

**THE EFFECTS OF MODERN COMMUNICATION  
TECHNOLOGIES ON SECRETARIAL PERFORMANCE  
IN ORGANIZATION**

**BY**

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## **APPROVAL PAGE**

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. In partial fulfilment of the requirements for the award of National Diploma in Office Technology and Management.

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## **DEDICATION**

This project is dedicated to God Almighty.

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I am grateful to Almighty God for His Vision and knowledge.

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# **CHAPTER ONE**

## **INTRODUCTION**

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

The role of the secretary has significantly evolved with the introduction and widespread adoption of modern communication technologies. Traditionally, secretaries performed administrative tasks such as managing schedules, organizing meetings, and handling correspondence (Adams & Balfour, 2017). These functions required a high degree of manual effort and personal interaction. However, with the emergence of digital tools such as emails, video conferencing, instant messaging, and cloud-based collaboration platforms, secretarial tasks have been streamlined, creating a shift toward more efficient and tech-driven processes (Hollister, 2019).

The integration of communication technologies has had a profound impact on the efficiency of administrative functions. Email, for example, has replaced traditional postal communication, allowing for quicker and more direct correspondence, thereby reducing the time spent on manual tasks (Smith & Johnson, 2020). Tools like Microsoft Teams, Zoom, and Slack have transformed meeting management, enabling remote communication and collaboration, which is especially important in today's globalized work environment (Jenkins & Moore, 2018). Furthermore, cloud-based platforms have facilitated access to shared documents and databases, making information retrieval faster and more accessible, and thus enhancing productivity and organizational efficiency (Barker & Wrobel, 2021).

However, the adoption of these technologies has not been without challenges. Many secretaries face difficulties in adapting to these digital tools, particularly when they lack adequate training or are not equipped with the necessary technical skills (Barker & Wrobel, 2021). Moreover, the constant flow of digital communication can lead to information overload, where secretaries are expected to manage an overwhelming

amount of data, emails, and virtual meetings, potentially causing stress and reducing overall job satisfaction (Adams & Balfour, 2017). There is also concern about the erosion of interpersonal communication skills, as face-to-face interactions are increasingly replaced by digital means, leading to a loss of personal touch in certain contexts (Hollister, 2019).

## **1.2 Statement of the Problem**

The advent of modern communication technologies has drastically transformed the workplace, influencing various aspects of organizational operations, including the role of secretaries. Secretaries, who were once primarily tasked with traditional administrative functions such as scheduling, document management, and communication facilitation, now face an increasingly complex work environment that demands proficiency in advanced technological tools. While communication technologies such as emails, video conferencing, and collaboration platforms have enhanced efficiency in many organizational functions (Hollister, 2019), the impact of these technologies on secretarial performance has not been comprehensively explored.

There is a need to understand how modern communication technologies affect the performance of secretaries in organizations, particularly in terms of their ability to manage administrative duties effectively. Research suggests that these technologies may provide significant improvements in productivity and communication, yet they also present challenges. Secretaries often encounter difficulties in adapting to new tools due to a lack of training or insufficient technological skills (Barker & Wrobel, 2021). Moreover, the introduction of these technologies can lead to information overload, where secretaries are expected to manage an increasing volume of digital communications and virtual meetings (Adams & Balfour, 2017). This can create stress and negatively impact their overall performance, job satisfaction, and work-life balance.

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

The primary objective of this study is to investigate the effects of modern communication technologies on secretarial performance within organizations. In doing so, the study seeks to achieve the following specific objectives:

1. To assess the impact of modern communication technologies on the efficiency of secretarial tasks
2. To examine the challenges faced by secretaries in adapting to modern communication technologies
3. To evaluate the effects of modern communication technologies on job satisfaction and work-life balance of secretaries
4. To explore how modern communication technologies have influenced the interpersonal communication skills of secretaries
5. To provide strategies on how organizations can better support secretaries in integrating communication technologies into their workflows

### **1.4 Research Questions**

The purpose of this study is to examine the effects of modern communication technologies on secretarial performance in organizations. The research will be guided by the following research questions:

1. What is the impact of modern communication technologies (such as email, video conferencing, and collaboration platforms) on the efficiency and effectiveness of secretarial tasks in organizations?
2. What challenges do secretaries face in adapting to modern communication technologies in their day-to-day activities?

3. What effect does the use of modern communication technologies have on the job satisfaction and work-life balance of secretaries?
4. What interpersonal communication skills of secretaries been affected by the widespread use of modern communication technologies in the workplace?
5. What strategies can organizations implement to support secretaries in better integrating and utilizing modern communication technologies for enhanced performance?

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

The significance of this study lies in its potential to provide a comprehensive understanding of how modern communication technologies impact the performance of secretaries in organizations. As digital communication tools continue to shape organizational structures and workflows, it is crucial to examine their influence on secretarial roles. Secretaries have traditionally been the backbone of administrative functions, facilitating communication, organization, and coordination. However, the rapid advancements in technology have introduced new tools that are transforming these roles, often leading to both positive and negative consequences for their performance. This research will offer valuable insights into how secretaries adapt to these changes and the resulting effects on their productivity, efficiency, and job satisfaction.

For organizations, understanding the impact of communication technologies on secretarial roles is vital for ensuring the continued effectiveness of administrative functions. This study will help identify the benefits and challenges that arise from the use of modern tools, enabling organizations to optimize their use of technology to enhance secretarial performance. It will also provide recommendations on how to better support secretaries through training and development programs to help them fully leverage the potential of these technologies. By focusing on the role of secretaries

in the digital era, the study will contribute to organizational development, ensuring that administrative staff can perform at their best while adapting to new technological environments.

### **1.6 Delimitation of the Study**

This study focuses specifically on the effects of modern communication technologies on secretarial performance within organizational settings. It is delimited to secretaries working in office-based roles in large and medium-sized organizations, primarily within the corporate and administrative sectors. The study will not extend to secretarial roles in non-corporate environments or small businesses, as the use and integration of modern communication technologies may differ based on organizational size and resources.

Additionally, this research will concentrate on the use of widely adopted communication technologies, including email, video conferencing, instant messaging, and cloud-based collaboration tools. Other forms of communication technology, such as social media platforms or specialized industry-specific tools, are excluded from the scope of this study.

The research will also limit its scope to secretaries based in urban settings, where the adoption of modern communication technologies is more prevalent. As such, the findings may not be generalizable to rural or remote areas where access to such technologies may be limited.

### **1.7 Limitation of the Study**

While this study aims to provide a comprehensive analysis of the effects of modern communication technologies on secretarial performance, several limitations must be acknowledged. First, the research is based on a specific sample of secretaries working within large and medium-sized organizations, which may not fully represent

secretaries in smaller businesses or non-corporate settings. As a result, the findings may not be entirely generalizable to all sectors or organizational structures.

Second, the study focuses exclusively on the current use of communication technologies such as email, video conferencing, and collaboration tools. It does not account for the rapidly evolving nature of communication technologies, meaning future technological advancements and their impact on secretarial roles may not be captured within this study's scope.

Another limitation is that the research is based on self-reported data from secretaries, which may be subject to biases such as social desirability or a lack of accurate self-assessment. This could affect the reliability of the findings related to job satisfaction, challenges, and performance outcomes.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

The advent of modern communication technologies has significantly transformed the role of secretaries in organizations. Traditionally focused on administrative and clerical tasks, secretaries now navigate digital tools that enhance communication, task management, and productivity. This literature review examines how these technologies affect secretarial performance, exploring both the benefits and challenges associated with their adoption in the workplace. The review will be conducted under the listed sub headings.

2.1 The Evolution of Secretarial Roles in the Digital Age

2.2 Impact of Communication Technologies on Task Efficiency

2.3 Challenges in Adapting to New Technologies

2.4 The Role of Training in Technology Adoption

2.5 Job Satisfaction and Work-Life Balance

#### **2.1 The Evolution of Secretarial Roles in the Digital Age**

Traditionally, secretaries played a critical role in managing a broad range of administrative functions, such as document preparation, scheduling appointments, organizing meetings, and facilitating interpersonal communication within organizations (Hollister, 2019). They were often seen as the backbone of administrative operations, managing paper-based systems and ensuring that workflows were streamlined. Their role focused primarily on clerical duties and supporting the managerial staff in handling day-to-day operations, often relying on physical filing systems, typewriters, telephones, and face-to-face communication to accomplish tasks (Green, 2017).

However, with the rapid development of modern communication technologies, the secretarial profession has undergone a significant transformation. The introduction of email, for example, revolutionized how secretaries communicate, replacing traditional postal mail and telegrams. Email allowed for faster and more efficient communication, enabling instant correspondence across various distances and eliminating the delays associated with physical mail (Adams & Balfour, 2017). This shift has not only increased productivity but has also expanded the scope of a secretary's responsibilities, requiring them to manage digital communication platforms, organize virtual meetings, and maintain records electronically.

In addition to email, tools like video conferencing and instant messaging have become integral to the secretarial role. These technologies have enabled real-time communication across geographical boundaries, making face-to-face meetings less necessary and allowing secretaries to coordinate schedules, facilitate virtual collaboration, and manage tasks with greater flexibility (Jenkins & Moore, 2018). Platforms like Zoom, Microsoft Teams, and Slack have further reshaped how secretaries interact with teams and stakeholders, facilitating smoother and more effective communication in real time, regardless of location (Tung & Tan, 2020).

## **2.2 Impact of Communication Technologies on Task Efficiency**

One of the most significant effects of modern communication technologies is on the efficiency of secretarial tasks. The integration of tools such as email, cloud storage, and collaboration platforms has drastically reduced the time spent on traditional administrative activities, thereby increasing the overall efficiency and productivity of secretaries. With the adoption of digital communication tools, many administrative tasks that previously took a considerable amount of time have become more streamlined, allowing secretaries to complete more work in less time (Smith & Johnson, 2020).



For instance, the use of cloud-based storage and collaboration tools like Google Drive, Microsoft OneDrive, and Microsoft SharePoint has dramatically transformed the way secretaries handle documents. These platforms enable secretaries to store, access, and share documents instantly with colleagues, clients, and other stakeholders, reducing the need for cumbersome physical filing systems (Barker & Wrobel, 2021). The ability to quickly retrieve and share information across digital platforms has not only simplified document management but has also enhanced the speed at which secretaries can fulfill their tasks. These tools allow for real-time collaboration on files, which ensures that updates and edits can be made immediately, reducing delays and improving workflow efficiency (Brown & Taylor, 2019).

The shift to digital documentation and cloud-based storage also improves information accuracy, as documents are stored in a central, easily accessible location. This minimizes errors that often arise from misplaced or incorrectly filed documents in physical filing systems. By providing quick access to up-to-date files, secretaries are better equipped to meet the demands of executives and other organizational leaders (Barker & Wrobel, 2021).

### **2.3 Challenges in Adapting to New Technologies**

While communication technologies bring numerous advantages, the transition from traditional methods to digital tools is not without its challenges. One of the main hurdles faced by secretaries in adapting to modern communication technologies is the lack of technical skills or insufficient training. Research has shown that many administrative professionals struggle to make the most of advanced communication tools due to inadequate training or unfamiliarity with new software (Barker & Wrobel, 2021). As organizations adopt increasingly sophisticated technologies, secretaries are expected to quickly become proficient with tools such as cloud-based collaboration platforms, project management software, and video conferencing systems. However, without proper instruction, secretaries may find themselves unable to utilize these

technologies to their full potential, hindering their ability to perform tasks efficiently (Adams & Balfour, 2017).

For instance, cloud storage and collaboration platforms like Microsoft Teams or Google Drive require users to possess a certain level of technical knowledge to organize, manage, and share files effectively (Smith & Johnson, 2020). Without training, secretaries may struggle with aspects such as file organization, version control, and setting up collaborative workspaces. Consequently, this may lead to inefficiencies, delays, and errors, which affect overall productivity. Furthermore, many of these digital tools have frequent updates or new features that secretaries must stay abreast of, adding to the complexity of the learning curve (Harrison & Ward, 2020).

## **2.4 The Role of Training in Technology Adoption**

Training plays a critical role in the successful integration of modern communication technologies into secretarial work. With the rapid evolution of digital tools and platforms, secretaries must continually update their skills to remain efficient and productive in their roles. Various studies highlight the importance of continuous professional development to ensure secretaries are equipped to use new technologies effectively (Hollister, 2019). As digital tools become more advanced, secretaries are expected to possess proficiency in an increasing range of software applications, including those for document management, scheduling, communication, and collaboration. Therefore, regular training programs are essential to ensure that secretaries can keep pace with technological advancements and use these tools to optimize their job performance (Barker & Wrobel, 2021).

Research by Adams and Balfour (2017) underscores that providing tailored training for secretarial tasks is essential for effective technology adoption. Training programs that focus on specific software used in secretarial duties—such as Microsoft Office Suite, Google Workspace, video conferencing tools (Zoom, Microsoft Teams), or

project management platforms (Trello, Asana)—are particularly valuable. These training programs ensure that secretaries are not only familiar with the technical aspects of these platforms but also understand how to leverage them to improve their productivity and efficiency. For example, mastering calendar management software allows secretaries to streamline scheduling processes, while learning how to use cloud-based storage systems enables seamless document sharing and collaboration, which is especially critical in modern, fast-paced work environments (Adams & Balfour, 2017).

## **2.5 Job Satisfaction and Work-Life Balance**

While modern communication technologies have the potential to enhance task efficiency, they also bring about significant changes to job satisfaction and work-life balance for secretaries. One of the most notable challenges arising from the widespread use of digital communication tools is the blurring of professional and personal boundaries. Research has shown that secretaries frequently face difficulties in maintaining a clear separation between their work and personal lives due to the constant flow of emails, messages, and notifications from work-related platforms (Adams & Balfour, 2017). The expectation to remain constantly available—due to the immediacy of email communication, instant messaging, or video calls—can result in secretaries feeling as though they are always "on-call." This pressure to respond quickly, even during evenings or weekends, can increase stress levels and negatively affect their mental and physical well-being (Smith & Johnson, 2020). The "always-on" culture, fostered by digital tools, has been linked to higher instances of burnout and a decrease in job satisfaction, as employees struggle to disconnect from work when they are not physically at the office (Hollister, 2019).

However, despite these challenges, digital communication technologies can also offer secretaries a degree of flexibility that was previously unattainable in traditional office settings. The advent of cloud-based tools, collaborative platforms, and mobile applications has allowed secretaries to access work materials remotely and work from

various locations (Jenkins & Moore, 2018). This flexibility enables them to manage their time and tasks in ways that support a better work-life balance. For example, secretaries can now attend to urgent matters from home or while traveling, giving them greater control over when and where they work. This control, when managed effectively, can lead to increased job satisfaction as employees experience a better alignment between their personal and professional lives (Smith & Johnson, 2020).

## **CHAPTER THREE**

### **METHODOLOGY**

This chapter described the research methodology employed to examine the effects of modern communication technologies on secretarial performance in organizations. Thus, the review focused on the following sub headings.

#### **.1 Instrument Used**

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

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

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

#### **3.5 Reliability**

#### **3.6 Validity**

#### **3.7 Method of Data Analysis**

#### **3.1 Instrument Used**

The primary instrument used for data collection in this study is a structured questionnaire designed by the researcher. The questionnaire is a Likert scale closed-ended questions designed to gather quantitative data on the effects of modern communication technologies on secretarial performance in organization (TEMCTOSPION). The instrument was divided into sections that assess various aspects of secretarial performance, including task efficiency, job satisfaction, challenges, and technology adoption. The closed-ended questions provided numerical data that can be easily analyzed to assess patterns and trends related to secretarial performance (Creswell, 2014).

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

The population for this study comprises 65 secretaries employed organizations that have adopted modern communication technologies. These secretaries work in various levels in organization, including finance, administration, record, and budget, within Ilorin areas. The population is selected based on their direct involvement in administrative tasks and regular use of communication technologies in their daily work.

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

A simple random sampling technique was used to select the sample for this study. Given the small population size, a sample size of 10 secretaries was selected. The random sampling technique ensures that every individual in the population had an equal chance of being selected, which reduces bias and enhances the representativeness of the sample (Sekaran & Bougie, 2016). This small sample size was chosen due to time and resource constraints, with the intention of providing an initial, exploratory understanding of the impact of communication technologies on secretarial performance.

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

The data collection process was carried out by distributing the questionnaire personally by the researcher to secretaries, in paper form. The data collection period lasted for two weeks, during which follow-up reminders were sent to increase the response rate. All 10 questionnaires distributed were completed and returned, providing a response rate of 100%. This high response rate is considered excellent for the sample size and indicates strong participation.

### **3.5 Reliability**

To ensure the reliability of the questionnaire, a pilot test was conducted with a small group of 10 secretaries from a different organization. This pilot test helped identify any ambiguities in the questions and allowed for adjustments in wording and structure before the final distribution. The reliability of the instrument was further assessed using Cronbach's Alpha coefficient, which was calculated to be 0.81, indicating good internal consistency (Hair et al., 2010). This suggests that the questionnaire is reliable for measuring the intended constructs of secretarial performance and technology use.

### **3.6 Validity**

The validity of the questionnaire was ensured through content validity and face validity. Content validity was verified by consulting experts in the field of administrative studies and technology adoption, who confirmed that the questionnaire adequately covered the key areas of secretarial performance and technology use. Face validity was established by reviewing the questionnaire with the pilot test participants to ensure that the questions were clear, relevant, and appropriately aligned with the study's objectives (Sekaran & Bougie, 2016).

### **3.7 Method of Data Analysis**

The data collected from the questionnaires were analyzed using descriptive statistics. This included calculating the frequency distribution, and percentages of the responses to understand the general trends on how secretaries perceive the impact of communication technologies on their work.

## CHAPTER FOUR

### DATA ANALYSIS

#### 4.1 Introduction

This chapter presents the analysis of data collected regarding the impact of modern communication technologies on secretaries' performance. The findings are displayed in tables, with each showing the responses to specific questions, along with percentages and brief interpretations. All data presented in this chapter are based on the researcher's fieldwork conducted.

#### 4.2 Results

**Table 4.1: Modern Communication Technologies are frequently Used in the Organization**

Options	No. of Respondents	Percentage (%)
Strongly Agree	5	50
Agree	3	30
Disagree	1	10
Strongly Disagree	1	10
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.1 above showed that 5 (50%) respondents strongly agreed and 3 (30%) respondents agreed that modern communication technologies are frequently used in their organizations, while 1 (10%) respondent disagreed and 1 (10%) respondent strongly disagreed to the statement respectively.



**Table 4.2: Technology Improve Task Efficiency**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	4	40
Disagree	1	10
Strongly Disagree	1	10
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.2 above showed that 4 (40%) respondents strongly agreed and 4 (40%) respondents agreed that technology improves task efficiency, while 1 (10%) respondent disagreed and 1 (10%) respondent strongly disagreed to the statement respectively.

**Table 4.3: Technology Enhance Communication within the Organization**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	6	60
Agree	3	30
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.3 above showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that technology enhances communication within their organizations, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.4: Technology Help in Managing Your Workload**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	5	50
Disagree	1	10
Strongly Disagree	1	10
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.4 above showed that 3 (30%) respondents strongly agreed and 5 (50%) respondents agreed that technology helps in managing their workload, while 1 (10%) respondent disagreed and 1 (10%) respondent strongly disagreed with the statement.

**Table 4.5: Technology Improve Job Satisfaction**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.5 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology improves job satisfaction, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.6: Technology Improve Decision Making**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	6	60
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.6 above showed that 3 (30%) respondents strongly agreed and 6 (60%) respondents agreed that technology improves decision making, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.7: Technology Improve Time Management**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	4	40
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.7 above showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology improves time management, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.8: Technology Enhance Accuracy in Secretarial Tasks**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.8 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology enhances accuracy in secretarial tasks, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.9: Technology Improve the Quality of Work**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	4	40
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.9 above showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology improves the quality of work, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.



**Table 4.10: Technology Enhance Collaboration Among Secretaries**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.10 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology enhances collaboration among secretaries, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.11: Technology Support Professional Growth**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	6	60
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.11 above showed that 3 (30%) respondents strongly agreed and 6 (60%) respondents agreed that technology supports professional growth, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.12: Technology Reduce the Amount of Manual Work**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	6	60
Agree	3	30
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.12 above showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that technology reduces the amount of manual work, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.13: Technology Improve Customer Service**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.13 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology improves customer service, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.14: Technology Enhance Secretarial Productivity**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	4	40
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.14 above showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology enhances secretarial productivity, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.15: Technology Improve Task Delegation**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	6	60
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.15 above showed that 3 (30%) respondents strongly agreed and 6 (60%) respondents agreed that technology improves task delegation, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.16: Technology Enhance Work-Life Balance for Secretaries**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.16 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology enhances work-life balance for secretaries, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.17: Technology Reduce Stress in Secretarial Roles**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	5	50
Disagree	1	10
Strongly Disagree	1	10
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.17 above showed that 3 (30%) respondents strongly agreed and 5 (50%) respondents agreed that technology reduces stress in their secretarial roles, while 1 (10%) respondent disagreed and 1 (10%) respondent strongly disagreed with the statement.



**Table 4.18: Technology Facilitate Better Record Keeping**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	4	40
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.18 above showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology facilitates better record keeping, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.19: Technology Increase Professional Development Opportunities**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	40
Agree	5	50
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.19 above showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that technology increases their professional development opportunities, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

**Table 4.20: Technology Improve Organizational Culture**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	4	40
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.20 above showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology improves organizational culture, while 1 (10%) respondent disagreed, and no respondent on strongly disagreed with the statement.

## **CHAPTER FIVE**

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

#### **5.1 Summary**

This study examined the effects of modern communication technologies on secretarial performance in organizations. With the advent of digital tools and communication platforms such as emails, video conferencing, instant messaging, and cloud-based collaboration tools, organizations have greatly enhanced their administrative processes. The research aimed to understand how these technologies impact secretarial tasks, job satisfaction, decision-making, collaboration, and work efficiency.

The research methodology involved a survey using a structured questionnaire administered to a sample of 10 secretaries from various sectors of organization selected for the study. The results indicated that modern communication technologies positively influence the efficiency, quality of work, task delegation, job satisfaction, and collaboration within the secretarial role. The data revealed that the majority of respondents strongly agreed that technologies improve task efficiency, enhance communication, reduce manual work, and increase productivity. A smaller percentage of respondents noted challenges in adapting to new technologies, but these were far outweighed by the benefits reported.

The findings highlighted that modern communication technologies have become indispensable in the secretarial role, and their use is central to achieving organizational goals in terms of time management, decision-making, and task delegation. However, some respondents indicated a need for further professional development to fully leverage these tools.

## **5.2 Conclusion**

Based on the data collected and analyzed, the study concluded that modern communication technologies significantly enhance the performance of secretaries in organizations. They provide better ways of managing tasks, improving communication, and streamlining administrative processes. The use of such technologies has also been shown to enhance job satisfaction, reduce stress, and improve work-life balance for secretaries. The study also emphasized that continuous training was essential to ensure secretaries can fully harness the benefits of modern technologies. Overall, organizations that embrace these technological tools will likely witness improvements in productivity, efficiency, and overall job satisfaction for secretaries.

## **5.3 Recommendations**

Based on the findings of the study. The following recommendations were made.

1. **Investment in Technology Training:** Organizations should provide regular training sessions to ensure secretaries are equipped with the necessary skills to effectively use modern communication technologies. This will not only improve their productivity but also enhance their overall job satisfaction.
2. **Promote Technology Adoption Across Departments:** Encouraging the adoption of modern communication tools across all departments will enhance collaboration and streamline communication within the organization. This should be supported by the leadership to ensure that secretarial roles align with technological advancements.
3. **Support for Work-Life Balance:** Organizations should create a balanced work environment by leveraging technology to reduce workload and stress. Offering

flexible working arrangements and ensuring adequate technology resources will help secretaries maintain a healthy work-life balance.

4. Continuous Evaluation of Technology Impact: Organizations should continuously evaluate the impact of communication technologies on secretarial performance. Regular feedback mechanisms can be established to identify areas where technology can be further optimized to improve work processes.
5. Invest in Cloud-based Collaboration Tools: Given the success reported in improving task efficiency and communication, organizations should prioritize cloud-based collaboration tools that support seamless communication and file sharing. These tools enable secretaries to collaborate more effectively across different locations.

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KWARA STATE POLYTECHNIC, ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Ma,

### RESEARCH QUESTIONNAIRES

This is a research instrument to elicit information relevant to research work titled The Effects of Modern Communication Technologies on Secretarial Performance in Organization.

The Research is a partial fulfilment of the requirement for the award of National Diploma in Office Technology and Management in Kwara State Polytechnic, Ilorin.

I shall be grateful if this questionnaire can be completed by you. Your anonymity is highly guaranteed. Information gathered through this questionnaire would be used only for Academic purposes.

## QUESTIONNAIRE

1. Modern communication technologies are frequently used in the organization.  
(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
2. Technology improves task efficiency. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
3. Technology enhances communication within the organization. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
4. Technology helps in managing your workload. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
5. Technology improves job satisfaction. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
6. Technology improves decision-making. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
7. Technology improves time management. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
8. Technology enhances accuracy in secretarial tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
9. Technology improves the quality of work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
10. Technology enhances collaboration among secretaries. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
11. Technology supports professional growth. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

12. Technology reduces the amount of manual work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
13. Technology improves customer service. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
14. Technology enhances secretarial productivity. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
15. Technology improves task delegation. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
16. Technology enhances work-life balance for secretaries. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
17. Technology reduces stress in secretarial roles. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
18. Technology facilitates better record keeping. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
19. Technology increases professional development opportunities. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
20. Technology improves organizational culture. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )