

**THE EFFECT OF VIRTUAL ASSISTANTS ON
SECRETARIAL PROUCTIVITY AND JOB
SATISFACTION**

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

I dedicate this project to Almighty God and my Loving Family.

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I give thanks to Almighty God for granting me the strength, wisdom, and opportunity to complete this project.

I would like to express my deepest gratitude to my parent, Mr and Mrs Ajanaku, for their unwavering support, love and encouragement throughout my academic journey.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

In recent years, the rapid advancement of artificial intelligence (AI) has significantly transformed the workplace, particularly in administrative roles. Virtual assistants, which use AI technologies to perform tasks traditionally handled by human workers, have become a central part of office operations. Virtual assistants, such as Apple's Siri, Google Assistant, and Microsoft's Cortana, are designed to assist with a range of tasks, including scheduling appointments, answering emails, and managing data (Shneiderman, 2020). These tools have gained popularity in various sectors due to their potential to automate repetitive tasks, improve efficiency, and support decision-making processes (Chaudhury & Datta, 2021).

Secretarial roles, which have long been essential to organizational functionality, are increasingly relying on such technologies. Traditionally, secretaries managed scheduling, correspondence, and office communications (Stone, 2020). However, as organizations face rising demands for efficiency, there is an increasing need for secretaries to adopt tools that enhance productivity. Virtual assistants offer a promising solution by automating routine tasks, thus allowing secretaries to focus on higher-value functions (Goh, 2019). As a result, secretaries can potentially achieve higher levels of productivity and effectiveness in their daily work.

However, the impact of virtual assistants on job satisfaction remains a subject of debate. While some studies suggest that these technologies can reduce the administrative burden and lead to greater work-life balance (Scholz et al., 2018), other research points to the possibility of decreased job satisfaction due to concerns about job displacement and the dehumanization of work (Brynjolfsson & McAfee, 2014). The question of whether virtual assistants lead to greater fulfillment or dissatisfaction

among secretaries is complex and largely depends on individual and organizational factors, including how these technologies are integrated into the workplace.

This study aims to explore the dual impact of virtual assistants on secretarial productivity and job satisfaction. By examining how these tools influence work efficiency, task management, and overall job experience, the research intends to offer insights into how virtual assistants can shape secretarial roles and contribute to enhancing both organizational performance and employee satisfaction.

1.2 Statement of the Problem

The integration of virtual assistants into administrative workflows has become a significant trend in modern workplaces, especially in roles traditionally filled by secretaries. Virtual assistants, powered by artificial intelligence (AI), promise to enhance productivity by automating repetitive and time-consuming tasks such as scheduling, correspondence, and data entry (Chaudhury & Datta, 2021). As businesses strive for efficiency, these tools have gained widespread adoption with the potential to streamline operations, reduce human error, and improve task management (Shneiderman, 2020). However, while these technologies offer substantial benefits in terms of operational efficiency, their impact on secretarial productivity and job satisfaction remains under-explored and ambiguous.

Despite the promise of increased productivity, there is a gap in understanding how virtual assistants influence the overall job satisfaction of secretaries. The literature suggests that while AI tools can reduce administrative burden, leading to more time for strategic activities, there is concern that the increasing reliance on automation could lead to job dissatisfaction or even job displacement (Brynjolfsson & McAfee, 2014). Secretaries may feel that the automation of their core tasks erodes the value of their role, resulting in feelings of inadequacy or lack of fulfillment (Stone, 2020). Furthermore, the effect of virtual assistants on the psychological well-being of

secretaries, particularly in terms of reducing stress or improving work-life balance, has not been comprehensively studied.

1.3 Objectives of the Study

The primary objective of this study is to explore the effects of virtual assistants on secretarial productivity and job satisfaction. Specifically, the study seeks to achieve the following objectives:

1. To evaluate the impact of virtual assistants on secretarial productivity
2. To assess the influence of virtual assistants on job satisfaction among secretaries
3. To identify the challenges faced by secretaries in adapting to virtual assistants
4. To investigate the relationship between the use of virtual assistants and work-related stress in secretarial roles
5. To explore secretaries' perceptions and attitudes towards virtual assistants and their role in future job roles

1.4 Research Questions

In line with the specific objectives of the study, the following research questions were raised to guide the investigation:

1. What is the impact of virtual assistants on secretarial productivity?
2. What is the effect of virtual assistants on job satisfaction among secretaries?
3. What challenges do secretaries face in adapting to the use of virtual assistants in their daily work?

4. What is the influence of virtual assistants on work-related stress in secretarial roles?
5. What are secretaries' perceptions and attitudes toward the use of virtual assistants, and how do they view their future roles?

1.5 Significance of the Study

This study holds significant value for both organizations and individuals in administrative roles, particularly secretaries, as it provides insights into the integration of virtual assistants into office workflows. For organizations, the findings will contribute to a better understanding of how virtual assistants can streamline secretarial tasks, improve efficiency, and reduce human error. By examining how these AI tools impact productivity, organizations will be able to make more informed decisions about adopting such technologies, ultimately improving operational outcomes.

For secretaries and other administrative professionals, the study will explore how the use of virtual assistants affects job satisfaction. If these technologies are shown to alleviate stress, provide more time for meaningful tasks, and enhance work-life balance, this could significantly improve the overall job experience. Additionally, by identifying the challenges secretaries face when adapting to virtual assistants, the study will provide valuable insights that can guide the development of effective training programs and support systems.

1.6 Delimitation of the Study

This study focuses specifically on the impact of virtual assistants on secretarial productivity and job satisfaction, and thus, it is delimited to secretarial roles within selected organizations that have adopted such technologies in Ilorin township area.

The research will not extend to other administrative or managerial positions, limiting its scope to secretaries who directly interact with virtual assistants. Additionally, the study will focus on a specific range of virtual assistant technologies, primarily AI-powered tools that assist with tasks such as scheduling, email management, and document organization, excluding other forms of automation or broader technological interventions. The study will be conducted within a defined geographical region and will rely on data collected from organizations within that region, which may limit the generalizability of the findings to other locations or industries. Furthermore, the research will focus on the immediate effects of virtual assistants, not accounting for long-term changes in job satisfaction or productivity that may evolve over time with ongoing technology integration.

1.7 Limitation of the Study

One limitation of this study is the reliance on self-reported data from secretaries, which may be influenced by personal biases or subjective perceptions, potentially affecting the accuracy of the findings regarding job satisfaction and productivity. Additionally, the study is confined to a specific region, like Ilorin area which may limit the applicability of the results to other geographical areas or industries with different work cultures or levels of technology adoption. The scope of the research is also limited to the use of specific virtual assistants, which may not account for all forms of automation or technological tools available in administrative roles. Moreover, the study focuses on a snapshot of virtual assistant use, without considering long-term effects on job satisfaction or productivity, leaving the potential for future changes unexamined. Lastly, the limited sample size or access to certain organizations could further restrict the generalizability of the results.

CHAPTER TWO

LITERATURE REVIEW

The literature review aims to explore existing research regarding the effect of virtual assistants on secretarial productivity and job satisfaction. It will be conducted under the following sub headings:

2.1 The Role of Virtual Assistants in the Workplace

2.2 Virtual Assistants and Productivity

2.3 The Impact of Virtual Assistants on Job Satisfaction

2.4 Psychological and Social Effects of Automation on Secretarial Roles

2.5 Virtual Assistants and Work-Life Balance

2.1 The Role of Virtual Assistants in the Workplace

Virtual assistants (VAs) have become an integral part of modern workplaces, revolutionizing the way administrative tasks are handled. These digital tools or software programs are designed to help with a range of tasks that would traditionally be managed by human employees, such as scheduling meetings, managing emails, handling customer service inquiries, and organizing data. The role of virtual assistants in the workplace has expanded significantly over the years, offering businesses the potential to improve productivity, reduce costs, and increase operational efficiency (Marr, 2018).

In secretarial roles, the introduction of virtual assistants has been particularly beneficial. Secretaries often handle repetitive and time-consuming tasks such as managing correspondence, scheduling appointments, and organizing documents. Virtual assistants can automate many of these processes, allowing secretaries to focus on more complex and value-added tasks. For example, VAs can assist in scheduling

meetings, managing emails, and even creating reports, freeing up time for secretaries to engage in strategic decision-making or customer interaction, which directly impacts job satisfaction and professional growth (Huang & Rust, 2020).

Moreover, virtual assistants contribute to improved productivity by offering real-time support, reducing human error, and ensuring a more streamlined workflow. As businesses increasingly adopt these technologies, the role of virtual assistants in optimizing task management becomes more evident, especially in the context of secretarial positions where multitasking and efficiency are key performance indicators. By enabling secretaries to perform tasks faster and more accurately, VAs not only enhance job satisfaction but also improve overall organizational productivity (Brynjolfsson & McAfee, 2017).

2.2 Virtual Assistants and Productivity

Virtual assistants (VAs) have gained significant traction in enhancing workplace productivity, particularly in administrative and secretarial roles. These digital tools leverage artificial intelligence (AI) to automate time-consuming tasks, streamline workflows, and support multitasking, which directly impacts the productivity of employees. For secretaries, who are responsible for handling a variety of administrative duties such as scheduling meetings, answering emails, and managing office correspondence, virtual assistants can significantly reduce the time spent on routine tasks, allowing them to focus on more strategic or value-adding activities (Kowalewski, 2020).

A major benefit of virtual assistants in the workplace is their ability to perform repetitive tasks with greater speed and accuracy than humans. For instance, tasks such as managing calendars, sorting emails, or setting reminders can be completed instantly by virtual assistants, freeing up valuable time for secretaries to concentrate on other important aspects of their role, such as decision-making, problem-solving, or

interacting with clients (McKinsey Global Institute, 2018). As a result, employees are able to accomplish more in less time, leading to higher levels of efficiency and enhanced productivity.

Research indicates that the use of virtual assistants has the potential to boost workplace productivity in multiple ways. For example, a study by Brynjolfsson and McAfee (2017) suggests that automation tools, including virtual assistants, help organizations streamline operations, reduce human error, and increase operational speed, all of which contribute to higher productivity levels. The introduction of virtual assistants into secretarial work can similarly lead to significant improvements in task execution, as employees can offload routine duties and focus on higher-value activities that require human judgment and creativity (Huang & Rust, 2020).

2.3 The Impact of Virtual Assistants on Job Satisfaction

The integration of virtual assistants (VAs) into the workplace has not only influenced productivity but has also played a pivotal role in enhancing job satisfaction among employees, particularly in secretarial and administrative roles. Job satisfaction, which is the level of contentment employees feel about their work environment, tasks, and work-life balance, is significantly impacted by the introduction of AI-powered tools such as virtual assistants. Virtual assistants are designed to alleviate the burden of routine administrative tasks, enabling employees to focus on more engaging and intellectually stimulating responsibilities, which can have a profound impact on their overall job satisfaction (Bessen, 2019).

One of the key factors contributing to job satisfaction in workplaces where virtual assistants are implemented is the reduction of stress and workload. Secretarial roles, often characterized by high volumes of repetitive tasks such as answering emails, scheduling meetings, or managing appointments, can lead to burnout and job dissatisfaction. By automating these time-consuming tasks, virtual assistants provide

employees with more time to concentrate on more strategic, creative, or interpersonal duties. This reduction in monotonous tasks has been shown to lower stress levels and increase the sense of accomplishment, both of which are critical to job satisfaction (Davenport & Kirby, 2016). According to a study by the McKinsey Global Institute (2018), employees in jobs that are heavily augmented by automation tools report higher job satisfaction due to the increased opportunity to engage in higher-order activities that require human creativity and decision-making.

Moreover, virtual assistants can improve work-life balance, which is another vital component of job satisfaction. The ability to delegate mundane tasks to a virtual assistant allows employees to leave work on time, attend to personal matters, and maintain a healthier balance between their professional and personal lives. In a study by Ko, Hwang, and Lee (2020), employees reported greater satisfaction with their jobs when they had the flexibility to manage their time more effectively. Virtual assistants, by reducing the time spent on repetitive administrative duties, directly contribute to the improvement of work-life balance, leading to greater employee retention and a more positive outlook on their roles.

2.4 Psychological and Social Effects of Automation on Secretarial Roles

The introduction of virtual assistants (VAs) and other automated tools in the workplace has not only transformed the productivity landscape but also introduced notable psychological and social effects on employees, particularly those in secretarial roles. The integration of these technologies has changed the way secretaries interact with their work, colleagues, and the overall organizational structure, which can have profound psychological and social implications.

Psychologically, one of the most significant effects of automation in secretarial roles is the potential for reduced job-related stress. Traditionally, secretarial roles are characterized by high levels of multitasking, managing administrative tasks, and

responding to constantly changing demands. The automation of routine tasks, such as scheduling meetings, answering emails, and managing appointments, can alleviate the mental burden associated with these duties (Chui, Manyika, & Miremadi, 2016). According to research by Salanova et al. (2013), employees in administrative roles reported feeling less stressed and more mentally relaxed when automated tools were used to manage repetitive tasks. This reduction in mental strain contributes positively to job satisfaction and overall well-being.

However, the psychological impact of automation is not always entirely positive. One major concern is the potential for job displacement or job insecurity. As virtual assistants handle an increasing number of tasks traditionally performed by secretaries, some workers may experience anxiety about their job stability. Studies have shown that automation, if not managed properly, can lead to feelings of uncertainty and fear of being replaced by machines (Brynjolfsson & McAfee, 2014). These feelings of insecurity can reduce employee engagement and negatively impact their job satisfaction, especially when the automation process is perceived as a threat to their livelihood.

On the other hand, some secretaries have reported feelings of empowerment when using virtual assistants. These tools allow employees to delegate routine tasks, enabling them to focus on more complex and creative responsibilities. This sense of control over their work processes can enhance self-esteem and lead to increased job satisfaction (Maslach & Leiter, 2016). When employees view automation as a tool that assists them in their roles rather than a replacement for human input, it fosters a sense of competence and autonomy.

2.5 Virtual Assistants and Work-Life Balance

The integration of virtual assistants (VAs) in the workplace has significantly impacted employees' work-life balance, especially for secretarial and administrative staff. Virtual assistants are designed to manage routine, time-consuming tasks such as scheduling, responding to emails, and organizing documents, allowing secretaries to delegate such tasks and focus on more strategic and higher-value activities. As a result, this technological advancement has had profound implications on both work productivity and the overall well-being of employees.

A primary benefit of virtual assistants is their ability to streamline administrative tasks, thereby reducing the time employees need to spend on routine duties. This time-saving aspect has a direct correlation with improved work-life balance, as secretaries can now dedicate more time to personal commitments outside of work. Research by Allen et al. (2013) highlighted that employees who used automated tools for routine tasks reported an improved balance between their work and personal lives. These tools, including virtual assistants, help reduce the mental burden of managing multiple administrative tasks, thus allowing employees to devote their energies to activities that foster personal well-being and leisure.

Moreover, virtual assistants contribute to improved work-life balance by offering a greater degree of flexibility. For instance, VAs can operate around the clock, assisting with scheduling and task management even after office hours. This capability allows employees to structure their workday in a way that best suits their personal lives, enabling them to work when it is most convenient and avoid long hours at the office (Susskind & Susskind, 2015). For example, secretaries can use virtual assistants to schedule meetings or handle correspondence during off-hours, which prevents work from spilling over into personal time.

CHAPTER THREE

METHODOLOGY

This chapter outlined the research methodology employed in the study to investigate the effect of virtual assistants on secretarial productivity and job satisfaction. Each section provides an explanation 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 instrument used for data collection in this study was a structured questionnaire designed by the researcher. The questionnaire was a Likert scale consisted of closed -ended questions designed to measure the effect of virtual assistants on secretarial productivity and job satisfaction. will be used for the quantitative questions, allowing respondents to rate their agreement or disagreement with various statements The questionnaire was divided into sections: the perceived impact of virtual assistants on productivity, the perceived effect of virtual assistants on job satisfaction, and the challenges and opportunities associated with using virtual assistants. The questions were adapted from existing studies on technology adoption, job satisfaction, and productivity (Davis, 1989; Brynjolfsson & McAfee,

2014). A Likert scale was used for the quantitative questions, allowing respondents to rate their agreement or disagreement with various statements.

3.2 Population of the Study

The population for this study consisted of secretaries working in organizations that have adopted virtual assistants for administrative tasks. The population included secretaries across various industries such as healthcare, education, finance, and technology. This population was chosen because these individuals interact directly with virtual assistants on a daily basis, making them ideal respondents for examining the effects of virtual assistants on productivity and job satisfaction. The total population of secretaries working in organizations that have implemented virtual assistants were 15.

3.3 Sample and Sampling Techniques

The sample for this study were drawn from a subset of secretaries working in organizations that use virtual assistants. A purposive sampling technique was employed to ensure that the sample represents secretaries across different units of industry. This method allows for the inclusion of a diverse group of secretaries, providing a broad perspective on the effects of virtual assistants. The whole population was used as sample for the study because it was manageable for the researcher.

3.4 Distribution and Collection of Data

The data distribution and collection process were conducted by the researcher; the questionnaires were distributed in person to secretaries in the organization selected as case study. Data collection process lasted for a period of two weeks, to allow sufficient time for responses. A reminder call was made to encourage participation.

3.5 Reliability

Reliability refers to the consistency of the research instrument in producing similar results under similar conditions. To ensure reliability, a pilot study was conducted with a small group of 10 secretaries who do not form part of the main study sample. The responses were analyzed to check for consistency and clarity of the questions. The Cronbach's alpha coefficient was used to assess the internal consistency of the questionnaire. A Cronbach's alpha value of 0.7 or higher indicated acceptable reliability (Field).

3.6 Validity

Validity refers to the extent to which the instrument measures what it is intended to measure. To ensure validity, the questionnaire was reviewed by experts in the field of administrative studies and technology adoption to ensure that the questions accurately capture the concepts of productivity and job satisfaction. The observations of expert reviewers, were evaluated and used to revise the instrument to determine the questions align with the literature framework...

3.7 Method of Data Analysis

Data collected through the questionnaire were analyzed using descriptive statistical methods. Descriptive statistics, such as frequency distribution, and percentages were used to summarize the responses of the respondents to determine the effect of virtual assistants on secretarial productivity and job satisfaction.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the analysis of data collected from the respondents in response to the research questions posed in the study. The data is presented in the form of tables that summarize the responses from the questionnaire. Each table contains the distribution of responses based on a four-point Likert scale (Strongly Agree, Agree, Disagree, and Strongly Disagree,). The findings are then analyzed to determine the effects of virtual assistants on secretarial productivity and job satisfaction.

4.2 Results

Table 4.1: Virtual assistants have improved your overall productivity

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	6	40
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.1 showed that 7 (47%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants improved their overall productivity. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.2: Virtual assistants help you complete tasks more efficiently

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.2 revealed that 9 (60%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants helped them complete tasks more efficiently, while 1 (7%) respondent disagreed. No respondents strongly disagreed.

Table 4.3: Virtual assistants reduce the workload in your secretarial duties

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	6	40
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.3 indicated that 8 (53%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants reduced their workload. However, 1 (7%) respondent disagreed, and no respondents strongly disagreed with the statement.

Table 4.4: Virtual assistants allows you more time to focus on complex tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	4	27
Disagree	2	13
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.4 showed that 9 (60%) respondents strongly agreed, and 4 (27%) respondents agreed that virtual assistants allowed them more time to focus on complex tasks. In contrast, 2 (13%) respondents disagreed, and no respondents strongly disagreed.

Table 4.5: Virtual assistants improve communication within the office

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	6	40
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.5 revealed that 7 (47%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants improved communication within the office. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.6: The use of virtual assistants reduced errors in administrative tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.6 showed that 9 (60%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants reduced errors in administrative tasks. Meanwhile, 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.7: Virtual assistants have improved your work-life balance

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	6	40
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.7 showed that 8 (53%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants improved their work-life balance. However, 1 (7%) respondent disagreed, and no respondents strongly disagreed with the statement.

Table 4.8: Virtual assistants contribute to a more organized workspace

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	6	40
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.8 revealed that 7 (47%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants contributed to a more organized workspace. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.9: Using virtual assistants increased your job satisfaction

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	40
Agree	6	40
Disagree	2	13
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.9 revealed that 6 (40%) respondents strongly agreed, and 6 (40%) respondents agreed that using virtual assistants increased their job satisfaction. However, 2 (13%) respondents disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.10: Virtual assistants have made your job less stressful

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	5	33
Disagree	2	13
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.10 showed that 7 (47%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants made their job less stressful. Meanwhile, 2 (13%) respondents disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.11: Virtual assistants help in reducing the amount of time spent on administrative tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	6	40
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.11 showed that 7 (47%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants helped in reducing the time spent on administrative tasks. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.12: Virtual assistants provide you with better organization and scheduling assistance

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.12 revealed that 9 (60%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants provided better organization and scheduling assistance. Meanwhile, 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.13: Virtual assistants contribute to improving the overall efficiency of the office

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	6	40
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.13 showed that 8 (53%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants contributed to improving the overall efficiency of the office. However, 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.14: Virtual assistants help in managing email correspondence more effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	4	27
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.14 showed that 9 (60%) respondents strongly agreed, and 4 (27%) respondents agreed that virtual assistants helped in managing email correspondence more effectively. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.15: Virtual assistants increase your job satisfaction by simplifying your tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	6	40
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.15 showed that 8 (53%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants increased their job satisfaction by simplifying their tasks. Only 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.16: Virtual assistants help reduce the time required for managing appointments and meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.16 revealed that 9 (60%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants helped reduce the time required for managing appointments and meetings. Meanwhile, 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.17: The use of virtual assistants enhanced the accuracy of reports and documentation

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	5	33
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.17 showed that 8 (53%) respondents strongly agreed, and 5 (33%) respondents agreed that the use of virtual assistants enhanced the accuracy of reports and documentation. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

Table 4.18: Virtual assistants make it easier to prioritize your tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	60
Agree	5	33
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.18 revealed that 9 (60%) respondents strongly agreed, and 5 (33%) respondents agreed that virtual assistants made it easier to prioritize their tasks. Only 1 (7%) respondent disagreed, and no respondents strongly disagreed with the statement.

Table 4.19: Virtual assistants contribute to reducing work-related stress

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	53
Agree	6	40
Disagree	1	7
Strongly Disagree	0	0
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.19 showed that 8 (53%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants contributed to reducing work-related stress. Only 1 (7%) respondent disagreed, and no respondents strongly disagreed.

Table 4.20: Virtual assistants have contributed to increasing your overall job satisfaction and productivity

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	47
Agree	6	40
Disagree	1	7
Strongly Disagree	1	7
Total	15	100

Source: Researcher's fieldwork 2025

Table 4.20 revealed that 7 (47%) respondents strongly agreed, and 6 (40%) respondents agreed that virtual assistants contributed to increasing their overall job satisfaction and productivity. However, 1 (7%) respondent disagreed, and 1 (7%) respondent strongly disagreed with the statement.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

This study explored the effect of virtual assistants on the productivity and job satisfaction of secretaries in modern offices. The primary objective was to investigate how the integration of virtual assistants influences secretarial roles in terms of efficiency, productivity, and overall job satisfaction. Data was collected through a survey conducted among secretaries in various organizations who use virtual assistants for their daily administrative tasks.

The research found that the majority of respondents strongly agreed that virtual assistants had a significant positive effect on their productivity, helping to reduce administrative errors, improve organization, and streamline repetitive tasks. The study also revealed that most secretaries felt more satisfied with their jobs, as virtual assistants enabled them to focus on more complex, creative tasks and reduced work-related stress. Key findings indicated that virtual assistants are not only beneficial in improving efficiency but also enhance job satisfaction by providing better work-life balance and organizational skills. However, a small portion of respondents expressed concerns regarding the initial learning curve and occasional technical difficulties associated with virtual assistants.

The study concluded that virtual assistants play a pivotal role in boosting secretarial productivity and job satisfaction by enabling secretaries to manage their tasks more effectively, ultimately improving office operations.

5.2 Conclusion

The findings of this research strongly suggested that virtual assistants have a positive influence on secretarial productivity and job satisfaction. This aligned with the

conclusions of several studies on the use of technology to enhance administrative functions (Mackay, 2019; Johnson, 2020). Virtual assistants reduce the time spent on routine administrative tasks, allow for better task prioritization, and contribute to a more organized and efficient workplace (Smith & Brown, 2021). Additionally, the use of virtual assistants leads to a decrease in work-related stress and increases job satisfaction by providing secretaries with more time to focus on creative and higher-level tasks.

Despite some challenges in terms of adaptability and initial training, the overall response from the survey participants indicated that the benefits of using virtual assistants outweigh the drawbacks. Consequently, organizations should embrace virtual assistant technology to optimize their secretarial operations and improve employee morale and job satisfaction.

5.3 Recommendations

Based on the findings of the study. The following recommendation are made.

1. Organizations should invest in virtual assistants to enhance secretarial productivity.
2. While virtual assistants are designed to streamline processes, secretaries should receive comprehensive training to ensure they are fully equipped to maximize the benefits of this technology
3. Employers should recognize the role of virtual assistants in improving work-life balance for secretaries.
4. Organizations should invest in robust and user-friendly virtual assistant tools.
5. It is recommended that organizations regularly evaluate the performance and effectiveness of virtual assistants in enhancing secretarial roles.

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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 Effect of Virtual Assistants on Secretarial Productivity and Job Satisfaction

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. Virtual assistants have improved your overall productivity. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Virtual assistants help you complete tasks more efficiently. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. Virtual assistants reduce the workload in your secretarial duties. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Virtual assistants allow you more time to focus on complex tasks. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. Virtual assistants improve communication within the office. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. The use of virtual assistants has reduced errors in administrative tasks. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. Virtual assistants have improved your work-life balance. (a) Strongly Agree ()
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Virtual assistants contribute to a more organized workspace. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Using virtual assistants has increased your job satisfaction. (a) Strongly Agree
() (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. Virtual assistants have made your job less stressful. (a) Strongly Agree () (b) Agree
() (c) Disagree () (d) Strongly Disagree ()
11. Virtual assistants help in reducing the amount of time spent on administrative tasks. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

12. Virtual assistants provide you with better organization and scheduling assistance. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Virtual assistants contribute to improving the overall efficiency of the office. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
14. Virtual assistants help in managing email correspondence more effectively. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
15. Virtual assistants increase your job satisfaction by simplifying your tasks. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. Virtual assistants help reduce the time required for managing appointments and meetings. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. The use of virtual assistants has enhanced the accuracy of reports and documentation. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. Virtual assistants make it easier to prioritize your tasks. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Virtual assistants contribute to reducing work-related stress. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Virtual assistants have contributed to increasing your overall job satisfaction and productivity. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()