

**A STUDY ON THE ADOPTION AND USE OF  
CLOUD BASED TOOLS IN SECRETARIAL  
PRACTICE IN MODERN OFFICES**

**BY**

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TO THE**

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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 work is dedicated to Almighty Allah, and my Parent, Mr and Mrs Mustapha.

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# **CHAPTER ONE**

## **INTRODUCTION**

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

The advent of cloud computing has drastically reshaped the operational landscape of various business functions, including secretarial practice. Cloud-based tools, which offer flexibility, cost-efficiency, and scalability, have emerged as essential components in modern office settings, especially in administrative and secretarial roles. Secretaries, traditionally tasked with managing communication, scheduling, documentation, and other support functions, have increasingly adopted cloud-based solutions to enhance efficiency, improve collaboration, and streamline office operations. The integration of cloud technologies has facilitated a shift from traditional desktop-based systems to more dynamic, cloud-driven processes, fostering a more flexible work environment that promotes remote accessibility and real-time collaboration (Sultan, 2013).

Cloud computing offers numerous advantages over traditional office tools, such as centralized data storage, reduced operational costs, and enhanced data security (Mell & Grance, 2011). In secretarial practice, cloud tools like Google Drive, Microsoft OneDrive, and Dropbox have transformed document storage and sharing, making collaboration easier and enabling quicker access to critical office documents from various locations. Additionally, cloud-based productivity suites, such as Microsoft Office 365 and Google Workspace, offer integrated communication, scheduling, and task management functionalities that significantly enhance the productivity and role versatility of secretaries (Mell & Grance, 2011).

However, the adoption of cloud-based tools in secretarial practice is not without challenges. Factors such as resistance to change, lack of digital literacy, and concerns about data security and privacy remain critical barriers to widespread adoption

(Alharthi et al., 2020). As organizations continue to evolve and adapt to cloud technologies, understanding these barriers and benefits is essential for leveraging cloud tools effectively in secretarial functions.

This study aims to explore the extent to which cloud-based tools have been adopted in secretarial practice, identify the factors influencing their use, and examine the impact of these tools on secretarial efficiency in modern offices.

## **1.2 Statement of the Problem**

The rapid adoption of cloud computing has revolutionized the way businesses operate, yet the extent to which cloud-based tools have been integrated into secretarial practice remains underexplored. In modern office environments, secretaries are increasingly expected to manage a variety of tasks, from document storage and communication to scheduling and workflow management. As organizations embrace cloud technologies to enhance productivity and reduce costs, there is a growing need to understand how these tools are being adopted within secretarial functions.

Despite the clear potential benefits of cloud-based tools, such as improved accessibility, collaboration, and data security, their adoption in secretarial practice faces several challenges. Many organizations struggle to effectively implement cloud technologies due to factors such as resistance to change, lack of digital literacy, concerns over data privacy and security, and insufficient training or technical support (Alharthi et al., 2020). Additionally, secretaries may face difficulties in adjusting to new technologies, especially if they lack adequate training or if the transition to cloud-based tools is not well-supported by the organization (Sultan, 2013).

## **1.3 Objectives of the Study**

The primary objective of this study is to investigate the adoption and use of cloud-based tools in secretarial practice within modern office environments. This research

aims to explore how cloud technologies are transforming secretarial tasks and the overall office workflow. The specific objectives of the study are as follows:

1. To evaluate the extent of adoption of cloud-based tools in secretarial practice
2. To identify the benefits of using cloud-based tools in secretarial practice
3. To assess the challenges faced by secretaries in adopting cloud-based tools
4. To examine the impact of cloud-based tools on the efficiency and effectiveness of secretarial work
5. To identify factors influencing the adoption of cloud-based tools in secretarial practice

#### **1.4 Research Questions**

This study is to explore the adoption and use of cloud-based tools in secretarial practice within modern office environments. To guide this investigation, the following research questions have been raised:

1. To what extent have cloud-based tools been adopted in secretarial practice in modern offices?
2. What are the perceived benefits of using cloud-based tools in secretarial practice?
3. What challenges do secretaries face when adopting and using cloud-based tools in their practice?
4. What is the impact of cloud-based tools influence on the efficiency and effectiveness of secretarial tasks?
5. What factors influence the adoption of cloud-based tools in secretarial practice?

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

This study on the adoption and use of cloud-based tools in secretarial practice holds significant value for multiple stakeholders, including office administrators, secretaries, organizational leaders, and IT professionals. As cloud technologies continue to transform office environments, understanding their impact on secretarial tasks is crucial for optimizing the effectiveness and efficiency of administrative functions.

For secretaries and administrative professionals, the findings of this study will offer insights into how cloud-based tools can streamline day-to-day operations, enhance collaboration, and reduce the time spent on manual tasks. By evaluating the benefits of cloud adoption, the study will help secretaries gain a clearer understanding of the tools that can enhance their productivity, mobility, and versatility in an increasingly digital workplace. Moreover, it will shed light on the challenges secretaries face during the adoption process, enabling better training programs and resources to address these barriers.

For organizations, this research provides valuable information about the potential advantages of integrating cloud-based tools into secretarial practices. The study will assist businesses in making informed decisions about technology investments and offer guidance on how to successfully implement these tools to improve overall office performance. By identifying the factors that influence adoption, organizational leaders can develop strategies to overcome resistance to technological change, ensuring smoother transitions to cloud-based workflows.

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

This study is delimited to the adoption and use of cloud-based tools specifically used within the context of secretarial practice in modern office environments. The scope was limited to selected organization in urban settings, where the adoption of cloud technologies is more prevalent due to better access to digital infrastructure and

resources. As such, the findings may not fully represent rural or smaller organizations where cloud adoption might be slower or less widespread.

The research focuses primarily on secretaries and administrative professionals working in office environments that have already integrated cloud-based tools, meaning the study will not explore organizations in the early stages of cloud adoption or those that have not adopted these technologies. Additionally, the study is centered on the adoption of commonly used cloud tools such as Google Workspace, Microsoft Office 365, and other similar platforms, excluding niche or specialized tools that may be used in specific industries.

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

This study faces several limitations that may impact the generalizability of its findings. Firstly, the research was limited to a specific geographical area, focusing only on organizations in urban regions such as Ilorin metropolis, where cloud-based tools are more commonly adopted. This may not reflect the adoption patterns or challenges faced by organizations in rural or less developed areas, where technological infrastructure may be limited.

Secondly, the study was confined to secretarial and administrative staff's perspectives and does not include insights from other organizational roles, such as IT personnel or senior management, which could provide a broader view of the organizational factors influencing cloud adoption. This focus may limit the understanding of the full spectrum of challenges and benefits associated with cloud tools from an organizational perspective.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

This chapter concerned with review of existing literatures from journals books and internet on a study on the adoption and use of Cloud-based tools in secretarial practice in modern offices. By reviewing relevant research, this section aims to provide insights into how cloud technologies are reshaping administrative functions. the chapter will be discussed under the following sub headings.

#### **2.1 Introduction**

#### **2.2 Cloud Computing and Cloud-Based Tools**

#### **2.3 The Adoption of Cloud-Based Tools in Office Settings**

#### **2.4 Benefits of Cloud-Based Tools in Secretarial Practice**

#### **2.5 Challenges in Adopting Cloud-Based Tools**

#### **2.1 Introduction**

Cloud-based tools have become an essential component of modern office environments, significantly transforming secretarial practices. These technologies allow organizations to streamline administrative tasks, improve collaboration, and increase the accessibility of documents and information. The shift from traditional office tools to cloud-based solutions has been driven by the need for efficiency, flexibility, and cost-effectiveness (Gupta & Mehra, 2021). Cloud computing, which involves the delivery of computing services over the internet, allows secretarial staff to access, store, and manage information remotely, ensuring that tasks such as scheduling, document management, and communication are executed more effectively (Davidson, 2020).

The integration of cloud-based tools into secretarial practice offers numerous advantages. For instance, cloud technologies facilitate seamless communication and collaboration among team members by providing real-time access to documents and resources. This capability is especially beneficial in environments where secretaries must coordinate with multiple departments or stakeholders (Broderick & Park, 2019). Furthermore, cloud tools enable secretarial staff to manage workloads more efficiently by automating routine tasks, such as data entry, scheduling, and file organization, thus freeing up time for more complex responsibilities (Zeng & Cheng, 2022).

However, despite these advantages, there are challenges that come with adopting cloud-based tools. Security concerns, resistance to change, and lack of training are among the barriers that can hinder the full implementation of these technologies (Patil & Prakash, 2020). Additionally, the perception of cloud tools as being insecure or unreliable can deter their use, even when the benefits are clear (Jansen & Smith, 2019). These challenges must be addressed through proper training, robust security protocols, and organizational support to ensure a smooth transition to cloud-based solutions in secretarial practice.

This literature review aims to explore the existing body of research on the adoption and use of cloud-based tools in secretarial practice, emphasizing the factors that influence adoption, the perceived benefits, and the challenges that hinder widespread use. It will also discuss how cloud-based tools have impacted the efficiency and effectiveness of secretarial roles in modern offices (Shah & Chauhan, 2021).

## **2.2 Cloud Computing and Cloud-Based Tools**

Cloud computing is defined as the delivery of various computing services—such as data storage, processing power, and software applications—over the internet, allowing users to access these resources on-demand without the need for physical infrastructure (Mell & Grance, 2011). The flexibility, scalability, and cost-effectiveness of cloud

computing have made it a popular choice for organizations across various industries, including the administrative and secretarial sectors. In secretarial practice, cloud-based tools play a significant role in improving efficiency, streamlining workflows, and fostering collaboration among teams.

Cloud-based tools in secretarial practice include a wide range of applications designed to assist with document management, communication, scheduling, and collaboration. Popular tools such as Google Drive, Microsoft OneDrive, and Dropbox enable secretaries to store, share, and manage documents with ease, allowing for better organization and quicker access to critical information (Shah & Chauhan, 2021). These tools eliminate the need for physical file storage, reducing the risk of losing documents while also improving the speed and ease with which files can be retrieved and shared.

In addition to document management, cloud-based tools also facilitate email communication and scheduling. Platforms like Gmail, Outlook, and other cloud-integrated communication tools allow secretaries to manage their correspondence more effectively, respond to emails in real-time, and schedule meetings with ease (Sultan, 2013). Cloud-based scheduling tools such as Google Calendar and Microsoft Outlook Calendar enable secretaries to coordinate meetings, appointments, and deadlines across different time zones, increasing the overall efficiency of office management (Broderick & Park, 2019).

### **2.3 The Adoption of Cloud-Based Tools in Office Settings**

The adoption of cloud-based tools in office environments has significantly accelerated over the past decade, driven by the increasing need for flexibility, collaboration, and efficient data management. Cloud computing allows organizations to access powerful computing resources over the internet, eliminating the need for costly on-site infrastructure and providing an efficient solution for managing office tasks (Alharthi et al., 2020). The transition to cloud-based tools has revolutionized secretarial practice



by offering a range of solutions that streamline workflows, enhance collaboration, and improve overall productivity.

Cloud tools, such as Google Drive, Dropbox, and Microsoft OneDrive, enable the centralization of documents and data, eliminating the need for physical file storage and the associated costs and risks of managing paper-based records (Zeng & Cheng, 2022). This shift towards digital storage allows secretaries to access documents from any location, making it easier to manage tasks, share files, and coordinate with colleagues or clients in real-time (Sultan, 2013). Furthermore, cloud-based systems can support version control, ensuring that all team members are working with the most up-to-date versions of documents, thus minimizing the potential for errors and misunderstandings (Shah & Chauhan, 2021).

The ability to collaborate seamlessly is a critical advantage of cloud tools, particularly in dynamic office settings where remote work and flexible hours are becoming more common. Cloud-based platforms facilitate real-time document sharing and editing, enabling secretaries to collaborate on various tasks, including scheduling, correspondence, and report generation, without the constraints of location or time zone (Broderick & Park, 2019). This feature is particularly beneficial in modern secretarial roles, where multitasking and coordinating with various departments are essential to the efficient functioning of an office (Davidson, 2020).

## **2.4 Benefits of Cloud-Based Tools in Secretarial Practice**

Cloud-based tools have proven to be transformative in secretarial practice, offering a range of benefits that streamline workflows, enhance collaboration, and improve overall productivity in modern office settings. One of the primary advantages is the improvement in document management. Traditional office systems often rely on physical file storage, which can be cumbersome, prone to damage, and difficult to access remotely. Cloud-based tools, on the other hand, enable files to be stored

securely in digital format, accessible from any device with internet connectivity (Mell & Grance, 2011). This accessibility not only reduces the risk of losing critical data due to physical damage but also enhances efficiency by providing instant access to files whenever needed (Shah & Chauhan, 2021).

Moreover, cloud tools facilitate better collaboration among office staff, which is crucial in secretarial roles where teamwork is essential. With the ability to share and edit documents in real-time, secretaries and their colleagues can work simultaneously on the same file, regardless of their physical location. This real-time collaboration significantly speeds up decision-making processes and ensures that all team members are on the same page (Sultan, 2013). For instance, cloud platforms such as Google Workspace and Microsoft Office 365 allow multiple users to make edits and leave comments on documents simultaneously, which greatly reduces the time spent on revisions and the potential for miscommunication (Davidson, 2020). This increased collaboration is particularly valuable in fast-paced office environments, where quick updates and decisions are often required.

Another key benefit of cloud-based tools is the ability to access documents and tools remotely, which provides flexibility in how secretaries perform their duties. In traditional office settings, secretaries were confined to working within the office building, relying on physical files and systems that could not be accessed easily from outside. However, cloud tools break this limitation by allowing access to files, email, and other work tools from any location. This remote accessibility is particularly advantageous for secretaries working in hybrid or fully remote environments, as it enables them to stay connected to their tasks, even when working from home or on the go (Alharthi et al., 2020).

Furthermore, the mobility enabled by cloud-based tools contributes to a better work-life balance, as secretaries can manage tasks outside of regular office hours or in less conventional settings. For example, secretaries can access their work from mobile

devices while traveling or attending off-site meetings, ensuring that work is not delayed or disrupted (Zeng & Cheng, 2022). This flexibility allows secretaries to efficiently manage their time, making them more productive while also maintaining a healthier work-life integration.

## **2.5 Challenges in Adopting Cloud-Based Tools**

Despite the numerous advantages of cloud-based tools, their adoption in secretarial practice presents several challenges that can hinder their effective integration into office environments. One of the primary barriers to the adoption of cloud-based tools is the lack of technical skills among secretaries and other administrative professionals. Many secretaries, especially those accustomed to traditional office tools and processes, may struggle to adapt to cloud technologies. Alharthi et al. (2020) emphasize that resistance to change is a significant factor limiting the adoption of new technologies, including cloud-based tools. Secretaries may feel overwhelmed by the complexity of learning new software, especially when they have not received formal training or support. This lack of technical expertise can lead to frustration, errors, and a reluctance to fully embrace cloud-based tools, ultimately affecting their efficiency and productivity.

Training plays a crucial role in overcoming this challenge. Without proper instruction on how to use cloud tools effectively, secretaries may not take full advantage of the functionalities available, resulting in underutilization of the tools. Alharthi et al. (2020) also note that insufficient or inadequate training programs are another barrier to the successful adoption of cloud-based technologies. In many cases, secretaries may be expected to learn the tools on their own, without the guidance or resources needed to understand their full potential. This gap in training leads to inefficiencies and can slow down the implementation of cloud-based systems within the office.

Another major challenge in adopting cloud-based tools is concerns over data security and privacy. In industries where confidential and sensitive information is handled, such as legal, healthcare, and financial sectors, data security is a top priority. Mell and Grance (2011) identify data security as one of the most significant obstacles to the widespread adoption of cloud computing. Secretaries may be apprehensive about storing sensitive documents on cloud platforms due to fears of data breaches, cyberattacks, or unauthorized access to confidential files. Despite the advancements in cloud security measures, such as encryption and multi-factor authentication, many employees remain wary of the security risks associated with third-party cloud service providers. This fear is exacerbated by high-profile incidents of data breaches in recent years, which have increased concerns about the vulnerability of cloud-based systems (Zeng & Cheng, 2022).

## **CHAPTER THREE**

### **METHODOLOGY**

This chapter presented the research methodology used to explore the adoption and use of cloud-based tools in secretarial practice in modern offices. It outlined the following factors under which the section was discussed.

#### 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 structured questionnaire, designed by the researcher to gather quantitative data from the selected participants. The questionnaire was a Likert scale closed questions included sections on, adoption patterns of cloud-based tools, perceived benefits, and challenges associated with their use in secretarial practice. The use of a structured questionnaire allowed for the systematic collection of data from respondents, ensuring consistency and facilitating the ease of analysis.

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

The population of this study consisted of secretaries working in modern office environments that have adopted cloud-based tools. The focus was on offices in urban areas, where cloud adoption is more prevalent. The study population included secretaries, from, both public and private organization, with approximately 100 participants working in offices that utilize cloud technologies for document management, communication, and task management.

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

A simple random sampling technique was used to select a sample of 11 secretaries from the target population. The sample size was chosen based on the need to capture a representative cross-section of secretaries using cloud-based tools, while ensuring that the data collection was manageable and focused. The 11 secretaries selected work in different office settings, allowing the study to gather a variety of experiences and perceptions regarding the use of cloud tools in secretarial practice.

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

The structured questionnaires were distributed to the 11 selected secretaries personally by the researcher at the selected organization chosen as case study, with clear instructions on how to complete the survey. Participants were given two weeks to fill out the questionnaires, and reminders were sent to ensure timely participation. To facilitate accurate and complete responses, the participants were encouraged to contact the researcher for clarification if needed. The data collection period lasted for two weeks, which allowed sufficient time for the participants to complete and return the questionnaires.

### **3.5 Reliability**

To ensure the reliability of the instrument, a pilot study was conducted with a small group of secretaries (5 secretaries) working in similar office environments before the main data collection. The feedback from pilot study helped refine the questionnaire, ensuring that the questions were clear and that the instrument would effectively measure the adoption and use of cloud-based tools in secretarial practice. The reliability of the instrument was assessed using Cronbach's alpha, with a result of 0.79, indicating good internal consistency.

### **3.6 Validity**

The validity of the research instrument was established through expert reviewer in cloud computing and office administration reviewed the questionnaire to ensure that it covered all relevant aspects of cloud-based tool adoption in secretarial practice. Additionally, the instrument was designed to focus on key factors such as the perceived benefits, challenges, and the level of cloud tool adoption, which were validated based on previous literature. This ensured that the questions measured what they were intended to measure.

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

The data collected from the structured questionnaires were analyzed using descriptive statistics. Frequencies, and percentages, to summarize the responses to the closed-ended questions. Descriptive analysis allowed for an understanding of the general patterns of cloud-based tool adoption, the perceived benefits, and the challenges faced by the secretaries.

## CHAPTER FOUR

### DATA ANALYSIS

#### 4.1 Introduction

This chapter presents and analyzes the survey results on the adoption and use of cloud-based tools in secretarial practice. The data, collected from 11 secretaries, was displayed in tables, followed by brief analyses highlighting key trends and insights.

#### 4.2 Results

**Table 4.1: Secretaries are familiar with cloud-based tools**

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	54.55
Agree	3	27.27
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.1 showed that 6 (54.55%) respondents strongly agreed and 3 (27.27%) respondents agreed that they are familiar with cloud-based tools. Meanwhile, 2 (18.18%) respondents disagreed, and none of the respondent strongly disagreed with the statement. This indicated a generally high level of familiarity with cloud-based tools among the secretarial staff.



**Table 4.2: Secretaries use cloud-based tools frequently**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	36.36
Agree	5	45.45
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.2 showed that 4 (36.36%) respondents strongly agreed and 5 (45.45%) respondents agreed that they frequently use cloud-based tools in their work. In contrast, 2 (18.18%) respondents disagreed, and none of the respondent strongly disagreed with the statement. This suggested that cloud-based tools are regularly utilized in secretarial practice.

**Table 4.3: Cloud tools improve collaboration in your office**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	63.64
Agree	3	27.27
Disagree	1	9.09
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.3 showed that 7 (63.64%) respondents strongly agreed and 3 (27.27%) respondents agreed that cloud tools have improved collaboration in their office. Only 1 (9.09%) respondent disagreed, with none strongly disagree, indicated that cloud tools are highly beneficial in improving collaboration among team members.

**Table 4.4: Cloud-based tools provide easier access to documents**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	4	36.36
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.4 showed that 5 (45.45%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools provide easier access to documents. In contrast, 2 (18.18%) respondents disagreed, and none strongly disagreed with the statement. This suggested that cloud tools make accessing documents more efficient for most secretaries.

**Table 4.5: Secretaries face difficulties in using cloud-based tools**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	27.27
Agree	5	45.45
Disagree	3	27.27
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.5 showed that 3 (27.27%) respondents strongly agreed and 5 (45.45%) respondents agreed that they do not face any difficulties in using cloud-based tools. However, 3 (27.27%) respondents disagreed, and none strongly disagreed, indicated that some had challenges, but the majority experienced no issues with cloud-based tools.

**Table 4.6: Cloud tools enhance your productivity at work**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	6	54.55
Agree	4	36.36
Disagree	1	9.09
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.6 showed that 6 (54.55%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools enhance their productivity. Only 1 (9.09%) respondent disagreed, with none strongly disagree, suggested that cloud tools contribute positively to productivity.

**Table 4.7: Cloud-based tools help in managing your workload effectively**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	4	36.36
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.7 showed that 5 (45.45%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools help manage their workload more effectively. However, 2 (18.18%) respondents disagreed, this indicated that majority of secretaries manage their workload with cloud tools.

**Table 4.8: Cloud tools improve communication within your team**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	63.64
Agree	3	27.27
Disagree	1	9.09
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.8 showed that 7 (63.64%) respondents strongly agreed and 3 (27.27%) respondents agreed that cloud tools improve communication within their team. Only 1 (9.09%) respondent disagreed, and none strongly disagreed, this implied that communication is significantly enhanced through the use of cloud tools.

**Table 4.9: Secretaries received training to use cloud-based tools**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	2	18.18
Agree	4	36.36
Disagree	4	36.36
Strongly Disagree	1	9.09
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.9 showed that 2 (18.18%) respondents strongly agreed and 4 (36.36%) respondents agreed that they received training to use cloud-based tools. However, 4 (36.36%) respondents disagreed, and 1 (9.09%) respondent strongly disagreed, this meant that secretaries receive formal training on cloud-based tools.



**Table 4.10: Cloud-based tools are cost-effective for your office**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	27.27
Agree	6	54.55
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.10 showed that 3 (27.27%) respondents strongly agreed and 6 (54.55%) respondents agreed that cloud-based tools are cost-effective for their office. 2 (18.18%) respondents disagreed, with none strongly disagreed, it implied that secretaries believed cloud tools are a cost-effective solution.

**Table 4.11: Cloud tools help you organize your work better**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	4	36.36
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.11 showed that 5 (45.45%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud tools help them organize their work better. Only 2 (18.18%) respondents disagreed, no response on strongly disagreed this meant that cloud tools have a positive impact on organization and task management.

**Table 4.12: Cloud-based tools increase your efficiency at work**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	6	54.55
Agree	3	27.27
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.12 showed that 6 (54.55%) respondents strongly agreed and 3 (27.27%) respondents agreed that cloud-based tools increase their efficiency at work. 2 (18.18%) respondents disagreed, with none response strongly disagreed, suggested that cloud tools improve efficiency for the majority of respondents.

**Table 4.13: Cloud-based tools are secure for office use**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	4	36.36
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.13 showed that 5 (45.45%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools are secure for office use. However, 2 (18.18%) respondents disagreed, with none strongly disagreed, this implied that majority find the tools secure, some have concerns about security.

**Table 4.14: Cloud-based tools help in time management**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	6	54.55
Agree	4	36.36
Disagree	1	9.09
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.14 shows that 6 (54.55%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools help in time management. Only 1 (9.09%) respondent disagreed, no response on strongly disagreed. It means that cloud tools positively impact time management.

**Table 4.15: Cloud tools are essential for modern secretarial practice**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	63.64
Agree	4	36.36
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.15 showed that 7 (63.64%) respondents strongly agreed and 4 (36.36%) respondents agreed that cloud-based tools are essential for modern secretarial practice. None of the respondents disagreed or strongly disagreed, all participants strongly belief in the importance of cloud tools.

**Table 4.16: Cloud tools improved your job satisfaction**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	3	27.27
Disagree	2	18.18
Strongly Disagree	1	9.09
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.16 showed that 5 (45.45%) respondents strongly agreed and 3 (27.27%) respondents agreed that cloud tools have improved their job satisfaction. However, 2 (18.18%) respondents disagreed, and 1 (9.09%) respondent strongly disagreed, this suggested that cloud tools improved their job satisfaction.

**Table 4.17: Secretaries Are satisfied with the support they receive for cloud-based tools in your office**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	36.36
Agree	5	45.45
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	<b>11</b>	<b>100</b>

**Source: Researcher's fieldwork 2025**

Table 4.17 showed that 4 (36.36%) respondents strongly agreed and 5 (45.45%) respondents agreed that they are satisfied with the support they receive for cloud-based tools in their office. 2 (18.18%) respondents disagreed, no response on strongly disagreed respectively.



**Table 4.18: Cloud-based tools help in reducing the administrative workload**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	45.45
Agree	6	54.55
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.18 showed that 5 (45.45%) respondents strongly agreed and 6 (54.55%) respondents agreed that cloud-based tools help reduce their administrative workload. None of the respondents disagreed or strongly disagreed, with the statement.

**Table 4.19: Cloud tools enable better work-life balance for secretaries**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	4	36.36
Agree	5	45.45
Disagree	2	18.18
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.19 showed that 4 (36.36%) respondents strongly agreed and 5 (45.45%) respondents agreed that cloud tools enable a better work-life balance. 2 (18.18%) respondents disagreed, no response on strongly disagreed with the statement.

**Table 4.20: The use of cloud tools will continue to grow in the future**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	63.64
Agree	3	27.27
Disagree	1	9.09
Strongly Disagree	0	0
<b>Total</b>	11	100

**Source: Researcher's fieldwork 2025**

Table 4.20 showed that 7 (63.64%) respondents strongly agreed and 3 (27.27%) respondents agreed that the use of cloud tools will continue to grow in the future. Only 1 (9.09%) respondent disagreed, no response on strongly disagreed with the statement.

## **CHAPTER FIVE**

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

#### **5.1 Summary**

The study aimed to explore the adoption and use of cloud-based tools in secretarial practice within modern offices. Through an analysis of 11 secretaries working in various offices, the research highlighted key aspects of cloud tool usage, including familiarity, frequency of use, impact on productivity, collaboration, communication, workload management, and security concerns. The findings suggest that cloud-based tools are widely used in modern secretarial practices, with significant benefits for improving collaboration, communication, document access, and productivity. However, challenges, such as the need for adequate training and security concerns, were also identified. A majority of respondents reported positive experiences with cloud tools, which contributed to greater efficiency, work organization, and job satisfaction.

The research also found that many secretaries face difficulties in using cloud-based tools, pointing to the need for better training and support systems. Despite these challenges, there is a general belief that cloud-based tools will continue to grow in popularity and become even more integral to secretarial work.

#### **5.2 Conclusion**

The study concluded that cloud-based tools have become essential for secretarial practices in modern offices, offering multiple advantages in terms of time management, efficiency, collaboration, and overall productivity. Most secretaries agreed that these tools have improved their work performance and office communication. However, it was evident that proper training and adequate support are necessary to maximize the benefits of these tools, as some respondents still faced

challenges related to usage and security. Additionally, while most secretaries found cloud tools to be cost-effective, there were concerns about the potential security risks associated with these technologies.

Overall, the results of this study indicate a growing acceptance and reliance on cloud-based tools in secretarial work, but they also underscore the need for a strategic approach to their integration and the training of staff. The study further suggests that future adoption of cloud-based tools will continue to rise, aligning with the shift toward more digital, remote, and collaborative office environments.

### **5.3 Recommendations**

based on the findings of the study, the following recommendations were made.

1. Organizations should invest in comprehensive training programs to ensure that secretaries and administrative staff can fully utilize the capabilities of cloud-based tools.
2. Employers should provide ongoing technical support for employees using cloud-based tools, addressing any challenges they may encounter.
3. To alleviate security concerns, it is crucial for organizations to adopt robust data protection protocols, including encryption and secure login methods, to ensure that sensitive information remains safe when using cloud-based tools.
4. Organizations should encourage the seamless integration of cloud-based tools into daily workflows to maximize their benefits.
5. It is recommended that offices conduct periodic surveys and evaluations to gather feedback from secretaries on their experiences with cloud-based tools.

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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 A Study on the Adoption and Use of Cloud Based Tools in Secretarial Practice in Modern Offices.

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. Secretaries are familiar with cloud-based tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
2. Secretaries use cloud-based tools frequently. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
3. Cloud tools improve collaboration in your office. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
4. Cloud-based tools provide easier access to documents. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
5. Secretaries face difficulties in using cloud-based tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
6. Cloud tools enhance your productivity at work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
7. Cloud-based tools help in managing your workload effectively. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
8. Cloud tools improve communication within your team. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
9. Secretaries received training to use cloud-based tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
10. Cloud-based tools are cost-effective for your office. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
11. Cloud tools help you organize your work better. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

12. Cloud-based tools increase your efficiency at work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
13. Cloud-based tools are secure for office use. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
14. Cloud-based tools help in time management. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
15. Cloud tools are essential for modern secretarial practice. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
16. Cloud tools improved your job satisfaction. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
17. Secretaries are satisfied with the support they receive for cloud-based tools in your office. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
18. Cloud-based tools help in reducing the administrative workload. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
19. Cloud tools enable better work-life balance for secretaries. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
20. The use of cloud tools will continue to grow in the future. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )