IMPACT OF MODERN OFFICE TECHNOLOGIES ON SECRETARIES LEVEL OF PRODUCTIVITY IN KWARA STATE

By

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ND/23/OTM/PT/0062

**A RESEARCH PROJECT SUBMITTED
TO THE DEPARTMENT OF OFFICE TECHNOLOGY AND
MANAGEMENT, INSTITUTE OF INFORMATION AND
COMMUNICATION TECHNOLOGY,
KWARA STATE POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILMENT 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, the source of all knowledge, and the creator of the universe. It is also dedicated to my parents Mr and Mrs Adebayo.

ACKNOWLEDGEMENTS

All glory and honor to the almighty Allah for the guidance and support towards my life he alone deserved all glory.

My sincere appreciate goes to my supervisor in person of MR. ADESEKO C.A who makes this possible for me, his guidance carry me through all stage of writing my project may Allah bless you all (amen).

I wish to express my profound gratitude to my lovely ad caring parent Mr. and Mrs. ADEBAYO TAJUDEEN for their support on this project. I pray may you have longer in peace and good health to reap the fruit of your labor (AMIN). May thanksgiving belong to my father especially for all what you have done for me since Primary, Secondary, National diploma, and higher national diploma, for the care I really appreciate you so much daddy. I love you daddy may almighty Allah will accept all your secret prayers (AMIN).

I wish you express my unreserved gratitude to my boss Mr. Muhammad Nasir and dedicated for his encouragement suggestion, useful comment and valuable assistance throughout research work JAZAKUMULAHU KHAIRAN (AMIN).

And also thank Mr. AMUDA GAFARA I really appreciate your effort to me may almighty Allah reward your prayer (AMIN).

And also I want to thank my lovely sister and brother for all their support to me. Saidat, Kafayat, Aminat and my one and only troublesome young brother Abdulquadir thank you so much I really appreciate you more.

And also my dedicate goes to HOD of department of office technology and management. Thank you so much ma for the work of encouraging Mrs. E.M. ASORNIBARE god bless you ma almighty Allah will give you good health and more window ma.

I wish you express my reserved gratitude to my love guy Kazeem Sulaiman dydx I am always grateful to god for the kind he give me in my life. For your kind gesture towards me, you trust, understand, and word of advice, love and support morally, mentally & most especially financially. I can't thank you enough my love. May almighty Allah elevate you wishes, protect and guide you in all your endeavors, may he grant a grant us a peaceful home, blessed children, healthy, wealthy and long life (AMIN).

I wish you express my unreserved gratitude to and dedicated for his encouragement suggestion, useful comment and valuable assistance throughout my research work JAZAKUMULAHU KHAIRAN (AMIN).

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CHAPTER ONE

INTRODUCTION

1.1   Background to the study

For decades now, fast changes have been taking place in all facets of human life including the office environment. This is as a result of technological advancement. Every office in today's business world, be it government, industry or other human endeavors, require facts and accurate information for quick decision-making. The office worker, including the secretary, expects certain support from the organization into which he/she is employed. This support can be technological (machines and equipment) and human. In offices of past, manager's dictated memos and letters and secretaries typed them. Most recently, business have developed word processing centers and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee-secretary very productive (Ezoem, 1995; Osuala, 2004).

As a result of changes in technology, the role of secretaries in business has changed tremendously from that of typewriting and shorthand dictation, answering of telephone calls and processing of mails. Today's secretaries are exposed to office technology including the internet that make work much easier and knowledge more accessible (Edwin, 2008). It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photo-copy machines, duplicating machines, dictating machines, printers, among others. This is the era of computers and information technology which has become an enabler of greater convenience. Three of the most popular types of computer software programs are word processing, which help the user to write and edit memos, letters and reports, data management programs or databases, which help the user/ secretary to use long lists of data and spreadsheet programs, which handle tables and numbers (Dulek and Fielden, 1999).

Secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services globally (Wofersohn, 2001). There are wide range of office machines and equipment which now enable secretaries to improve their performances. Such new machines take the form of electronic typewriters that have replaced the manual ones. Word processors with milt-purpose facilities, computers and other sophisticated office machines and equipment are now provided by employers. Some of the physical equipment used by secretaries includes computer

communication equipment and electronic pocket organizers (Lucas, 1997). New technological equipment that has altered the procedures and technique for office functions include the computers, electronic mail/ commerce, voice mail, and the Internet.

However, these new developments brought by technological challenges require even more knowledge and skills beyond being a professional secretary. For the secretary to be abreast with the changing times, face the challenges and overcome the old ways of doing things she or he needs training requirements in recent times to help meet organizational objectives. Information technology has affected many professions in recent times. The roles of secretarial professionals have been turned around by technology. It has provided the tools that shift the role of secretaries from that of information recorders to business strategists (Appah and Emeh, 2011). Several other authors are of the view that the secretary has to be well equipped to meet the present challenges of a modern office.

The ministry of Education is one of the key ministries for the Government of Nigeria. The overall goal of the Ministry is to provide relevant and quality education for all Nigerian especially the disadvantaged to enable them acquire skills which will make them functionally literate and productive to facilitate poverty alleviation and promote the rapid socio-economic growth of the country. In order to achieve its broad objectives the ministry has employed a significant number of secretaries to perform clerical works. This study seeks to examine the level of productivity of the secretaries in the context of modern office technologies.

1.2   Statement of the Problem

An automated office, undoubtedly, offers new roles and responsibilities for the secretary. Such new roles presuppose that additional training and qualifications are required from the secretaries. The relevance of automation in business was identified by Aromolaran (2003) as follows;

i.)   Creating a distinct career path for the secretary.

ii.)   Automation creates a prominent place for the secretary on the organization chart.

iii.)   It creates routine and assigned roles for the secretary.

iv.)   With automation the secretary now spends less time in correcting, revising, proof-reading and reproducing documents.

Cameron (1982), a very long time ago, commented that it takes up to 10 to 15 years between the introduction of new equipment in the market and its installation in small

organizations. This is particularly peculiar to private business organizations in developing countries. In modern times, it is not uncommon to find some organizations still subjecting secretaries to the use of manual typewriters. When secretaries are not provided with efficient and effective working tools, productivity is definitely bound to be low. Duniya (2011) also observed that due to the introduction of sophisticated technological (electronic) office equipment into today's office and the role secretaries need to play in ensuring accuracy and efficiency in their jobs, the secretaries need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. There is continuous advancement in technology which has affected the secretarial profession in terms of the quality, speed and accuracy of works performed.

This study is therefore undertaken in order to gain understanding about the effect of modern office technologies on performance of secretarial parastatals with reference to the Ministry of Education, Head office, Nigeria.

1.3   Objectives of Study

The main aim of the study is to examine the effect of modern office technologies on performance of secretariat in government parastatal. Specifically, the research aims at achieving the following objectives.

1.   To ascertain the range of new office technologies existent at the Ministry of Education

2.   To investigate the level of usage of these new office technologies

3.   To identify the level of productivity of the secretaries at the Ministry of Education

1.4   Research Questions

In order to achieve the objectives of this study a number of questions would be explored. Consistent with the topic and objectives the following questions will guide the study;

1.   What are new office technologies?

2.   What range of new office technologies exist at Ministry of Education?

3.   What is productivity and how is it measured?

4.   Does the introduction of office technologies impact on secretaries' productivity?

The main aim of the study is to examine the effect of modern office technologies on performance of secretariat in government parasternal. Specifically, the research aims at achieving the following objectives.

4.   To ascertain the range of new office technologies existent at the Ministry of Education

5.   To investigate the level of usage of these new office technologies

6.   To identify the level of productivity of the secretaries at the Ministry of Education

1.5   Scope of the Study

Geographically, the study covers the Head office of the Ministry of Education, which is situated Ilorin metropolis as a case study. Contextually, the study focuses modern office technologies and their impact on secretariat performance.

1.6   Significance of the Study

To date, just a handful studies have been published that looks at modern office technologies and secretariat productivity in African nations and more particularly, in Nigeria. This study intends to contribute to a greater comprehension of the subject of matter. From a practitioner's perspective, the results of the study will provide a benchmark that can be used in assessing the effectiveness of the implementation of new office technologies in an office environment as well as define key productivity factors. Finally, this study will provide a foundation for future researches as this will serve as a motivation for many researchers to further examine other aspects of the subject matter.

1.7   Organization of the Study

This study is organized into five chapters. Chapter one of the thesis discusses the overview of the study, problem definition, research question, research objectives, significance of the study. Chapter two presents all the relevant literature review on waste management and its related concepts. Chapter three addresses the identification of the most suitable research methodology for this research and chapter four presents a data analysis of findings gathered from the field. Finally, chapter five presents the summary of findings, conclusion, and made relevant recommendations.

1.8   Definition of Terms

Secretariat: The secretariat of an organization is the department that fulfils its central administrative or general secretary duties.

Office Technology: Office Technology is the study of a wide range of subjects related to careers in the modern office of today.

Office Equipment: Office equipment refers to the machines used for the efficiency of workers in the office. Office equipment free workers from many of the routines and time-consuming tasks done manually.

CHAPTER TWO
LITERATURE REVIEW

2.1   Introduction

This chapter presents an exploration of the various perspectives on the subject of modern technology and secretaries' productivity. The first part of the review will focus defining a secretary and evaluating the functions and roles associated with this practice. The second part will address the concept of new or modern office technologies and their impact on performance and the last part will discuss productivity and how it can be measured. This review is intended to provide a theoretical framework that will shape data to be gathered from the primary sources.

2.2   Conceptual Review

2.2.1   The Concept Secretary

The word secretary simply means a person who works in an office and manages the organization. Although a secretary is perceived more as a personal assistant or administrative assistant, the professional secretary is one of the most essential human resources in a business organization because he helps make the wheel of the organization to turn. Secretaries provide the unseen services which make the organizations to prosper. Secretaries according to Ahukannah and Ekelegbe (2008) are classified into four categories:

i.   **Professional Secretary:** This is the secretary by reason of training, ethics, orientation and skills. He must be an expert in shorthand writing, typewriting and use of computer and ability to deal with office routine activities. This category (in other words termed as confidential secretary) is the researcher area of concern.

ii.   **The Honorary Secretary:** This is the one who is in charge of the correspondence, records and other business affairs of a society, club and other associations. He is not a professional secretary because he has not acquired the necessary skills/training.

iii.   **Private Secretary:** This is an employee who deals with correspondence, keep records and files in the office.

iv.   **Corporate/Company Secretary:** Companies established under the Companies Act 1990 are normally required by the statute to engage the services of a Company Secretary. He/ She takes charge of the administration of the company, as well as functions as secretary to the board of directors. Registrars of government establishment

such as polytechnics, universities et cetera are the secretaries of their various institutions who take charge of general administration as well as cover the meetings of their various councils and produce the minutes.

A secretary is a person, whose work consists of supporting management, including executives, using a variety of professional ethics and communication and organizational skills. Wordnet (2008) defines secretary as a person who assists a member of staff or top management level, and who undertakes a lot of administrative tasks for the smooth running of the office. This definition was confirmed by wikipedia (2008) where a secretary is seen as a person employed to write orders, letters, dispatch public or private papers, records and the like, an official scribe, one who attends to correspondence and transacts other business for an association, a public body, or an individual.

A secretary is an indispensable element in achieving organizational goals. He serves as a memory bank in his organization, scrutinizes visitors so as to give the executive enough time to do some other office activities, keep records so as to prevent embracement and the lost of important document which could consequently have a negative effect to the organization.

2.2.2 Functions of a Secretary

A thorough review of the duties and roles perform by secretaries requires a classification or categorization of these functions. This classification allows a better understanding of the job the secretaries perform. For the purpose of this discussion, a number of classifications of function shall be reviewed below.

Administrative Functions of Secretary

An administrative function of a secretary involves organizing and controlling the organizational activities in order to achieve the objectives of the organization. It also includes supervision of junior staff and ensuring that schedules of work are being accomplished, directives and assigned tasks completed within the time span, and ensuring that all the materials needed for performing any particular job are available at the right time.

Ekwue (2009) advanced that a secretary must perform a variety of secretarial and office management duties, composes, types and files letters and inter-office memos, receives calls and interviews persons calling in office and makes referrals, prepares departmental records and disciplinary notices. Performing any or all of the mentioned duties depicts that a secretary is

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involved in an administrative function. Odiaua (2010) on his part included some duties like maintaining files and personal records, reviews, organizes and maintains files, monitors attendance including sick leave, annual leave and vacation leave, compiles and records data for computer files, develops and implements new departmental forms, recommends and implements changes in correspondence sent to public. All these as identified by Odiaua, save time for the executive/boss and make job easier. For secretary to effectively perform these duties, he must be conversant with the policy of the organization.

Personnel Functions of a Secretary

The personnel roles of a secretary include membership of interview panels for junior staff and assigning job schedules to staff. It also involves receiving, sorting and distributing mails within the organization, composing replies to correspondences on behalf of the executive, identifying and solving routine and non-routine problems by applying professional skills and techniques in order to develop the variety of ideas and modify situations (Shuaibu, 2009).

Secretary relieves his employer the task of determining the organizational staff strength due to the fact that he controls skills inventory, he does manpower forecasting (junior staff) and arrange for the staff selection and assign job schedules. Bashar (2007) stated that skill inventory by a secretary are the assessment of personnel currently within the organization by using skill inventory data card. This determines the staff strengths or otherwise of the organization.

On the other hand, he states that manpower forecasting by a secretary is concerned with the determination of manpower needs of the organization. The secretary through this process, estimates the number and types of junior staff currently on the payroll who will be available in the future (that is taking note of retirement, possible death and other opportunities in the environment); and determining the number of staff that would be recruited externally.

A mail service in form of incoming and outgoing mails is another important personnel role of a secretary. Ikelegbe and Miller (2011) opined that secretary must be conversant with the rules of incoming mails/correspondences, rules/procedures for outgoing mails and ability to compose replies on behalf of their executives on any matter. This office function saves the executive/boss time and lifts the goodwill of the organization.

Secretary must be skillful in written communications, as he will often be called upon to draft and edit correspondence on behalf of the organization to outside groups as well as internal

members. The secretary must therefore be fluent in the organizations jargons, and be familiar with organizations communications style requirements.

Records Keeping Functions

Another fundamental function of a secretary is records keeping. Records of staff, assets, impress et cetera must be properly kept for future references or until when they are needed. Aminu (2009) maintained that secretary is responsible for establishing and maintaining his organizational records and documents including meeting minutes, reports and other important documents. Where necessary, he must create appropriate and logical filing systems to ensure that organization's needs are easily accessible by the relevant staff and/or members.

Proper filing of documents constitutes other record keeping roles of a secretary. A popular adage states that "we file to find and not to file away" should always be the genesis of a secretary. Amavu (2009) stated that the position of a secretary is key to an organization's success. The role of filing document requires commitment, abilities and enthusiasm. The secretary has the primary responsibility of maintaining good filing system capable of providing an accurate data/information needed at any point in time.

In present day office works, records could be maintained manually, that is in a file folder and stored in file cabinets, or computerized system, where records of the organizations are stored in computers and flash drives. Secretaries in modern offices even maintain web sites for the organization. Moreover, a secretary maintains organizational history and procedures. Frank (2009) stated that secretary serve as the central repository of information for his respective organization, given their exposure to and attendance at, most if not all of the meetings held.

The secretary must therefore be knowledgeable in his organization's history, by-laws, leadership and other policies and procedures. He may also maintain an up dated list of all staff and members, their contact information and other data relevant to the organization's mission. Secretaries opportune to serve in multi-national companies, apart from all the record roles mentioned above, are also responsible for keeping all official records. Harding (2005) stated that secretaries keep the following official records: indemnities, service contracts debenture holders, registers of directors, register of members and records of resolution. He maintains that secretaries must adopt effective records and administration which includes keeping up-to-date contact details that is names, addresses and telephone numbers for management committee,

filing minutes and reports, compiling lists of names and addresses that are useful to the organization, including those of appropriate officials or officers of voluntary organizations, keeping record of the organizations activities and keeping a diary of future activities.

With regards to taking and keeping minutes of meeting, Bacchino (2003) stated that secretary should document actions that determine the fulfillment of legal duties, records proceedings of a meeting including how decisions are made, the resulting actions and persons responsible for it, clarify clearly what actually happened at a meeting and records all resolutions adopted.

Human Relations Functions

Ahukannah and Ugoji (2009) defined human relations as the relationship which subsists among people employed and working in an organization. A human relation depicts the formal and informal activities and relationships resulting from the interaction of two or more people in an organization. It determines the degree of team spirit among workers.

A secretary must be conversant and apply human relations in carrying out his duties due to its importance as advocated by Ahukannah and Ekelegbe (2008) that human relations promotes team spirit and serves as an important tool for harmony and a great source of strength to the organization. It enhances staff motivation resulting in high productivity. It also creates and sustains job satisfaction thereby reducing absenteeism, truancy and inefficiency and promotes discipline among staff and checks conflicts. Secretary must maintain good human relations with his executive/boss, with other executives, with colleagues and with other employees.

2.2.3   The Modern Office and Technologies

The modern office has changed dramatically since the 1990s. Offices in today's society are transmitting information via electronic mail (e-mail), electronic calendars, and teleconferencing, as well as other electronic devices. Communication via technology is just as important as oral and written communication in the work environment. Technology continues to play a vital role in transforming the business environment.

Today's modern offices are substantially different from the office environment of 20 years ago. Sweeping changes have occurred at the workplace as a result of new office technology and automation of office equipment. New technology is changing the scope of

what's considered an office. Offices inevitably adopt newer technologies that get more work done with fewer people, and there's pressure to keep a modern, professional image by staying on top of the latest tech trends.

The need for high productivity and maximization of profit has led to the wide use of modern machines in most offices. There has never been a greater need for efficiency in business than there is today. All kinds of business must employ modern methods of gadgets or equipment in offices to meet the challenges of today's world. As an office staff, the secretary who is the image maker of the organization and from whom most information emanates, requires a great knowledge of Information and Communication Technology to perform efficiently on the job which would influence the speed of information delivery, production of job requested by the boss or organization within a short space of time, make less mistakes and high productivity on performance of job.

This mechanization of office work has come as a result of need for greater speed and accuracy. The characteristic picture of modern office is the successful integrated use of machines and equipment into what is called system. New information systems can be powerful instruments for organization change enabling organizations to redesign their structure, scope, power relationships, workflows, products and services. These machines and equipment are grouped or linked together to achieve a common purpose.

2.2.4 Overview of Office Equipments

Office equipment refers to the machines used for the efficiency of workers in the office. Office equipments free workers from many of the routines and time-consuming tasks done manually. These are categorized into three accounting, secretarial, and general.

Accounting Machines

They are either operated manually or electrically. Accounting machines are used for posting the ledger cards, writing cheques, receipts and preparing the payroll. Some accounting machines are calculators, electronic calculators, adding machines other basic accounting machines are book-keeping, electronic billing, and electronic alpha-numeric accounting machines.

Secretarial Machines

They are machines used for secretarial office routine. They include typewriters, franking, and reprographic machines. Others are Dictaphone, automatic time-and-date stamping machines envelope sealing machine, jogger, shredder, etc.

Typewriters are either manually or electrically operated. Franking machine is used to print stamp impression on envelopes without the use of adhesive stamps. Reprographic machines are photocopier, spirit or ink duplicating machines.

Chief executives make use of Dictaphone to dictate messages for secretaries to type on either computer or typewriter. The automatic time and data stamping machine is used to print the impression of the time and date of receipt on office correspondence. The envelope sealing machine moisturizes the flap of envelope before sealing it. The jogger is used to collate papers before binding. A shredder is used to destroy unused office document into unreadable forms.

General Office Machines

These are generally used in the office. They include computers, fax, offset litho and laminating machines. Computer processes data and it is most commonly used in offices. There are desktop laptop and series of other forms of computers in offices today. The fax or facsimile facilitates the dissemination of information and diagrams over telephone wires through facsimile telegraphy. Documents are scanned by a beam of light and an identical image is reproduced on the other fax machine operated by another subscriber at the other end. The offset litho is more of printing machine. It is good for producing staff magazine, inter-office memoranda, etc. The laminating machine is used for protecting documents against moisture, dirt, creasing and tampering by the use of cellophane. This is done through the heat process. The machine seals the document automatically for durability.

2.2.5 List of Modern Office Technologies

The computer

Everybody knows what a computer is. It can simply be defined as an accurate electronic device that performs calculations and processes information at great speed.
Computers come in different sizes, shapes, capacities, etc. We have desktops, laptops, and palmtops. The computer is used in medicine, engineering, architecture, education, banking, etc.

Telephones – mobile and land

The land line is the most basic office communications tool used by secretaries. The most popular mobile phone used in the business place is the GSM Global Systems for Mobile Communication.

Fax Machine

Just like the telephones, the fax machine transmits information, but in text or document format

Internet (www, e-mail, search engine, etc.)

This is an intangible facility on the computer. WWW stands for worldwide web and it is a collection of information in multimedia form on the internet. This information is stored at locations, called websites, in the form of web pages. Websites are an effective way of distributing information, such as advertisements, technical information, comments, ideas, etc. Other applications on the internet are chatting for simultaneous communication between people and the use of a web camera for seeing while chatting. Search engines like Google, yahoo, msn, etc. are used to find information on the internet – looking through millions of sources all over the world

Teleconferencing

This facility, usually embedded in the telephone technology, allows more than two people to communicate via phone at the same time. This makes it possible for people in different cities to hold meetings together.

Video Conferencing

This facility usually makes use of the internet with or without the telephone and allows visual and speech communication among several people at the same time. Like teleconferencing, it enhances remote communication. For example, your colleague in America can remotely participate in a meeting held in Nigeria whereby he sees and hears everybody who attends the meeting in Nigeria as he makes his own contributions.

Scanner

This machine is used to convert hard copy documents into soft copies to later be transmitted from one place to the other via the internet. This format can include colors, unlike the typical fax machine.

Printers and Photocopiers

Printers are used to convert our documents from soft copy formats to hard copies and photocopiers are used to make additional copies of such documents.

CHAPTER THREE
RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the methodology adopted for the study. The techniques and the procedures used. The chapter therefore highlights on the research design, data requirements and sources data collection tools and methods, sampling techniques as well as data processing employed for the research.

3.2 Research Design

The study employed a **descriptive survey design**. This design was chosen because it allows the researcher to collect and analyze data from a representative sample in order to describe the existing relationship between modern office technologies and the productivity levels of secretaries in the Ministry of Education, Kwara State.

3.3 Population of the Study

The population for this study consisted of all **secretaries working in the Kwara State Ministry of Education**. These include senior and junior secretarial staff spread across different departments within the ministry.

3.4 Sample Size and Sampling Technique

A total of **60 respondents** were selected for this study. The **purposive sampling technique** was adopted to select only those secretaries who actively use office technologies in the discharge of their duties. This approach ensured that the respondents had relevant experience and could provide accurate and meaningful responses regarding the effect of modern technologies on their productivity.

3.5 Research Instrument

The main instrument for data collection was a structured questionnaire titled "Modern Office Technologies and Secretarial Productivity Questionnaire (MOTSPQ)". The questionnaire was divided into two sections:

- **Section A**: Demographic information of respondents (e.g., age, gender, job designation, years of experience).

- **Section B**: Questions focusing on availability, usage, and impact of modern office technologies on productivity.

The questionnaire contained both **close-ended** and **Likert-scale** questions to facilitate quantitative analysis.

3.6 Method of Data Collection

In conducting the research, both primary and secondary data were used. Relevant literature was reviewed by the researcher from secondary sources such as books, journals, internet among others to appreciate key concepts, issues and components relating to secretarial practice. Gaps identified in the literature review led to the collection of appropriate data through the primary data gathering. The researcher personally administered the questionnaire to the 60 selected respondents with the help of two trained research assistants. The face-to-face method was used to enhance clarity, reduce non-response, and ensure all questionnaires were retrieved. The exercise was completed within two weeks.

3.7 Method of Data Analysis

Data collected were analyzed using descriptive and inferential statistics. Descriptive statistics such as frequency counts, percentages, means, and standard deviations were used to summarize the data. In addition, inferential statistics such as Chi-square and t-test were employed to test the formulated hypotheses at a 0.05 level of significance using SPSS software.

3.8 Validity and Reliability of the Instrument

To ensure the validity of the instrument, the draft questionnaire was reviewed by two experts in Office Technology and Management, and their suggestions were incorporated. A pilot study was also carried out using 10 secretaries from a related government ministry who were not part of the final study. The responses were subjected to reliability testing using Cronbach's Alpha, and a coefficient of 0.84 was obtained, indicating a high level of internal consistency.

3.9 Overview of the Ministry of Education

The Ministry of Education (MOE) was established under the Civil Service Law 327 and under the PNDC Law 1993 with the mandate to provide relevant education to all Nigerian.

The Ministry is committed to put in place an education system focused on promoting creativity and problem-solving through the development of academics, technical and vocational programs that will improve the acquisition of skills and assure job-market readiness.

For the purpose of achieving its core mandate of providing quality and accessible education for all, the ministry of education performs the following functions:

- Initiate and formulate policies for government consideration and approval
- Initiate and advise on government plans
- Review various government policies and plans
- Embark on research that will enhance effective implementation of government policies
- Coordinate and monitor the implementation of sector policies and strategies

RESULTS AND ANALYSIS

4.1   Introduction

The main aim of this chapter is the presentation and analysis of data collected from the primary research. The data for this study are presented in tabular form and are analyzed subsequently. The analyses are done in line with the research questions and objectives.

4.2   Basic Data of Respondents

This aspect of the analysis deals with the basic data of the respondents of the questionnaires. A eighty (80) respondents were selected for this study using different sample methods. Below is the data of the respondents;

4.2.1 Gender of Respondents

Table 4:1 Gender/Sex of respondents

	Frequency	Percent	Percent	Cumulative percent
Male	11	18.3	18.3	18.3
Female	49	81.7	81.7	100.0
Total	60	100		

Source: Researcher's Field work, 2025

The table above shows that majority of the participants constituting about 82 % are female while the remaining 18 % are male. This result is generally a fair idea of the formal working population in the secretarial staff departments since most of the staff are women.

4.2.2 Gender of Respondents

Table 4:1 Age of respondents

Valid	Frequency	Percentage	Valid percent	Cumulative percent
20-25	2	3.3	3.3	3.3
26-30	12	20	20	23.3
31-35	8	13.3	13.3	36.6
36-40	23	38.3	8.3	74.9
41-45	5	8.3	8.3	83.2
46-50	10	16.7	16.7	
Total	**60**	**100.0**	**100.0**	

Source: Researcher's Field work, 2025

From the table above, the dominant age of the respondents is between 36-40 years representing 38.3% of the sample population. This is followed by ages 26-30 representing 20 %. The lowest age group from the table is the ages 20-25 representing 3.3 %. The dominant age group suggests a matured population whose views and opinions have been shaped by years of experience with the subject matter.

4.2.3 Educational Background of Respondents

Table 4:3 Educational Background

Valid	Frequency	Percentage	Valid percent	Cumulative percent
Second cycle (SSS Commercial Vocational)	15	25	25	25
Tertiary (Uni./Poly)	45	75	75	100
Post Graduate Professional	00	00	00	
Total	**60**	**100.0**	**100.0**	

Source: Researcher's Field work, 2025

The sample population reflects a fair level of education. 75 % of the respondents have obtained tertiary level education and 25 % have secondary cycle level of education. With this level of education, opinions and views provided by these respondents are to be considered well-reasoned

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4.2.4 Length of Service with MOE

Table 4:4 Length of service of respondents

Valid	Frequency	Percentage	Valid percent	Cumulative Percent
1-5	2	3.3	3.3	3.3
6-10	17	28.3	28.3	31.6
11-15	13	21.6	21.6	53.2
16-20	12	20	20	73.2
20+	16	26.7	26.7	
Total	**60**	**100.0**	**100.0**	

Source: Researcher's Field work, 2025

As shown on the table above majority of the respondents representing 28.3% has been with the Ministry for a period more than five years. This implies the opinion provided has been influence by maturity and understanding of the job.

4.3 Result on Objective one – Assessing range of New (Modern) Office Technologies at MOE

This section reviews of modern office equipments that exist at the Ministry of Education, Head office in Ilorin, Kwara State. The results from these assessments are shown below.

4.3.1 The Availability of Modern Equipments

The result as shown on the table below suggests that the Ministry of Education has provided all the necessary modern equipment to their secretarial staff. Leading the table of the Photocopiers (83.3%). The equipment that is not available is video conferencing tools, which recorded 8.3%.

This result confirms the works of Nwosu (2001), who concluded in his study that the use of computers, telex equipment, and email/commerce, etc. has become the order of the day in our society. Further one can also conclude based on the available data that MOE has modern

offices. Modern offices as noted in the literature review are offices with available modern office technologies.

Table 4:5 List of Available Modern office equipment

Equipment's	Respondents	
	Yes (%)	No (%)
1. Electric typewriters	66.3	33.7
2. Pen drives & CDS	85	15
3. Personnel computer	93	7
4. Scanning machine	58	42
5. Photocopies	83.3	16.7
6. Electric calculators	78.3	21.7
7. Duplicating machines	60	40
8. Shredding Machines	53.3	46.7
9. Franking machines	56.7	43.3
10. Filling equipment	91.6	8.4
11. Telephone equipment	100	0
12. Video conferencing tools	8.3	91.7

Source: Researcher's Field work, 2025

Fig 4:1 Summary of the leading office equipment's
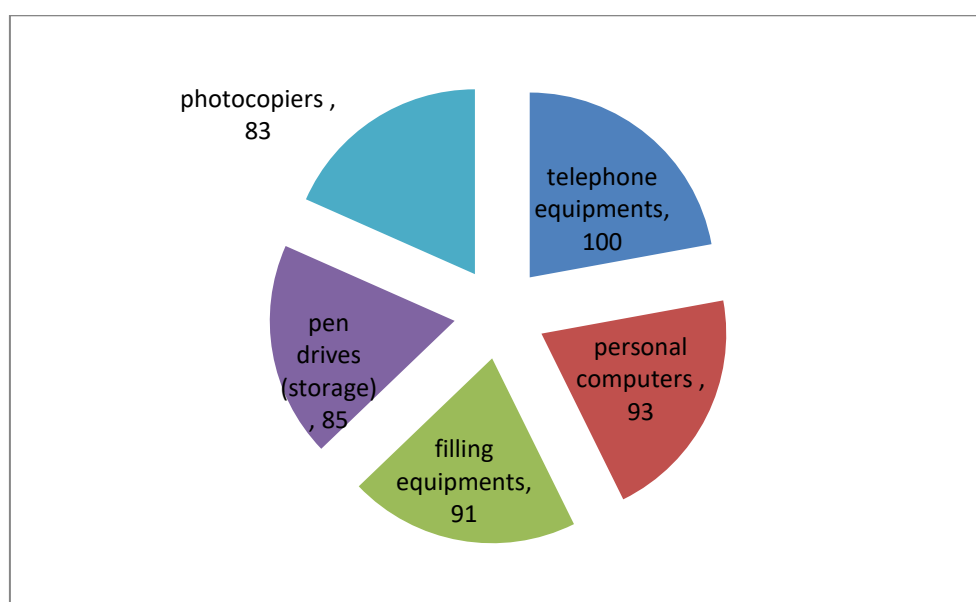
Source: Researcher's Field work, 2025

4.4 Results on Objective 2 - Examine the extent of usage of modern office technological gadgets by the secretaries

This section reviews the responses gathered in relation to the second objective. Primarily, respondents were asked to show their agreement or disagreement to some statement based on their knowledge and experience. Their responses are to establish the level of usage and appreciation of these equipments. The results from the reviews are displayed on the tables below.
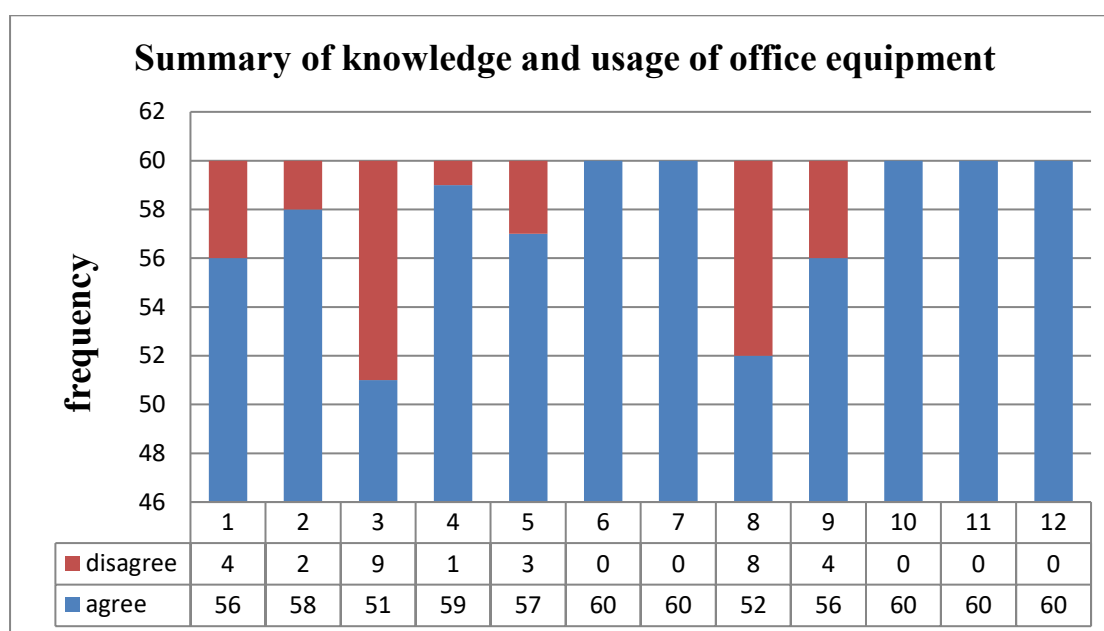
Table 4.6 below shows that the secretarial staff of MOE has a very high knowledge of the equipments they have and as a result it is concluded that the usage is also very high. The respondents strongly agreed and agreed with almost all the statements. Each statement reflected the theoretical efficiency of the equipment. Agreement with each statement invariably suggests knowledge and use of the said equipment.

Fig 4:2 Level of knowledge and usage of office equipment

Statements	Responses (Frequency)			
	SA	AG	SD	DG
1.Electric typewriters are faster and increase productivity	15	41	-	4
2.Pen drives or CDS help the retention and storage of	12	46	-	2
information	14	37	-	9
3.Computer increase speed and productivity	15	44	-	1
4.Scanning machines are very important for efficiency	20	35	-	3
5.Copies machines help in time-saving	-	60	-	-
6.Electric calculators make task easier	-	60	-	-
7.Duplicators make for cheap production of many copies of				
documents	18	34	-	8
8.Shredding machines are important for easy discarding of				
unwanted documents and help office secrecy	34	22	-	4
9.Need franking machines for ease of stamping many	12	48	-	-
documents				
10. Filling/Equipment aid safe keeping and easy retrieval of	15	45	-	-
documents and information	13	47	-	-
11. Telephone makes communications easy and reduces				
12. Video conferencing equipment's reduce the need for				
traveling for meetings				

Source: Survey Data 2025

Fig 4:2 summary of knowledge and usage of office equipment

Summary of knowledge and usage of office equipment

	1	2	3	4	5	6	7	8	9	10	11	12
■ disagree	4	2	9	1	3	0	0	8	4	0	0	0
■ agree	56	58	51	59	57	60	60	52	56	60	60	60

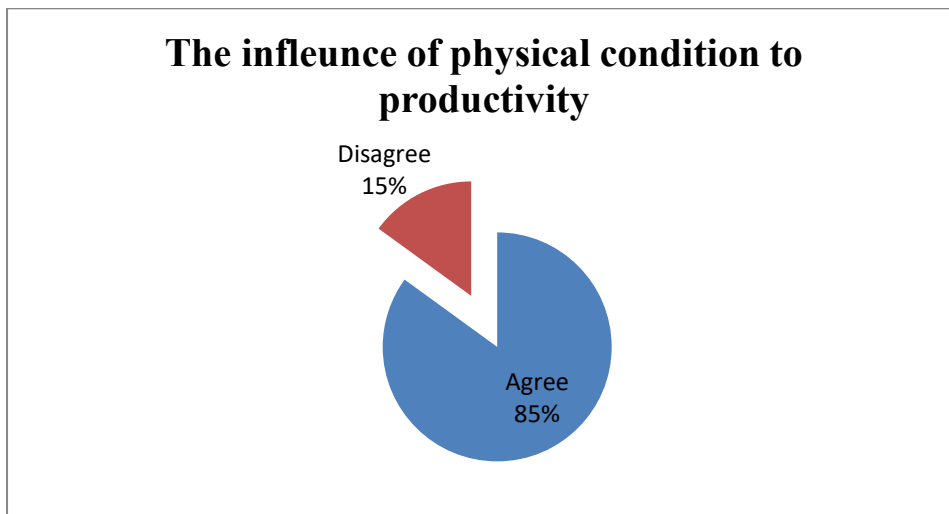**Source: Researcher's Field work, 2025**

4.5 Results on Objective 3 – Assess the contribution of modern office technologies and equipment to secretarial staff productivity

The last section of the analyses seeks to analyse the contributions made by modern equipment to workplace productivity. This is not a work study method program but an assessment based on the understanding of the secretarial staffs' opinions.

4.5.1 The Influence of the Physical Condition To Productivity

The respondents (85%) indicated that the physical condition of the offices or workplace contribute significantly to their levels of productivity. physical condition is here defined as the existence of floor space for easy movement, existence of lightning as well as all necessary amenities needed to enhance performance of tasks.
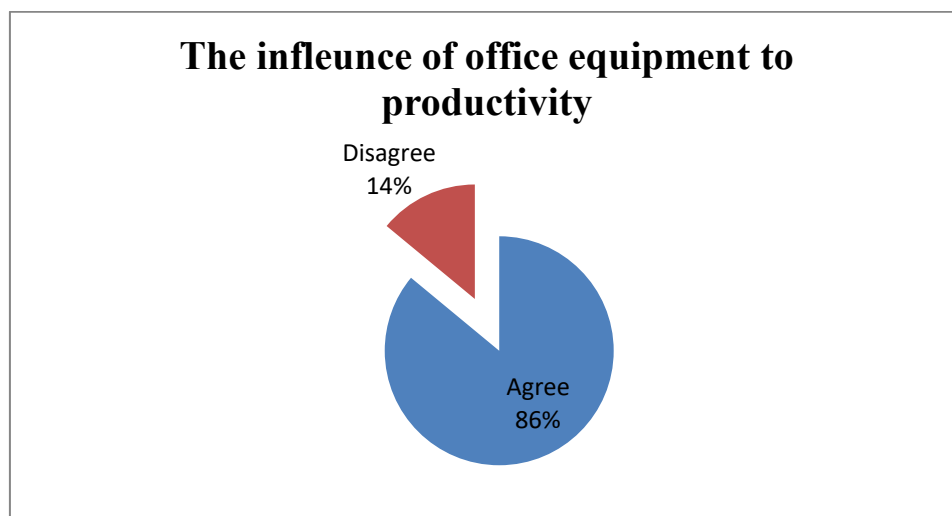
Fig 4:3   Influence of physical condition to productivity

The infleunce of physical condition to productivity

Disagree
15%

Agree
85%

Source: Field Data 2025

4.5.2   The influence of Office Equipment to Productivity

Fig 4:4 Influence of physical condition to productivity

The infleunce of office equipment to productivity

Disagree
14%

Agree
86%

Source: Researcher's Field Work, 2025

From the diagram, it can be seen that 86% of the respondents agreed that their level of productivity is connected to the equipment's and gadgets that they use. The better these equipment's the greater the productivity of the secretarial staff would be.

4.5.3 Percentage Increase in Productivity

Respondents were asked to assess the percentage increase in the levels of their productivity due to the use of modern office equipments. The results show that 45% of the respondents believed that their productivity has been increased by 40% as a result of the use of office equipments. It is also clear that all the respondents recognized that the use of modern office equipments will results in increase in productivity.

Table 4:7 Percentage increased

| Statements	Results	%
No effect	0	0
Increase by 20%	10	16.7
Increase by 30%	8	13.3
Increase by 40%	27	45
Increase by 50%	15	25
Total	**60**	**100**

Source: Researcher's Field work, 2025

4.5.4 Secretarial Staff perceptions on Productivity

1. About the Entire Staff Productivity Level

The respondents were asked to express their opinion on the department's level of productivity. The result as shown on the diagram below indicates that the majority of the respondents representing 36% opined that the department's level of productivity could describe as Good. This is keenly followed by those (34%) who describe the productivity level to be Average. However, 5% of the respondents see the department's productivity level as poor. Considering the previous results it is fair to conclude with the position of the majority that the productivity level is good.

Fig 4:5 Department's Productivity Level

Department's Productivity Level

■ Good   ■ Excellent   ■ Average   ■ Poor

5%

33%   35%

27%
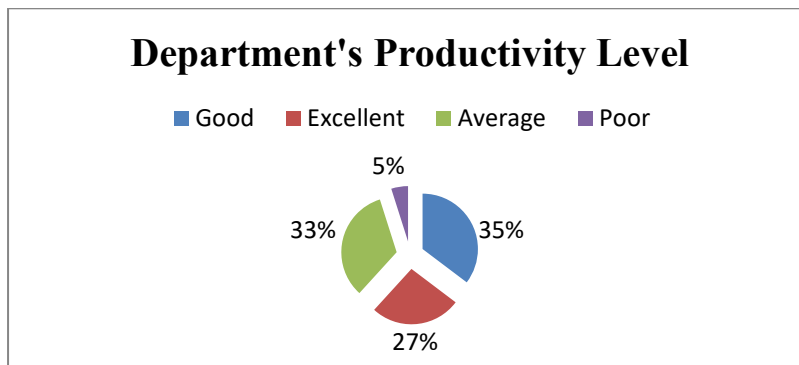
Source: Researcher's Field Work, 2025

About Productivity and Laying off of Staff

The respondents were asked about the probability of laying off staff as a result of improvements in the levels of productivity. The result as seen below indicate that a large number of the respondents experience the fear that they could be laid off as a result of continuous improvements in productivity. This fear is natural but when not well managed, this could lead to laziness and decline in productivity. Management must assure the respondents about their future irrespective of the improvements in productivity levels

Fig 4: 6 Fear of laying off due to increase in productivity

fear of laying off due to increase in productivity

Disagree
44%

Agree
56%
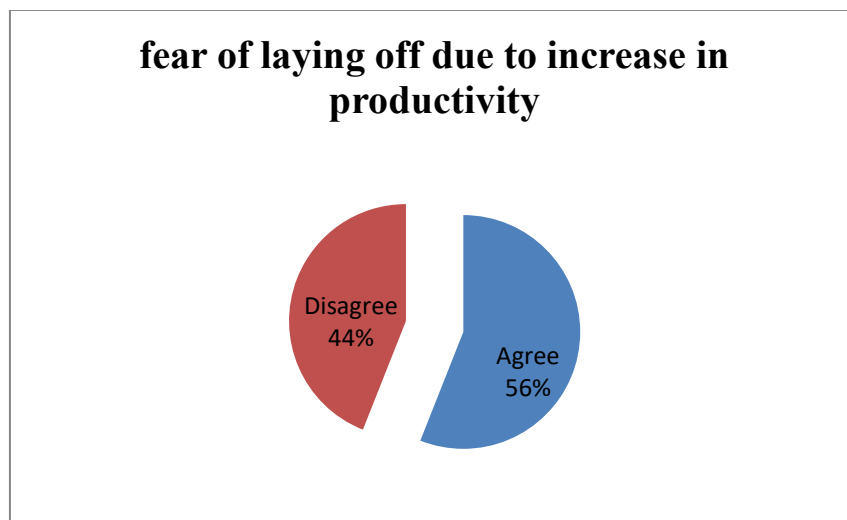
Source: Researcher's Field Work, 2025

CHAPTER FIVE
SUMMARY, CONCLUSION AND RECOMMENDATION

5.1   Introduction

This chapter is the last chapter of the report and its aim is to draw conclusions from the findings of the study in correlation with the literature review, objectives of the study and then make recommendations that enhance the supply chain practices in the banking industry.

5.2   Summary of the Study

The primary purpose of this study is to examine the impact of modern office technologies on secretaries' level of productivity at the Head office of the Ministry of Education. Other secondary objectives guided the collection of primary data. A review of existing literature on the subject of Secretarianl practices as well as productivity was presented in chapter two. This review explored important issues relating to the concept of secretary, the classification of the functions of the secretary and the secretarial productivity. Beside the secondary data, a primary data was gathered through the use of questionnaires from the sampled population selected for this study. A total of 60 respondents contributed to the findings of this study. Consistent with discussions and analysis of the primary data that were presented in chapter four of this study, the following findings are highlighted.

5.2.1   The Existence of Modern Office Equipments or Technologies

The primary data collected clearly indicate that MOE (Ministry of Education, Head office, Ilorin, Kwara State), has sufficient modern equipments. The data again showed the five major equipments present include the following;

- Telephone equipments (Land and Mobile)
- Personal computers
- Filling equipments
- Pen drives (Storage)
- Photocopiers

5.2.2 A high Knowledge and Usage of Modern Equipments

The study used employee knowledge of equipment to conclude the level of usage. The correlation is that knowledge suggests usage. Based on this premise the study found that there is a very high knowledge among the staff about these equipments hence the usage of these equipments are significantly high. For instance, respondents' responses on some equipment were virtually 100%, indicating frequent use. Equipments such as listed below recorded high responses.

- Electronic calculators
- Duplicators
- Filling equipments
- Telephone equipments
- Video equipments

5.2.3 A Relationship Between The Use of Office Equipments And Productivity

The study found that there exist a correlation between the use of office equipments and the level of productivity. 86% of the respondents noted that this relationship exists.

5.2.4 Perceptions on Productivity

The study found varied perceptions among the respondents on productivity. For example, the high productivity of the entire department and the fear of laying off due to improvements in levels of productivity

5.3 Conclusions

In line with the objectives of the study and the data gathered from chapter four, the following conclusions have been reached;

i. The Ministry of Education has sufficient modern office equipment and technologies
ii. There is a high level of usage of these equipments at MOE
iii. The use of modern office equipment increase productivity of secretarial staff
iv. The secretarial staff believe they are highly productive.

5.4 Recommendations

5.4.1 Consistent Monitoring and Evaluation of the Supply Chain Performance Indicators

Monitoring is the routine and systematic accumulation of information against a plan. The information might be about activities, products or services, users, or about outside factors affecting the organization or project. Evaluation on the other hand is about utilizing monitoring and other information you accumulate to make judgments about the value of any component part of an organization or its projects, products, services or benefits, or about the organization holistically. It is also about utilizing the information to make changes and ameliorations.

Organizations use monitoring and evaluation for to learn about their own activities and results, and to fortify internal plan and development and be accountable to their stakeholders. Generally, organizations undertake two types of monitoring activities to understand how the organization is performing and to identify those areas which require further attention. The two types of monitoring activities are performance monitoring and compliance monitoring.

Performance monitoring involves an in-depth analysis of a process or project, to determine whether it is efficient and efficacious. It involves developing criteria, conducting interviews and examining documentation to determine how the process or project is conducted. Additionally, Compliance monitoring and compliance auditing aim to establish whether a process or procedure is carried out in conformance with pertinent external requisites, whether set through legislation, regulations or directions.

Although there exist high levels of productivity among the secretarial staff at MOE, the business environment has become very competitive and there is no place for firms who relax on the past glory. The secretarial staff department must constantly be made to review their system to discover weaknesses that can quickly be addressed to meet customer satisfaction.

5.4.2 Continuous Staff training in the use of Modern Equipments'

A learning organization where the members are continually gaining knowledge and enhancing their capabilities to aid the organization in adapting to dynamic environments and remain competitively superior over competitors . The driving force behind such an organization is its ability to effectively manage knowledge. The secretarial staff at MOE must constantly be trained to become their very best. The Ministry must invest in continuous training.

5.4.3   Continuous Investment in Modern Office Equipment and Technologies

To maintain a strong competitive advantage and customer satisfaction, the ministry be continually invest in the acquisition of the latest equipments that would enhance the productivity of its staff. For example, the study reveals a lack of video conferencing equipments, and these must be purchased to reduce travelling and promote technological advancement at MOE.

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