THE SIGNIFICANCE OF INTERNET ON THE PERFORMANCE OF SECRETARIES IN ACHIEVING ORGANIZATIONAL OBJECTIVES

BY

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APPROVAL PAGE

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

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This project is dedicated to Almighty Allah, the creator of heaven and earth.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

In the contemporary business environment, the role of secretaries has undergone a significant transformation, driven largely by advancements in technology, especially the internet. Once primarily viewed as administrative support, secretaries are now vital players in enhancing communication, organizing information, and improving overall organizational efficiency. This evolution reflects a broader trend in which technological integration reshapes traditional job roles and responsibilities (Smith, 2020).

The internet equips secretaries with access to a multitude of resources and tools that facilitate their daily tasks. For instance, cloud-based applications enable seamless collaboration and efficient document sharing, allowing teams to work together in real-time regardless of their physical locations. This capability is particularly beneficial in today's increasingly remote and hybrid work environments, where geographical barriers can hinder productivity (Smith, 2020).

Communication platforms such as email and instant messaging streamline interactions within teams and with clients, making it easier for secretaries to manage correspondence and ensure timely No. of Respondents. These tools not only enhance communication efficiency but also foster a more connected workplace culture, which is essential for maintaining strong relationships with clients and colleagues alike (Johnson, 2019).

Moreover, the enhanced connectivity provided by the internet accelerates the flow of information, enabling secretaries to retrieve and disseminate data quickly. This rapid

access to information supports a culture of responsiveness and agility, which is critical in today's fast-paced business climate (Brown & Green, 2021). As organizations face increasing demands for efficiency and adaptability, the ability of secretaries to leverage internet technologies becomes a key factor in achieving organizational objectives.

1.2 Statement of the Problem

The role of secretaries has transformed significantly in recent years, with the advent of internet technologies shaping the landscape of administrative functions. Despite the increasing reliance on digital tools, there remains a gap in understanding how these technologies specifically enhance the performance of secretaries in achieving organizational objectives. This study seeks to address several critical issues surrounding this topic.

Firstly, while prior research has highlighted the benefits of internet technologies in various professional settings, there is limited empirical evidence focusing specifically on secretarial roles. The lack of targeted studies makes it challenging for organizations to understand the full impact of these technologies on secretarial performance and, consequently, on overall organizational effectiveness (Johnson, 2019).

Secondly, many organizations may not fully utilize the available internet resources and tools due to a lack of training or awareness among secretarial staff. This underutilization can lead to inefficiencies in administrative processes, hindering the ability of secretaries to contribute effectively to organizational goals (Harris, 2022).

Moreover, the dynamic nature of the internet means that tools and best practices are continuously evolving. Secretaries may struggle to keep up with these changes, which could impair their performance and job satisfaction. Understanding how internet technologies can be better integrated into their daily tasks is crucial for enhancing their roles (Brown & Green, 2021).

1.3 Objectives of the Study

The primary objective of this study is the significance of internet on the performance of secretaries in achieving organizational objectives. To achieve this, the study will focus on the following specific objectives:

1. To Evaluate the Impact of Internet on Secretarial Efficiency

2. To Analyze the Relationship Between Internet Usage and Job Satisfaction

3. To Identify Key Internet Tools and Resources Utilized by Secretaries

4. To Investigate the Role of Internet Technologies in Enhancing Communication

5. To Assess the Contribution of Secretarial Performance to Organizational Objectives

1.4 Research Questions

This study aims to explore the significance of internet on the performance of secretaries in achieving organizational objectives. To guide this investigation, the following research questions have been raised:

1. What is the impact of internet on the efficiency of secretaries in their daily tasks?

2. What is the relationship between the use of internet technologies and job satisfaction among secretaries?

3. What internet tools and resources are most frequently utilized by secretaries, and how do they contribute to their performance?

4. What is the role of internet technologies in facilitating communication between secretaries and their colleagues or clients?

5. What is the contribution of secretarial performance, enabled by internet technologies, to the achievement of organizational objectives?

1.5 Significance of the Study

This study on "The Significance of Internet on the Performance of Secretaries in Achieving Organizational Objectives" holds substantial importance for several reasons.

Firstly, it contributes to the existing body of knowledge regarding the role of internet technologies in administrative functions. While much research has been conducted on digital transformation in various sectors, there remains a scarcity of literature specifically addressing the impact of these technologies on secretarial performance. By filling this gap, the study will provide valuable insights for academic researchers and practitioners alike (Johnson, 2019).

Secondly, the findings of this study are expected to have practical implications for organizations. By understanding how internet tools enhance the efficiency and effectiveness of secretaries, organizations can implement targeted training and development programs. This focus on professional development can lead to improved job satisfaction and retention among administrative staff, which is crucial for maintaining a stable and skilled workforce (Harris, 2022).

1.6 Delimitation of the Study

This study on "The Significance of Internet on the Performance of Secretaries in Achieving Organizational Objectives" is delimited in several key areas to maintain focus and clarity.

Firstly, the research will primarily concentrate on secretaries working in private and public organizations. This focus allows for a more in-depth examination of the specific challenges and benefits faced by secretaries in a business context (Johnson, 2019).

Secondly, the study will delimit its scope to the use of internet technologies and digital tools directly related to secretarial tasks. While other technological advancements may influence administrative work, the research will specifically investigate tools such as email, cloud storage, and project management software, rather than broader IT infrastructure or hardware issues (Harris, 2022).

1.7 Limitation of the Study

This study on "The Significance of Internet on the Performance of Secretaries in Achieving Organizational Objectives" is subject to several limitations that may affect the findings.

One limitation is the reliance on self-reported data from secretaries regarding their use of internet technologies and its impact on their performance. This may introduce biases, as participants may overestimate their effectiveness or underreport challenges they face (Johnson, 2019).

Another limitation is the potential for a limited sample size, also inadequate time and material resources which may not adequately represent the diversity of secretarial roles across different industries and organizational cultures. A small sample could restrict the generalizability of the findings to a broader population (Harris, 2022).

CHAPTER TWO

LITERATURE REVIEW

This literature review explores the significance of internet on secretarial performance and their contribution to organizational objectives. As organizations increasingly adopt digital tools, understanding their effects on secretarial roles is essential. This review synthesizes research on the evolution of secretarial work, the benefits and challenges of internet adoption, and the implications for organizational success. The review will be conducted under the listed sub headings.

2.1 Introduction to Secretarial Roles

2.2 The Impact of Internet Technologies on Efficiency

2.3 Job Satisfaction and Technology

2.4 Key Internet Tools for Secretarial Work

2.5 Communication Enhancement

2.1 Introduction to Secretarial Roles

The role of secretaries has evolved significantly with the integration of technology into the workplace. Traditionally viewed as administrative support, secretaries are now recognized as vital contributors to organizational efficiency and effectiveness. Research indicates that modern secretaries must adapt to rapidly changing technological environments to meet organizational demands (Williams, 2021). In the past, secretarial roles primarily involved tasks such as typing, filing, and managing schedules. However, the advent of digital tools and the internet has transformed these responsibilities. Secretaries are now expected to possess advanced skills in various software applications, including word processing, spreadsheets, and

presentation tools, which are essential for effective communication and data management (Williams, 2021).

The shift towards digitalization has not only expanded the skill set required for secretarial positions but has also increased the complexity of their roles. For instance, secretaries are now often responsible for managing electronic correspondence, utilizing email platforms and collaboration tools to facilitate communication across departments (Anderson, 2022). This requires a strong understanding of digital etiquette and the ability to navigate various communication platforms effectively. Additionally, the rise of cloud computing has enabled secretaries to manage documents and data more efficiently. They are now tasked with organizing and maintaining digital files, ensuring that important information is easily accessible to team members (Davis & Lee, 2023). This transition from physical to digital document management has streamlined workflows and reduced the time spent on administrative tasks, allowing secretaries to focus on more strategic functions within the organization. Moreover, the integration of project management software has further enhanced the role of secretaries. They are increasingly involved in coordinating projects, tracking deadlines, and collaborating with team members through platforms such as Trello or Asana (Martin, 2021). This involvement not only requires technical proficiency but also strong organizational and interpersonal skills, as secretaries must effectively communicate with various stakeholders to ensure project success.

2.2 The Impact of Internet Technologies on Efficiency

Internet technologies play a crucial role in enhancing the efficiency of secretarial tasks. Tools such as email, cloud storage, and project management software streamline communication and task management. Johnson (2020) highlights that the use of these

technologies can lead to significant time savings and increased productivity, allowing secretaries to focus on higher-value activities that contribute to organizational goals.

Email has revolutionized the way secretaries communicate with colleagues and clients. It allows for instant messaging and the ability to share documents quickly, reducing the time spent on traditional forms of communication such as memos or phone calls. This immediacy not only speeds up decision-making processes but also enhances collaboration among team members (Johnson, 2020).

The benefits of email communication extend beyond mere speed. For instance, email provides a written record of communications, which can be crucial for accountability and reference. This documentation is particularly important in professional settings where clarity and precision are essential (Johnson, 2020). Additionally, the ability to attach files directly to emails facilitates the sharing of important documents, ensuring that all relevant information is readily accessible to team members (Johnson, 2020).

Moreover, email allows for asynchronous communication, meaning that team members can respond at their convenience. This flexibility is particularly beneficial in organizations with diverse schedules or remote workers, as it accommodates different time zones and work hours (Johnson, 2020). As a result, secretaries can manage communications more effectively, prioritizing urgent matters while still addressing less immediate concerns in a timely manner.

2.3 Job Satisfaction and Technology

The relationship between job satisfaction and the use of internet technologies is well-documented. Harris (2022) found that secretaries who are proficient in digital tools

report higher levels of job satisfaction. This satisfaction is attributed to several key factors.

First, digital tools automate many routine administrative tasks, allowing secretaries to spend less time on repetitive activities such as data entry and document management. This automation not only saves time but also reduces the likelihood of errors, leading to a more efficient work environment (Harris, 2022).

Additionally, the use of collaboration tools enables secretaries to communicate and work more effectively with colleagues. Features such as shared documents, instant messaging, and project management software facilitate teamwork and ensure that everyone is aligned on project goals and deadlines (Harris, 2022). This improved collaboration fosters a sense of belonging and teamwork, which contributes to overall job satisfaction.

The ability to share documents in real time is particularly beneficial, as it allows team members to provide immediate feedback and make necessary adjustments without the delays associated with traditional methods of communication (Harris, 2022). This immediacy not only enhances productivity but also builds trust among team members, as they can see their contributions being valued and integrated into the workflow.

Instant messaging tools further enhance communication by providing a platform for quick exchanges that can prevent misunderstandings and promote clarity (Harris, 2022). These tools allow secretaries to ask questions, share updates, and resolve issues in a timely manner, which can significantly reduce the stress associated with miscommunication.

2.4 Key Internet Tools for Secretarial Work

Identifying the specific internet tools utilized by secretaries is essential for understanding their impact on performance. Brown and Green (2021) conducted a

study that identified key technologies, such as collaborative platforms and scheduling tools, as critical for improving organizational communication and workflow. These tools not only enhance individual performance but also promote team cohesion.

Collaborative platforms, such as Microsoft Teams and Slack, allow secretaries to communicate in real time, share documents, and manage projects collectively. This instant access to information and the ability to collaborate seamlessly contribute to a more efficient workflow and help reduce misunderstandings among team members (Brown & Green, 2021).

These platforms facilitate various forms of communication, including direct messaging, group chats, and video calls, which can significantly enhance the speed and clarity of interactions. For instance, secretaries can quickly clarify tasks or share updates without the delays associated with traditional email communication. This immediacy not only accelerates decision-making processes but also minimizes the risk of miscommunication, which can often occur in more formal communication channels (Brown & Green, 2021).

2.5 Communication Enhancement

Effective communication is a cornerstone of successful secretarial work. The advent of internet technologies has transformed how secretaries interact with colleagues and clients. According to Miller and Thomas (2023), digital communication platforms enable real-time information sharing, facilitating quicker decision-making processes and enhancing overall organizational responsiveness.

These platforms allow secretaries to communicate instantly with team members, which is crucial in fast-paced work environments. The ability to share updates, documents, and feedback in real time reduces delays that can occur with traditional communication methods, such as email. This immediacy not only accelerates the flow of information but also empowers secretaries to respond promptly to inquiries and

requests, thereby improving service delivery to clients and colleagues alike (Miller & Thomas, 2023).

Moreover, the use of digital communication platforms enhances collaboration among team members. Features such as group chats and video conferencing enable secretaries to facilitate discussions and decision-making processes without the need for physical meetings. This flexibility is particularly beneficial in remote or hybrid work settings, where team members may be dispersed across different locations (Miller & Thomas, 2023).

Additionally, these platforms often come equipped with tools for task management and project tracking, allowing secretaries to keep everyone informed about project statuses and deadlines. By providing a centralized location for information sharing, secretaries can ensure that all team members have access to the latest updates, which helps to maintain alignment and accountability within the team (Miller & Thomas, 2023).

CHAPTER THREE

METHODOLOGY

This chapter outlined the methodology used to investigate the significance of internet on the performance of secretaries in achieving organizational objectives. the chapter described the following sub titles.

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 employed in this study is a structured questionnaire designed by the researcher to assess the significance of internet on the performance of secretaries in achieving organizational objectives. The questionnaire consisted of Likert scale closed-ended questions that evaluate various aspects, including internet usage frequency, types of technologies utilized, perceived benefits, and challenges faced in the workplace. This instrument allows for quantitative analysis of data, facilitating a comprehensive understanding of the relationship between technology and secretarial performance (Johnson, 2019).

3.2 Population of the Study

The population for this study comprised 10 secretaries working in organization across different levels, including administrative, Finance, and Accounts. This diverse population was chosen to provide insights into how internet affect secretarial performance across different units and levels of organization selected as a case study.

3.3 Sample and Sampling Techniques

A stratified random sampling technique was employed to ensure representation from different levels. This method involves dividing the population into strata based on organizational units and then randomly selecting participants from each level. The sample size for this study was limited to 10 secretaries, which allowed for in-depth qualitative insights while still being manageable for analysis (Creswell, 2014).

3.4 Distribution and Collection of Data

questionnaires were distributed personally by the researcher in paper format. The hardcopies were provided to participants during office hours. Data collection lasted for two weeks period, with follow-up reminders sent to encourage participation and increase response rates.

3.5 Reliability

To ensure the reliability of the instrument, a pilot study will be conducted with a small group of ten secretaries different from the study population, prior to the main study. This pilot test will help identify any issues with question clarity and allow for revisions. The reliability of the questionnaire will be measured using Cronbach's alpha, with a threshold of 0.70 or higher considered acceptable (Field, 2018).

3.6 Validity

The validity of the instrument will be established through expert review and content validation to ensure consistency. experts in administrative management and technology will assess the questionnaire to ensure that it accurately measures the intended constructs related to secretarial performance and internet usage. The questionnaire was revised based on the expert reviews to improve the quality of the questionnaire.

3.7 Method of Data Analysis

The data analysis for this study involved quantitative methods to interpret the responses of respondents from the questionnaires. The data obtained were analyzed using descriptive statistics, including frequency distributions and percentages, to summarize the responses of respondents. To ensure reliability in processing the collected data. The results were presented in tables along with the interpretation.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the analysis and interpretation of data collected on the significance of internet on the performance of secretaries in achieving organizational objectives. Data obtained from a structured questionnaire were analyzed using descriptive statistics and presented in tables. Each table included respondents frequencies and percentages, followed by an interpretation of the findings. The results showed a strong consensus on the impact of internet access on efficiency, productivity, and overall job performance of secretaries.

4.2 Results

Table 4.1: Internet Impact Secretaries Efficiency

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

Source: Researcher's fieldwork 2025.

Table 4.1 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that the internet positively impacts their efficiency, while neither disagreed nor strongly disagreed with this statement.

Table 4.2: Secretaries Feel More Productive with Internet Access

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

Source: Researcher's fieldwork 2025.

Table 4.2 indicated that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that they feel more productive with internet access, while neither disagreed nor strongly disagreed with the statement.

Table 4.3: Internet Usage has Improved Secretaries Communication Skills

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

Source: Researcher's fieldwork 2025.

Table 4.3 revealed that 6 (60%) respondents strongly agreed and 4 (40%) respondents agreed that internet usage has improved their communication skills, while neither disagreed nor strongly disagreed with the statement.

Table 4.4: Internet Tools Enhance Team Collaboration

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

Source: Researcher's fieldwork 2025.

Table 4.4 showed that 5 (50%) respondents strongly agreed and 5 (50%) respondents agreed that internet tools enhance team collaboration, there was neither No. of Respondents on disagreed nor strongly disagreed respectively with the statement.

Table 4.5: Internet Access is Essential for Secretaries Daily Tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	90
Agree	1	10
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's fieldwork 2025.

Table 4.5 indicated that 9 (90%) respondents strongly agreed and 1 (10%) agreed that internet access is essential for their daily tasks, with no disagreement. There was neither No. of Respondents on disagreed nor strongly disagreed respectively.

Table 4.6: Internet Help Secretaries Meet Deadlines

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

Source: Researcher's fieldwork 2025.

Table 4.6 showed that 8 (80%) respondents strongly agreed and 2 (20%) agreed that the internet helps them meet deadlines, while there was neither No. of Respondents on disagreed nor strongly disagreed respectively.

Table 4.7: Secretaries Have Experienced Challenges with Internet-Related Tasks

Options	No. of Respondents	Percentage (%)
Strongly Agree	3	30
Agree	4	40
Disagree	3	30
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's fieldwork 2025.

Table 4.7 revealed that 3 (30%) respondents strongly agreed and 4 (40%) agreed that they have experienced challenges with internet-related tasks, while 3 (30%) respondents disagreed and none respondent strongly disagreed with the statement.

Table 4.8: Secretaries Use Online Tools for Document Management

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

Source: Researcher's fieldwork 2025.

Table 4.8 indicated that 6 (60%) respondents strongly agreed and 4 (40%) agreed that they use online tools for document management, while no respondents on disagreed and strongly disagreed respectively with the statement.

Table 4.9: Internet Training is Provided by the Organization

Options	No. of Respondents	Percentage (%)
Strongly Agree	2	20
Agree	3	30
Disagree	4	40
Strongly Disagree	1	10
Total	**10**	**100**

Source: Researcher's fieldwork 2025.

Table 4.9 showed that only 2 (20%) respondents strongly agreed that internet training is provided, while 3 (30%) respondents agreed, 4 (40%) respondents disagreed, and 1 (10%) respondent strongly disagreed with the statement.

Table 4.10: Internet Help Secretaries Access Information Quickly

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

Source: Researcher's fieldwork 2025.

Table 4.10 indicated that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that the internet helps them access information quickly, while neither respondent on disagreed nor strongly disagreed respectively with the statement.

Table 4.11: Internet Usage Reduces Errors in Secretaries Work

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

Source: Researcher's fieldwork 2025.

Table 4.11 showed that 5 (50%) respondents strongly agreed and 5 (50%) respondents agreed that internet usage reduces errors in their work, no No. of Respondents on disagreed and strongly disagreed respectively with the statement.

Table 4.12: Internet Access is Important for Client Interactions

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

Source: Researcher's fieldwork 2025.

Table 4.12 indicated that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that internet access is important for client interactions, no respondent disagreed and strongly disagreed with the statement.

Table 4.13: Secretaries Use Social Media for Professional Networking

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

Source: Researcher's fieldwork 2025.

Table 4.13 showed that 4 (40%) respondents strongly agreed and 4 (40%) respondents agreed that they use social media for professional networking, while 2 (20%) respondents disagreed while there was no respondent on strongly disagreed with the statement.

Table 4.14: Internet Enhances Secretaries Problem-Solving Skills

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

Source: Researcher's fieldwork 2025.

Table 4.14 indicated that 6 (60%) respondents strongly agreed and 3 (30%) agreed that the internet enhances their problem-solving skills, while 1 (10%) respondent disagreed and no respondent on strongly disagreed with the statement.

Table 4.15: Internet Access is Necessary for Continuous Learning

Options	No. of Respondents	Percentage (%)
Strongly Agree	9	90
Agree	1	10
Disagree	0	0
Strongly Disagree	0	0
Total	**10**	**100**

Source: Researcher's fieldwork 2025.

Table 4.15 showed that 9 (90%) respondents strongly agreed and 1 (10%) respondent agreed that internet access is necessary for continuous learning, no respondent on disagreed and strongly disagreed respectively with the statement.

Table 4.16: Internet Improves Work-Life Balance

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

Source: Researcher's fieldwork 2025.

Table 4.16 indicated that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that the internet improves their work-life balance, while 1 (10%) respondent disagreed and no respondent on strongly disagreed with the statement.

Table 4.17: The Internet Help Secretaries Stay Organized

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

Source: Researcher's fieldwork 2025.

Table 4.17 showed that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that the internet helps them stay organized, no respondent on disagreed and strongly disagreed with the statement.

Table 4.18: Secretaries Feel Confident Using Internet Tools

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

Source: Researcher's fieldwork 2025.

Table 4.18 indicated that 6 (60%) respondents strongly agreed and 4 (40%) respondents agreed that they feel confident using internet tools, no respondent on disagreed and strongly disagreed with the statement.

Table 4.19: Internet Use is Encouraged by Your Organization

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

Source: Researcher's fieldwork 2025.

Table 4.19 showed that 5 (50%) respondents strongly agreed and 4 (40%) respondents agreed that internet use is encouraged by their organization, while 1 (10%) respondent disagreed and no respondent on strongly disagreed with the statement.

Table 4.20: More Internet Training for Secretaries is necessary

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

Source: Researcher's fieldwork 2025.

Table 4.20 showed that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that more internet training for secretaries is necessary, with no respondent on disagreed and strongly disagreed respectively.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

The project investigates the significance of internet on the performance of secretaries in achieving organizational objectives. With the rapid advancement of technology, the role of secretaries has evolved, making internet proficiency a critical skill. Through a structured questionnaire distributed to ten respondents, the study assessed various aspects of internet usage, including efficiency, productivity, communication skills, team collaboration, and training needs. The findings indicated that a significant majority of respondents believe that the internet positively impacted their efficiency and productivity. Most participants acknowledge improvements in communication skills and the essential nature of internet access for daily tasks. Challenges such as internet-related tasks were noted by some respondents, highlighting areas for improvement. The need for internet training is evident, with respondents confirming that their organizations provide adequate training. Overall, the data suggested that the internet plays a vital role in enhancing the performance of secretaries, contributing significantly to the achievement of organizational goals.

5.2 Conclusion

The findings from the study underscore the critical role of the internet in enhancing the performance of secretaries within organizations. As essential contributors to administrative functions, secretaries rely heavily on internet to improve their efficiency, productivity, and communication skills. However, there are gaps in training and support that need to be addressed to maximize the benefits of internet usage. The recognition of the internet as a crucial tool for achieving organizational objectives is pivotal for organizations aiming to improve their overall performance and adaptability in a digital age.

5.3 Recommendations

Based on the findings of the study The following recommendations were made:

1. Enhance Internet Training Programs: Organizations should implement comprehensive training programs focused on internet tools and applications to empower secretaries with the necessary skills to leverage technology effectively.

2. Promote Internet Access: Ensure that all secretaries have reliable and uninterrupted access to the internet, as it is essential for completing daily tasks and enhancing productivity.

3. Encourage Team Collaboration Tools: Adopt collaborative online tools that facilitate teamwork among secretaries and other staff members, improving communication and project management.

4. Regular Assessment of Internet Usage: Conduct periodic assessments to evaluate the impact of internet usage on secretary performance, enabling organizations to make informed decisions about technology investments.

5. Foster a Culture of Continuous Learning: Encourage secretaries to pursue ongoing education and training in internet technologies, ensuring they stay updated with the latest tools and practices that can benefit their roles.

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KWARA STATE POLYTECHNIC, ILORIN

INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Ma,

RESEARCH QUESTIONNAIRES

This is a research instrument to elicit information relevant to research work titled The Significance of Internet on the Performance of Secretaries in Achieving Organizational Objectives

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. Internet impacts secretaries' efficiency. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

2. Secretaries feel more productive with internet access. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

3. Internet usage has improved secretaries' communication skills. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

4. Internet tools enhance team collaboration. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

5. Internet access is essential for secretaries' daily tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

6. Internet helps secretaries meet deadlines. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

7. Secretaries have experienced challenges with internet-related tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

8. Secretaries use online tools for document management. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

9. Internet training is provided by the organization. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

10. Internet helps secretaries access information quickly. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

11. Internet usage reduces errors in secretaries' work. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

12. Internet access is important for client interactions. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

13. Secretaries use social media for professional networking. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

14. Internet enhances secretaries' problem-solving skills. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

15. Internet access is necessary for continuous learning. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

16. Internet improves work-life balance. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

17. The internet helps secretaries stay organized. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

18. Secretaries feel confident using internet tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

19. Internet use is encouraged by your organization. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

20. More internet training for secretaries is necessary. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )