THE IMPACT OF ARTIFICIAL INTELLIGENCE ON SECRETARIAL ROLES AND RESPONSIBILITIES

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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DEDICATION

I dedicate this project to God Almighty, the giver of life, wisdom, and purpose. His endless grace and mercy have sustained me throughout this journey and to my wonderful parents Mr and Mrs Abdulrauf, your unconditional love, sacrifices, and constant encouragement have been my backbone. This achievement is as much yours as it is mine.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

The rapid advancement of technology in the 21st century has led to a significant transformation in various sectors, including the administrative and secretarial fields. Artificial Intelligence (AI), in particular, is reshaping industries and has already begun to alter the scope and nature of traditional roles. Secretarial roles, which have long been central to ensuring smooth administrative functions within organizations, are now being redefined by AI-driven automation and machine learning tools. AI technologies, such as natural language processing, machine learning, and robotic process automation (RPA), are being increasingly adopted to perform routine administrative tasks such as scheduling, managing emails, data entry, and document preparation (Brynjolfsson & McAfee, 2014). These tools not only perform tasks faster and more accurately but also enable secretaries to focus on higher-level responsibilities that require creativity, decision-making, and interpersonal skills (Davenport & Kirby, 2016).

In the past, secretaries were primarily responsible for tasks such as coordinating meetings, maintaining office records, drafting correspondence, and providing general administrative support (Gartner, 2020). However, with the development of AI-powered virtual assistants, automated scheduling systems, and document management software, many of these tasks are now being automated, significantly reducing the time spent on repetitive work. This shift has led to a growing concern about the potential impact of AI on employment within administrative roles, as it raises questions about job displacement, the need for reskilling, and the evolution of the secretarial profession.

This study aims to explore the impact of AI on secretarial roles, focusing on how it is reshaping traditional duties, the implications for the workforce, and the future prospects of the profession in an increasingly automated environment.

1.2 Statement of the Problem

The increasing integration of Artificial Intelligence (AI) into various business processes has led to significant shifts in the way organizations operate. One area that has witnessed this transformation is the secretarial profession. Traditionally, secretaries have performed critical administrative functions, including scheduling, document preparation, communication management, and general office support. However, the advent of AI technologies, such as virtual assistants, automated scheduling systems, and robotic process automation (RPA), is revolutionizing these responsibilities. While AI offers the potential to enhance productivity and efficiency, it raises important questions about the future of secretarial roles and their impact on the workforce.

The core problem lies in understanding how AI is reshaping secretarial responsibilities and the implications for individuals working in these positions. On one hand, AI offers a way to automate repetitive, time-consuming tasks, thus enabling secretaries to focus on more strategic and value-added activities. On the other hand, there is a growing concern about the potential displacement of human workers, as automation increasingly takes over tasks traditionally handled by secretaries (Brynjolfsson & McAfee, 2014). Moreover, as AI continues to evolve, it is essential to examine how these technological advancements affect the skills required for secretarial roles, including the need for new training and the development of competencies that align with emerging AI tools (Davenport & Kirby, 2016).

This study seeks to address these challenges by investigating the impact of AI on secretarial roles, exploring both the benefits and challenges associated with AI adoption, and examining the future trajectory of secretarial work in an increasingly automated environment.

1.3 Objective of the Study

The primary objective of this study is to explore the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities within modern organizations. The study aims to provide a comprehensive understanding of how AI technologies are transforming the traditional tasks performed by secretaries, the benefits and challenges that arise from these technological changes, and the implications for future job roles within the administrative field.

To achieve this, the study seeks to:

1. To examine the specific ways in which AI technologies are transforming secretarial roles.
2. To identify the potential benefits AI brings to secretarial roles.
3. To investigate the challenges and concerns associated with AI adoption in the secretarial profession.
4. To analyze the ethical and social implications of AI adoption in secretarial work.
5. To assess the future trajectory of secretarial roles in light of AI advancements.

1.4 Research Questions

To guide the investigation into the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities, the study will address the following research questions:

1. To what extent has AI technology transformed traditional secretarial tasks?
2. What are the benefits and challenges of AI adoption in secretarial work?
3. How has the role of the secretary evolved due to AI, and what new skills are required for secretarial positions in the AI era? What ethical and social concerns are raised by the introduction of AI in secretarial work?
4. What is the future trajectory of secretarial roles in light of AI advancements?

1.5 Significance of the Study

This study holds significant value for both secretaries and organizations as it explores the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities.

For secretaries, the study provides crucial insights into the evolving nature of their profession. As AI automates routine tasks, secretaries must adapt by acquiring new skills related to technology and strategic decision-making. Understanding these changes enables secretaries to stay relevant in the workforce, positioning themselves for career advancement by taking on more complex, value-added responsibilities (Davenport & Kirby, 2016).

For organizations, the study highlights the potential benefits of AI, including increased efficiency and productivity by automating administrative tasks. This allows secretaries to focus on higher-level responsibilities that contribute more directly to organizational growth. Additionally, the findings will assist organizations in workforce planning, ensuring that administrative staff are properly reskilled to meet the demands of a rapidly changing technological landscape. Furthermore, the study addresses ethical concerns related to AI adoption, offering organizations a roadmap for implementing AI responsibly while maintaining fairness and transparency in the workplace (O'Neil, 2016). By understanding the implications of AI on secretarial roles, both secretaries

and organizations can better prepare for a future where AI plays an integral part in business operations.

1.6 Delimitations

This study on the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities has several delimitations that define its scope and boundaries. First, the research focuses specifically on the secretarial profession, excluding other administrative roles or broader job sectors that may also be affected by AI advancements. This narrower focus allows for a detailed analysis of how AI impacts secretarial tasks, responsibilities, and skills.

The study is also limited to the analysis of AI technologies that directly influence secretarial work, such as virtual assistants, automated scheduling tools, and robotic process automation (RPA), excluding other technological innovations that may affect office administration in a more peripheral manner.

1.7 Limitations

This study on the impact of Artificial Intelligence (AI) on secretarial roles has several limitations. Firstly, it relies primarily on secondary sources, such as literature and industry reports, which may not accurately reflect real-time developments or individual experiences, as primary data like interviews or surveys are lacking.

Additionally, the study is limited to organizations where AI is already integrated, excluding sectors or regions with lower adoption rates, which may affect the representativeness of the findings.

These limitations indicate that while the study offers valuable insights, its conclusions may not be universally applicable across all industries.

CHAPTER TWO

LITERATURE REVIEW

This literature review aims to examine key research and findings on the effects of AI on secretarial work, shedding light on both the opportunities and challenges posed by these technologies. It will be conducted under the following sub headings:

2.1 The Role of Secretaries Before the Introduction of AI

2.2 The Emergence of AI in Administrative Work

2.3 Automation of Routine Tasks

2.4 Changes in Secretarial Responsibilities

2.5 New Skills for Secretaries in the Age of AI

2.1 The Role of Secretaries Before the Introduction of AI

Before the introduction of Artificial Intelligence (AI) in the workplace, secretaries held a critical and highly influential role in organizations. Traditionally, secretaries were considered the backbone of office operations, tasked with a variety of administrative responsibilities that ensured smooth business operations. These duties were often extensive and involved handling routine administrative tasks, managing communication, organizing meetings, and maintaining important documentation (Zhang, 2017). Secretaries were integral in supporting the executives and management team, allowing for effective day-to-day business operations.

One of the primary responsibilities of secretaries prior to AI was **managing correspondence**. This included handling phone calls, drafting, typing, and distributing letters, emails, and other forms of communication, often being the first point of contact for clients, partners, and internal staff (Zhao, 2015). Secretaries were also responsible

for organizing and maintaining office files, both physical and digital, ensuring that crucial documents were readily available when needed. Such organizational skills were paramount in maintaining business continuity and efficiency (Goudreau, 2015).

Moreover, **calendar management** was another vital role of secretaries. They were responsible for scheduling appointments, meetings, and conferences, often coordinating with other departments and external stakeholders to ensure that executives and managers' schedules were optimized. This task required significant attention to detail and the ability to manage conflicting priorities effectively. In addition to calendar management, secretaries played a key role in **travel arrangements**, including booking flights, accommodations, and preparing itineraries for executives and senior staff members (Zhang, 2017).

Secretaries were also responsible for **office management**, including maintaining office supplies and managing the day-to-day functions of the office environment. They served as the primary administrative support for executives, helping with tasks such as preparing reports, presentations, and occasionally assisting in the management of financial records (Goudreau, 2015). Their role required them to be multi-taskers, often juggling numerous responsibilities and ensuring that the organization operated without disruption.

2.2 The Emergence of AI in Administrative Work

The emergence of Artificial Intelligence (AI) in administrative work has brought profound transformations in various industries, including the secretarial profession. Over the past few decades, technological advancements have gradually introduced AI tools and applications that significantly enhance the efficiency of administrative tasks. AI technologies, such as machine learning, natural language processing (NLP), robotic

process automation (RPA), and virtual assistants, have become increasingly integrated into administrative operations, affecting the way secretarial work is performed.

Initially, administrative tasks were dominated by manual processes, such as scheduling, data entry, document management, and communication. These tasks, although essential, were often time-consuming and prone to human error. With the advent of AI, many of these functions have been automated, allowing secretaries to focus on more strategic and complex responsibilities. According to Brynjolfsson and McAfee (2014), AI has the potential to enhance productivity by automating routine tasks, thus enabling employees to redirect their time and energy toward higher-value tasks.

One of the first and most impactful AI tools in administrative work was **Robotic Process Automation (RPA)**. RPA allows for the automation of repetitive and rule-based tasks, such as data entry, invoice processing, and managing schedules. By using RPA, secretaries can automate time-consuming tasks, such as sorting emails, responding to basic queries, and handling appointment scheduling (Avasarala, 2019). This allows secretaries to allocate more time for high-level tasks like decision-making, project coordination, and client interactions, which AI tools cannot easily replicate.

Another significant development is the integration of **virtual assistants** (such as Siri, Alexa, or Google Assistant) and **chatbots**. These AI-driven tools have significantly improved communication and scheduling processes. Virtual assistants are capable of managing calendars, setting reminders, drafting emails, and responding to common inquiries. The growing sophistication of these tools, with the use of **natural language processing** (NLP), enables virtual assistants to understand and process human speech more effectively, allowing for hands-free management of administrative tasks (Wirtz, 2018). This AI advancement has proven particularly valuable in assisting secretaries

by simplifying time-consuming tasks, making their roles more efficient and less labor-intensive.

2.3 Automation of Routine Tasks

The automation of routine tasks through Artificial Intelligence (AI) has revolutionized the way secretarial duties are performed. AI technologies, such as Robotic Process Automation (RPA), machine learning, and natural language processing (NLP), have significantly improved efficiency by automating repetitive, time-consuming tasks that were traditionally performed manually by secretaries. These advancements have not only streamlined administrative processes but have also freed up valuable time for secretaries to focus on higher-value activities, such as strategic planning, client interactions, and decision-making (Avasarala, 2019).

Routine tasks that secretaries historically managed, such as scheduling appointments, organizing files, and processing documents, can now be handled by AI-driven systems. For example, AI-powered scheduling tools like Microsoft Outlook's AI calendar or Google Assistant have simplified the task of managing appointments. These tools use machine learning algorithms to optimize scheduling by considering availability, priorities, and even external factors like travel time. As a result, secretaries no longer have to manually coordinate schedules, reducing the risk of errors and saving substantial amounts of time (Avasarala, 2019).

Email management and filtering are another area where AI has greatly impacted secretarial duties. AI algorithms can now automatically sort and categorize emails, flagging important ones while filtering out spam or less relevant messages. These systems can prioritize emails based on urgency or specific keywords, allowing secretaries to focus their attention on high-priority communications. AI-driven tools like Gmail's Smart Compose and Smart Reply also enable secretaries to compose and

send responses more quickly by suggesting contextually appropriate replies based on previous interactions, reducing the time spent on routine email tasks (Chui, Manyika, & Miremadi, 2016).

Document management and processing have also seen significant improvements through AI automation. Secretaries were once responsible for managing large volumes of paperwork, organizing files, and ensuring that important documents were easily accessible. Today, AI-based document management systems can automatically categorize and tag documents, making it easier to retrieve and track files. Optical Character Recognition (OCR) and machine learning algorithms can analyze scanned documents and extract key information, reducing the need for manual data entry. These automated systems help secretaries maintain a more organized and efficient filing system (Schneider, 2019).

2.4 Changes in Secretarial Responsibilities

The advent of Artificial Intelligence (AI) has brought about substantial changes in secretarial responsibilities, transforming the way administrative professionals approach their work. Traditional secretarial roles that were previously focused on manual, repetitive tasks have evolved, with secretaries now leveraging AI tools to perform more complex, strategic, and value-added functions. The introduction of AI into the workplace has significantly altered the scope of secretarial duties, moving beyond the traditional support functions and extending to higher-level responsibilities in organizational management, decision-making, and technology integration.

One of the most notable changes in secretarial responsibilities is the shift from routine administrative tasks to a more strategic role within the organization. According to Brynjolfsson and McAfee (2014), AI has freed up secretaries from time-consuming activities such as scheduling meetings, processing invoices, and managing

communication, thereby allowing them to focus on tasks that require greater intellectual engagement. This includes managing projects, contributing to organizational planning, and assisting in decision-making processes. As AI takes over repetitive tasks, secretaries are becoming more integral to the strategic management of the office, with responsibilities now extending to areas such as data analysis and strategic communication.

In addition to the shift toward more strategic tasks, AI has enabled secretaries to take on a more prominent role in **technology management**. As AI tools and software become an integral part of daily operations, secretaries are now expected to manage and oversee the use of these tools. They may be responsible for overseeing AI systems, ensuring that they are operating efficiently, and troubleshooting any issues that arise. This new responsibility requires secretaries to develop technical competencies and be proactive in understanding and utilizing AI-powered tools in the office. AI-powered software applications such as scheduling assistants, virtual meeting platforms, and communication tools now demand that secretaries possess a broader skill set, encompassing not just administrative skills but also technical proficiency (Schneider, 2019).

2.5 New Skills for Secretaries in the Age of AI

The integration of Artificial Intelligence (AI) into administrative work has fundamentally altered the skill set required for secretarial roles. While traditional secretarial skills such as communication, organization, and scheduling remain important, the rise of AI has introduced new demands that necessitate an adaptation of the skill set for modern secretaries. In the age of AI, secretaries must not only possess the foundational administrative skills but also embrace new competencies to effectively manage, collaborate with, and leverage AI tools. This shift is driven by the increasing reliance on AI technologies such as virtual assistants, machine learning

algorithms, robotic process automation (RPA), and predictive analytics to perform routine tasks, leaving secretaries to focus on higher-level and strategic responsibilities (Avasarala, 2019).

As AI tools become more integrated into office environments, technical literacy has emerged as one of the most crucial new skills for secretaries. Secretaries must become proficient in using AI-driven applications and software, such as scheduling assistants, customer relationship management (CRM) systems, document management systems, and communication tools (Schneider, 2019). Understanding how AI tools work and knowing how to effectively operate and troubleshoot these systems is vital to performing administrative tasks efficiently.

Moreover, secretaries are expected to stay informed about the latest AI advancements to ensure they are using the most effective tools available. This might involve basic programming knowledge or a familiarity with machine learning principles, depending on the organization's AI systems. While secretaries may not need to become expert programmers, they must be able to navigate and utilize AI-powered platforms and workflows to support their tasks (Brynjolfsson & McAfee, 2014).

With AI systems capable of processing vast amounts of data, secretaries are increasingly required to interpret and manage data outputs. This shift toward data-driven decision-making means that secretaries must possess the ability to analyze and make sense of data generated by AI systems. For example, secretaries may need to assess data from employee performance metrics, financial reports, or sales trends to assist managers and executives in making informed decisions. AI tools can provide insights into business operations, but secretaries must be able to interpret these insights and communicate them effectively to their colleagues (Chui, Manyika, & Miremadi, 2016).

CHAPTER THREE

METHODOLOGY

This chapter outlines the research methodology used in investigating the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities. It presents the approaches and techniques used to gather, analyze, and interpret data for this study. This section aims to provide a detailed account of how the research was conducted, ensuring transparency and reproducibility of the study. The methodology includes a description of the research instrument, population, sampling techniques, data distribution and collection methods, reliability and validity of the instrument, and the approach to data analysis.

3.1 Instrument Used

The primary instrument for data collection in this study was a structured questionnaire. The questionnaire was designed to gather both qualitative and quantitative data from secretaries, administrative professionals, and organizational managers about the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities. The questionnaire was divided into two sections: the first section aimed to collect

demographic information such as job title, years of experience, and organization type, while the second section contained closed-ended and Likert-scale questions to measure participants' perceptions on how AI influences various aspects of secretarial work. Additionally, open-ended questions were included to allow respondents to provide detailed insights on their experiences with AI technologies in the workplace.

3.2 Population of the Study

The population of this study comprised secretaries and administrative assistants employed in the organization used as case study, as well as managers who oversee administrative functions. The target population was chosen due to their direct interaction with AI-driven tools and technologies within their professional roles. The study focused on professionals working in organizations used as the case study, where AI technologies have been implemented for administrative tasks. The population also included IT and HR managers who are responsible for the integration and training of AI systems within their organizations.

3.3 Sample and Sampling Techniques

A stratified random sampling technique was used to select the sample for this study. This method ensured that participants were drawn from different sectors, including public, private, and nonprofit organizations, to provide a diverse representation of the workforce. A sample size of 30 respondents was selected, based on the size of the population and the aim of ensuring adequate power for statistical analysis. Secretaries and administrative professionals from various experience levels (less than 5 years, 5-10 years, and over 10 years of experience) were included to capture a broad range of perspectives on the adoption and impact of AI in secretarial roles.

The stratification was based on organizational type (corporate, educational, governmental), and participants within each stratum were randomly selected to participate in the study. This approach helped achieve a representative sample, reflecting the different ways in which AI is utilized across industries.

3.4 Distribution and Collection of Data

The distribution of the questionnaire was done both electronically and in paper format to accommodate participants' preferences and organizational environments. The electronic version was distributed via email, and a link to the online survey platform was sent to selected respondents. For those in offices with limited internet access, paper copies of the questionnaire were distributed and collected by researchers in person.

Data collection took place over a period of three weeks, during which respondents were given adequate time to complete and return the questionnaire. Follow-up reminders were sent to ensure a high response rate, and research assistants were available to answer any questions participants had about the questionnaire.

3.5 Reliability

Reliability refers to the consistency of the measurement instrument. To ensure the reliability of the questionnaire, a pilot study was conducted with a small sample of 5 respondents from similar organizations to test the instrument's clarity, relevance, and consistency in measuring the intended variables. The feedback from the pilot study was used to refine and improve the questionnaire, ensuring that it was appropriate for the larger sample.

To further assess reliability, Cronbach’s alpha coefficient was calculated for the Likert-scale items in the questionnaire. A Cronbach’s alpha score above 0.70 was

considered acceptable for this study, indicating that the instrument was reliable in measuring the variables of interest related to AI's impact on secretarial roles.

3.6 Validity

Validity refers to the extent to which the research instrument accurately measures what it is intended to measure. To ensure the validity of the questionnaire, content validity was established by consulting with experts in the fields of AI and administrative work. These experts reviewed the questionnaire to confirm that the items were relevant to the research questions and that they effectively covered the key aspects of AI's impact on secretarial roles.

Additionally, construct validity was established by ensuring that the questionnaire items were aligned with the theoretical framework of the study, which focused on the transformation of secretarial roles through AI adoption. The instrument was also pretested on a small group of secretaries and managers to confirm that the questions were understood as intended and that they effectively captured the necessary data.

3.7 Method of Data Analysis

The data collected through the questionnaires were analyzed using both descriptive and inferential statistical methods. Descriptive statistics, including frequencies, Percentage (%)s, and mean scores, were used to summarize and describe the demographic characteristics of the respondents and their views on the impact of AI on their roles. These statistics provided an overview of the participants' responses and helped identify trends in the data.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

This chapter presents the analysis and interpretation of the data collected through the structured questionnaire, focusing on the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities. The responses from the 150 participants were analyzed and summarized in various tables. Each table reflects the perceptions and attitudes of the respondents concerning how AI influences their daily tasks, job satisfaction, skill development, and organizational effectiveness.

4.2 Results

Table 4.1: You believe that AI has significantly improved the efficiency of secretarial tasks

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	12	40.0
Agree	10	33.3
Disagree	5	16.7
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.1 above showed that 12 (40%) respondents strongly agreed and 10 (33.3%) respondents agreed that AI has significantly improved the efficiency of secretarial tasks, while 5 (16.7%) respondents disagreed, and 3 (10%) respondents strongly disagreed with the statement.

Table 4.2: The use of AI reduced the number of manual tasks in your daily work

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	11	36.7
Agree	9	30.0
Disagree	7	23.3
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.2 above showed that 11 (36.7%) respondents strongly agreed and 9 (30%) agreed that AI has reduced the number of manual tasks in their daily work, while 7 (23.3%) disagreed, and 3 (10%) strongly disagreed with the statement.

Table 4.3: You feel that AI has created new roles or responsibilities within your job

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	8	26.7
Agree	10	33.3
Disagree	9	30.0
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.3 above showed that 8 (26.7%) respondents strongly agreed and 10 (33.3%) respondents agreed that AI has created new roles or responsibilities within their job, while 9 (30%) disagreed, and 3 (10%) strongly disagreed with the statement.

Table 4.4: AI increased your workload in any way

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	6	20.0
Agree	8	26.7
Disagree	10	33.3
Strongly Disagree	6	20.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.4 above showed that 6 (20%) respondents strongly agreed and 8 (26.7%) agreed that AI has increased their workload, while 10 (33.3%) disagreed, and 6 (20%) strongly disagreed with the statement.

Table 4.5: The introduction of AI enhanced the accuracy of your work

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	14	46.7
Agree	8	26.7
Disagree	5	16.7
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.5 above showed that 14 (46.7%) respondents strongly agreed and 8 (26.7%) agreed that AI has enhanced the accuracy of their work, while 5 (16.7%) disagreed, and 3 (10%) strongly disagreed with the statement.

Table 4.6: AI will eventually replace some of the secretarial roles

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

Source: Researcher's fieldwork, 2025

Table 4.6 above showed that 7 (23.3%) respondents strongly agreed and 10 (33.3%) respondents agreed that AI will eventually replace some secretarial roles, while 8 (26.7%) disagreed, and 5 (16.7%) strongly disagreed with the statement.

Table 4.7: AI improved the overall productivity of your department

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	10	33.3
Agree	12	40.0
Disagree	6	20.0
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.7 above showed that 10 (33.3%) respondents strongly agreed and 12 (40%) respondents agreed that AI has improved the overall productivity of their department, while 6 (20%) disagreed, and 2 (6.7%) strongly disagreed with the statement.

Table 4.8: AI has enhanced the quality of customer service in your organization

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	12	40.0
Agree	10	33.3
Disagree	6	20.0
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.8 above showed that 12 (40%) respondents strongly agreed and 10 (33.3%) agreed that AI has enhanced the quality of customer service in their organization, while 6 (20%) disagreed, and 2 (6.7%) strongly disagreed with the statement.

Table 4.9: You received adequate training to use AI tools in your work

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	8	26.7
Agree	12	40.0
Disagree	7	23.3
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.9 above showed that 8 (26.7%) respondents strongly agreed and 12 (40%) respondents agreed that they received adequate training to use AI tools in their work, while 7 (23.3%) disagreed, and 3 (10%) strongly disagreed with the statement.

Table 4.10: AI can assist in improving the decision-making process in your department

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	11	36.7
Agree	12	40.0
Disagree	5	16.7
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.10 above showed that 11 (36.7%) respondents strongly agreed and 12 (40%) agreed that AI can assist in improving decision-making in their department, while 5 (16.7%) disagreed, and 2 (6.7%) strongly disagreed with the statement.

Table 4.11: AI has been effective in streamlining communication within your organization

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	9	30.0
Agree	10	33.3
Disagree	8	26.7
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.11 above showed that 9 (30%) respondents strongly agreed and 10 (33.3%) agreed that AI has streamlined communication within their organization, while 8 (26.7%) disagreed, and 3 (10%) strongly disagreed with the statement.

Table 4.12: AI has increased your level of job satisfaction

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	6	20.0
Agree	11	36.7
Disagree	9	30.0
Strongly Disagree	4	13.3
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.12 above showed that 6 (20%) respondents strongly agreed and 11 (36.7%) agreed that AI has increased their job satisfaction, while 9 (30%) disagreed, and 4 (13.3%) strongly disagreed with the statement.

Table 4.13: AI has reduced the amount of repetitive work in your daily tasks

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	12	40.0
Agree	10	33.3
Disagree	6	20.0
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.13 above showed that 12 (40%) respondents strongly agreed and 10 (33.3%) agreed that AI reduced the amount of repetitive work in their daily tasks, while 6 (20%) disagreed, and 2 (6.7%) strongly disagreed.

Table 4.14: AI has positively impacted your professional growth

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	10	33.3
Agree	12	40.0
Disagree	6	20.0
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.14 above showed that 10 (33.3%) respondents strongly agreed and 12 (40%) agreed that AI has positively impacted their professional growth, while 6 (20%) disagreed, and 2 (6.7%) strongly disagreed.

Table 4.15: AI has improved the overall effectiveness of secretarial tasks in your organization

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	9	30.0
Agree	11	36.7
Disagree	8	26.7
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.15 above showed that 9 (30%) respondents strongly agreed and 11 (36.7%) agreed that AI improved the effectiveness of secretarial tasks, while 8 (26.7%) disagreed, and 2 (6.7%) strongly disagreed.

Table 4.16: AI is an essential tool for modern secretarial roles

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	12	40.0
Agree	10	33.3
Disagree	5	16.7
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.16 above showed that 12 (40%) respondents strongly agreed and 10 (33.3%) agreed that AI is essential for modern secretarial roles, while 5 (16.7%) disagreed, and 3 (10%) strongly disagreed.

Table 4.17: AI has helped to improve your time management in the workplace

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	10	33.3
Agree	12	40.0
Disagree	6	20.0
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.17 above showed that 10 (33.3%) respondents strongly agreed and 12 (40%) agreed that AI improved their time management, while 6 (20%) disagreed, and 2 (6.7%) strongly disagreed.

Table 4.18: AI has had a positive effect on team collaboration

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	9	30.0
Agree	11	36.7
Disagree	8	26.7
Strongly Disagree	2	6.7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.18 above showed that 9 (30%) respondents strongly agreed and 11 (36.7%) agreed that AI had a positive effect on team collaboration, while 8 (26.7%) disagreed, and 2 (6.7%) strongly disagreed.

Table 4.19: The implementation of AI has caused concerns about job security in your organization

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	7	23.3
Agree	9	30.0
Disagree	10	33.3
Strongly Disagree	4	13.3
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.19 above showed that 7 (23.3%) respondents strongly agreed and 9 (30%) agreed that AI implementation caused job security concerns, while 10 (33.3%) disagreed, and 4 (13.3%) strongly disagreed.

Table 4.20: AI enhances your ability to perform complex tasks in your role

Options	**No. of Respondents**	**Percentage (%)**
Strongly Agree	12	40.0
Agree	10	33.3
Disagree	5	16.7
Strongly Disagree	3	10.0
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

Table 4.20 above showed that 12 (40%) respondents strongly agreed and 10 (33.3%) agreed that AI enhances their ability to perform complex tasks, while 5 (16.7%) disagreed, and 3 (10%) strongly disagreed with the statement.

CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary

The research aimed to explore the impact of Artificial Intelligence (AI) on secretarial roles and responsibilities, particularly focusing on how AI influences job tasks, efficiency, professional development, and potential job displacement. This study utilized a survey method with a structured questionnaire administered to 150 secretaries from different organizations to gather relevant data.

The results indicated that AI has significantly transformed the secretarial profession, improving efficiency in handling administrative duties, such as scheduling, document management, and communication. A majority of the respondents agreed that AI tools, such as automation software and virtual assistants, have enhanced their productivity by reducing time spent on repetitive tasks. Furthermore, AI tools have enabled secretaries to focus more on strategic and complex aspects of their roles, thus facilitating professional growth.

5.2 Conclusion

The integration of AI into secretarial roles has indeed revolutionized the profession, bringing both positive and negative effects. AI has improved job efficiency and allowed secretaries to focus on more complex and creative tasks, contributing to higher job satisfaction. However, the study has highlighted concerns about job security, particularly among secretaries who are at risk of being displaced by automation. These findings are consistent with existing literature that suggests AI can enhance productivity but also creates challenges regarding workforce displacement (Brynjolfsson & McAfee, 2014; Chui, Manyika, & Miremadi, 2016).

Moreover, while AI has the potential to empower secretaries in their professional growth, its benefits can only be fully realized if adequate training and support mechanisms are in place. Without such measures, secretaries may struggle to adapt to new technologies, undermining the full potential of AI. Therefore, organizations must take into consideration both the opportunities and the challenges AI presents to the secretarial profession.

5.3 Recommendations

Based on the findings of this research, the following recommendations are proposed:

1. Organizations should provide regular training programs to equip secretaries with the necessary skills to effectively use AI tools.
2. Secretaries should be encouraged to take on more strategic tasks and leadership responsibilities, which AI cannot replicate.
3. Organizations must ensure that AI adoption does not result in increased workload due to new demands for technical proficiency.
4. Organizations should communicate clearly with their secretarial staff about the benefits and roles of AI in improving efficiency and professional development.
5. Organization should make research on the psychological and emotional effects of AI adoption on secretaries that would provide valuable insights into the human aspect of AI implementation.

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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 Impact of Artificial Intelligence on Secretarial Roles and Responsibilities.

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. AI has significantly improved the efficiency of secretarial tasks.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

2. The use of AI reduced the number of manual tasks in your daily work.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

3. AI has created new roles or responsibilities within your job.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

4. AI increased your workload in any way.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

5. The introduction of AI enhanced the accuracy of your work.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

6. AI will eventually replace some of the secretarial roles.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

7. AI improved the overall productivity of your department.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

8. AI has enhanced the quality of customer service in your organization.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

9. You received adequate training to use AI tools in your work.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

10. AI can assist in improving the decision-making process in your department.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

11. AI has been effective in streamlining communication within your organization.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

12. AI has increased your level of job satisfaction.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

13. AI has reduced the amount of repetitive work in your daily tasks.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

14. AI has positively impacted your professional growth.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

15. AI has improved the overall effectiveness of secretarial tasks in your organization.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

16. AI is an essential tool for modern secretarial roles.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

17. AI has helped to improve your time management in the workplace.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

18. AI has had a positive effect on team collaboration.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

19. The implementation of AI has caused concerns about job security in your organization.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )

20. AI enhances your ability to perform complex tasks in your role.

(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )