Service Delivery of Secretaries. The researcher reviewed some textbooks-in order to gather recent information which is relevant to the project. Apart from the textbooks that were reviewed, a questionnaire was designed to solicit for more information from respondents in the case study.

The research has been carried out; findings have been analyzed and presented in the previous chapters. Therefore, it is now necessary to give the summary, conclusion and recommendations based on the findings of the project.

The summary can be said to be: communication is the process of sending meaningful and understandable message across to people both in the and outside of it.

Finding has shown that communication has helped the secretaries to improve the secretarial function which has helped to attain it organizational goals.

Both the secretary and her employer has benefited largely from making communication skills as their platform because it brings about effective work and enhances human relations and makes their work to be effective.

5.2   Conclusion

Based on the findings, it can be concluded that communication skills is central to the efficiency and effectiveness of secretary in every organization. It is the link

between the secretary and her boss; its major functions are to facilitate interaction between and among management, secretary, customers, suppliers, creditors and government officials.

The majority of the respondents confirmed that every secretary should be proactive in their desire to communicate and should be conscious of the communication media they use in order to bring about effectiveness. They also confirm that communication improves the effectiveness of the secretary in the course of their duties.

The respondents are also on the view that noise must be reduced to barest minimum and should discourage short circuiting of communication channel and management should encourage secretary to communicate with them.

The findings revealed that most secretaries have embraced the utility of communication and the trend will continue.

5.3   Recommendations

Based on the findings this study, I hereby recommend that communication skills should be used effectively by secretaries for the service delivery of an organization.

1.   Management should communicate clearly to the secretary in order to understand them and carry out their tasks effectively. They should communicate effectively so that the secretaries will response the way they intend.

2.   Management should equip the secretaries with electronic communication devices as they improve the transmission of information.

3.   Since communication skills are the platform for effectiveness of secretaries, management should encourage its flow and discourage short circuiting of the communication channel.

4.   Management should communicate at the right time and in such a way that the secretary will understand them. They should make sure that noise reduced not impedes the flow of communication. The right media of communication for particular message should be decided in order to enhance the effectiveness of the message.

5.   Secretary should pay attention to the message so that they will be able to listen and understand and give accurate feedback as expected.

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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 **"ESSENCE OF COMMUNICATION SKILLS ON THE SERVICE DELIVERY OF SECRETARIES"**

This exercise is important in partial fulfillment of the requirement 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,

NWANYE EDITH GIFT
HND/23/OTM/FT/0004

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

Dear Sir/Madam

<u>Research Questionnaire</u>

This questionnaire is designed to solicit information from you on **"Essence of Communication Skills on the Service Delivery of Secretaries"** kindly complete the questions below. Please you are assured that information supplied will be treated with utmost confidentiality.

Yours faithfully,

**NWANYE EDITH GIFT
HND/23/OTM/FT/0004**

QUESTIONNAIRES

1. Communication skills serve as a platform for Service Delivery for secretaries in an Organization.

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

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

2. Written communication serve as a record for future purpose.

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

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

3. Written communication is that explanation of certain troublesome parts cannot be got immediately likewise immediate feedback is not possible.

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

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

4. Written communication is that type of presentation where the generator of message does not need to be physically present

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

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

5. Oral communication establishes the procedures for accomplishing whatever needs to be actualized.

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

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

6. Oral communication in other to help secretaries to establish effective human relationship.

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

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

7. Oral communication has more effect to convey messages with emotion content.

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

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

8. Oral communication enhances immediate feedback.

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

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

9. Oral communication cements secretaries and their employers together.

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

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

10. Communication skills is needed to enhance optimal productivity in an organization

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

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

11.	Communication creates interpersonal relationship between secretary and organization.

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

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

12.	Communication skills is needed for an organization to carry out their task.

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

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

13.	Communication skills affect the administration structure procedure.

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

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

14.	A Communication skill is a special skill when measuring the effectiveness of a secretary.

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

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

15.	Communication skills enable the management to rob mind with the secretary in order to achieve organizational goals.

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

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

16.   Communication skill has allowed access to whole resource of data and information in an organization.

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

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

17.   There is role the communication skill has attained in an organization growth.

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

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

18.   Communication skills bridge the gap of misunderstands in an organization

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

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

19.   Communication skill has serve as the lifeline and living of an organization.

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

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

20.   Communication skill has great impact for the achievement of an organization.

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

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