EXPLORING THE ROLES OF TECHNOLOGY IN ADVANCING SECRETATIAL PRACTICE IN MODERN OFFICES

BY

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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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This project is dedicated to Almighty Allah and my Parent, Mr and Mrs Bodunde.

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LIST OF TABLES

TABLE OF CONTENTS

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The role of secretaries in modern offices has undergone significant transformation in recent years, largely due to the rapid advancements in technology. In the past, secretarial duties were confined to administrative and clerical tasks such as answering phones, managing schedules, and preparing correspondence. However, with the increasing adoption of digital tools, these traditional roles have evolved into more dynamic functions, integrating various technological platforms that enhance productivity, communication, and information management.

Technology has become a key enabler in the workplace, with the advent of innovations such as cloud computing, artificial intelligence (AI), virtual assistants, and collaborative tools. These advancements have redefined secretarial practices, empowering secretaries to perform tasks with greater efficiency, accuracy, and flexibility. For instance, digital scheduling tools and virtual assistants have streamlined calendar management, while cloud-based storage systems have improved document access and collaboration. Furthermore, the use of email, instant messaging, and video conferencing has transformed communication in the office, making remote work and cross-team collaboration more feasible.

Despite the numerous benefits that technology brings, there are challenges associated with its integration into secretarial practices. These include the need for continuous skill development, the potential for technology-related stress, and concerns about job displacement due to automation. As the role of secretaries evolves, it is crucial to understand how technology can be best leveraged to enhance their capabilities, ensure

efficiency, and address the potential drawbacks that accompany technological advancements.

The exploration of these themes is essential for understanding the future trajectory of secretarial practices in modern offices. By analyzing the roles of technology in these practices, this study seeks to identify best practices and provide insights into how secretaries can adapt to and thrive in an increasingly digital workplace.

1.2 Statement of the Problem

In the contemporary workplace, the role of the secretary has evolved dramatically, influenced largely by technological advancements. The integration of digital tools and systems has revolutionized office environments, enabling secretarial professionals to manage tasks with greater efficiency, accuracy, and speed. However, while the application of technology in office management has been lauded for enhancing productivity and communication, there remains a gap in understanding the full scope of its impact on secretarial practices, particularly in terms of both opportunities and challenges.

Despite the numerous technological innovations available—such as cloud-based tools, AI-driven software, automation, and digital communication platforms—many secretaries face difficulties in adapting to these rapidly changing technologies. A major concern is the continuous need for skill development and training to effectively use these technologies, as many administrative professionals may not possess the necessary technical expertise or may experience resistance to change. Furthermore, there is limited research on the long-term effects of technology adoption on the roles of secretaries, particularly in relation to job displacement, job satisfaction, and work-life balance.

Moreover, while technological advancements have streamlined some administrative functions, there is a concern that automation may reduce the need for human

intervention in certain tasks, leading to a potential devaluation of traditional secretarial roles. This creates uncertainty regarding the future of secretarial professions, raising questions about whether technology is enhancing or diminishing the profession.

1.3 Objectives of the Study

The primary objective of this study is to explore the roles of technology in advancing secretarial practices in modern office environments. This exploration will focus on understanding both the positive impacts and the challenges technology introduces in secretarial roles. The specific objectives of the study are as follows:

1. To examine the impact of technology on secretarial tasks and responsibilities

2. To analyze the benefits and challenges associated with the integration of technology in secretarial practice

3. To assess the role of secretarial professionals in adapting to technological changes

4. To investigate the potential for job displacement due to automation in secretarial roles

5. To provide strategies for optimizing the use of technology in secretarial practice

1.4 Research Questions

This study aims to explore the roles of technology in advancing secretarial practices in modern offices. The research will focus on the impact of technology on secretarial tasks, the challenges and benefits faced by secretaries in adopting technological tools, and the evolving nature of secretarial roles in the digital era. The primary research questions for this study are as follows:

1. What is the impact of technology on transformed traditional secretarial tasks and responsibilities in modern office settings?

2. What are the benefits and challenges associated with the integration of technology in secretarial practices?

3. To what extent do secretarial professionals adapt to and embrace new technologies in their roles?

4. What is the influence of automation and AI on the demand for secretarial roles and job satisfaction?

5. What strategies can organizations implement to optimize the use of technology in secretarial practice?

1.5 Significance of the Study

The significance of this study lies in its potential to provide valuable insights into the evolving role of secretarial professionals in the context of rapidly advancing technology. As technology continues to shape workplace dynamics, understanding its impact on secretarial practices is critical not only for secretaries themselves but also for organizations seeking to optimize their administrative functions. The findings of this research will contribute to the broader conversation about how digital transformation is redefining traditional office roles and responsibilities.

For secretarial professionals, this study will offer a deeper understanding of the ways in which technology can be leveraged to improve productivity, enhance job satisfaction, and reduce manual workloads. It will also address the challenges that come with technological integration, such as the need for continuous training and the potential for job displacement. By examining how secretaries adapt to and embrace

new technologies, this study will provide a roadmap for individuals in administrative roles to navigate the evolving demands of their profession.

1.6 Delimitation of the Study

This study will focus on the roles of technology in advancing secretarial practices within modern office environments, specifically examining administrative professionals working in corporate and organizational settings. The research will be limited to technology that is widely adopted in contemporary offices, such as word processing software, cloud-based tools, virtual assistants, and communication platforms like email and video conferencing.

The study will not explore the impact of technology in non-office or remote work environments in detail, nor will it include a comprehensive analysis of more niche technologies (e.g., specialized industry software or emerging AI tools) that have not yet become mainstream in secretarial practices. Furthermore, while the research will address the challenges and benefits of technology adoption, it will not delve deeply into technical aspects of these tools or their development processes but will instead focus on their practical applications for secretaries.

1.7 Limitation of the Study

This study is subject to several limitations that may affect the generalizability of its findings. Firstly, the research is confined to a specific secretarial professionals working in mid- to large-sized organizations, meaning the findings may not apply to smaller businesses or freelance administrative professionals who may have different experiences with technology. Additionally, the study will focus primarily on the technologies most commonly used in modern offices, such as word processors, cloud tools, and communication platforms, potentially overlooking emerging technologies or specialized tools used in particular industries.

CHAPTER TWO

LITERATURE REVIEW

This literature review explores the impact of technology in advancing secretarial practices in modern offices. It examines how digital tools and automation have transformed traditional secretarial roles, enhanced efficiency and creating new challenges. The review highlights key areas of change, including automation, artificial intelligence, and the need for ongoing training. Hence, the review will be presented under the following sub headings.

2.1 Overview of Secretarial Practice in Modern Offices

2.2 The Role of Technology in Advancing Secretarial Functions

2.3 Automation and Artificial Intelligence (AI) in Secretarial Work

2.4 Benefits of Technology in Secretarial Practice

2.5 Challenges of Integrating Technology in Secretarial Work

2.1 Overview of Secretarial Practice in Modern Offices

The role of secretaries in modern office environments has undergone a significant transformation due to the rapid advancement of technology. Traditionally, secretaries were primarily responsible for handling routine administrative tasks such as answering phones, managing schedules, arranging meetings, and preparing documents (Williams & Telford, 2021). These tasks were largely manual and required substantial time and effort to perform. However, with the advent of digital technologies and automation, secretarial roles have evolved into positions that demand more technical skills and strategic thinking (Cohen & Lee, 2020).

In today's digital age, secretaries are expected to manage various digital communication platforms, such as email, instant messaging, and video conferencing

tools, ensuring smooth communication across the organization (Harris, 2020). They play a critical role in facilitating virtual meetings and conferences, a function that has become increasingly essential, especially during the rise of remote work and hybrid office models (Smith & Parker, 2022). The use of cloud-based technologies has also expanded the secretarial role, as secretaries are now responsible for overseeing the management, storage, and sharing of digital documents in secure, collaborative environments (Johnson & Roberts, 2021).

Moreover, the integration of automation in office management has allowed secretaries to reduce the time spent on repetitive tasks, such as data entry and document filing. Automated tools have streamlined these functions, making them more efficient and freeing up time for secretaries to focus on higher-level tasks, such as project management, decision-making support, and strategic planning (Williams & Telford, 2021). These technological advancements have not only increased productivity but also redefined the secretary's position in terms of value to the organization.

2.2 The Role of Technology in Advancing Secretarial Functions

Technology has played a transformative role in advancing secretarial functions, empowering secretaries to execute tasks with increased efficiency, precision, and ease. One of the most significant advancements has been the adoption of cloud storage systems, which have revolutionized the way documents are stored and accessed. Traditional filing cabinets have been replaced by secure cloud-based platforms that allow secretaries to store, organize, and retrieve documents from any location, at any time. This flexibility is particularly valuable in modern workplaces, where remote work and flexible working hours have become the norm (Jackson & Brown, 2018). As a result, secretaries can now share documents and collaborate with colleagues in real time, leading to improved communication and greater organizational efficiency (Miller & Johnson, 2020).

In addition to cloud storage, digital tools for scheduling, communication, and data management have automated many routine tasks that were once time-consuming and labor-intensive. Tools like electronic calendars, automated email systems, and scheduling software have streamlined the process of managing appointments, meetings, and internal communications (Kumar & Patel, 2018). These tools have significantly reduced the amount of time secretaries spend on administrative duties, enabling them to allocate more time to higher-value tasks such as project management, strategic planning, and executive support (Roberts & Evans, 2019).

Furthermore, advances in data management and automation have empowered secretaries to take on more complex tasks with greater ease, precision, and efficiency. For instance, document automation software has drastically streamlined processes that were once manual and time-consuming, such as drafting reports, generating invoices, and creating presentations. By automating these tasks, secretaries can now focus on higher-level responsibilities, which enhances the accuracy of work and reduces the likelihood of human error (Sharma & Desai, 2021). This shift allows secretaries to contribute to more strategic tasks, such as project coordination, data analysis, and management reporting, which were previously outside their traditional scope of duties (Stewart & Anderson, 2019).

Moreover, with the adoption of data management software, secretaries are able to efficiently handle vast amounts of information, such as employee records, customer data, and financial documents, without the risk of data loss or misplacement. Automated systems not only ensure the accuracy of the information but also provide better tracking and reporting capabilities, which are essential for organizational decision-making (Williams & Brown, 2020).

2.3 Automation and Artificial Intelligence (AI) in Secretarial Work

The integration of artificial intelligence (AI) and automation has significantly transformed secretarial work, offering both substantial improvements in efficiency and the potential for reshaping the future of the profession. AI-driven tools, including virtual assistants and automated scheduling software, have drastically reduced the time secretaries spend on routine administrative tasks. Virtual assistants such as Siri, Alexa, or Google Assistant have become invaluable in managing daily schedules, setting reminders, responding to emails, and even handling calls, all with minimal human input (Williams & Telford, 2021). These technologies have allowed secretaries to focus more on high-level responsibilities while automating time-consuming administrative tasks that once consumed a considerable portion of their workday (Hartman, 2019).

Moreover, AI-powered tools for document creation and data management, such as predictive text, voice-to-text transcription software, and automated email sorting, have streamlined the preparation and organization of office documentation. For example, predictive text tools help in drafting emails or documents faster, while automated systems can prioritize and filter incoming emails based on urgency or relevance, making secretarial work more efficient and less prone to error (Harris & Evans, 2020). These tools, along with advanced automation systems, contribute to improved productivity and a more seamless workflow, enhancing the overall quality of office operations.

However, while these advancements bring clear benefits, they also raise concerns about the future of secretarial roles. Automation and AI, by reducing the need for certain manual tasks, have led to fears of job displacement, especially in areas traditionally dominated by secretarial professionals. The increased reliance on AI to manage basic office functions may result in a reduced demand for secretaries performing routine administrative tasks, raising questions about job security in the

sector (Cohen & Lee, 2020). Despite this, many experts argue that AI and automation can complement the role of secretaries by allowing them to take on more strategic and value-driven tasks, positioning them as key players in the digital workplace rather than replacing them entirely (Kumar & Patel, 2020).

2.4 Benefits of Technology in Secretarial Practice

The integration of technology into secretarial practices has led to several significant benefits, revolutionizing the way secretaries perform their duties. One of the most notable advantages is the marked improvement in efficiency and productivity. The automation of routine and repetitive tasks, such as data entry, document filing, and scheduling, has allowed secretaries to redirect their time and energy toward more complex and strategic activities, such as project management, decision-making, and communicating with key stakeholders (Jackson & Brown, 2018). Automation tools like automated document creation and scheduling software have drastically reduced the time needed to complete menial tasks, providing secretaries with the opportunity to contribute more meaningfully to the broader organizational goals (Kumar & Patel, 2018).

Moreover, technology has greatly enhanced communication and collaboration within organizations. Tools like email, instant messaging, and video conferencing platforms have enabled more efficient and seamless communication among teams, both within and across organizational boundaries. These technological advancements have been particularly important in facilitating remote work and global collaboration, allowing secretaries to manage correspondence, coordinate meetings, and facilitate virtual conferences with ease (Hartman, 2019). Video conferencing tools such as Zoom and Microsoft Teams have made it easier for secretaries to organize virtual meetings, saving both time and resources typically spent on travel and in-person meetings (Williams & Brown, 2020). This is especially crucial in today's globalized work environment, where teams often span multiple time zones and locations.

Furthermore, cloud-based systems have allowed secretaries to access, store, and share documents from virtually anywhere, fostering greater flexibility and enhancing collaboration between departments or offices across different locations (Jackson & Brown, 2018). These cloud-based platforms have also contributed to better document management, reducing the risk of misplaced or lost documents and enhancing security through advanced encryption and data protection measures (Sharma & Desai, 2021).

2.5 Challenges of Integrating Technology in Secretarial Work

Despite the many advantages of integrating technology into secretarial work, several challenges remain that need to be addressed. One of the most pressing issues is the continuous need for training and skill development. As technology evolves at a rapid pace, secretaries must constantly stay up-to-date with new tools, software, and platforms to maintain their effectiveness in their roles (Kumar & Patel, 2018). This can be particularly challenging for individuals who may not be as tech-savvy or who have limited access to regular training opportunities. As new technology emerges, secretaries often face the burden of learning complex systems, which can result in stress, frustration, and a decrease in job satisfaction (Williams & Telford, 2021). Such challenges can hinder productivity and may lead to burnout if not adequately addressed.

Additionally, while technology offers many benefits, there is concern about an over-reliance on automated systems and digital tools. The increasing automation of administrative tasks, such as scheduling, data entry, and communication, could potentially reduce the need for human intervention, leading to concerns about job displacement or the erosion of traditional secretarial roles (Cohen & Lee, 2020). As tasks become more automated, secretaries may feel that their skills are becoming obsolete or that their job security is at risk. This fear of technological redundancy has raised concerns about how to balance technology with human oversight in the workplace. Some secretaries report a sense of loss of autonomy, as they are required

to work alongside machines that can perform routine tasks with little or no input from them (Cohen & Lee, 2020).

Moreover, while automation and artificial intelligence (AI) can streamline tasks, they also introduce new risks related to security and privacy. With an increasing amount of sensitive office data being stored and shared online through cloud systems and digital platforms, secretaries face the challenge of ensuring that this data is protected against unauthorized access, breaches, or cyberattacks (Sharma & Desai, 2021). The responsibility of safeguarding confidential information often falls on secretaries, which can be overwhelming, particularly when they are not provided with adequate training or resources to handle such risks effectively (Williams & Telford, 2021).

CHAPTER THREE

METHODOLOGY

This chapter describes the methodology used to explore the role of technology in advancing secretarial practices in modern office. The methodology discussed the following listed sub titles.

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 for data collection in this study is a structured questionnaire designed by the researcher. The questionnaire is a Likert scale consisted of closed-ended questions, to gather data on the roles of technology in advancing secretarial practices in modern offices. Called (TROTIASPIMO) The questions address various aspects such as the types of technological tools, relevant to secretarial practice the challenges faced in using these tools, and the perceived effectiveness of these tools. The structured format of the questionnaire allows for consistent data collection, making it easier to compare No. of Respondents across all participants

3.2 Population of the Study

The population for this study consists of secretarial professionals working in the organization used as case study that have adopted digital tools and technologies. The target population includes administrative assistants, office managers, executive assistants, and other office personnel who are involved in clerical and administrative duties. The study focuses on urban office environments, where technological adoption is more prevalent, to ensure the relevance and accuracy of the findings. A total population of 10 secretaries were identified for the study.

3.3 Sample and Sampling Techniques

A purposive sampling technique were used to select participants for the study. Purposive sampling allows the researcher to select participants who have specific experience with technology in secretarial practices. The sample consisted of 10 secretarial professionals from organization used as case study. These participants were chosen based on their involvement in administrative tasks and their use of technology in their roles. This sample size was chosen because it was manageable for the researcher due to the study's focus on gathering detailed insights from a smaller group of professionals actively engaged with technology in their daily work.

3.4 Distribution and Collection of Data

The questionnaire will be distributed personally by the researcher to the selected participants physically at their work place. Given that all participants are assumed to be familiar with digital tools,. The data collection took place over a period of two weeks, with a reminder sent one week after the initial distribution to encourage higher response rates.

3.5 Reliability

The reliability of the instrument was tested using a pilot study, conducted with a small group of 6 secretaries who are not part of the main study. The No. of Respondents from the pilot test were analyzed using the Cronbach's Alpha coefficient, a measure of internal consistency. A Cronbach's Alpha value of 0.7 or higher indicated that the questionnaire is reliable for the main study. The pilot study help identify any ambiguous or unclear questions, allowing for adjustments before the final distribution

3.6 Validity

To ensure the validity of the instrument, content validity will be established by reviewing the questionnaire with experts in the field of office administration and Office Technology and management. These experts will assess whether the questions effectively address the key aspects of the research topic. Additionally, face validity will be confirmed through feedback from experts to ensure it is understandable and relevant. Furthermore, construct validity will be ensured by aligning the questions with the specific objectives of the study, which focuses on technology tools, on secretarial practice, in modern offices.

3.7 Method of Data Analysis

Data analysis will primarily involve quantitative methods. The data collected from the closed-ended questions will be analyzed using descriptive statistics, including frequencies, and Percentage (%)s. This will help provide an overview of the extent to which secretaries use technology, the perceived benefits of technology, and challenges faced during the integration process. These results will allow for a clear understanding of the role of technology in advancing secretarial practices in modern offices.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the analysis of data on how technology impacts secretarial practices in modern offices. The No. of Respondents from 10 secretaries are analyzed and displayed in tables, followed by brief interpretations of the findings.

4.2 Results

4.1 Technology Significantly Enhanced the Efficiency of Secretarial Tasks

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

Source: Researcher's Fieldwork 2025

Table 4.1 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that technology has significantly enhanced the efficiency of their secretarial tasks, while 1 (10%) respondent disagreed with the statement. No respondents strongly disagreed.

4.2 Secretaries Frequently Use Digital Tools for Scheduling and Communication

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

Source: Researcher's Fieldwork 2025

Table 4.2 showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that they frequently use digital tools for scheduling and communication, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.3 Automation Helped Reduce the Time Spent on Repetitive Tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.3 showed   that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that automation has helped reduce the time spent on repetitive tasks, while 1 (10%) respondent disagreed. No respondents strongly disagreed.

4.4 Secretaries are Satisfied with the Integration of Technology into Their Work

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

Source: Researcher's Fieldwork 2025

Table 4.4 showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that they are satisfied with the integration of technology into their work, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.5 Secretaries Face Challenges When Using Technology in Their Daily Tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	3	30
Agree	5	50
Disagree	2	20
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.5 showed that 3 (30%) respondents strongly agreed and 5 (50%) respondents agreed that they face challenges when using technology, while 2 (20%) respondents disagreed with the statement. No respondents strongly disagreed.

4.6 Secretaries need Training to Effectively Use Technology

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

Source: Researcher's Fieldwork 2025

Table 4.6 showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that secretaries need training is necessary to effectively use technology, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.7 Technology Improved Communication Efficiency of secretaries Within the Office

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

Source: Researcher's Fieldwork 2025

Table 4.7 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that technology improved communication efficiency of secretaries within the office, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.8 Secretaries Believe Artificial Intelligence (AI) Will Impact Their Roles

Options	No. of Respondents	Percentage (%)
Strongly Agree	4	40
Agree	4	40
Disagree	2	20
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.8 showed that 4 (40%) respondents strongly agreed and 4 (40%) respondents agreed that artificial intelligence (AI) will impact their roles, while 2 (20%) respondents disagreed. No respondents strongly disagreed with the statement.

4.9 Technology Has Enhanced Your Work-Life Balance

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

Source: Researcher's Fieldwork 2025

Table 4.9 shows that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that technology has enhanced their work-life balance, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.10 Secretaries Use Technology for Data Entry and Record Keeping

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.10 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that they use technology for data entry and record-keeping, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.11 Secretaries Rely on Cloud-Based Tools for Collaborative Work

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

Source: Researcher's Fieldwork 2025

Table 4.11 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that they rely on cloud-based tools for collaborative work, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.12 The Use of Technology Improved the Accuracy of Secretarial Work

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	80
Agree	2	20
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.12 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that the use of technology has improved the accuracy of secretarial work, with no respondents disagreeing or strongly disagreeing.

4.13 Secretaries Use Technology to Manage Office Supplies and Inventory

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

Source: Researcher's Fieldwork 2025

Table 4.13 showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that they use technology to manage office supplies and inventory, while 1 (10%) respondent disagreed. No respondents strongly disagreed with the statement.

4.14: Technology has Helped Improve the Security of Confidential Office Information

Options	No. of Respondents	Percentage (%)
Strongly Agree	6	60
Agree	4	40
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.14 showed that 6 (60%) respondents strongly agreed and 4 (40%) respondents agreed that technology has helped improve the security of confidential office information, with no respondents disagreeing or strongly disagreeing.

4.15 Secretaries Feel More Productive Due to the Implementation of Technology in Their Roles

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.15 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that they feel more productive due to the implementation of technology in their roles, while 1 (10%) respondent disagreed. No respondents strongly disagreed.

4.16 The Use of Technology Enhanced the Secretarial Profession's Reputation

Options	No. of Respondents	Percentage (%)
Strongly Agree	5	50
Agree	3	30
Disagree	2	20
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.16 showed that 5 (50%) respondents strongly agreed and 3 (30%) respondents agreed that the use of technology has enhanced the secretarial profession's reputation, while 2 (20%) respondents disagreed. No respondents strongly disagreed.

4.17 Secretaries Feel That Technology Reduces Their Workload

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

Source: Researcher's Fieldwork 2025

Table 4.17 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that technology reduces their workload, while 1 (10%) respondent disagreed. No respondents strongly disagreed.

4.18 Secretaries Use Technology for Meeting and Event Coordination

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

Source: Researcher's Fieldwork 2025

Table 4.18 showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that they use technology for meeting and event coordination, while 1 (10%) respondent disagreed. No respondents strongly disagreed.

4.19 Technology Reduced the Need for Manual Paperwork in Secretarial Tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	80
Agree	2	20
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.19 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that technology has reduced the need for manual paperwork in secretarial tasks, with no respondents disagreeing or strongly disagreeing.

4.20 Secretaries Feel That Technology Helps Them Manage Their Time More Effectively

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	70
Agree	3	30
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's Fieldwork 2025

Table 4.20 showed that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that technology helps them manage their time more effectively, with no respondents disagreeing or strongly disagreeing.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

This study explored the role of technology in advancing secretarial practice in modern offices, focusing on how technological tools and innovations enhance secretarial tasks, increase productivity, and improve communication within organizations. It examined various aspects of technology adoption in office environments, including automation, digital tools, cloud-based solutions, and the integration of artificial intelligence (AI). The research revealed that technology significantly enhances the efficiency of secretarial work, streamlines repetitive tasks, and supports better work-life balance for secretaries. Respondents indicated that technology facilitated communication, data management, and office coordination while also reducing manual paperwork. However, the study also highlighted challenges related to technology adoption, including the need for ongoing training and occasional technical difficulties.

The findings suggest that secretarial roles are evolving with the integration of technology, with secretaries increasingly relying on digital tools for scheduling, communication, record-keeping, and collaborative work. Additionally, technology is improving accuracy, security, and overall productivity in secretarial functions. Nevertheless, some barriers, such as insufficient training and occasional technological challenges, were noted. Overall, the study underscores the importance of embracing technology to modernize secretarial practice and improve office efficiency.

5.2 Conclusion

In conclusion, technology has proven to be a transformative force in advancing secretarial practice in modern offices. The integration of digital tools, automation, and artificial intelligence has revolutionized administrative tasks, making them more

efficient and less time-consuming. The study demonstrated that technology plays a critical role in enhancing productivity, communication, and job satisfaction among secretaries. However, for technology to reach its full potential, ongoing training and proper support systems must be in place to ensure secretaries can effectively utilize new tools.

Despite challenges like technical issues and the need for continuous learning, the overall impact of technology on the secretarial profession has been positive. It has enabled secretaries to focus on more value-added tasks and improve the quality of their work, thus elevating the profession's role in modern organizations.

5.3 Recommendations

Based on the findings of the study the following recommendation were made.

1. To ensure that secretaries can fully utilize technological tools, regular training and skill development programs should be implemented.

2. Organizations should invest in robust technological infrastructure, including software and hardware, to ensure smooth integration and functionality of digital tools used by secretaries.

3. A dedicated support system should be available for secretaries to address

4. Organizations should consider further integrating artificial intelligence (AI) and automation tools into secretarial tasks.

5. To improve collaboration, secretaries should be encouraged to use cloud-based tools for file sharing, communication, and project management.

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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 Exploring The Roles of Technology in Advancing 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. Technology significantly enhanced the efficiency of secretarial tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

2. Secretaries frequently use digital tools for scheduling and communication. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

3. Automation helped reduce the time spent on repetitive tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

4. Secretaries are satisfied with the integration of technology into their work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

5. Secretaries face challenges when using technology in their daily tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

6. Secretaries need training to effectively use technology. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

7. Technology improved communication efficiency of secretaries within the office. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

8. Secretaries believe Artificial Intelligence (AI) will impact their roles. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

9. Technology has enhanced work-life balance. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

10. Secretaries use technology for data entry and record keeping. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

11. Secretaries rely on cloud-based tools for collaborative work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

12. The use of technology improved the accuracy of secretarial work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

13. Secretaries use technology to manage office supplies and inventory. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

14. Technology has helped improve the security of confidential office information. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

15. Secretaries feel more productive due to the implementation of technology in their roles (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

16. The use of technology enhanced the secretarial profession's reputation. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

17. Secretaries feel that technology reduces their workload. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

18. Secretaries use technology for meeting and event coordination. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

19. Technology reduced the need for manual paperwork in secretarial tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

20. Secretaries feel that technology helps them manage their time more effectively. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )