

**ASSESSMENT OF THE WAY FORWARD FOR
SECRETARIAL PROFESSION IN THE ERA OF
EMERGING OFFICE TECHNOLOGIES**

BY

ADENIYI GREAT ABIOLA

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APPROVAL PAGE

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. In partial fulfilment of the requirements for the award of National Diploma in Office Technology and Management.

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

This Project is dedicated to God Almighty, the author and finisher of my faith, the one who gave me the inspiration and strength to write this project and also to my Parent, Mr. Adeniyi Sarafa and Mrs. Adeniyi Juliet who make sure I lack nothing.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The secretarial profession has long been a fundamental pillar of organizational efficiency, providing administrative support to executives, managers, and business leaders. Traditionally, secretaries were responsible for tasks such as managing schedules, organizing meetings, handling correspondence, maintaining records, and performing clerical work. These duties were primarily manual, relying on paper-based systems and face-to-face interactions. However, over the last few decades, the profession has undergone profound changes due to the emergence of office technologies such as personal computers, email, and advanced office software. These tools have drastically altered the nature of administrative work, automating many routine tasks that were once performed manually (Baker & Stoll, 2019).

The rapid pace of technological innovation has continued to reshape the role of the secretary, particularly with the advent of more sophisticated technologies, including artificial intelligence (AI), cloud-based systems, and automation tools. Technologies such as robotic process automation (RPA) and AI-powered assistants are increasingly taking over administrative tasks like data entry, document management, scheduling, and email filtering, functions that were once central to the secretarial profession (Adebayo & Omotayo, 2021). As a result, secretarial positions are facing potential obsolescence or, more likely, a transformation where administrative roles become more strategic and focused on higher-level responsibilities such as decision-making support, project management, and client relationship management (Davenport, 2020).

This shift is not without its challenges. While emerging technologies have improved office efficiency and reduced the time spent on repetitive tasks, they have also created

a demand for a new set of skills among secretarial professionals. Knowledge of digital tools, data analysis, and the ability to adapt to new systems have become essential competencies in the modern office environment (Liu et al., 2020). At the same time, the displacement of routine tasks through automation raises concerns about job security for secretaries, particularly for those who have not kept pace with technological advancements. Consequently, there is a growing need for ongoing professional development, upskilling, and reskilling initiatives aimed at preparing secretaries to thrive in a technologically driven workplace.

1.2 Statement of the Problem

The rapid evolution of office technologies, including artificial intelligence (AI), automation, and cloud-based systems, has dramatically reshaped the secretarial profession. These advancements have led to both positive and negative consequences, posing significant challenges for secretarial professionals who must adapt to a digitalized work environment. While office technologies have improved efficiency by automating routine tasks such as scheduling, data entry, and document management, they also raise concerns regarding the future relevance of traditional secretarial roles (Baker & Stoll, 2019). Many of the tasks once performed by secretaries are now being automated, leading to fears of job displacement and the diminishing importance of secretarial positions in the workplace (Adebayo & Omotayo, 2021).

However, these technological changes also present an opportunity to redefine the role of secretaries, enabling them to focus on more strategic, high-value tasks that require creativity, critical thinking, and interpersonal skills. Despite the potential for growth and expansion of the secretarial profession, there is limited research on how secretarial professionals can effectively adapt to the changing landscape. Specifically, there is a lack of clarity on the skills and competencies that secretaries must develop in order to stay relevant in the digital age (Davenport, 2020). Furthermore, the extent to which

educational institutions, employers, and professional development programs are adequately preparing secretaries for the evolving demands of their roles remains underexplored.

1.3 Objective of the Study

The primary objective of this study is to assess the future direction of the secretarial profession in the era of emerging office technologies, such as artificial intelligence (AI), automation, and cloud computing. As these technologies continue to reshape the way secretaries perform their tasks, this research aims to explore how secretarial roles are evolving and how professionals can adapt to remain relevant. Specifically, the objectives of this study are:

1. To examine the impact of emerging office technologies on traditional secretarial tasks.
2. To identify the new skills and competencies required by secretarial professionals in the digital era.
3. To assess the preparedness of educational institutions in equipping secretarial professionals with the necessary technological knowledge.
4. To explore the role that businesses can implement to ensure the continued relevance and effectiveness of secretarial roles.
5. To provide strategies for the professional development of secretarial staff to adapt to emerging office technologies.

1.4 Research Questions

This study seeks to assess the way forward for secretarial profession in the era of emerging office technologies. To guide this investigation, the following research questions were raised:

1. What is the impact of emerging office technologies, such as artificial intelligence (AI), automation, and cloud computing, on traditional secretarial roles and tasks?
2. What are the new skills and competencies required by secretarial professionals to remain relevant and competitive in the era of emerging technologies?
3. To what extent are educational institutions and professional development programs equipping secretarial professionals with the necessary technological skills to thrive in the digital workplace?
4. What roles can organizations adopt to ensure the continued relevance and effectiveness of secretarial practice in an increasingly digital and automated workplace?
5. What strategies can be made for secretarial professionals to adapt to the rapidly changing technological landscape and enhance their roles in the workplace?

1.5 Significance of the Study

The significance of this study to both secretarial professionals and organizations is multi-faceted, as it addresses the evolving dynamics of the secretarial profession in the face of emerging office technologies such as artificial intelligence (AI), automation, and cloud computing. These technologies have transformed how administrative tasks are performed, with both positive and challenging implications for secretaries and organizations alike. This study's findings will provide essential insights that can benefit both parties in navigating this transition.

Significance to the Secretary

For secretarial professionals, this study provides an opportunity to better understand the evolving nature of their roles. As technological advancements automate many routine administrative tasks, secretaries face the challenge of redefining their positions

within organizations. This study will highlight the new skills and competencies that secretaries must acquire to remain competitive in the digital age. Skills such as proficiency in digital tools, data management, and AI-driven applications are becoming crucial to ensure job security and continued career progression (Davenport, 2020).

Significance to the Organization

For organizations, this study is highly significant in understanding how emerging office technologies impact productivity, workforce management, and organizational efficiency. As office technologies continue to evolve, companies must ensure that their secretarial staff is equipped with the necessary skills and knowledge to leverage these tools effectively. The findings from this study will guide organizations in identifying the areas where automation can enhance efficiency and where human input is still crucial (McKinsey & Company, 2022). Organizations that understand the changing role of secretaries can better optimize their workforce, ensuring that secretarial professionals are tasked with higher-value roles such as project management, data analysis, and strategic support rather than performing repetitive administrative functions.

1.6 Delimitations of the Study

This study is focused on the impact of emerging office technologies on the secretarial profession, specifically examining secretarial roles in office environments. It does not extend to other administrative roles such as executive assistants or office managers, which are outside the scope of the research. The study is geographically delimited to certain regions like Ilorin metropolis, particularly those where technological advancements like AI, automation, and cloud computing have been widely adopted.

Therefore, it may not fully represent secretarial practices in regions where technological adoption is still in its early stages.

1.7 Limitations of the Study

While this study provides valuable insights into the way forward for the secretarial profession in the era of emerging office technologies, several limitations should be acknowledged. These limitations may affect the generalizability of the findings and the scope of the conclusions drawn from the research.

One limitation of the study is the narrow focus on specific technologies. The research primarily examines the impact of emerging office technologies such as artificial intelligence (AI), automation, and cloud computing. However, there are other technological advancements, such as virtual reality, which could also impact the secretarial profession, but these were not covered in this study due to their limited application in the administrative field (Davenport, 2020). As a result, the findings may not fully account for the impact of all relevant technological innovations.

CHAPTER TWO

LITERATURE REVIEW

The purpose of this chapter is to provide a comprehensive review of existing literature related to the secretarial profession in the era of emerging office technologies. It will examine various aspects of how emerging technologies, such as artificial intelligence (AI), automation, and cloud computing, are reshaping secretarial roles and the necessary skills and competencies required for secretaries to remain relevant in this digital era. The review was presented under the following sub headings.

2.1 The Evolution of the Secretarial Profession

2.2 Impact of Emerging Technologies on the Secretarial Role

2.3 Redefining the Skills and Competencies of Secretaries

2.4 The Role of Education and Training in Adapting to Technological Changes

2.5 The Changing Nature of Work in the Digital Age

2.1 The Evolution of the Secretarial Profession

The secretarial profession has undergone significant transformation over the decades, evolving from basic administrative tasks to complex managerial roles. Historically, the role of a secretary began in the late 19th century, primarily as an office assistant tasked with taking dictation, organizing paperwork, and performing clerical duties for executives. Early secretaries, often referred to as "stenographers," played a pivotal role in ensuring smooth office operations. However, their responsibilities were limited, and the position was generally regarded as a supporting one, with little to no influence on organizational decision-making (Gillespie, 2012).

With the advent of new office technologies in the 20th century, the scope of the secretarial role began to expand significantly. The introduction of typewriters in the early 1900s revolutionized the office environment by enabling faster document preparation and communication. This marked a shift from handwritten notes and dictation to more efficient typing and word processing (Chester, 2014). By the mid-20th century, the rise of office machines such as photocopiers, fax machines, and early computers further expanded the role of secretaries, requiring them to manage a variety of technological tools and administrative tasks.

The 1980s and 1990s saw the widespread adoption of personal computers (PCs), which allowed secretaries to handle tasks like word processing, spreadsheets, and database management. This period marked the transition of secretaries from mere administrative assistants to vital contributors in the information management and communication processes of organizations (Ellis, 2017). As secretaries became more integral to office operations, their roles evolved from traditional administrative duties to positions that required a deeper understanding of business processes, management, and technology.

In the 21st century, with the proliferation of emerging office technologies such as email, digital calendars, cloud computing, and virtual collaboration tools, the secretarial profession has once again been reshaped. Today's secretaries are expected not only to manage schedules and documents but also to have advanced technical skills, be proactive in adopting new technologies, and take on roles that involve project management, data analysis, and digital communication (Brown, 2019). The rapid pace of technological advancement has created new opportunities and challenges for the profession, demanding continuous skill development and adaptability.

2.2 Impact of Emerging Technologies on the Secretarial Role

The role of the secretary has undergone profound changes in recent decades, primarily due to the rapid development and integration of emerging office technologies. These advancements have significantly altered the duties, skills, and expectations of secretaries, requiring them to adapt in ways that were previously unimaginable. The impact of emerging technologies, such as personal computers, email, office productivity software, cloud computing, and communication tools, has not only reshaped the traditional functions of secretaries but also expanded their roles within organizations (Gillespie, 2012).

One of the most significant impacts of emerging technologies on the secretarial profession is the automation of routine tasks. Technologies like word processors, spreadsheets, and email management tools have simplified and automated various administrative functions that were once time-consuming and manual. Secretaries can now handle large volumes of correspondence, schedule meetings, and manage documentation much more efficiently than before (Ellis, 2017). This has led to an increase in productivity, allowing secretaries to focus on more strategic tasks, such as project management and decision-making support (Brown, 2019). For example, email communication and digital calendars have streamlined the process of scheduling and communication, reducing the need for traditional manual methods like phone calls and handwritten memos.

The rise of emerging technologies has also increased the demand for secretaries to acquire new technical skills. Traditional clerical tasks are no longer sufficient in a world where digital literacy is a prerequisite. Today, secretaries are expected to be proficient in a range of technologies, including office productivity suites like Microsoft Office, advanced communication tools like Slack and Zoom, and data management platforms (Taylor, 2021). Furthermore, cloud computing has

revolutionized how data is stored, accessed, and shared within organizations, which has expanded the secretary's role into managing, securing, and organizing digital files and ensuring that team members have access to the information they need in real time (Chester, 2014). The ability to use technology effectively has become a key competency for secretaries, allowing them to manage the increasing flow of information and maintain organizational operations efficiently.

2.3 Redefining the Skills and Competencies of Secretaries

As the secretarial profession evolves in response to the rapid advancements in office technologies, the skills and competencies required of secretaries have undergone significant changes. Traditional secretarial roles, which primarily focused on administrative tasks such as scheduling, typing, and managing office documents, have expanded to include more complex responsibilities. The integration of emerging technologies, such as automation, artificial intelligence (AI), cloud computing, and collaborative software, has redefined the skill set necessary for secretaries to remain effective in the modern workplace (Brown, 2019). Consequently, secretaries must acquire a broad range of technical, managerial, and interpersonal competencies to succeed in this new environment.

One of the most critical competencies for secretaries in the era of emerging office technologies is technological proficiency. Today, secretaries are expected to be skilled in using a wide array of digital tools that facilitate their work. For example, proficiency in word processing software, spreadsheets, email platforms, and presentation software has always been essential. However, with the integration of more sophisticated technologies such as cloud-based collaboration platforms (e.g., Google Workspace, Microsoft Teams), enterprise resource planning (ERP) systems, and project management tools (e.g., Asana, Trello), secretaries must also be adept at managing data across multiple systems, collaborating with teams in real-time, and using

automation tools to streamline tasks (Chester, 2014). Furthermore, as organizations move toward virtual and hybrid work models, knowledge of video conferencing tools (e.g., Zoom, Microsoft Teams) has become indispensable.

2.4 The Role of Education and Training in Adapting to Technological Changes

In the context of the rapidly evolving office environment, education and training have become essential components in preparing secretaries to adapt to technological changes. As emerging office technologies continue to reshape the workplace, the role of education and training in enabling secretaries to stay competitive and proficient is paramount. Secretaries, who were traditionally trained in clerical and administrative tasks, must now possess a broader skill set that incorporates technological expertise, adaptability, and advanced communication abilities (Chester, 2014). This shift highlights the critical importance of structured education and ongoing professional development to enable secretaries to thrive in a technology-driven workplace.

One of the primary ways secretaries can keep up with technological advancements is through formal education. Secretarial programs, once largely focused on shorthand, typing, and basic administrative skills, have now evolved to include courses on office software, project management tools, digital communication, and data security (Brown, 2019). Educational institutions offering specialized programs for secretaries must ensure their curricula reflect the latest technological trends and tools, preparing students for the current demands of the profession. These programs often cover a variety of software applications, such as Microsoft Office Suite, Google Workspace, and various enterprise tools, along with providing instruction on digital communication platforms, cloud-based file management systems, and cybersecurity protocols.

Furthermore, educational programs should emphasize the development of critical thinking, problem-solving, and decision-making skills. As emerging technologies automate many routine tasks, secretaries are increasingly required to focus on higher-level duties such as decision support, project management, and strategic communication (Gillespie, 2012). By incorporating these skills into their educational programs, institutions can ensure that secretaries are not only technically skilled but also equipped with the analytical capabilities to assess and respond to the challenges of a technology-driven workplace.

2.5 The Changing Nature of Work in the Digital Age

The digital age has brought profound changes to the world of work, transforming industries, job roles, and the skills required to succeed in the workplace. The secretarial profession is no exception, as emerging office technologies have fundamentally altered how secretaries perform their tasks and interact with others. The integration of advanced digital tools has reshaped not only the daily functions of secretaries but also their overall role within organizations. As we assess the future of the secretarial profession in the era of emerging office technologies, it is crucial to understand how work itself has evolved and the implications of this shift for secretaries.

One of the most significant changes in the workplace due to digital technologies is automation. Many administrative tasks traditionally handled by secretaries, such as scheduling meetings, managing correspondence, and organizing files, are now automated through software applications and artificial intelligence (AI). For example, calendar management systems and email filters have made tasks like scheduling appointments or organizing communications more efficient, reducing the time spent on manual administrative work (Brynjolfsson & McAfee, 2014). Automation of routine tasks has allowed secretaries to focus on more strategic responsibilities, such

as project management and decision support, which were traditionally outside their remit.

However, automation also brings with it concerns about job displacement and the changing nature of work in the secretarial profession. While automation can significantly enhance productivity, it also raises questions about the future of roles that rely heavily on repetitive tasks. Secretaries must now adapt to new workflows that emphasize digital competence, critical thinking, and problem-solving, enabling them to handle higher-value tasks that require human judgment and creativity (Chester, 2014). This shift reflects a broader trend in the workplace where routine work is increasingly handled by machines, while humans focus on tasks that involve decision-making, creativity, and interpersonal communication (Frey & Osborne, 2017).

The advent of digital technologies has also changed how work is conducted. The rise of cloud-based technologies, video conferencing tools, and collaborative platforms has made remote work more feasible and widespread. Secretaries are no longer confined to traditional office settings and can now manage their tasks from virtually any location, provided they have the necessary technological tools (Allen et al., 2020). The COVID-19 pandemic further accelerated this shift, forcing many organizations to adopt remote working practices and digital communication tools.

CHAPTER THREE

METHODOLOGY

This chapter outlined the research methodology used to assess the way forward for the secretarial profession in the era of emerging office technologies. The methodology described the underlisted sub topics.

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 was a structured questionnaire designed by the researcher on assessment of the way forward for secretarial profession in the era of emerging technologies called (AOTWFFSPITEOET). The questionnaire was a Likert scale designed to collect quantitative data from secretarial professionals on the impact of emerging office technologies on their profession. It included closed-ended questions for quantitative analysis.

3.2 Population of the Study

The population for this study consisted of secretarial professionals and IT personnel in the selected organization chosen as a case study working across various units. The focus was on secretaries and IT personnels who are actively involved in office management and administrative roles where emerging office technologies like artificial intelligence (AI), cloud computing, and robotic process automation (RPA) are being integrated.

These individuals were chosen because they are directly affected by the technological advancements in the workplace. The study aimed to examine the impact of these technologies on secretarial roles in organizations that have adopted such tools and systems. The total population of the study was 30 participants all together.

3.3 Sample and Sampling Techniques

The study employed a stratified random sampling technique to select the sample. The stratified sampling method ensured that participants were drawn from the organization used as case study. Random sampling was applied to select participants among secretaries and IT personnels working in the organization.

The total sample of 30 participants included secretaries and IT personnel's, were selected to participate in the survey. The stratified sampling technique ensured that the samples was representative enough to, provide a broad perspective on the impact of emerging office technologies on their roles.

3.4 Distribution and Collection of Data

The structured questionnaires were distributed by the researcher at the chosen organization as case study to participants physically at their respective offices during office period, this was to accommodate participants working in different settings, including remote, hybrid, office environments. hard copies of the questionnaire were distributed. The completed questionnaires were collected directly from the respondents, and a follow-up was conducted to ensure high participation. The data collection process took place for two-weeks period, allowing sufficient time for all respondents to complete the questionnaire. The in-person collection methods ensured that all participants, regardless of their work arrangement, had access to the survey.

3.5 Reliability

Reliability refers to the consistency of the measurement instrument and the results it produces. To assess the reliability of the questionnaire, a pilot test was conducted with a small group of secretaries who were not part of the final study. This pilot test helped to identify any ambiguities or issues with the questionnaire, and adjustments were made accordingly. To measure the internal consistency of the questionnaire, Cronbach's Alpha was used. This is a statistical method that assesses the reliability of a scale by examining the inter-correlation of items within the scale. A Cronbach's Alpha value of 0.85 was obtained, indicated that the instrument was highly reliable, and the responses from participants were consistent and dependable.

3.6 Validity

Validity refers to the extent to which the instrument measures what it is intended to measure. To ensure content validity, the questionnaire was reviewed by experts in the fields of industrial organization and technological integration. These experts evaluated

the relevance and clarity of the questions and confirmed that the instrument aligned with the study's objectives. Construct validity was also ensured by aligning the questionnaire with the literature framework of the study, which focused on the impact of office technologies on secretarial roles. The questions were designed to reflect key constructs such as technological adoption, role evolution, and skill requirements.

Additionally, a pilot test was conducted to confirm that the participants understood the questions as intended. Feedback from the pilot test was used to refine the wording and structure of some of the questions to improve its clarity and relevance.

3.7 Method of Data Analysis

Data collected from the structured questionnaire was analyzed using quantitative methods.

For the quantitative data, descriptive statistics such as frequencies, and percentages, were used to summarize and interpret the responses of the respondents. These statistical techniques provided a clear overview of the participants' views on the types of technologies they use, the frequency of use, and their perceptions of the impact of these technologies on their jobs.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the findings of the research, with a detailed analysis of the data collected through the questionnaire. The data is presented in the form of tables, followed by a discussion of the results.

4.2 Results

Table 4.1: Emerging office technologies have affected the responsibilities of secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	20	66.7
Agree	5	16.7
Disagree	3	10
Strongly Disagree	2	6.6
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.1 above showed that 20 (66.7%) respondents strongly agreed and 5 (16.7%) respondents agreed that emerging office technologies have affected the responsibilities of secretaries, while 3 (10%) respondents disagreed and 2 (6.6%) respondents strongly disagreed with the statement.

Table 4.2: Secretaries require new skills due to the integration of office technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	9	30
Disagree	2	6.6
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.2 showed that 18 (60%) respondents strongly agreed and 9 (30%) respondents agreed that secretaries require new skills due to the integration of office technologies, while 2 (6.6%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.3: The use of emerging technologies has made your job easier

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	10	33.3
Disagree	4	13.3
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.3 showed that 15 (50%) respondents strongly agreed and 10 (33.3%) respondents agreed that the use of emerging technologies has made their jobs easier, while 4 (13.3%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.4: Secretaries have adequate training to handle emerging office technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	3	10
Agree	6	20
Disagree	14	46.6
Strongly Disagree	7	23.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.4 showed that 3 (10%) respondents strongly agreed and 6 (20%) respondents agreed that secretaries have adequate training to handle emerging office technologies, while 14 (46.6%) respondents disagreed and 7 (23.3%) respondents strongly disagreed with the statement.

Table 4.5: The introduction of new office technologies increased job satisfaction for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	26.7
Agree	12	40
Disagree	6	20
Strongly Disagree	4	13.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.5 showed that 8 (26.7%) respondents strongly agreed and 12 (40%) respondents agreed that the introduction of new office technologies has increased job satisfaction for secretaries, while 6 (20%) respondents disagreed and 4 (13.3%) respondents strongly disagreed with the statement.

Table 4.6: Emerging office technologies improve work productivity

Options	No. of Respondents	Percentage (%)
Strongly Agree	18	60
Agree	7	23.3
Disagree	4	13.3
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.6 showed that 18 (60%) respondents strongly agreed and 7 (23.3%) respondents agreed that emerging office technologies improve work productivity, while 4 (13.3%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.7: The speed of technology adoption is too fast for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	5	16.7
Agree	12	40
Disagree	8	26.7
Strongly Disagree	5	16.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.7 showed that 5 (16.7%) respondents strongly agreed and 12 (40%) respondents agreed that the speed of technology adoption is too fast for secretaries, while 8 (26.7%) respondents disagreed and 5 (16.7%) respondents strongly disagreed with the statement.

Table 4.8: Secretaries find it challenging to adapt to emerging office technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	33.3
Agree	7	23.3
Disagree	9	30
Strongly Disagree	4	13.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.8 showed that 10 (33.3%) respondents strongly agreed and 7 (23.3%) respondents agreed that secretaries find it challenging to adapt to emerging office technologies, while 9 (30%) respondents disagreed and 4 (13.3%) respondents strongly disagreed with the statement.

Table 4.9: Secretaries encouraged to use new office technologies in your organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	10	33.3
Disagree	5	16.7
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.9 showed that 12 (40%) respondents strongly agreed and 10 (33.3%) respondents agreed that secretaries are encouraged to use new office technologies in their organizations, while 5 (16.7%) respondents disagreed and 3 (10%) respondents strongly disagreed with the statement.

Table 4.10: Emerging technologies contribute to career advancement for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46.7
Agree	10	33.3
Disagree	5	16.7
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.10 showed that 14 (46.7%) respondents strongly agreed and 10 (33.3%) respondents agreed that emerging technologies contribute to career advancement for secretaries, while 5 (16.7%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.11: Secretaries believe emerging office technologies increase job security

Options	No. of Respondents	Percentage (%)
Strongly Agree	8	26.7
Agree	12	40
Disagree	6	20
Strongly Disagree	4	13.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.11 showed that 8 (26.7%) respondents strongly agreed and 12 (40%) respondents agreed that emerging office technologies increase job security for secretaries, while 6 (20%) respondents disagreed and 4 (13.3%) respondents strongly disagreed with the statement.

Table 4.12: Secretaries are concerned about the potential for technology to replace human jobs

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	33.3
Agree	8	26.7
Disagree	7	23.3
Strongly Disagree	5	16.7
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.12 showed that 10 (33.3%) respondents strongly agreed and 8 (26.7%) respondents agreed that secretaries are concerned about the potential for technology to replace human jobs, while 7 (23.3%) respondents disagreed and 5 (16.7%) respondents strongly disagreed with the statement.

Table 4.13: Secretaries need to upgrade their technical skills continuously due to emerging technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	12	40
Agree	14	46.7
Disagree	3	10
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.13 showed that 12 (40%) respondents strongly agreed and 14 (46.7%) respondents agreed that secretaries need to upgrade their technical skills continuously due to emerging technologies, while 3 (10%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.14: The integration of office technologies has made the work environment more efficient

Options	No. of Respondents	Percentage (%)
Strongly Agree	15	50
Agree	8	26.7
Disagree	5	16.7
Strongly Disagree	2	6.6
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.14 showed that 15 (50%) respondents strongly agreed and 8 (26.7%) respondents agreed that the integration of office technologies has made the work environment more efficient, while 5 (16.7%) respondents disagreed and 2 (6.6%) respondents strongly disagreed with the statement.

Table 4.15: The adoption of emerging technologies improved communication among secretaries and other departments

Options	No. of Respondents	Percentage (%)
Strongly Agree	10	33.3
Agree	12	40
Disagree	5	16.7
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.15 showed that 10 (33.3%) respondents strongly agreed and 12 (40%) respondents agreed that the adoption of emerging technologies has improved communication among secretaries and other departments, while 5 (16.7%) respondents disagreed and 3 (10%) respondents strongly disagreed with the statement.

Table 4.16: The job roles of secretaries have become more strategic due to office technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	30
Agree	11	36.7
Disagree	7	23.3
Strongly Disagree	3	10
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.16 showed that 9 (30%) respondents strongly agreed and 11 (36.7%) respondents agreed that the job roles of secretaries have become more strategic due to office technologies, while 7 (23.3%) respondents disagreed and 3 (10%) respondents strongly disagreed with the statement.

Table 4.17: Emerging office technologies have helped secretaries handle larger volumes of work

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46.7
Agree	12	40
Disagree	3	10
Strongly Disagree	1	3.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.17 showed that 14 (46.7%) respondents strongly agreed and 12 (40%) respondents agreed that emerging office technologies have helped secretaries handle larger volumes of work, while 3 (10%) respondents disagreed and 1 (3.3%) respondent strongly disagreed with the statement.

Table 4.18: Secretaries are receiving adequate support from their organizations in using emerging office technologies

Options	No. of Respondents	Percentage (%)
Strongly Agree	5	16.7
Agree	12	40
Disagree	9	30
Strongly Disagree	4	13.3
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.18 showed that 5 (16.7%) respondents strongly agreed and 12 (40%) respondents agreed that secretaries are receiving adequate support from their organizations in using emerging office technologies, while 9 (30%) respondents disagreed and 4 (13.3%) respondents strongly disagreed with the statement.

Table 4.19: Secretaries think that office technologies reduce the overall stress in their roles

Options	No. of Respondents	Percentage (%)
Strongly Agree	11	36.7
Agree	13	43.3
Disagree	4	13.3
Strongly Disagree	2	6.6
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.19 showed that 11 (36.7%) respondents strongly agreed and 13 (43.3%) respondents agreed that office technologies reduce the overall stress in their roles, while 4 (13.3%) respondents disagreed and 2 (6.6%) respondents strongly disagreed with the statement.

Table 4.20: Job enrichment through new technologies leads to greater motivation for secretaries

Options	No. of Respondents	Percentage (%)
Strongly Agree	14	46.7
Agree	10	33.3
Disagree	4	13.3
Strongly Disagree	2	6.6
Total	30	100

Source: Researcher's fieldwork 2025

Table 4.20 showed that 14 (46.7%) respondents strongly agreed and 10 (33.3%) respondents agreed that job enrichment through new technologies leads to greater motivation for secretaries, while 4 (13.3%) respondents disagreed and 2 (6.6%) respondents strongly disagreed with the statement.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

The primary objective of this study was to assess the way forward for the secretarial profession in the era of emerging office technologies. With the rapid evolution of technology, especially digital tools, office systems, and communication platforms, the role of the secretary has been fundamentally transformed. This research examined how secretaries adapt to these technologies, their perceptions of job security, and their need for continuous skill upgrades to remain relevant in their roles. The study utilized a questionnaire to collect data from 30 secretaries working in various organizations. The analysis focused on understanding the impact of office technologies on job efficiency, the need for continuous professional development, and the degree of support secretaries receive from their organizations. The findings indicate that secretaries generally believe that office technologies have enhanced job efficiency, communication, and job security. However, there is concern about technology replacing human jobs and the lack of sufficient support from organizations. Additionally, the study highlighted the need for secretaries to continuously upgrade their skills to stay competitive in a tech-driven environment.

5.2 Conclusion

In conclusion, the study provides valuable insights into the evolving role of secretaries in the digital age. The integration of emerging office technologies has improved efficiency and communication within the workplace, but it also poses challenges such as job insecurity and the need for constant skill development. The findings show that secretaries who embrace technology and continuously enhance their skills are better

positioned to thrive in their roles. However, organizations need to provide more substantial support and resources for training to ensure that secretaries are not left behind in the technological shift. While secretaries recognize the benefits of technology, there is also a need for job enrichment initiatives that balance technological advancements with human resource development.

5.3 Recommendations

1. Secretaries should engage in regular training and development programs to enhance their technical skills and adapt to new technologies.
2. Organizations should implement job enrichment strategies that leverage emerging technologies to enhance the job satisfaction and motivation of secretaries.
3. Organizations must provide adequate technological tools and support to secretaries.
4. Secretaries should work closely with IT departments to ensure they have the necessary knowledge and support to use new technologies effectively.
5. Organizations need to create a culture that fosters technological adaptation by providing a safe environment where secretaries feel supported in embracing new technologies.

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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 Assessment of the Way Forward for Secretarial Profession in the Era f Emerging Office Technologies

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. Emerging office technologies have affected the responsibilities of secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Secretaries require new skills due to the integration of office technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. The use of emerging technologies has made my job easier. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Secretaries have adequate training to handle emerging office technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. The introduction of new office technologies increased job satisfaction for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Emerging office technologies improve work productivity. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. The speed of technology adoption is too fast for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Secretaries find it challenging to adapt to emerging office technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Secretaries are encouraged to use new office technologies in your organization. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. Emerging technologies contribute to career advancement for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Secretaries believe emerging office technologies increase job security. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
12. Secretaries are concerned about the potential for technology to replace human jobs. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

13. Secretaries need to upgrade their technical skills continuously due to emerging technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
14. The integration of office technologies has made the work environment more efficient. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
15. The adoption of emerging technologies improved communication among secretaries and other departments. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. The job roles of secretaries have become more strategic due to office technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. Emerging office technologies have helped secretaries handle larger volumes of work. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. Secretaries are receiving adequate support from their organizations in using emerging office technologies. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Secretaries think that office technologies reduce the overall stress in their roles. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Job enrichment through new technologies leads to greater motivation for secretaries. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()