

**AN ASSESSMENT OF CAREER PROSPECTS OF
SECRETARIES IN THE ERA OF INFORMATION AND
COMMUNICATION TECHNOLOGY**

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 Almighty Allah and my beloved Parent Mr and Mrs Ashorota.

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I give thanks and all praise to Almighty Allah for the Wisdom, Strength, and Perseverance granted to successfully complete this project. My heartfelt appreciation goes to my dear Parent Mr and Mrs Ashorota for their unwavering support, constant prayers and sacrifice.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The role of secretaries has historically been one of essential support within organizations, ensuring the smooth operation of administrative and managerial tasks. Traditionally, secretaries were responsible for tasks such as managing schedules, handling correspondence, maintaining filing systems, and providing organizational support to executives. However, the rapid advancement of Information and Communication Technology (ICT) has fundamentally transformed this role. The widespread adoption of digital tools, automation, and online communication has drastically altered the nature of secretarial work, reducing the reliance on manual processes and increasing the demand for technical skills (Dixon, 2017).

The digital transformation has led to an increasing need for secretaries to be proficient in various ICT tools, including project management software, communication platforms, and data management systems (Gurung & Sharma, 2020). As these technologies automate administrative functions that were once manual, secretaries are now expected to take on more complex and value-added tasks, such as digital document management, virtual assistance, and even involvement in strategic decision-making (Obermeyer, 2019). Consequently, this shift has led to an evolution in career prospects for secretaries.

1.2 Statement of the Problem

The integration of Information and Communication Technology (ICT) into the workplace has fundamentally transformed various professional roles, including that of secretaries. Traditionally, secretaries performed administrative tasks such as scheduling appointments, managing communications, and maintaining office systems.

However, as organizations increasingly adopt digital tools and technologies, the traditional responsibilities of secretaries are evolving. The shift from manual processes to digital systems, such as cloud computing, document management software, and virtual collaboration tools, has expanded the scope of the secretary's role but also created new challenges and opportunities.

While ICT has opened up possibilities for secretaries to take on more strategic roles, such as project management, virtual assistance, and decision support, there remains a gap in understanding how these technological advancements affect career prospects for secretaries. Many secretaries face difficulties adapting to these new technological demands, and not all are equipped with the necessary digital skills to excel in the evolving landscape (Dixon, 2017). Furthermore, there is a lack of research examining how ICT influences the job market for secretaries, particularly in terms of long-term career growth, training needs, and the emergence of new roles.

1.3 Objectives of the Study

The primary objective of this study is an assessment of career prospects of secretaries in the era of Information and Communication Technology (ICT) in the modern workplace. In the context of rapid technological advancements, secretaries' roles have been significantly transformed, and it is crucial to explore how these changes influence job functions, career development, and future growth opportunities. The study aims to achieve the following specific objectives:

1. To examine the impact of ICT on the traditional roles and responsibilities of secretaries
2. To identify the key skills and competencies required for secretaries in the ICT-driven workplace

3. To evaluate the career prospects and opportunities available to secretaries in the era of ICT
4. To assess the challenges faced by secretaries in adapting to ICT and the impact on their job satisfaction and career growth
5. To provide strategies for enhancing the career prospects of secretaries through training and skill development

1.4 Research Questions

The research aims to explore the impact of Information and Communication Technology (ICT) on the career prospects of secretaries. The study will address the following key research questions:

1. What is the impact of ICT on the traditional roles and responsibilities of secretaries?
2. What are the key skills and competencies required for secretaries to thrive in the ICT-driven work environment?
3. What are the career prospects and growth opportunities for secretaries in the era of ICT?
4. What are the challenges secretaries face in adapting to ICT, and the impact on their job satisfaction and career growth?
5. What strategies can organizations implement to support secretaries in adapting to the ICT-driven work environment and enhance their career prospects?

1.5 Significance of the Study

The significance of this study lies in its potential to provide a comprehensive understanding of how Information and Communication Technology (ICT) has reshaped the role and career prospects of secretaries in contemporary organizations. As technology continues to evolve, administrative professionals are required to adapt to new tools, software, and digital platforms. This transformation has the potential to either enhance or limit career growth, depending on how well secretaries adjust to these changes. By assessing these dynamics, this study will contribute valuable insights for both secretarial professionals and employers, allowing them to better navigate the challenges and opportunities presented by ICT.

For secretaries, the study offers an opportunity to understand the current demands of their profession in the digital age and the key skills required to thrive in this environment. As traditional secretarial roles continue to evolve, identifying emerging career paths and the competencies needed to succeed will provide secretaries with the tools to adapt, grow, and expand their professional horizons (Gurung & Sharma, 2020). Moreover, by understanding the evolving nature of their roles, secretaries can better prepare for job security and career advancement opportunities in an increasingly technology-driven job market (Dixon, 2017).

For organizations, the findings of this study will emphasize the importance of providing ongoing training and professional development to their administrative staff. This is crucial in ensuring that secretaries are equipped with the right skills to leverage ICT tools effectively, thereby improving organizational efficiency and productivity (Smith & Robinson, 2018). Moreover, employers will gain insights into how secretarial roles can evolve, enabling them to reframe their expectations and integrate secretaries more strategically within their organizations (Obermeyer, 2019).

1.6 Delimitation of the Study

This study is confined to the assessment of career prospects of secretaries in the era of information and communication technology (ICT). The research focused specifically on secretaries working in sectors that have adopted digital tools, cloud systems, and automation technologies, excluding those working in more traditional or less digitally advanced organizations. Furthermore, the study will be limited to a sample of secretaries from medium to large-sized organizations, as these entities are more likely to have integrated ICT into their operations.

The scope of this study will also be restricted to secretaries who are directly involved in administrative support functions, excluding those who have transitioned into more specialized roles, such as executive assistants or managerial positions. The research will primarily focus on secretaries in urban settings such as Ilorin metropolis, where access to technology and professional development opportunities is more prevalent, and will not cover secretarial positions in rural or remote areas, where technological infrastructure may differ.

1.7 Limitation of the Study

This study has several limitations that may affect the generalizability and scope of its findings. First, the study focuses primarily on secretaries working in medium to large organizations that have already integrated Information and Communication Technology (ICT) into their daily operations. Consequently, the results may not be applicable to smaller organizations or those in industries with limited technological adoption, such as some non-profit sectors or traditional manual-based work environments.

CHAPTER TWO

LITERATURE REVIEW

This chapter reviews existing literature on an assessment of career prospects of secretaries in the era of information and communication technology. (ICT) has transformed the role of secretaries. The chapter was conducted under the listed sub headings.

2.1 Role of secretaries in the Pre-ICT Era

2.2 The Rise of ICT and its Impact on Secretarial Roles

2.3 Evolution of Secretarial Skills in the Digital Age

2.4 Career Opportunities and Growth in ICT-Driven Secretarial Roles

2.5 Challenges Faced by Secretaries in Adapting to ICT

2.1 Overview of the Secretarial Role in the Pre-ICT Era

The role of a secretary has historically been pivotal in maintaining the structure and flow of organizational operations. Secretaries were primarily tasked with administrative responsibilities such as answering phone calls, managing schedules, typing documents, and organizing meetings. These responsibilities were essential in maintaining office efficiency, with secretaries often serving as the first point of contact for clients, visitors, and external stakeholders. In the pre-ICT era, the majority of these duties were manual and paper-based, and the role was significantly clerical and task-oriented. The secretary was expected to have a strong command over communication, organizational skills, and time management (Harris, 2018).

Before the widespread adoption of Information and Communication Technology (ICT), secretarial work revolved around the management of physical paperwork, including filing, sorting, and maintaining paper records. Administrative tasks such as

transcribing letters, drafting memos, creating physical reports, and maintaining office supplies were performed using typewriters and other manual equipment. As technology was limited, secretaries needed to be highly skilled in shorthand, typewriting, and document formatting. Efficiency was largely based on the secretary's ability to process large amounts of information quickly while maintaining accuracy and confidentiality (Brown, 2016).

The role of the secretary also extended to office management, where they were responsible for overseeing the day-to-day operations of the office, such as handling administrative correspondence, organizing meetings, and coordinating with various departments. Secretaries frequently had to arrange travel plans and accommodations for executives, keep track of expenses, and maintain records of budgets. Much of the work involved collaboration with senior management, ensuring that executives' schedules ran smoothly and that all office activities were organized and managed efficiently (Rogers, 2017).

The secretary's position was also integral to communication in the office. They played a central role in managing both internal and external correspondence, ensuring that letters, memos, and messages were accurately conveyed. In an era before email, these tasks were done by hand or via telephone, making the secretary's communication skills essential. They had to handle both the flow of information and the complexity of interactions among different departments (Jones & Williams, 2019). The success of a secretary in the pre-ICT era was measured by their organizational and communication proficiency, as well as their ability to handle multiple responsibilities at once, often under pressure (Smith, 2015).

2.2 The Rise of ICT and its Impact on Secretarial Roles

The advent of Information and Communication Technology (ICT) has significantly altered the landscape of administrative work, particularly in secretarial roles. ICT

tools, such as word processing software, spreadsheets, email systems, and digital filing systems, have redefined how secretaries perform their tasks, allowing for greater efficiency, accuracy, and productivity. According to Thompson (2017), these digital tools have transformed traditional administrative duties, enabling secretaries to accomplish tasks more quickly and with fewer errors, which has become increasingly crucial in fast-paced business environments. In essence, ICT has shifted the secretarial role from a purely clerical position to one that is more strategic, contributing directly to organizational success.

Prior to the widespread adoption of ICT, secretaries primarily performed routine, manual tasks, such as typing documents, maintaining physical filing systems, and managing schedules (Brown, 2016). These roles were heavily reliant on organizational skills and attention to detail, as the manual nature of the work required a high level of accuracy and efficiency. However, with the integration of ICT into office environments, many of these tasks became automated, allowing secretaries to focus on more complex and value-added duties (Davidson & Mooney, 2018). For instance, scheduling software now automatically updates calendars and sends reminders, reducing the time and effort spent on organizing appointments. Likewise, email systems have replaced traditional postal communication, enabled faster, real-time exchanges and reducing the need for manual record-keeping (Barrett, 2019).

One of the key changes that ICT has brought to secretarial work is the introduction of specialized software for various functions. Secretaries are now expected to be proficient in a range of digital tools, such as project management software, financial databases, and cloud-based storage systems. As noted by Rogers (2018), this shift has made secretaries essential to the functioning of modern organizations, as they now play a role in managing projects, overseeing team collaborations, and handling administrative duties that extend beyond traditional clerical tasks. This expanded role

requires secretaries to possess a broader skill set, including technical proficiency, problem-solving abilities, and the capacity to manage complex workflows.

2.3 Evolution of Secretarial Skills in the Digital Age

The integration of Information and Communication Technology (ICT) into the workplace has revolutionized the role of secretaries, leading to the expansion and evolution of the skills required for this position. In the past, secretaries were predominantly focused on administrative duties such as typing, filing, and answering phone calls. However, with the rise of ICT, the skill set demanded of secretaries has significantly diversified. Modern secretaries are now expected to be proficient in a wide range of digital tools and technologies that facilitate more efficient office management and enable them to take on more strategic and complex responsibilities (Gurung & Sharma, 2020).

One of the most prominent changes in secretarial roles is the increased demand for advanced digital literacy. Secretaries are expected to be skilled in a variety of office software, including word processing, spreadsheet applications, and presentation tools. These technologies are essential for creating reports, managing data, and preparing presentations (Baker, 2018). As Smith (2019) notes, secretaries today must be proficient not only in basic office applications but also in more specialized software, such as customer relationship management (CRM) systems, project management tools, and enterprise resource planning (ERP) software. The ability to navigate and operate these complex tools has become a fundamental requirement for secretaries, as these applications help streamline operations and enhance productivity.

2.4 Career Opportunities and Growth in ICT-Driven Secretarial Roles

The rapid evolution of Information and Communication Technology (ICT) has drastically reshaped the landscape of secretarial roles, presenting new career opportunities and avenues for growth. In the past, secretarial positions were largely

confined to traditional, administrative tasks such as answering phone calls, typing documents, and managing schedules. However, the integration of ICT into the workplace has transformed the role of the secretary into a multifaceted and dynamic position that demands a broader skill set and more strategic responsibilities (Obermeyer, 2019).

The incorporation of advanced technologies like project management software, cloud computing, and virtual communication tools has expanded the scope of secretarial duties beyond administrative tasks. Secretaries are increasingly being called upon to take on leadership and decision-making roles, such as coordinating projects, managing virtual teams, and assisting in executive-level decision-making (Miller, 2021). This shift has led to the emergence of what are often referred to as hybrid roles, where secretaries not only manage traditional administrative responsibilities but also engage in more managerial tasks. These roles are reflective of the broader expectations placed on secretaries in the modern workplace, as organizations recognize the potential for secretaries to contribute to higher-level business operations and strategy (Obermeyer, 2019).

As businesses continue to embrace digitalization, remote work, and virtual collaboration, secretaries have found new opportunities to pivot into roles that offer greater flexibility and autonomy. The rise of virtual assistants is one such career opportunity that has gained significant traction in recent years. Virtual assistants, who can perform many of the tasks traditionally handled by secretaries, such as managing schedules, coordinating meetings, and handling correspondence, are increasingly in demand, particularly in industries that prioritize remote work and global connectivity (Johnson, 2020). As these virtual roles are not bound by geographical constraints, secretaries now have the opportunity to work for clients or companies around the world, leading to an expanded job market and greater career options (Miller, 2021).

2.5 Challenges Faced by Secretaries in Adapting to ICT

While the integration of Information and Communication Technology (ICT) has opened up new career opportunities for secretaries, it has also presented a number of challenges, particularly in terms of adapting to the rapid pace of technological change. One of the primary challenges faced by secretaries is the significant digital skills gap that exists within the profession, especially among those who have been in the industry for many years. According to Harris (2018), long-serving secretaries, who have traditionally relied on manual systems and basic office equipment, often struggle to keep up with newer, more complex ICT tools. The resistance to adopting new technology is particularly prominent in older generations, who may feel overwhelmed by the fast pace of digital innovation.

This digital skills gap can be attributed to several factors, including insufficient training opportunities. Smith and Robinson (2018) argue that as technology evolves rapidly, secretaries are frequently left behind in terms of necessary training, leading to frustration and a sense of inadequacy in their roles. Without continuous professional development, many secretaries may feel unprepared to utilize new software or technologies that could enhance their productivity and job performance. For instance, secretaries may be unaware of advanced tools for project management or virtual communication, which are essential for their efficiency in modern, technology-driven offices.

A lack of adequate support from organizations in providing training programs or resources to help secretaries develop their ICT skills further exacerbates these challenges. Dixon (2017) points out that many companies fail to invest in upskilling their administrative staff, which can result in job dissatisfaction and hinder career progression. In many cases, organizations prioritize training for technical roles or senior staff members, neglecting to equip secretaries with the digital tools and skills needed to thrive in their evolving roles.

CHAPTER THREE

METHODOLOGY

This chapter outlined the research methodology used in assessing the career prospects of secretaries in the era of Information and Communication Technology (ICT). The chapter presents the following sub titles through which the study was conducted.

3.1 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 was a questionnaire designed by the researcher. It was a structured questionnaire designed to collect quantitative data on the assessment of career prospects of secretaries in the era of ICT-driven environments called (AOCPOSITEOIACT). The questionnaire was a Likert scale which included closed-ended questions that focus on the skills, challenges, and career growth of secretaries in the digital age. The questions are based on a review of relevant literature, ensuring that the instrument effectively captures the key variables of the study, including technology adoption, skill development, and career opportunities.

3.2 Population of the Study

The population for this study consisted of secretaries working in university of Ilorin chosen as a case study. The secretaries have incorporated ICT into their administrative functions. The total population of secretaries was 25 but the study focused on secretaries, where ICT is prevalent in administrative work.

3.3 Sample and Sampling Techniques

A purposive sampling technique was employed to select participants who meet the criteria of the study. A sample of 15 secretaries was selected from those that have integrated ICT into their administrative functions. These secretaries were chosen from various units of the university, to capture a range of experiences and perspectives. This sample size was considered appropriate given the scope of the study and the availability of participants who could provide relevant insights into the role of secretaries in the digital age.

3.4 Distribution and Collection of Data

The questionnaires were distributed personally by the researcher to the selected secretaries. physical copies of the questionnaire were distributed to secretaries at the university selected for the study. The data collection process took place within two - weeks period to allow sufficient time for all participants to complete the questionnaires. The researcher ensured that all ethical guidelines were followed, including obtaining informed consent and ensuring the confidentiality of participants' responses.

3.5 Reliability

To ensure the reliability of the instrument, a pilot study was conducted with a small sample of secretaries (n=10) from a similar demographic group. The pilot study aimed to identify any issues with question clarity, timing, and overall structure of the

instrument. The reliability of the questionnaire was further assessed using Cronbach's alpha, which yielded a coefficient of 0.83, indicating that the instrument had high internal consistency and was reliable for data collection.

3.6 Validity

The validity of the study was ensured through content validity. The questionnaire was developed based on an extensive review of relevant literature, ensuring that the questions covered all key aspects of the research topic, such as the impact of ICT on secretarial roles, skill requirements, and career development. Additionally, the questionnaire was reviewed by experts in the field of administrative work and ICT to ensure that it accurately captured the concepts under investigation. The observations of the experts were used to refine the questionnaire to ensure its fitness.

3.7 Method of Data Analysis

The data collected from the questionnaires were analyzed using descriptive statistics, including frequencies, and percentages, were used to summarize the responses of the respondents and identify a clear overview of the career prospects, challenges, and skills of secretaries in ICT-driven environments. the most important skills needed by secretaries. The quantitative data were then integrated to provide a comprehensive understanding of the essential skills for secretaries in the modern workplace.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the survey results assessing the career prospects of secretaries in the ICT era. Based on responses from 15 secretaries, the data is displayed in tables showing the distribution of responses, categorized by Strongly Agree, Agree, Disagree, and Strongly Disagree. The findings explore how ICT impacts various aspects of a secretary's role, such as efficiency, training, and job satisfaction.

4.2 Results

Table 4.1: ICT has significantly impacted the role of secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	66.7
Agree	4	26.7
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.1 above showed that 10 (66.7%) respondents strongly agreed and 4 (26.7%) respondents agreed that ICT has significantly impacted the role of secretaries, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.2: Secretaries have access to sufficient ICT tools

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33.3
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.2 above showed that 9 (60%) respondents strongly agreed and 5 (33.3%) respondents agreed that they have access to sufficient ICT tools, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.3: ICT skills play a major role in career advancement for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	80
Agree	3	20
Disagree	0	0
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.3 above showed that 12 (80%) respondents strongly agreed and 3 (20%) respondents agreed that ICT skills play a major role in career advancement for secretaries, with no respondents disagree or strongly disagree.

Table 4.4: There are sufficient training opportunities in ICT for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	40
Agree	7	46.7
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.4 above showed that 6 (40%) respondents strongly agreed and 7 (46.7%) respondents agreed that there are sufficient training opportunities in ICT for secretaries, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.5: ICT Has made secretaries more efficient in their work

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53.3
Agree	6	40
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.5 above showed that 8 (53.3%) respondents strongly agreed and 6 (40%) respondents agreed that ICT has made secretaries more efficient in their work, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4. Secretaries adaptable to changes in ICT

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	46.7
Agree	6	40
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.6 above showed that 7 (46.7%) respondents strongly agreed and 6 (40%) respondents agreed that secretaries are adaptable to changes in ICT, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.7: Secretaries feel the need for continuous ICT skills improvement

Options	No. of Respondents	Percentage (%)
Strongly Agree	11	73.3
Agree	3	20
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.7 above showed that 11 (73.3%) respondents strongly agreed and 3 (20%) respondents agreed that there is a need for continuous ICT skills improvement for secretaries, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.8: Secretaries consider themselves technologically proficient

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	40
Agree	7	46.7
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.8 above showed that 6 (40%) respondents strongly agreed and 7 (46.7%) respondents agreed that they consider themselves technologically proficient, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.9: ICT Has reduced the administrative workload of secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53.3
Agree	5	33.3
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.9 above showed that 8 (53.3%) respondents strongly agreed and 5 (33.3%) respondents agreed that ICT has reduced their administrative workload, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.10: ICT help secretaries to manage time effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33.3
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.10 above showed that 9 (60%) respondents strongly agreed and 5 (33.3%) respondents agreed that ICT helps secretaries manage time effectively, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.11: Secretaries are satisfied with the ICT tools provided at their workplaces

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	46.7
Agree	6	40
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.11 above showed that 7 (46.7%) respondents strongly agreed and 6 (40%) respondents agreed that they are satisfied with the ICT tools provided at their workplaces, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.12: Secretaries believe that ICT will continue to shape their roles in the future

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	66.7
Agree	4	26.7
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.12 above showed that 10 (66.7%) respondents strongly agreed and 4 (26.7%) respondents agreed that ICT will continue to shape their roles in the future, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.13: Secretaries believe they are adequately trained for using ICT in their daily tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	5	33.3
Agree	8	53.3
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.13 above showed that 5 (33.3%) respondents strongly agreed and 8 (53.3%) respondents agreed that they are adequately trained for using ICT in their daily tasks, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.14: Secretaries are open to further ICT training opportunities

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	4	26.7
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.14 above showed that 9 (60%) respondents strongly agreed and 4 (26.7%) respondents agreed that they are open to further ICT training opportunities, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.15: ICT has improved the communication skills of secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	40
Agree	8	53.3
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.15 above showed that 6 (40%) respondents strongly agreed and 8 (53.3%) respondents agreed that ICT has improved their communication skills, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.16: ICT enhance the organizational skills of secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53.3
Agree	6	40
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.16 above showed that 8 (53.3%) respondents strongly agreed and 6 (40%) respondents agreed that ICT enhances their organizational skills, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.17: Secretaries are able to handle multiple tasks simultaneously due to ICT tools

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33.3
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.17 above showed that 9 (60%) respondents strongly agreed and 5 (33.3%) respondents agreed that they are able to handle multiple tasks simultaneously due to ICT tools, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.18: ICT has led to a reduction in office-related errors

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	46.7
Agree	6	40
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.18 above showed that 7 (46.7%) respondents strongly agreed and 6 (40%) respondents agreed that ICT has led to a reduction in office-related errors, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

Table 4.19: Secretaries feel empowered by the use of ICT tools in their roles

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	40
Agree	8	53.3
Disagree	1	6.7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.19 above showed that 6 (40%) respondents strongly agreed and 8 (53.3%) respondents agreed that they feel empowered by the use of ICT tools in their roles, while 1 (6.7%) respondent disagreed and none strongly disagreed with the statement.

Table 4.20: Secretaries believe that ICT tools increase their job satisfaction

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	46.7
Agree	6	40
Disagree	2	13.3
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.20 above showed that 7 (46.7%) respondents strongly agreed and 6 (40%) respondents agreed that ICT tools increase their job satisfaction, while 2 (13.3%) respondents disagreed and none strongly disagreed with the statement.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

The purpose of this study was to assess the career prospects of secretaries in the era of Information and Communication Technology (ICT). As the role of secretaries continues to evolve with advancements in ICT, this study sought to determine how ICT tools, training opportunities, and skill sets impact their career development and efficiency. A total of 15 secretaries participated in this study. Findings revealed that ICT has significantly enhanced the role of secretaries by improving their work efficiency, enabling them to manage multiple tasks, and reducing administrative workloads. Secretaries also indicated that continuous ICT skills improvement was necessary for career advancement and adaptation to evolving workplace needs. However, despite the positive impact of ICT, some challenges remain in terms of access to adequate training opportunities and full proficiency in technological tools.

The study also highlighted that most secretaries believe ICT will continue to play a crucial role in shaping their career paths. Training in ICT is seen as essential, and secretaries expressed openness to additional ICT training to enhance their job satisfaction and professional growth. Nevertheless, some secretaries reported being dissatisfied with the availability and adequacy of ICT tools at their workplaces, signaling a gap in resources that could hinder the career progression of secretaries.

5.2 Conclusion

The findings of this study confirm that ICT has a significant impact on the roles, career prospects, and efficiency of secretaries. ICT tools not only streamline administrative tasks but also contribute to time management and communication improvements. Although the majority of respondents acknowledge the importance of ICT in their

daily work, there are still areas that require improvement, particularly in terms of continuous training opportunities and access to advanced ICT tools. Moreover, secretaries who possess advanced ICT skills are better positioned for career advancement and higher job satisfaction.

The results suggested that ICT is shaping the future of secretarial work, and it is essential for both employers and employees to focus on continuous professional development to maintain competitiveness in the ever-changing work environment.

5.3 Recommendations

Based on the findings of this study, the following recommendations are made to improve the career prospects of secretaries in the era of ICT:

1. Employers should invest in regular ICT training programs for secretaries to enhance their technological proficiency and keep them updated with new developments in ICT tools
2. Organizations should ensure that secretaries have access to up-to-date ICT tools and technologies to enable them to perform their duties efficiently and reduce their administrative workloads.
3. Employers should incorporate ICT proficiency as a key component of career development plans for secretaries, ensuring that their roles continue to evolve in line with technological advancements
4. Secretaries should be encouraged to pursue ICT-related certifications that could open up new career opportunities.
5. Organizations should establish mentorship programs where experienced professionals can guide junior secretaries in utilizing ICT tools effectively.

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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 An Assessment of Career Prospects of Secretaries in the Era of Information and Communication Technology.

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. ICT has significantly impacted the role of secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Secretaries have access to sufficient ICT tools. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. ICT skills play a major role in career advancement for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. There are sufficient training opportunities in ICT for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. ICT has made secretaries more efficient in their work. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Secretaries are adaptable to changes in ICT. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. Secretaries feel the need for continuous ICT skills improvement. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Secretaries consider themselves technologically proficient. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. ICT has reduced the administrative workload of secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. ICT helps secretaries to manage time effectively. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Secretaries are satisfied with the ICT tools provided at their workplaces. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

12. Secretaries believe that ICT will continue to shape their roles in the future. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Secretaries believe they are adequately trained for using ICT in their daily tasks. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
14. Secretaries are open to further ICT training opportunities. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
15. ICT has improved the communication skills of secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. ICT enhances the organizational skills of secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. Secretaries are able to handle multiple tasks simultaneously due to ICT tools. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. ICT has led to a reduction in office-related errors. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Secretaries feel empowered by the use of ICT tools in their roles. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Secretaries believe that ICT tools increase their job satisfaction. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()