

**THE ROLES OF SECRETARIES IN ORGANIZING AND
ENHANCING COLLABORATION IN VIRTUAL
MEETINGS IN ORGANIZATIONS**

BY

ALABI AZEEZ OLADAPO

ND/23/OTM/FT/0050

**A RESEARCH PROJECT SUBMITTED
TO THE**

**DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
KWARA STATE POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD
OF NATIONAL DIPLOMA
IN OFFICE TECHNOLOGY AND MANAGEMENT**

JULY, 2025

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.

DR. OYINLOYE O.T

(Project Supervisor)

DATE

MRS. E.M ASONIBARE

(Head of Department)

DATE

MRS. E.M ASONIBARE

(Chairman Project Committee)

DATE

MRS BALOGUN E.B

(External Examiner)

DATE

DEDICATION

I dedicate this project to Allah, who has been the source of my strength throughout my academic journey. I also dedicate this project to my Parents, Mr. and Mrs. Alabi.

ACKNOWLEDGEMENTS

I would like to extend my sincere appreciation to Kwara State Polytechnic for offering me the opportunity to pursue my studies in an environment that fostered both growth and success, making the completion of this project possible.

My heartfelt gratitude goes to my project supervisor, Dr. Oyinloye O.T, whose expert guidance, consistent support and valuable feedback have greatly contributed to the development and success of this work.

I am also grateful to the Head of the Department, Mrs Asonibare E.M, of the Office Technology and Management Department for her continuous encouragement, insightful advice and the positive influence she had on my academic progress.

I would like to express my thanks to all the lecturers in the department for their commitment, hard work and for the knowledge they have shared with me throughout my academic career.

Lastly, I deeply appreciate my Parents, Mr. and Mrs. Alabi, ,whose love, dedication and unrelenting support have been essential in the completion of this project and my academic journey.

LIST OF TABLES

Table 4.1: Secretaries Play a Critical Role in Organizing Virtual Meetings	18
Table 4.2: Secretaries Use Technology Extensively for Virtual Meetings	19
Table 4.3: Secretaries Contribute to Enhancing Collaboration in Virtual Meetings	20
Table 4.4: Secretaries Effectively Manage the Logistics of Virtual Meetings	21
Table 4.5: Secretaries Face Challenges in Managing Virtual Meetings	22
Table 4.6: Secretaries Play a Key Role in the Success of Virtual Meetings	23
Table 4.7: Secretaries Enhance Communication During Virtual Meetings	24
Table 4.8: Secretaries Are Competent in Using Virtual Meeting Platforms	25
Table 4.9: Secretaries Play an Important Role in Scheduling Virtual Meetings	26
Table 4.10: Secretaries Ensure Effective Time Management During Virtual Meetings	27
Table 4.11: Secretaries Facilitate the Preparation of Materials for Virtual Meetings	28
Table 4.12: Secretaries Assist in Resolving Technical Issues During Virtual Meetings	29
Table 4.13: Secretaries Help in Maintaining Order and Discipline During Virtual Meetings	30
Table 4.14: Secretaries Coordinate Between Meeting Participants Before and After Virtual Meetings	31
Table 4.15: Secretaries Handle Follow-Up Tasks After Virtual Meetings	32
Table 4.16: Secretaries Ensure Timely Communication During Virtual Meetings	33
Table 4.17: Secretaries Contribute to Decision-Making in Virtual Meetings	34
Table 4.18: Secretaries Provide Administrative Support During Virtual Meetings	35
Table 4.19: Secretaries Ensure Confidentiality of Information Shared in Virtual Meetings	36
Table 4.20: Secretaries Contribute to the Overall Effectiveness of Virtual Meetings	37

TABLE OF CONTENTS

Title Page	i
Approval page	ii
Dedication	iii
Acknowledgements	iv
List of Tables	v
Table of Contents	vi

CHAPTER ONE: INTRODUCTION

1.1 Background of the Study	1
1.2 Statement of the Problem	2
1.3 Objectives of the Study	3
1.4 Research Questions	3
1.5 Significance of the Study	4
1.6 Delimitation	4
1.7 Limitation	5

CHAPTER TWO: LITERATURE REVIEW

2.1 The Evolution of the Role of Secretaries in Organizations	6
2.2 Virtual Meetings and Their Importance in Modern Organizations	8
2.3 The Role of Secretaries in Organizing Virtual Meetings	9
2.4 Enhancing Collaboration in Virtual Meetings	10
2.5 The Challenges Faced by Secretaries in Virtual Meetings	12

CHAPTER THREE: METHODOLOGY

3.1 Instrument Used	14
3.2 Population of the Study	15
3.3 Sample and Sampling Techniques	15
3.4 Distribution and Collection of Data	16
3.5 Reliability	16
3.6 Validity	16
3.7 Method of Data Analysis	17

CHAPTER FOUR: DATA ANALYSIS

4.1 Introduction	18
4.2 Results	18

CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary	38
5.2 Conclusion	38
5.3 Recommendations	39
References	40
Appendices	42

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The rise of digital technology and the widespread adoption of remote work have significantly altered the dynamics of workplace communication and collaboration. One of the most notable shifts has been the increase in virtual meetings, which are now a central component of organizational operations. These meetings facilitate communication, decision-making, and project coordination across dispersed teams and global operations. While virtual meetings provide numerous benefits, such as increased flexibility and reduced travel costs, they also present unique challenges in terms of managing participation, maintaining engagement, and ensuring effective communication (Purcell, 2018). As organizations continue to embrace remote work, the role of secretaries, once primarily limited to administrative tasks, has evolved to encompass a broader range of responsibilities aimed at ensuring the efficiency and success of virtual meetings.

Secretaries are often the unsung heroes behind the scenes of virtual meetings. Their role in organizing and enhancing collaboration is crucial in creating an environment that promotes active participation, clear communication, and overall productivity. They are responsible for tasks such as scheduling meetings, setting clear agendas, providing technical support, and managing logistics, all of which contribute to a seamless meeting experience (Avolio, Kahai, & Dodge, 2001). Furthermore, secretaries play a critical role in managing the technology used in virtual meetings, ensuring that all participants can engage without technical difficulties. They are also responsible for tracking action items and following up on outcomes, ensuring that decisions made during meetings are implemented effectively (Pritchard & Williamson, 2020).

The importance of secretaries in fostering collaboration during virtual meetings cannot be overstated. By ensuring that all participants have equal opportunities to contribute, they enhance communication, prevent miscommunication, and ensure that the meeting's goals are met (Gajendran & Harrison, 2007). Given the increasing reliance on virtual platforms, understanding the evolving role of secretaries in facilitating virtual collaboration is essential for optimizing organizational performance in a remote work environment.

This study aims to explore the multifaceted roles of secretaries in organizing and enhancing collaboration during virtual meetings. By examining their contributions in both administrative and collaborative contexts, the research seeks to shed light on how secretaries support organizational success in the digital age.

1.2 Statement of the Problem

The rise of virtual meetings, driven by technology and remote work trends, has transformed how organizations communicate and collaborate. Secretaries, once focused mainly on administrative tasks, now play a key role in managing virtual platforms, scheduling, troubleshooting technical issues, and ensuring effective communication. Despite their growing importance, little research has explored how secretaries enhance collaboration in virtual meetings.

Virtual meetings are essential for information sharing and decision-making, especially in fields like technology, healthcare, and education. Yet, challenges such as technical glitches, time zone differences, and low engagement persist. Secretaries are uniquely positioned to address these issues and ensure meetings run smoothly and achieve their goals.

Current literature largely overlooks the evolving role of secretaries in virtual settings. This study seeks to fill that gap by examining how secretaries support collaboration in

virtual meetings through logistical coordination, communication facilitation, and technology management. Understanding these contributions can help organizations better support secretarial staff and improve virtual team collaboration.

1.3 Objectives of the Study

The primary objective of this study is to explore the evolving roles of secretaries in organizing and enhancing collaboration during virtual meetings in organizations. With the increasing reliance on remote work and virtual collaboration tools, understanding the contributions of secretaries in facilitating these meetings is critical for optimizing organizational productivity and communication. The specific objectives of this study are as follows:

1. To Examine the Organizational Roles of Secretaries in Virtual Meetings
2. To Investigate How Secretaries Enhance Collaboration During Virtual Meetings
3. To Identify the Challenges Faced by Secretaries in Organizing and Managing Virtual Meetings
4. To Assess the Impact of Secretaries' Roles on Meeting Effectiveness and Organizational Productivity
5. To Explore the Training and Development Needs of Secretaries for Effective Virtual Meeting Management

1.4 Research Questions

This study aims to explore the evolving role of secretaries in organizing and enhancing collaboration in virtual meetings within organizations. To guide this investigation, the following research questions have been raised:

1. What are the key roles and responsibilities of secretaries in organizing virtual meetings in organizations?
2. What is the contribution of secretaries in organizing and enhancing collaboration during virtual meetings?
3. What are the challenges secretaries face in organizing and managing virtual meetings?
4. What is the role of secretaries in virtual meetings on the overall effectiveness and productivity of organizations?
5. What skills and training are necessary for secretaries to effectively manage and enhance virtual meetings in organizations?

1.5 Significance of the Study

This study highlights the important and evolving role of secretaries in organizing and enhancing collaboration during virtual meetings, especially as remote work becomes more common. Secretaries manage meeting logistics, ensure smooth operations, and foster effective communication, directly impacting organizational success. The research provides insights into the challenges secretaries face and identifies areas where additional support and training are needed. These findings can help organizations improve virtual meeting effectiveness by equipping secretaries with the skills and tools required to manage technology and communication efficiently. Overall, the study offers practical recommendations to enhance virtual team collaboration and organizational performance.

1.6 Delimitation of the Study

This study focuses on the role of secretaries in organizing and enhancing collaboration in virtual meetings, specifically within medium to large organizations that regularly

use platforms like Zoom, Microsoft Teams, or Google Meet. It excludes secretaries in small businesses or those primarily managing in-person meetings.

The research is limited to administrative, logistical, and collaborative aspects of virtual meetings, excluding personal assistance or unrelated tasks. It uses a qualitative approach—surveys, case studies, and literature review—without large-scale quantitative methods.

The study also excludes other support staff roles, focusing solely on secretaries in remote work environments where virtual meetings are routine.

1.7 Limitation of the Study

While this study offers valuable insights, it has several limitations. It relies on a qualitative approach using surveys and case studies, which may not capture the full range of secretarial experiences across different organizations. The focus on organizations already using virtual platforms limits generalizability to those still transitioning to remote work.

The study emphasizes administrative and logistical roles, without deeply exploring broader factors like leadership, team dynamics, or organizational culture that also affect virtual meeting success. It also overlooks technological challenges secretaries may face, such as limited access to tools or varying skill levels, which can impact outcomes.

CHAPTER TWO

LITERATURE REVIEW

This literature review is on the roles of secretaries in organizing and enhancing collaboration in virtual meetings in organization. As organizations increasingly rely on digital tools, secretaries play a critical role in organizing and coordinating virtual meetings. This chapter explores the evolving role of secretaries in organizing and enhancing collaboration in virtual meetings. The review will be conducted under the following sub headings.

2.1 The Evolution of the Role of Secretaries in Organizations

2.2 Virtual Meetings and Their Importance in Modern Organizations

2.3 The Role of Secretaries in Organizing Virtual Meetings

2.4 Enhancing Collaboration in Virtual Meetings

2.5 The Challenges Faced by Secretaries in Virtual Meetings

2.1 The Evolution of the Role of Secretaries in Organizations

Historically, the role of secretaries was largely administrative, focusing on tasks such as scheduling meetings, managing correspondence, and performing clerical duties (Purcell, 2018). Secretaries were seen as the backbone of organizational support, facilitating smooth communication and workflow in the office environment. However, with the rapid technological advancements and the global shift toward digitalization, particularly through the rise of remote work and virtual platforms, the role of

secretaries has evolved dramatically over the past few decades (Avolio, Kahai, & Dodge, 2001).

As organizations increasingly embrace technology and adopt remote work models, secretaries are now expected to perform a wide range of tasks beyond traditional administrative functions. In the digital era, secretaries are no longer confined to just organizing in-person meetings but are tasked with managing virtual meetings, which require proficiency in various digital tools and platforms. This transformation has resulted in a shift from a purely organizational role to one that includes technical expertise and a deeper understanding of digital communication technologies (Sambrook & Stewart, 2020).

For instance, secretaries are now responsible for setting up and managing virtual meeting platforms, ensuring that all participants have access to the necessary technology, and troubleshooting technical issues during meetings. Additionally, they must facilitate communication by managing video and audio settings, sharing documents and presentations, and maintaining order within virtual meetings. These new responsibilities are essential for ensuring that virtual meetings run smoothly, as technical challenges are among the most common barriers to effective collaboration in remote environments (Purcell, 2018).

The shift towards remote work has also brought about a transformation in the way secretaries support communication and collaboration within organizations. In virtual meetings, secretaries are expected to not only manage logistical tasks but also to play a crucial role in enhancing collaboration by ensuring that all participants are engaged, the conversation flows smoothly, and that key points are captured and documented (Sambrook & Stewart, 2020). This expanded role has led to the recognition of secretaries as key enablers of effective virtual collaboration, where their organizational skills and technical proficiency are critical to achieving successful outcomes in virtual environments (Purcell, 2018; Zhao & Liu, 2020).

2.2 Virtual Meetings and Their Importance in Modern Organizations

Virtual meetings have become an essential component of modern organizational communication, particularly with the widespread adoption of remote work. As organizations increasingly embrace remote work and flexible working arrangements, virtual meetings enable teams to collaborate and communicate in real-time, regardless of their geographical location (Gajendran & Harrison, 2007). These meetings have bridged the gap between teams spread across different time zones and regions, offering a platform for continuous dialogue, decision-making, and problem-solving. With the increasing reliance on technology, virtual meetings have become a critical tool for maintaining business continuity and ensuring productivity (Maruping, Venkatesh, & Agarwal, 2009).

One of the most significant advantages of virtual meetings is the ability to connect individuals and teams who are geographically dispersed. Platforms like Zoom, Microsoft Teams, and Google Meet offer features such as video conferencing, screen sharing, and real-time collaboration tools that enhance communication and information exchange. These features allow participants to present data, share documents, and discuss project progress without the constraints of physical distance, thereby fostering efficiency and reducing the need for travel (Gajendran & Harrison, 2007). Additionally, the ability to record meetings ensures that important information can be revisited, enhancing transparency and enabling participants to review discussions and decisions at their convenience (Dennis & Valacich, 1999).

However, while virtual meetings offer numerous benefits, they also come with certain challenges that organizations must address to maintain their effectiveness. One of the primary challenges is engagement. In virtual settings, it is often more difficult to maintain the attention of participants, especially when they are in different physical locations and may be distracted by their environment (Gajendran & Harrison, 2007). Virtual meetings can also suffer from communication barriers, such as delays in audio

or video, which can impede the flow of conversation and lead to misunderstandings (Zhao, 2020). In addition, technological issues, such as poor internet connections or software malfunctions, can disrupt meetings and hinder productivity (Maruping et al., 2009). These technical difficulties can reduce the effectiveness of virtual meetings and require organizations to invest in training and support to ensure smooth operation.

Despite these challenges, the importance of virtual meetings in modern organizations cannot be overstated. They enable timely decision-making, provide a platform for team collaboration, and support effective communication between organizational members, regardless of their location (Dennis & Valacich, 1999). As organizations continue to adopt remote work and hybrid work models, the need for effective virtual meeting management will only grow. Consequently, organizations must develop strategies to address the challenges of virtual meetings, ensuring that these tools are used to their full potential to foster collaboration and maintain productivity.

2.3 The Role of Secretaries in Organizing Virtual Meetings

Secretaries have long been recognized for their essential role in managing in-person meetings, ensuring that logistics, communication, and administrative tasks are efficiently handled. However, with the rise of virtual meetings, their responsibilities have evolved and become even more crucial to the success of these meetings. The organization of virtual meetings is a multifaceted task that demands both organizational and technical skills, making secretaries central to ensuring these meetings run smoothly (Purcell, 2018).

One of the primary responsibilities of secretaries in virtual meetings is scheduling. Given that virtual meetings often involve participants from different time zones, secretaries must ensure that the meeting time is suitable for all participants, taking into account various global locations (Avolio, Kahai, & Dodge, 2001). This requires careful coordination, as failing to accommodate participants' schedules can result in confusion

or a lack of full attendance. In addition to scheduling, secretaries are tasked with sending out invitations, ensuring that all relevant participants receive the necessary details, such as the meeting link, agenda, and any pre-meeting materials. This ensures that attendees are adequately prepared and informed before the meeting starts (Purcell, 2018).

The preparation of the meeting agenda is another critical responsibility. Secretaries work closely with managers and team leaders to structure the meeting, prioritize discussion topics, and ensure that all relevant points are covered. They also ensure that the meeting is well-organized, with clear objectives, which helps participants stay focused and increases the productivity of the meeting (Purcell, 2018). Additionally, they may be responsible for distributing any relevant documents or presentations ahead of time, ensuring that all participants have the resources they need to contribute meaningfully to the discussion.

In the context of virtual meetings, secretaries must also take on the important task of ensuring that the technological aspects are prepared and functioning. This includes checking that the meeting platform (e.g., Zoom, Microsoft Teams, or Google Meet) is set up correctly and that all participants can access the platform without issues. This responsibility is particularly important because a technical failure—such as an inability to log into the meeting or audio/visual problems—can disrupt the entire session and create significant delays. According to Avolio et al. (2001), these types of disruptions can reduce productivity and hinder effective communication, making the secretary's role in pre-meeting technology checks critical.

2.4 Enhancing Collaboration in Virtual Meetings

Collaboration in virtual meetings can often be more challenging than in traditional face-to-face meetings due to the lack of in-person interaction. The absence of non-verbal cues, such as body language, eye contact, and physical presence, can create

barriers to effective communication (Pritchard & Williamson, 2020). These non-verbal signals are crucial for establishing rapport, understanding emotional tone, and gauging participant engagement. Without these cues, misunderstandings can arise, and the flow of conversation can become less dynamic, potentially leading to reduced collaboration (Ziguras, 2021). To address these challenges, secretaries play a key role in ensuring that the tools and strategies required for effective virtual collaboration are implemented and managed.

One of the primary strategies secretaries employ to enhance collaboration is the use of digital tools that facilitate real-time interaction among meeting participants. Collaborative platforms such as Google Docs, Microsoft 365, and other shared documents allow participants to work together on projects in real-time, enhancing the flow of ideas and ensuring that all members can contribute seamlessly (Pritchard & Williamson, 2020). These tools allow multiple users to make simultaneous edits, leave comments, and collaborate on the same document during a meeting. Additionally, screen-sharing features enable participants to share presentations, reports, and other visual materials, allowing for a more interactive and engaging experience (Gajendran & Harrison, 2007). By using such tools, secretaries not only support communication but also encourage active participation, ensuring that all meeting objectives are met.

In addition to using digital tools, secretaries are also responsible for managing the dynamics of virtual meetings to ensure that all participants are engaged and given an equal opportunity to contribute. This includes using techniques to encourage participation, such as directly inviting quieter members to share their thoughts or posing targeted questions to stimulate conversation (Pritchard & Williamson, 2020). Given that distractions are common in virtual settings—where participants may be working in their home environments—it is crucial for secretaries to maintain structure and ensure focus. Strategies to help mitigate distractions include setting clear agendas, keeping the meeting on track, and organizing breaks to prevent participant fatigue

(Ziguras, 2021). These techniques not only improve the overall collaboration but also maintain the meeting's momentum and effectiveness.

Moreover, secretaries are instrumental in fostering a collaborative atmosphere by ensuring that meetings run smoothly and that everyone is heard. This includes establishing ground rules at the start of the meeting to set expectations for participation and decorum, as well as managing technical issues, such as poor audio or video quality, which can hinder communication and collaboration (Purcell, 2018). For instance, secretaries can assist participants in troubleshooting connection issues or help them adjust their settings to improve the meeting's overall quality. By maintaining a stable technical environment, secretaries help create a space where participants feel comfortable and are more likely to contribute meaningfully (Pritchard & Williamson, 2020).

2.5 The Challenges Faced by Secretaries in Virtual Meetings

Despite the growing reliance on virtual meetings for organizational communication, secretaries encounter several challenges in organizing and enhancing collaboration during these meetings. One of the most significant challenges is managing the technological aspects of virtual meetings. Secretaries are often tasked with troubleshooting connection issues, ensuring that participants have access to the necessary tools, and addressing platform-related glitches (Gajendran & Harrison, 2007). These technological issues can disrupt the flow of meetings and cause delays, which can hinder productivity. In particular, issues like poor internet connectivity, audio or video malfunctions, and difficulties in navigating meeting platforms are common obstacles that secretaries must be prepared to manage. Given that virtual meetings often involve participants with varying levels of technical proficiency, it becomes essential for secretaries to provide support to ensure that all participants are comfortable using the tools required for the meeting (Pritchard & Williamson, 2020).

Furthermore, secretaries must manage the logistical complexities involved in scheduling virtual meetings, particularly when these meetings involve participants across multiple time zones. The need to coordinate meetings at times that are suitable for all participants can be a significant challenge. Time zone differences often result in conflicts regarding suitable meeting times, which can be especially problematic when participants are located in different parts of the world (Purcell, 2018). This challenge requires secretaries to be highly organized and flexible in accommodating the schedules of all participants. Failure to manage time zone differences effectively can result in missed meetings or reduced participation, which can significantly affect the overall success of the meeting.

In addition to time zone coordination, secretaries also face challenges in ensuring that all participants have the necessary equipment and software to engage fully in the meeting. This may involve confirming that all participants have access to the correct virtual meeting platform, ensuring that they have the appropriate software installed, and verifying that they have functioning microphones, cameras, and stable internet connections (Gajendran & Harrison, 2007). These preparatory steps require careful attention to detail, and secretaries must often follow up with participants ahead of time to ensure that they are fully equipped for the meeting. Any failure to ensure that participants have the required technical setup can result in delays, confusion, and hinder effective collaboration during the meeting.

CHAPTER THREE

RESEARCH METHODOLOGY

This chapter outlined the research methodology used in exploring the evolving role of secretaries in organizing and enhancing collaboration in virtual meetings in organizations. The chapter discussed the following under listed factors.

- 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. The questionnaire was a Likert scale closed-ended questions designed to gather specific information about the roles of secretaries in organizing and enhancing collaboration during virtual meetings. This instrument was selected because it allows for clear, focused responses regarding the secretarial roles, their challenges, and their contributions to virtual meetings. The questionnaire was developed based on the research objectives and literature reviewed, ensuring that it covered key aspects such as the logistical, organizational, and collaborative functions of secretaries in virtual meetings (Avolio, Kahai, & Dodge, 2001).

Additionally, the questionnaire items focused on the skills required, the technological tools used, and the overall impact of secretaries on virtual meeting effectiveness.

3.2 Population of the Study

The population for this study consisted of secretaries employed in medium to large organizations that regularly conduct virtual meetings. These organizations span various industries, including technology, education, finance, and healthcare. The focus was on secretaries who are directly involved in organizing, managing, and facilitating virtual meetings, particularly those who are responsible for scheduling, managing digital platforms, and ensuring effective communication and collaboration among participants. The population also includes managers or team leaders who work closely with secretaries and can provide insights into the impact of their roles on the success of virtual meetings (Gajendran & Harrison, 2007). A total of population of 15 secretaries and 20 managers or team leaders were identified for the study.

3.3 Sample and Sampling Techniques

A purposive sampling technique was used to select the participants for this study. Purposive sampling was chosen because it allows the researcher to target individuals who are most likely to provide relevant information regarding the specific roles of secretaries in organizing and enhancing collaboration during virtual meetings. The sample consisted of 15 secretaries and 10 managers or team leaders who work with secretaries in the context of virtual meetings were selected from different organizations, these participants were chosen based on their knowledge and experience in managing virtual meetings and their direct interaction with secretaries.

The total sample size was 25, providing a diverse range of perspectives on the subject matter

3.4 Distribution and Collection of Data

The questionnaire was distributed by the researcher to selected secretaries, managers and team leaders at their workplace using paper-based methods to ensure broad participation, the researcher followed up with participants through phone calls. The data collection period lasted for two weeks, allowing ample time for participants to respond. After the data collection period, the completed questionnaires were collected, ensuring that all responses were gathered in a timely and efficient manner.

3.5 Reliability

To assess the reliability of the questionnaire, a pilot study was conducted with a small group of 5 secretaries who were not part of the final sample. The pilot study aimed to test the clarity, consistency, and comprehensiveness of the questions. Additionally, the Cronbach's Alpha coefficient was used to determine the internal consistency of the questionnaire. A value of 0.85 was obtained, indicating high reliability.

3.6 Validity

The validity of the study was ensured through content validity. Content validity was achieved by reviewing existing literature on roles of secretaries in organizing and enhancing collaboration during virtual meetings, ensuring that the questionnaire covered all relevant aspects of the research topic. Expert opinions from academic professionals and organizational experts were sought to ensure that the instrument

effectively captured the challenges secretaries face. The observations of the experts were used to revise and improve the quality of the questionnaire to ensure its fitness.

3.7 Method of Data Analysis

Data analysis was carried out using descriptive statistical methods. Descriptive statistics, such as frequencies and percentages, were used to summarize the responses of the respondents to identify the most common challenges faced by secretaries in organizing and enhancing collaboration in virtual meetings.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents data analysis from questionnaires completed by secretaries, managers, and team leaders on the role of secretaries in virtual meetings. The tables show response distributions on meeting practices, required tools, and highlight key challenges secretaries face in ensuring effective virtual collaboration.

4.2 Results

Table 4.1: Secretaries Play a Critical Role in Organizing Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	60
Agree	5	20
Disagree	3	12
Strongly Disagree	2	8
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.1 above showed that 15 (60%) respondents strongly agreed and 5 (20%) respondents agreed that secretaries play a critical role in organizing virtual meetings, while 3 (12%) respondents disagreed and 2 (8%) strongly disagreed with the statement. This indicated that the majority of respondents recognize the significant role secretaries play in the logistics of virtual meetings.

Table 4.2: Secretaries Use Technology Extensively for Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	72
Agree	4	16
Disagree	2	8
Strongly Disagree	1	4
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.2 above showed that 18 (72%) respondents strongly agreed and 4 (16%) respondents agreed that secretaries use technology extensively for virtual meetings, while 2 (8%) respondents disagreed and 1 (4%) respondent strongly disagreed with the statement. This suggested that a large majority of respondents acknowledge the important role of technology in enabling secretaries to effectively manage virtual meetings.

Table 4.3: Secretaries Contribute to Enhancing Collaboration in Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	56
Agree	6	24
Disagree	4	16
Strongly Disagree	1	4
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.3 above showed that 14 (56%) respondents strongly agreed and 6 (24%) respondents agreed that secretaries contribute to enhancing collaboration in virtual meetings, while 4 (16%) respondents disagreed and 1 (4%) respondent strongly disagreed with the statement. This reflected that the majority of participants recognize secretaries as key enablers of collaboration during virtual meetings.

Table 4.4: Secretaries Effectively Manage the Logistics of Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	19	76
Agree	4	16
Disagree	1	4
Strongly Disagree	1	4
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.4 above showed that 19 (76%) respondents strongly agreed and 4 (16%) respondents agreed that secretaries effectively manage the logistics of virtual meetings, while 1 (4%) respondent disagreed and 1 (4%) respondent strongly disagreed with the statement. This means that most respondents agreed on the significant logistical role of secretaries in ensuring virtual meetings run smoothly.

Table 4.5: Secretaries Face Challenges in Managing Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	7	28
Agree	10	40
Disagree	6	24
Strongly Disagree	2	8
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.5 above showed that 7 (28%) respondents strongly agreed and 10 (40%) respondents agreed that secretaries face challenges in managing virtual meetings, while 6 (24%) respondents disagreed and 2 (8%) strongly disagreed with the statement. This suggested that a majority of respondents recognized the challenges faced by secretaries, including technical issues and managing participant engagement.

Table 4.6: Secretaries Play a Key Role in the Success of Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	64
Agree	6	24
Disagree	3	12
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.6 above showed that 16 (64%) respondents strongly agreed and 6 (24%) respondents agreed that secretaries play a key role in the success of virtual meetings, while 3 (12%) respondents disagreed and none strongly disagreed with the statement. This highlighted the significant role that secretaries play in ensuring the smooth running of virtual meetings.

Table 4.7: Secretaries Enhance Communication During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	68
Agree	5	20
Disagree	2	8
Strongly Disagree	1	4
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.7 above showed that 17 (68%) respondents strongly agreed and 5 (20%) respondents agreed that secretaries enhance communication during virtual meetings, while 2 (8%) respondents disagreed and 1 (4%) respondent strongly disagreed with the statement. This reflected that most respondents see secretaries as essential to facilitating communication and ensuring clarity during virtual meetings.

Table 4.8: Secretaries Are Competent in Using Virtual Meeting Platforms

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	80
Agree	4	16
Disagree	1	4
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.8 above showed that 20 (80%) respondents strongly agreed and 4 (16%) respondents agreed that secretaries are competent in using virtual meeting platforms, while 1 (4%) respondent disagreed and none strongly disagreed. This implied that a large majority of respondents recognize the high level of technological competency among secretaries.

Table 4.9: Secretaries Play an Important Role in Scheduling Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	72
Agree	5	20
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.9 above showed that 18 (72%) respondents strongly agreed and 5 (20%) respondents agreed that secretaries play an important role in scheduling virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This suggested that the majority of respondents value the secretarial role in organizing the timing and logistics of virtual meetings.

Table 4.10: Secretaries Ensure Effective Time Management During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	68
Agree	6	24
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.10 above showed that 17 (68%) respondents strongly agreed and 6 (24%) respondents agreed that secretaries ensure effective time management during virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This highlighted the importance of time management in virtual meetings, which is effectively handled by secretaries.

Table 4.11: Secretaries Facilitate the Preparation of Materials for Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	19	76
Agree	5	20
Disagree	1	4
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.11 above showed that 19 (76%) respondents strongly agreed and 5 (20%) respondents agreed that secretaries facilitate the preparation of materials for virtual meetings, while 1 (4%) respondent disagreed and none strongly disagreed. This indicated that secretaries play a crucial role in ensuring that meeting materials are prepared and available on time.

Table 4.12: Secretaries Assist in Resolving Technical Issues During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	48
Agree	8	32
Disagree	4	16
Strongly Disagree	1	4
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.12 above showed that 12 (48%) respondents strongly agreed and 8 (32%) respondents agreed that secretaries assist in resolving technical issues during virtual meetings, while 4 (16%) respondents disagreed and 1 (4%) respondent strongly disagreed. This indicated that secretaries play an important role in addressing and troubleshooting technical problems to ensure meetings run smoothly.

Table 4.13: Secretaries Help in Maintaining Order and Discipline During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	72
Agree	5	20
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.13 above showed that 18 (72%) respondents strongly agreed and 5 (20%) respondents agreed that secretaries help in maintaining order and discipline during virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This reflects the critical role secretaries play in keeping virtual meetings organized and on track.

Table 4.14: Secretaries Coordinate Between Meeting Participants Before and After Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	16	64
Agree	7	28
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.14 above showed that 16 (64%) respondents strongly agreed and 7 (28%) respondents agreed that secretaries coordinate between meeting participants before and after virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This shows that secretaries are effective at ensuring communication between participants before and after virtual meetings, facilitating smoother interactions.

Table 4.15: Secretaries Handle Follow-Up Tasks After Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	17	68
Agree	6	24
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.15 above showed that 17 (68%) respondents strongly agreed and 6 (24%) respondents agreed that secretaries handle follow-up tasks after virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This suggested that secretaries are responsible for ensuring that action items and follow-up tasks are completed after virtual meetings.

Table 4.16: Secretaries Ensure Timely Communication During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	19	76
Agree	4	16
Disagree	2	8
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.16 above showed that 19 (76%) respondents strongly agreed and 4 (16%) respondents agreed that secretaries ensure timely communication during virtual meetings, while 2 (8%) respondents disagreed and none strongly disagreed. This shows that secretaries are effective in ensuring that communication flows smoothly and on time during virtual meetings.

Table 4.17: Secretaries Contribute to Decision-Making in Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	40
Agree	9	36
Disagree	4	16
Strongly Disagree	2	8
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.17 above showed that 10 (40%) respondents strongly agreed and 9 (36%) respondents agreed that secretaries contribute to decision-making in virtual meetings, while 4 (16%) respondents disagreed and 2 (8%) strongly disagreed. This suggests that secretaries may have some involvement in decision-making processes, although their primary role is still supportive and organizational.

Table 4.18: Secretaries Provide Administrative Support During Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	80
Agree	4	16
Disagree	1	4
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.18 above showed that 20 (80%) respondents strongly agreed and 4 (16%) respondents agreed that secretaries provide administrative support during virtual meetings, while 1 (4%) respondent disagreed and none strongly disagreed. This demonstrates that administrative support is one of the core functions that secretaries perform during virtual meetings.

Table 4.19: Secretaries Ensure Confidentiality of Information Shared in Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	72
Agree	6	24
Disagree	1	4
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.19 above showed that 18 (72%) respondents strongly agreed and 6 (24%) respondents agreed that secretaries ensure confidentiality of information shared in virtual meetings, while 1 (4%) respondent disagreed and none strongly disagreed. This indicates that the majority of respondents trust secretaries with maintaining the confidentiality of sensitive information.

Table 4.20: Secretaries Contribute to the Overall Effectiveness of Virtual Meetings

Options	No. of Respondents	Percentage (%)
Strongly Agree	21	84
Agree	3	12
Disagree	1	4
Strongly Disagree	0	0
Total	25	100

Source: Researcher's Fieldwork 2025

Table 4.20 above showed that 21 (84%) respondents strongly agreed and 3 (12%) respondents agreed that secretaries contribute to the overall effectiveness of virtual meetings, while 1 (4%) respondent disagreed and none strongly disagreed. This suggests that secretaries have a substantial positive impact on the success and effectiveness of virtual meetings in organizations.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

This study focused on examining the roles of secretaries in organizing and enhancing collaboration during virtual meetings in organizations. In today's digital era, virtual meetings have become an essential component of organizational operations, especially due to advancements in technology and the rise of remote work. Secretaries play a pivotal role in ensuring that virtual meetings are well-organized, run smoothly, and foster effective communication and collaboration among participants.

The research sought to determine the extent to which secretaries contribute to virtual meetings by managing logistics, handling technical issues, coordinating participants, preparing materials, ensuring effective communication, and supporting decision-making processes. Data was collected through a questionnaire distributed to a sample of 25 respondents, including organizational secretaries, managers, and employees.

The findings of the study revealed that secretaries play a critical role in organizing and managing virtual meetings. A large majority of respondents agreed that secretaries significantly contribute to the success of virtual meetings through their effective time management, logistical support, and technical assistance. Furthermore, the results indicated that secretaries help in enhancing collaboration by facilitating communication and maintaining order during virtual meetings. Despite these positive contributions, the study also highlighted challenges faced by secretaries, such as technical difficulties and managing participant engagement during virtual meetings.

5.2 Conclusion

The findings from this study confirm that secretaries are indispensable to the smooth functioning and success of virtual meetings in organizations. They play multifaceted

roles, ranging from scheduling meetings and preparing materials to resolving technical issues and facilitating communication among participants. Secretaries enhance collaboration by ensuring that all technical and organizational aspects of virtual meetings are handled efficiently, enabling participants to focus on discussions and decision-making.

Moreover, the study emphasizes that while secretaries play a significant role, they also face challenges in managing virtual meetings, such as dealing with technical issues, ensuring that meetings remain on schedule, and handling participant distractions. Therefore, organizations must acknowledge the critical role secretaries play and provide them with the necessary resources, training, and support to excel in their roles.

5.3 Recommendations

1. Provide regular training for secretaries on virtual meeting tools, tech troubleshooting, and communication.
2. Ensure secretaries have reliable technology and quick technical support.
3. Establish clear guidelines for organizing and running virtual meetings.
4. Involve secretaries in decision-making and promote cross-department collaboration.
5. Offer enough staff and resources to support secretaries with virtual meeting logistics.

REFERENCES

- Allen, M. (2017). *Effective Virtual Meetings: A Guide for Professionals*. Springer.
- Brown, S., & Smith, P. (2019). The role of administrative professionals in the digital Age. *Business Communication Quarterly*, 82(4), 567-585.
- Collins, R., & Deans, R. (2020). Administrative professionals in the workplace: Trends And perspectives. *Journal of Business Management*, 29(1), 45-58.
- Harrington, D. L., & Dreyfus, S. E. (2018). Enhancing virtual team collaboration with Technology: Practical approaches to building successful teams. *International Journal of Human-Computer Interaction*, 34(2), 1-12.
- Johnson, L. (2020). *Virtual Collaboration: Tools and Techniques for Success in Remote Meetings*. Routledge.
- Kendra, M., & Anderson, S. (2018). Optimizing remote team collaboration: The role Of administrative support. *Journal of Organizational Behavior*, 12(3), 334-350.
- Knott, J., & Simpson, D. (2018). The evolving role of secretaries in the digital Workplace: A case study on virtual meetings. *International Journal of Business Studies*, 25(4), 67-79.
- Lee, H. (2017). Managing technology for virtual meetings: The role of secretaries in Organizational communication. *Technology Management Review*, 32(2), 125-139.
- Morgan, M., & Davies, L. (2021). Secretaries and administrative support: Enhancing Communication and collaboration in virtual environments. *Administrative Management Review*, 8(5), 210-224.
- Pritchard, K., & Williamson, J. (2020). Leveraging technology for effective virtual Teamwork. *Journal of Organizational Psychology*, 25(3), 45-60.
- Purcell, M. (2018). Secretarial work in the digital age: An evolving role. *International Journal of Business Administration*, 9(2), 56-64.
- Smith, T., & Thompson, G. (2019). Managing remote teams: The importance of virtual Communication tools for effective collaboration. *Business Communication Journal*, 44(1), 21-34.

- Vial, G. (2019). Understanding digital transformation: A review and a research agenda. *Journal of Strategic Information Systems*, 28(2), 118–144.
- Watson, T., & Anderson, C. (2021). Communication in virtual teams: The role of the Secretary in enhancing collaboration. *Journal of Organizational Communication*, 12(3), 134-145.
- Williams, K. (2018). Technology and its impact on administrative roles in modern Organizations. *Journal of Business Administration*, 10(2), 222-230.
- Wright, S. (2019). Administrative support in the digital era: The changing landscape Of the secretarial profession. *International Journal of Administrative Sciences*, 17(4), 98-110.
- Zhao, Y., & Liu, B. (2020). The role of administrative assistants in supporting virtual Teamwork. *Journal of Virtual Collaboration*, 4(2), 41-53.

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 Roles of Secretaries in Organizing and Enhancing Collaboration in Virtual Meetings in Organizations.

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 play a critical role in organizing virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Secretaries use technology extensively for virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. Secretaries contribute to enhancing collaboration in virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Secretaries effectively manage the logistics of virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. Secretaries face challenges in managing virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Secretaries play a key role in the success of virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. Secretaries enhance communication during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Secretaries are competent in using virtual meeting platforms.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Secretaries play an important role in scheduling virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. Secretaries ensure effective time management during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Secretaries facilitate the preparation of materials for virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
12. Secretaries assist in resolving technical issues during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Secretaries help maintain order and discipline during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

14. Secretaries coordinate between participants before and after virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
15. Secretaries handle follow-up tasks after virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. Secretaries ensure timely communication during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. Secretaries contribute to decision-making in virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. Secretaries provide administrative support during virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Secretaries ensure confidentiality of information shared in virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Secretaries contribute to the overall effectiveness of virtual meetings.
(a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()