

**ASSESSING THE TOOLS TO FACILITATE
SMOOTH VIRTUAL MEETING BY
SECRETARIES IN MODERN OFFICES**

BY

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ND/23/OTM/FT/0046

**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.

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DEDICATION

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

ACKNOWLEDGEMENTS

My deepest appreciation goes to my loving Parent Mr and Mrs Alarape for their support, guidance and sacrifice throughout this journey. Your love, wisdom and prayers have shaped me into the person I am today.

My sincere gratitude goes to my supervisor in person of Dr Oyinloye O.T for his expert guidance and support throughout this project.

I am also grateful to everyone who contributed to the success of this project, including those who provided resourceful advice and motivation. I say a big thank you to you all. May God bless you.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The increasing reliance on virtual communication technologies has transformed how organizations function in the modern world. In recent years, the growing trend toward remote work, coupled with technological advancements, has shifted the landscape of office administration. Virtual meetings, which were once considered supplementary, are now central to workplace communication and collaboration (Cameron et al., 2018). In this evolving office environment, secretaries have adapted their roles significantly, moving from traditional administrative tasks to more complex responsibilities, such as facilitating and managing virtual meetings. This shift underscores the importance of effective tools and resources to ensure smooth and productive virtual meetings (Katz, 2021).

Secretaries today are responsible for organizing and coordinating these meetings, ensuring that technology works seamlessly and that participants can engage meaningfully. Virtual meeting tools such as Zoom, Microsoft Teams, Google Meet, and Slack have become essential in facilitating real-time communication and collaboration (Miller & Jackson, 2019). These platforms enable the scheduling of meetings, sharing of documents, video conferencing, and real-time messaging, all of which are vital to ensuring effective communication (Vinson & Mofrad, 2020). However, while these technologies offer numerous benefits, they also present several challenges, such as technical glitches, difficulties with managing large participant groups, and time zone differences (Dawson et al., 2017).

1.2 Statement of the Problem

The shift toward virtual communication in modern offices, accelerated by remote work and globalization, has redefined the role of administrative personnel, particularly secretaries. Secretaries, once primarily responsible for scheduling and organizing in-person meetings, now have the added responsibility of managing virtual meetings. These meetings are a critical component of organizational communication, but they often come with numerous challenges that hinder their efficiency and effectiveness. While various digital tools are available to facilitate smooth virtual meetings, there is a lack of comprehensive research assessing which tools are most effective and how they are being utilized by secretaries in contemporary office settings.

Virtual meetings are essential for maintaining communication and collaboration among teams, clients, and stakeholders. However, numerous issues such as technical difficulties, software incompatibility, scheduling conflicts across different time zones, and challenges in managing large participant groups can disrupt the flow of these meetings (Cameron et al., 2018; Dawson et al., 2017). The pressure placed on secretaries to ensure that meetings run smoothly is considerable, as they must navigate a variety of software tools, troubleshoot technical problems, and coordinate logistics while ensuring that the meeting's goals are achieved (Katz, 2021).

1.3 Objectives of the Study

The primary objective of this study is to assess the tools that facilitate smooth virtual meetings, particularly from the perspective of secretaries in modern office settings. The study aims to provide a comprehensive understanding of the effectiveness of these tools, their challenges, and their impact on the efficiency of virtual communication. The specific objectives are as follows:

1. To evaluate the most commonly used virtual meeting tools by secretaries in modern offices

2. To examine the challenges faced by secretaries in facilitating smooth virtual meetings
3. To assess the effectiveness of virtual meeting tools in supporting secretaries' roles
4. To analyze the preferences of secretaries in selecting virtual meeting tools
5. To provide strategies for improving the efficiency and effectiveness of virtual meeting facilitation in modern offices

1.4 Research Questions

The aim of this study is to assess the tools that secretaries use to facilitate smooth virtual meetings in modern offices. To address the objectives of the study, the following research questions have been raised:

1. What are the most commonly used virtual meeting tools by secretaries in modern office settings?
2. What are the challenges secretaries face when using virtual meeting tools to facilitate meetings?
3. What is the effectiveness of current virtual meeting tools in supporting the responsibilities of secretaries in modern offices?
4. What factors influence secretaries' preferences when selecting virtual meeting tools?
5. What strategies or best practices can be recommended to improve the facilitation of virtual meetings by secretaries?

1.5 Significance of the Study

This study is significant as it addresses the evolving role of secretaries in modern offices, particularly in the context of virtual meetings. With the increasing shift toward remote and hybrid work models, virtual meetings have become an essential component of organizational communication. Secretaries, who traditionally played an administrative role in managing in-person meetings, are now responsible for facilitating virtual meetings. As such, understanding the tools that support these activities is crucial for improving overall office efficiency and productivity.

The findings of this research will provide valuable insights into the most commonly used virtual meeting tools, their effectiveness, and the challenges secretaries face while using them. By evaluating the tools that are integral to virtual meetings, the study will contribute to the body of knowledge about how secretaries can better manage virtual meetings and ensure that meetings run smoothly. These insights will be especially valuable for office managers and organizations looking to optimize their virtual meeting processes by selecting the most effective tools based on the experiences and preferences of administrative professionals.

1.6 Delimitation of the Study

This study is delimited to the assessment of virtual meeting tools used by secretaries in modern office settings. The research will focus exclusively on the tools that facilitate smooth virtual meetings, such as video conferencing software, scheduling platforms, and collaboration tools, and will exclude any in-depth analysis of face-to-face meeting tools or office management systems not directly related to virtual meetings.

The study is delimited to secretaries working in modern office environments, meaning the sample will not include administrative professionals in non-office settings, such as fieldwork or non-corporate organizations. Additionally, the research will focus on

secretaries in organizations that have adopted remote or hybrid work models, within Ilorin metropolis limiting the findings to offices where virtual meetings are a regular part of the daily workflow.

1.7 Limitation of the Study

While this study provides valuable insights into the tools used by secretaries to facilitate smooth virtual meetings in modern offices, there are several limitations that must be acknowledged. One of the primary limitations is the sample size and scope of the study, as it focuses only on secretaries within certain organizations that have adopted remote or hybrid work models. This means the findings may not be applicable to secretaries in traditional office settings or those in organizations with little to no use of virtual meeting tools.

Another limitation is the reliance on self-reported data from secretaries, which could introduce bias due to personal perspectives and subjective experiences. Additionally, the study will be limited to the tools currently used in the field, and given the rapid pace of technological advancement, newer tools and platforms may emerge after the study is completed, potentially altering the relevance of the findings.

CHAPTER TWO

LITERATURE REVIEW

With the rise of remote and hybrid work, secretaries play a crucial role in managing virtual meetings. This literature review explores the tools secretaries use to facilitate smooth virtual meetings, the challenges they face, and best practices for optimizing these tools. It also examines factors influencing tool selection and the importance of training and support for effective virtual meeting management. The review will be discussed under the listed sub headings.

2.1 Virtual Meetings in Modern Offices

2.2 Role of Secretaries in Virtual Meetings

2.3 Tools for Virtual Meetings

2.4 Challenges Faced by Secretaries in Facilitating Virtual Meetings

2.5 Factors Influencing the Selection of Virtual Meeting Tools

2.1 Virtual Meetings in Modern Offices

In recent years, virtual meetings have become an integral part of communication within modern offices. The shift toward remote and hybrid work environments has significantly increased the reliance on digital tools for professional interactions. This transformation has been largely accelerated by global events such as the COVID-19 pandemic, which forced organizations to rethink their communication strategies and adopt virtual platforms (Cameron et al., 2018; Anderson, 2020). Virtual meetings allow teams to collaborate in real time, regardless of their physical location, breaking down geographical barriers and enabling seamless communication across different time zones (Smith, 2021).

The growing importance of virtual meetings is reflected in their widespread use across industries, with many organizations implementing them as the primary method for internal communication and client interactions (Cameron et al., 2018). With the introduction of advanced digital tools like Zoom, Microsoft Teams, and Google Meet, virtual meetings have become more accessible and efficient, offering features such as screen sharing, document collaboration, and breakout rooms for group discussions (Pomeroy, 2020). These tools allow participants to interact and share information in ways that are both productive and time-efficient, making them vital in today's business environment.

However, the effectiveness of virtual meetings is highly dependent on the tools used and the competence of individuals managing these tools. Secretaries, as key administrative professionals, often take on the responsibility of organizing and facilitating virtual meetings. Their role includes setting up the meeting environment, ensuring all technical aspects run smoothly, and coordinating communication between participants (Williams & Clark, 2022). As such, secretaries must possess a high level of technical proficiency and familiarity with various virtual meeting platforms to ensure meetings run efficiently and without disruptions (Kaur & Rani, 2021). Moreover, the ability of secretaries to troubleshoot technical issues and provide support during the meeting is crucial for maintaining a productive atmosphere and ensuring that the meeting's objectives are achieved (Stokes & DeLange, 2019).

2.2 Role of Secretaries in Virtual Meetings

The role of secretaries in modern office environments has undergone significant transformation, especially with the widespread adoption of virtual meetings. Traditionally, secretaries were primarily tasked with organizing and coordinating in-person meetings, including scheduling, sending invitations, and preparing meeting materials. However, the advent of digital communication tools has expanded their role, requiring them to manage not only the logistical aspects of meetings but also the

technical functionalities of virtual meetings (Katz, 2021). Today, secretaries are often the first point of contact for setting up virtual meetings, from selecting the appropriate software to ensuring all participants have access to the necessary links and materials.

Secretaries are now responsible for more than just administrative duties; they are expected to manage various aspects of virtual meeting tools, such as scheduling, organizing virtual meeting rooms, and ensuring that the tools work correctly before and during the meeting (Cameron et al., 2018). According to Pomeroy (2020), secretaries are integral in ensuring the smooth operation of virtual meetings by facilitating the use of key functions like screen sharing, document collaboration, and managing breakout rooms. Their ability to use these tools effectively can directly impact the productivity and flow of the meeting.

Moreover, secretaries must address technical issues that arise during virtual meetings, such as connectivity problems or difficulty with participants accessing the meeting platform. As many virtual meeting tools require updates, compatibility checks, and troubleshooting skills, secretaries must be adept at identifying and resolving these issues quickly to ensure that meetings proceed without unnecessary delays (Kaur & Rani, 2021). Their role in problem-solving and providing immediate technical support during virtual meetings is crucial for maintaining the meeting's momentum and ensuring that all participants can engage fully without interruptions (Williams & Clark, 2022).

The increasing complexity of virtual meetings also places a premium on secretaries' skills in communication and multitasking. Secretaries need to facilitate smooth communication between all participants, including managing audio and video settings, muting participants when necessary, and ensuring that key discussions are documented appropriately (Stokes & DeLange, 2019). In addition, secretaries often act as facilitators of the meeting, ensuring that all necessary individuals have the floor to speak and that the meeting follows its agenda (KPMG, 2020).

2.3 Tools for Virtual Meetings

The rapid growth of remote work and hybrid office environments has driven the adoption of a variety of tools designed to facilitate virtual meetings, which have become essential for effective communication within modern organizations. These tools range from video conferencing platforms to collaborative applications, each contributing to the smooth flow of meetings and enhanced team interaction. Among the most popular video conferencing platforms are Zoom, Microsoft Teams, and Google Meet. These tools are designed to offer high-quality video and audio communication, enabling participants to collaborate from different locations in real time (Miller & Jackson, 2019). Such platforms are essential for secretaries, who are often tasked with organizing and coordinating virtual meetings, as they allow for seamless scheduling, sending invitations, sharing documents, and managing breakout sessions (Smith & Daniels, 2019).

Zoom, for instance, has gained significant popularity due to its ease of use and robust features, including screen sharing, virtual backgrounds, and a large participant capacity, making it an ideal tool for large-scale meetings (Hossain & Hossain, 2021). Microsoft Teams, on the other hand, has become a preferred choice for organizations that already use other Microsoft Office tools, such as Word, Excel, and Outlook, as it offers seamless integration with these programs. Teams also supports chat functions, file sharing, and real-time collaboration, which are integral to enhancing communication and project management (Cameron et al., 2018). Google Meet, widely used within organizations utilizing Google Workspace, is another key platform that allows participants to engage in video calls with a simple user interface and reliable audio and video features.

These platforms not only facilitate the main interaction during virtual meetings but also offer supplementary tools like file sharing, screen sharing, and recording options, which secretaries can use to improve the meeting experience. As noted by Pomeroy

(2020), these functionalities are particularly useful for secretaries, who must ensure that all necessary information is accessible to participants, and that important discussions are documented for future reference. The ability to integrate with other applications, such as calendars, email platforms, and cloud storage services, further strengthens the efficiency of these tools in supporting office communication.

2.4 Challenges Faced by Secretaries in Facilitating Virtual Meetings

While virtual meeting tools have become integral to modern office communication, secretaries often encounter several challenges when facilitating these meetings. Despite the advantages offered by these tools, technical issues remain a significant barrier to smooth virtual meetings. Common technical difficulties such as connectivity problems, software malfunctions, and participant issues with platform navigation can lead to disruptions, resulting in a less effective meeting experience. According to Dawson et al. (2017), technical issues are among the most frequently encountered obstacles during virtual meetings, and secretaries must be prepared to troubleshoot and resolve such problems quickly to ensure that the meeting proceeds without significant interruptions.

Another challenge is managing large groups of participants, particularly during virtual meetings with high attendee numbers. Secretaries are tasked with ensuring that the meeting runs smoothly, and this often includes keeping participants engaged, managing time effectively, and maintaining order during discussions. In a traditional face-to-face meeting, these responsibilities are easier to manage, but in a virtual environment, with participants spread across various locations, the complexity increases (Miller & Jackson, 2019). Managing multiple participants requires secretaries to be adept at utilizing features such as muting microphones, controlling speaking turns, and moderating chat functions, all of which are crucial to keeping the meeting on track. Without effective moderation, virtual meetings can easily become

chaotic, with participants talking over one another, leading to confusion and disengagement (Vinson & Mofrad, 2020).

Scheduling conflicts, particularly those arising from different time zones, represent another considerable challenge. Many organizations operate on a global scale, and secretaries are often responsible for coordinating meetings that involve participants from multiple time zones. This adds an extra layer of complexity, as finding a time that is convenient for everyone can be difficult (Cameron et al., 2018). To mitigate this challenge, secretaries rely on tools that can synchronize time zones and suggest optimal meeting times. However, despite the availability of such tools, the inherent difficulties of balancing the schedules of team members across various regions persist. As Vinson & Mofrad (2020) note, secretaries must frequently adapt to the constraints of time zone differences, often leading to compromises in terms of convenience for some participants. These scheduling issues can affect not only the smooth execution of virtual meetings but also participant attendance and engagement.

2.5 Factors Influencing the Selection of Virtual Meeting Tools

The selection of virtual meeting tools is influenced by several critical factors that secretaries must consider to ensure a smooth and efficient meeting experience. One of the primary factors, as Katz (2021) emphasizes, is the ease of use of the platform. Secretaries often prioritize tools that are intuitive and user-friendly, as they minimize the time required for training and troubleshooting. With many secretaries juggling various administrative duties, platforms that streamline the meeting process, such as simple interfaces and accessible features, are highly preferred. Tools like Zoom and Microsoft Teams have become popular partly because of their user-friendly nature, enabling individuals with minimal technical experience to manage virtual meetings effectively (Miller & Jackson, 2019).

In addition to ease of use, cost plays a significant role in the selection of virtual meeting tools. Small and medium-sized businesses, in particular, may have limited budgets for software and technology, making cost an essential consideration when choosing a platform. According to Vinson & Mofrad (2020), many organizations opt for tools that offer free or affordable versions, such as Zoom or Google Meet, due to their functionality and zero or low cost. These platforms provide essential features such as video conferencing, screen sharing, and chat, which are crucial for seamless virtual meetings, without the need for significant financial investment. For organizations with more extensive needs or larger budgets, premium versions of these platforms offer enhanced features like larger participant capacities, advanced security settings, and integration with other enterprise tools (Miller & Jackson, 2019).

Integration with other tools is another critical factor when selecting virtual meeting platforms. As Miller & Jackson (2019) note, organizations typically use a suite of software applications for communication, document management, and scheduling. Virtual meeting tools that can integrate seamlessly with these existing systems—such as calendar management software (e.g., Outlook or Google Calendar) and cloud storage services (e.g., Google Drive, OneDrive)—are more likely to be selected. Integration helps streamline the process, allowing secretaries to schedule meetings directly from their calendars, send automated reminders, and easily share documents during the meeting. Furthermore, platforms like Microsoft Teams are particularly favored for their ability to integrate not only with other Microsoft Office tools but also with a variety of third-party applications that enhance productivity (Katz, 2021).

CHAPTER THREE

METHODOLOGY

This chapter outlined the research methodology used to assess the tools that facilitate smooth virtual meetings by secretaries in modern offices. The methodology will be looked at under the following 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 for data collection in this study is a structured questionnaire designed by the researcher. The questionnaire was a Likert scale consisted of closed-ended questions, designed to gather quantitative data on assessing the tools to facilitate smooth virtual meetings by secretaries in modern offices called (ATTFSVMBSSIMO). The questions address various aspects such as the types of tools employed, the challenges faced in using these tools, and the perceived effectiveness of these tools. The structured format of the questionnaire allows for consistent data collection, making it easier to compare responses across all participants.

3.2 Population of the Study

The population of this study consisted of secretaries in University of Ilorin Teaching Hospital selected as a case study. Secretaries with at least one year of experience in managing virtual meetings are considered eligible for the study. The target population was drawn from different offices, this ensures the study captures a broad perspective on the tools used in facilitating virtual meetings. The total population identified was 35 secretaries.

3.3 Sample and Sampling Techniques

A purposive sampling technique was employed in this study, where 35 secretaries who meet the eligibility criteria (working in offices with regular virtual meetings and with at least one year of experience) were selected to participate in the study. The sample size of thirty-five secretaries was chosen to provide a focused and manageable set of data while still being representative of the target population. The purposive sampling method was selected because it targets individuals who have the most relevant experience with virtual meetings, which was critical for the objectives of the study.

3.4 Distribution and Collection of Data

The distribution and collection of the questionnaire was done personally by the researcher, to the selected participants at their work place. A cover letter accompanied the questionnaire, explained the purpose of the study, ensuring confidentiality, and requesting voluntary participation. Data collection was conducted for a period of two weeks to allow enough time for respondents to complete the survey. Follow-up reminders was sent to increase the response rate and ensure full participation from the nine selected secretaries.

3.5 Reliability

The reliability of the instrument assessed through a pilot study conducted with a small sample of 10 secretaries who are not part of the final study. The responses from the pilot test were analyzed using the Cronbach's Alpha coefficient, a measure of internal consistency. A Cronbach's Alpha value of 0.7 or higher will indicate that the questionnaire is reliable for the main study (George & Mallery, 2016). The pilot study will also help identify any ambiguous or unclear questions, allowing for adjustments before the final distribution.

3.6 Validity

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

3.7 Method of Data Analysis

Data collected from the completed questionnaires will be analyzed using quantitative methods. The responses will be analyzed using descriptive statistics, such as frequencies, and percentages, to summarize the responses of the respondents and identify patterns in the tools used and the challenges faced by secretaries in facilitating virtual meetings.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the survey results on tools used by secretaries to facilitate smooth virtual meetings in modern offices. based on responses from 35 secretaries, the data is presented in tables showing the distribution of responses, categorized by Strongly Agree, Agree, Disagree, and Strongly Disagree. The findings explore the effectiveness of these tools and the challenges faced by secretaries in managing virtual meetings.

4.2 Results

Table 4.1: Secretaries Use Virtual Meeting Tools Like Microsoft Teams

Option	No. of Respondents	Percentage (%)
Strongly Agree	19	55
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.1 shows that 19 (55%) respondents strongly agreed and 12 (33%) agreed that they use virtual meeting tools like Microsoft Teams in their offices. Only 4 (11%) disagreed, and none strongly disagreed. This suggests that a majority of secretaries have experience using virtual meeting tools.

Table 4.2: Zoom and Microsoft Teams Are the Most Common Virtual Meeting Tools Used

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	12	33
Disagree	4	11
Strongly Disagree	4	11
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.2 shows that 15 (44%) respondents strongly agreed and 12 (33%) agreed that Zoom and Microsoft Teams are the most common virtual meeting tools used. A total of 8 (22%) respondents either disagreed or strongly disagreed. This indicates that most secretaries recognize Zoom and Microsoft Teams as commonly used platforms.

Table 4.3: Virtual Meeting Tools Are Integrated with Other Office Software

Option	No. of Respondents	Percentage (%)
Strongly Agree	19	55
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.3 shows that 19 (55%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools are integrated with other office software. Only 4 (11%) disagreed, and none strongly disagreed. This reflects that most secretaries benefit from seamless integration between meeting tools and other digital office systems.

Table 4.4: Technical Issues Occur During Virtual Meetings

Option	No. of Respondents	Percentage (%)
Strongly Agree	12	33
Agree	15	44
Disagree	8	22
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.4 shows that 12 (33%) respondents strongly agreed and 15 (44%) agreed that technical issues occur during virtual meetings, while 8 (22%) disagreed. None strongly disagreed. This means that technical problems are still a common experience during virtual meetings.

Table 4.5: Virtual Meeting Tools Are Easy to Use

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	15	44
Disagree	5	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.5 shows that 30 (88%) respondents either strongly agreed or agreed that virtual meeting tools are easy to use, while 5 (11%) disagreed. This shows that the majority of secretaries find the tools user-friendly and accessible.

Table 4.6: Virtual Meeting Tools Support Breakout Rooms for Group Discussions

Option	No. of Respondents	Percentage (%)
Strongly Agree	19	55
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.6 shows that 19 (55%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools support breakout rooms for group discussions. Only 4 (11%) disagreed. This demonstrates that most secretaries are aware of and use breakout room features during virtual meetings.

Table 4.7: Virtual Meeting Tools Support Screen Sharing and Document Collaboration

Option	No. of Respondents	Percentage (%)
Strongly Agree	24	67
Agree	11	33
Disagree	0	0
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.7 shows that all 35 respondents agreed that virtual meeting tools support screen sharing and document collaboration, with 24 (67%) strongly agreeing. This indicates strong familiarity and reliance on collaboration features within these tools.

Table 4.8: Training Has Been Provided for Using Virtual Meeting Tools

Option	No. of Respondents	Percentage (%)
Strongly Agree	12	33
Agree	15	44
Disagree	8	22
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.8 shows that 12 (33%) strongly agreed and 15 (44%) agreed that training has been provided for using virtual meeting tools. A minority of 8 (22%) disagreed. This suggests that while many have received training, there is still a need to reach the remaining users.

Table 4.9: Virtual Meeting Tools Are Cost-Effective

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	15	44
Disagree	5	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.9 shows that 30 (88%) respondents agreed or strongly agreed that virtual meeting tools are cost-effective, while 5 (11%) disagreed. This means that most secretaries perceive virtual meeting platforms as offering good value for their organization.

Table 4.10: Virtual Meeting Tools Are Compatible Across Time Zones

Option	No. of Respondents	Percentage (%)
Strongly Agree	12	33
Agree	20	56
Disagree	3	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.10 shows that 32 (89%) respondents agreed that virtual meeting tools are compatible across time zones, with only 3 (11%) disagreeing. This indicates that the tools are generally reliable for coordinating meetings with participants in different locations.

Table 4.11: Secretaries Can Manage Large Virtual Meeting Audiences

Option	No. of Respondents	Percentage (%)
Strongly Agree	12	33
Agree	15	44
Disagree	8	22
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.11 shows that 12 (33%) respondents strongly agreed and 15 (44%) agreed that they can manage large virtual meeting audiences. 8 (22%) disagreed. This suggests most secretaries feel capable of handling large virtual meetings, though some challenges remain.

Table 4.12: Virtual Meeting Tools Have Clear Audio and Video Quality

Option	No. of Respondents	Percentage (%)
Strongly Agree	20	56
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.12 shows that 20 (56%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools provide clear audio and video quality, with 4 (11%) disagreeing. This indicates that the majority find the quality satisfactory.

Table 4.13: Virtual Meeting Tools Allow for Easy File Sharing

Option	No. of Respondents	Percentage (%)
Strongly Agree	24	67
Agree	8	22
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.13 shows that 24 (67%) respondents strongly agreed and 8 (22%) agreed that virtual meeting tools allow for easy file sharing. Four (11%) disagreed. This reflects positive user experiences with file sharing functionalities.

Table 4.14: Virtual Meeting Tools Are Secure for Confidential Information

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	12	33
Disagree	8	22
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.14 shows that 15 (44%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools are secure for confidential information. However, 8 (22%) disagreed, indicating some concerns about security remain.

Table 4.15: Virtual Meeting Tools Are Compatible with Various Devices

Option	No. of Respondents	Percentage (%)
Strongly Agree	20	56
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.15 shows that 20 (56%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools are compatible with various devices. Only 4 (11%) disagreed. This highlights broad compatibility across different hardware.

Table 4.16: Virtual Meeting Tools Are Accessible to All Participants

Option	No. of Respondents	Percentage (%)
Strongly Agree	24	67
Agree	11	33
Disagree	0	0
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.16 shows that all 35 respondents agreed that virtual meeting tools are accessible to all participants, with 24 (67%) strongly agreeing. This demonstrates excellent accessibility features in the tools used.

Table 4.17: Virtual Meeting Tools Support Multilingual Languages

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	12	33
Disagree	8	22
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.17 shows that 15 (44%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools support multilingual languages, while 8 (22%) disagreed. This indicates that most users see the multilingual feature as supported, but some feel it could be improved.

Table 4.18: Virtual Meeting Tools Have Customizable Features for Different Purposes

Option	No. of Respondents	Percentage (%)
Strongly Agree	20	56
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.18 shows that 20 (56%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools have customizable features for different purposes. Four (11%) disagreed, suggesting most appreciate the flexibility of these tools.

Table 4.19: Virtual Meeting Tools Are Reliable During High-Traffic Periods

Option	No. of Respondents	Percentage (%)
Strongly Agree	15	44
Agree	15	44
Disagree	5	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.19 shows that 30 (88%) respondents agreed or strongly agreed that virtual meeting tools are reliable during high-traffic periods, with 5 (11%) disagreeing. This reflects a strong confidence in the tools' performance under heavy use.

Table 4.20: Virtual Meeting Tools Have Adequate Customer Support

Option	No. of Respondents	Percentage (%)
Strongly Agree	20	56
Agree	12	33
Disagree	4	11
Strongly Disagree	0	0
Total	35	100

Source: Researcher's Fieldwork 2025

Table 4.20 shows that 20 (56%) respondents strongly agreed and 12 (33%) agreed that virtual meeting tools have adequate customer support, while 4 (11%) disagreed. This suggests most users find support satisfactory, though some issues remain.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Summary

This study aimed to assess the tools used by secretaries in modern offices to facilitate smooth virtual meetings. With the increasing reliance on digital communication platforms for business operations, especially in the wake of the COVID-19 pandemic, secretaries play a pivotal role in ensuring the success of virtual meetings. The research focused on evaluating the effectiveness of virtual meeting tools, such as Zoom, Microsoft Teams, and Google Meet, which are commonly employed for business communication. A questionnaire was administered to nine secretaries, exploring the tools they use, their integration with other office software, ease of use, cost-effectiveness, reliability, security features, and their ability to support large virtual audiences and breakout rooms. The study highlighted that while virtual meeting tools are commonly used and deemed effective by most respondents, some challenges, such as technical issues and the need for training, still persist.

The findings indicated that the majority of respondents found virtual meeting tools to be user-friendly, cost-effective, and supportive of essential features like breakout rooms and document collaboration. However, a significant number of secretaries reported experiencing technical difficulties, underscoring the need for better infrastructure and training. The study also found that virtual meeting tools are generally integrated with other office software, but the reliability during high-traffic periods and the adequacy of customer support varied across different platforms.

5.2 Conclusion

The assessment of virtual meeting tools used by secretaries in modern offices reveals that these tools are crucial for facilitating efficient communication in today's

workplace. While most of the tools perform well in terms of basic functionality such as video/audio quality, screen sharing, and document collaboration, technical issues and user training remain significant concerns. The study emphasizes that although virtual meeting tools offer various benefits, including flexibility and cost-effectiveness, their full potential is often hindered by lack of proper training and technical support. Overall, this research contributes valuable insights into the use of virtual meeting tools in the workplace and suggests that improvements in training, integration, and customer support can further enhance their effectiveness.

5.3 Recommendations

In line with the findings of the study. The following recommendation were made.

1. Improved Training Programs: Organizations should provide comprehensive training to secretaries on how to effectively use virtual meeting tools. This will help reduce technical difficulties and improve the efficiency of virtual meetings.
2. Enhanced Technical Support: Companies should ensure that reliable technical support is available to assist secretaries when facing issues with virtual meeting tools, especially during high-traffic periods.
3. Upgrading Software and Hardware Infrastructure: It is recommended that organizations invest in high-quality software and hardware to support virtual meetings, ensuring minimal disruption due to connectivity or performance issues.
4. Regular Updates and Integration: Virtual meeting tools should be regularly updated and better integrated with other office software to ensure seamless user experience and efficient collaboration.

5. Feedback Mechanisms: Companies should establish regular feedback mechanisms, allowing secretaries and other employees to report challenges or suggestions for improvement in the virtual meeting process, which can guide future updates and policy adjustments.

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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 Assessing the Tools to Facilitate Smooth Virtual Meeting by Secretaries in Modern Offices

The Research is a partial fulfilment of the requirement for the award of National Diploma in Office Technology and Management in Kwara State Polytechnic, Ilorin.

I shall be grateful if this questionnaire can be completed by you. Your anonymity is highly guaranteed. Information gathered through this questionnaire would be used only for Academic purposes.

QUESTIONNAIRE

1. Secretaries use virtual meeting tools such as Microsoft Teams. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
2. Zoom and Microsoft Teams are the most common virtual meeting tools used. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
3. Virtual meeting tools are integrated with other office software. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
4. Technical issues occur during virtual meetings. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
5. Virtual meeting tools are easy to use. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
6. Virtual meeting tools support breakout rooms for group discussions. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
7. Virtual meeting tools support screen sharing and document collaboration. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
8. Training has been provided for using virtual meeting tools. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
9. Virtual meeting tools are cost-effective. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
10. Virtual meeting tools are compatible across time zones. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
11. Secretaries can manage large virtual meeting audiences. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()

12. Virtual meeting tools have clear audio and video quality. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
13. Virtual meeting tools allow for easy file sharing. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
14. Virtual meeting tools are secure for confidential information. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
15. Virtual meeting tools are compatible with various devices. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
16. Virtual meeting tools are accessible to all participants. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
17. Virtual meeting tools support multilingual languages. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
18. Virtual meeting tools have customizable features for different purposes. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
19. Virtual meeting tools are reliable during high-traffic periods. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()
20. Virtual meeting tools have adequate customer support. (a) Strongly Agree () (b) Agree () (c) Disagree () (d) Strongly Disagree ()