

**CONTRIBUTION OF SECRETARIES INTERNET  
COMPETENCIES IN ENHANCING THEIR JOB  
PERFORMANCE IN AN ORGANIZATION**

**BY**

**ARIYIBI ZAINAB MOJISOLA**

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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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**DR. OYINLOYE O.T**

**(Project Supervisor)**

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**DATE**

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**MRS. E.M ASONIBARE**

**(Head of Department)**

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**DATE**

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**MRS. E.M ASONIBARE**

**(Chairman Project Committee)**

---

**DATE**

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**MRS BALOGUN E.B**

**(External Examiner)**

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**DATE**

## **DEDICATION**

This project work is dedicated to Almighty Allah, and my Parent.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background of the Study**

The role of secretaries has undergone significant transformation in recent decades, particularly with the advent of technology and the widespread use of the internet. Traditionally, secretaries were primarily responsible for clerical and administrative tasks such as scheduling meetings, handling communications, and maintaining records. However, the proliferation of digital technologies has broadened the scope of their responsibilities, requiring secretaries to be proficient in various internet-based tools and applications (Davenport, 2017). Internet competencies have thus become an essential skill set for secretaries, enabling them to manage an increasing number of digital tasks that were once considered outside their traditional role (Harrison, 2018).

Research has shown that secretaries with advanced internet skills are more effective in supporting organizational functions, as they can leverage technology to enhance communication, collaboration, and information management. For instance, secretaries proficient in digital tools like email management systems, cloud storage, and video conferencing platforms can ensure smoother workflows and more efficient task management, reducing the time and effort spent on manual processes (Smith & Johnson, 2019). Furthermore, their ability to conduct online research, coordinate virtual meetings, and manage digital documentation enhances their capacity to support decision-makers and senior management in making informed decisions (Taylor & Miller, 2020).

#### **1.2 Statement of the Problem**

In the digital age, the role of secretaries has significantly transformed, with an increasing reliance on the internet and digital tools to perform core administrative

tasks. Traditionally, secretaries were expected to manage clerical duties, such as scheduling appointments, answering phone calls, and organizing files. However, as organizations move toward more technology-driven environments, secretaries are now expected to possess a broad range of internet competencies, including skills in digital communication, information management, online research, and data organization. Despite the growing emphasis on internet skills, there remains a lack of comprehensive research focusing on how these competencies directly influence secretaries' job performance and the overall efficiency of the organization.

The problem arises in understanding the specific contribution of secretaries' internet competencies to enhancing their job performance. While some studies acknowledge the importance of digital literacy for administrative staff (Davenport, 2017; Smith & Johnson, 2019), there is limited empirical research that explores how these competencies are applied in day-to-day tasks and how they directly impact an organization's operations. Many organizations invest in technology and digital tools, but there is insufficient attention given to equipping secretaries with the necessary internet skills that align with these technological advancements. As a result, secretaries may struggle to utilize new tools effectively, leading to inefficiencies, miscommunication, and reduced productivity (Harrison, 2018).

### **1.3 Objectives of the Study**

The main objective of this study is to explore the contribution of secretaries' internet competencies in enhancing their job performance within an organization. To achieve this the study will focus on the following specific objectives:

1. To assess the level of internet competencies possessed by secretaries in an organization
2. To examine the relationship between internet competencies and job performance among secretaries

3. To identify the impact of internet competencies on organizational productivity
4. To examine the challenges faced by secretaries in utilizing internet tools in their job roles
5. To recommend strategies for enhancing internet competencies among secretaries

#### **1.4 Research Questions**

The primary goal of this study is to explore the contribution of secretaries' internet competencies in enhancing their job performance within organizations. To address this objective, the following research questions will guide the investigation:

1. What level of internet competencies does secretaries possess in an organization?
2. What is the relationship between secretaries' internet competencies on their job performance?
3. What is the impact of secretaries' internet competencies have on organizational productivity and efficiency?
4. What are the challenges secretaries face in utilizing internet-based tools in their job roles?
5. What strategies can be implemented to enhance secretaries' internet competencies?

#### **1.5 Significance of the Study**

This study is significant for several reasons, particularly in the context of the evolving role of secretaries in modern organizations. As organizations continue to adapt to digital technologies, secretaries are increasingly expected to possess a wide range of

internet competencies to effectively manage their responsibilities. The findings of this study will contribute to a deeper understanding of how these competencies impact the job performance of secretaries and, in turn, influence organizational efficiency and productivity.

First, the research will provide valuable insights into the level of internet competencies required for secretaries to enhance their effectiveness in administrative roles. With the digital transformation of workplaces, secretaries are tasked with managing online communication, scheduling, digital documentation, and data management. By assessing the internet skills necessary for these tasks, the study will highlight the importance of equipping administrative staff with the right tools and training to improve their job performance.

Second, this study will serve as a resource for organizations seeking to optimize their administrative support. By understanding how internet competencies directly contribute to job performance, organizations can invest in appropriate training programs that improve their staff's digital literacy. This, in turn, can lead to more efficient work processes, enhanced communication, and a reduction in errors, all of which are critical for organizational success (Davenport, 2017).

Third, the study will also shed light on the broader organizational benefits of enhancing secretaries' internet competencies. As secretaries become more proficient with internet tools, they can streamline workflows, support decision-making processes, and ensure smoother collaboration between departments. These outcomes are essential for increasing productivity and maintaining a competitive edge in today's fast-paced business environment (Green & Lee, 2019).

## **1.6 Delimitation of the Study**

This study focuses on the contribution of secretaries' internet competencies in enhancing their job performance within organizations. The research is delimited to

secretaries working in corporate and administrative environments, excluding those in non-corporate sectors such as education or healthcare, where the role and responsibilities may differ significantly. Additionally, the study is limited to secretaries who work in medium to large organizations that have integrated internet-based tools and technologies into their daily operations, thus excluding smaller organizations that may not have the same level of technological infrastructure.

### **1.7 Limitation of the Study**

While this study provides valuable insights into the contribution of secretaries' internet competencies in enhancing their job performance, several limitations must be acknowledged. First, the research relies heavily on self-reported data from surveys, which may introduce bias as respondents might overstate their competencies or job performance due to social desirability. This could affect the accuracy of the findings regarding secretaries' true levels of internet skills and the impact these skills have on their job performance.

Second, the study is limited to organizations that have already integrated digital tools and technologies into their daily operations, meaning the findings may not be applicable to organizations with limited access to or reliance on digital infrastructure. This creates a context-dependent limitation, as organizations in rural or less developed areas may have different technological environments that influence secretaries' internet competencies.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

This literature review explores contribution of secretaries' internet competencies in enhancing their job performance and organizational efficiency. It examines the relationship between internet skills and secretarial effectiveness, as well as the challenges faced in acquiring these skills. The review provides insight into how secretaries' digital capabilities contribute to their professional success and organizational productivity. the review will be carried out under the following sub headings.

2.1 The Evolving Role of Secretaries in the Digital Age

2.2 Internet Competencies and Digital Literacy

2.3 The Relationship Between Internet Competencies and Job Performance

2.4 The Role of Technology in Enhancing Organizational Efficiency

2.5 Impact on Communication and Collaboration

#### **2.1 The Evolving Role of Secretaries in the Digital Age**

Historically, secretaries were primarily responsible for clerical tasks, such as answering phones, scheduling appointments, managing paper-based records, and providing administrative support to senior staff. This traditional role was largely confined to in-person interactions and manual processes (Harrison, 2018). However, with the rapid advancements in technology, particularly the widespread adoption of digital tools and the internet, the role of secretaries has expanded considerably. The digital transformation has led secretaries to take on more complex tasks that are integral to the functioning of modern organizations (Davenport, 2017).

In the digital age, secretaries are now expected to be proficient in a variety of internet-based tools and platforms. These include email management systems, cloud-based storage solutions, digital calendars, and collaborative platforms like Microsoft Teams, Google Drive, and Zoom (Smith & Miller, 2019). These tools enable secretaries to streamline communication, organize work schedules, and manage data more efficiently than traditional, manual methods (Gupta & Goyal, 2018). Additionally, secretaries today often play a key role in maintaining the organization's online presence and reputation by managing social media accounts, conducting online research, and coordinating virtual meetings (Wilson, 2020).

This shift towards digital competency is essential not only for the efficiency of secretaries but also for the overall productivity of the organization. As technology continues to evolve, secretaries are expected to stay ahead of technological trends, continuously adapting to new tools and methods to maintain effectiveness in their roles (Davenport, 2017; Harrison, 2018). Failure to keep up with technological advancements can lead to reduced productivity and hinder the ability to perform essential tasks (Khan & Ali, 2021). Consequently, the evolving role of secretaries emphasizes the importance of ongoing professional development and digital literacy in maintaining job performance.

## **2.2 Internet Competencies and Digital Literacy**

Internet competencies refer to the ability to navigate and effectively use digital tools and technologies, including web-based communication platforms, online research, and digital documentation (Green & Lee, 2019). This skill set goes beyond basic internet usage and extends to the mastery of more complex tools such as cloud-based storage systems, digital scheduling tools, and virtual meeting platforms (Khan & Ali, 2021). As the workplace becomes increasingly reliant on technology, the need for secretaries to develop strong internet competencies has become more pressing, enabling them to manage their tasks more effectively and contribute to organizational success.

Digital literacy, on the other hand, encompasses a broader range of skills that integrate technical proficiency with the ability to critically assess and apply technology in the workplace (Smith & Johnson, 2019). It not only involves the ability to use digital tools but also the capacity to make informed decisions about the best ways to apply technology to enhance work processes and outcomes (Palfrey & Gasser, 2019). This includes the ability to interpret data, manage digital content, and utilize online resources to improve workflow efficiency and solve problems (Harrison, 2018). For secretaries, digital literacy is particularly important as they increasingly take on responsibilities that require them to operate in a digital environment, from managing schedules to processing information in a secure and efficient manner (Jones & Adams, 2020).

For secretaries, digital literacy includes effective management of online communication, such as email, instant messaging platforms, and video conferencing tools. The ability to prioritize messages, ensure timely responses, and maintain professionalism through digital channels are essential skills (Gartner, 2021). Additionally, secretaries must be proficient in conducting online research, which includes not only using search engines but also assessing the credibility of information, organizing it efficiently, and sharing it with relevant stakeholders (Davenport, 2017). The ability to use digital project management tools, such as Asana or Trello, also becomes crucial as secretaries manage multiple tasks, deadlines, and collaboration among team members (Jones & Adams, 2020). These tools enhance efficiency by helping secretaries track progress, organize tasks, and ensure all aspects of their duties are completed on time.

### **2.3 The Relationship Between Internet Competencies and Job Performance**

Several studies have highlighted the direct relationship between internet competencies and job performance, demonstrating that the more proficient secretaries are in using digital tools, the more effectively they perform their tasks. According to Smith and



Johnson (2019), secretaries with advanced internet skills are able to complete administrative tasks such as scheduling meetings, handling correspondence, and managing databases more quickly and with greater accuracy. The ability to navigate and utilize digital tools allows secretaries to automate repetitive tasks, thus improving their efficiency and enabling them to focus on more complex and value-added responsibilities (Davenport, 2017).

Moreover, enhanced internet competencies also allow secretaries to work with greater autonomy. A study by Gupta and Goyal (2018) found that secretaries who are skilled in using online collaboration tools, cloud storage, and digital communication platforms can manage their duties with less reliance on other staff members. This increased independence not only boosts their productivity but also reduces the workload of managers and other employees, as secretaries can independently complete tasks that would otherwise require assistance (Green & Lee, 2019). For instance, managing appointments and scheduling meetings through digital calendars and automated systems minimizes the need for constant oversight, allowing secretaries to efficiently manage their time and tasks.

## **2.4 The Role of Technology in Enhancing Organizational Efficiency**

Organizations that invest in the digital training of their secretarial staff witness a substantial increase in overall efficiency and productivity. As secretaries become more proficient in utilizing digital tools and technologies, they can significantly streamline administrative processes, reduce manual tasks, and enhance the speed and accuracy of communication across departments (Davenport, 2017). The ability to quickly adapt to new technology is crucial for secretaries, as it allows them to support other staff members, managers, and leadership teams with greater efficiency. According to Jones and Adams (2020), secretaries who are skilled in using modern technology can manage administrative functions such as scheduling, document management, and

communication much more effectively, which positively impacts the overall functioning of the organization.

A key area where technology enhances organizational efficiency is in document management. Secretaries proficient in using cloud-based systems can easily store, share, and retrieve files in real time, which reduces the time spent on manual data entry, paper filing, and retrieval (Wilson, 2020). This results in a more streamlined workflow, allowing secretaries to access critical information quickly and share it with relevant stakeholders without delays. Furthermore, cloud-based systems facilitate collaboration across teams and departments, as documents can be updated in real time and accessed from any location, enabling faster decision-making processes and increasing organizational agility (Smith & Johnson, 2019).

The reduction of manual tasks is another significant benefit of technological proficiency among secretaries. As secretaries become more adept in automating routine tasks, such as scheduling meetings, sending reminders, or managing contacts, they can free up valuable time that can be devoted to higher-value activities, such as strategic support to management and coordination of projects (Taylor & Miller, 2020). For example, the integration of digital scheduling tools allows secretaries to organize meetings more effectively by automatically syncing calendars, sending reminders, and managing invitations, reducing the need for repetitive manual coordination. This, in turn, leads to fewer scheduling conflicts and a more organized approach to managing daily tasks (Green & Lee, 2019).

## **2.5 Impact on Communication and Collaboration**

Effective communication is a cornerstone of any successful organization, and secretaries are often at the forefront of facilitating this vital process. As organizations continue to adopt digital tools, secretaries' internet competencies become crucial in ensuring seamless communication and collaboration among team members, clients,

and other stakeholders (Harrison, 2018). In the digital age, the ability of secretaries to leverage various online communication tools—such as email, video conferencing platforms, and instant messaging systems—greatly enhances their ability to connect with others, regardless of geographical location or time zone.

Email remains one of the primary methods of communication in modern organizations, and secretaries who are proficient in email management can effectively organize communication, schedule appointments, and send timely reminders (Jones & Adams, 2020). Additionally, video conferencing tools, such as Zoom, Microsoft Teams, and Google Meet, have become essential for facilitating virtual meetings, allowing teams to stay connected and collaborate despite being physically separated. Secretaries skilled in managing these platforms ensure that meetings run smoothly by handling technical setups, coordinating schedules, and ensuring that all participants are able to access the meeting without issues (Taylor & Miller, 2020).

The use of instant messaging platforms, like Slack and Microsoft Teams, has also revolutionized internal communication. Secretaries with internet competencies can use these tools to facilitate real-time communication, allowing team members to share information quickly and resolve issues without delay. These platforms provide a more informal and immediate communication channel, which enhances the responsiveness of teams and departments. Moreover, the integration of these communication tools into day-to-day workflows leads to increased efficiency and faster decision-making processes (Green & Lee, 2019).

## **CHAPTER THREE**

### **METHODOLOGY**

This chapter outlines the methodology used to explore the contribution of secretaries' internet competencies in enhancing their job performance within an organization. This will be conducted under the listed factors.

#### 3.2 Population of the Study

#### 3.3 Sample and Sampling Techniques

#### 3.4 Distribution and Collection of Data

#### 3.5 Reliability

#### 3.6 Validity

#### 3.7 Method of Data Analysis

### **3.1 Instrument Used**

The primary instrument used for data collection in this study is a structured questionnaire designed by the researcher. The questionnaire was designed to gather quantitative data on secretaries' internet competencies, on their job performance, and the impact of these competencies on organizational efficiency. The questionnaire consisted of Likert scale closed questions, designed to measure the level of internet competency and job performance of secretaries. The use of this instrument will allow for the collection of numerical data that can be analyzed to identify patterns and correlations between internet competencies and job performance.

### **3.2 Population of the Study**

The population of this study consists of secretaries working in medium to large-sized organizations that have integrated digital tools and internet-based technologies into their daily operations. The target population includes administrative professionals responsible for tasks such as scheduling, email management, and digital document handling within corporate offices. For the purposes of this study, organizations that have a strong digital infrastructure will be specifically targeted, as the study focuses on the use of internet competencies in enhancing job performance. A population of 15 secretaries were identified for the study

### **3.3 Sample and Sampling Techniques**

The sample for this study will consist of 10 secretaries, selected through a simple random sampling technique. This approach will ensure that each secretary in the population has an equal chance of being selected. The sample size of 10 is considered sufficient for this study, given that it focuses on in-depth analysis of a small group of secretaries working in organizations where digital tools are widely used. A smaller sample size is chosen to allow for a more focused investigation into the relationship between internet competencies and job performance.

### **3.4 Distribution and Collection of Data**

The data collection process was carried out personally by the researcher at the selected organization for the study during working period to the selected secretaries. The questionnaire includes instructions on how to complete it and a request for their consent to participate in the study. The respondents were given two weeks to complete the questionnaire. After this period, follow-up reminders were sent to ensure that all participants submit their responses.

### **3.5 Reliability**

Reliability refers to the consistency of the research instruments in measuring what they are intended to measure. To ensure reliability, the questionnaire will be pre-tested on a small sample of 6 secretaries from similar organizations before the main data collection process. This pre-test will help identify any issues with the clarity or structure of the questions, and any necessary adjustments made based on the feedback received. Cronbach's alpha coefficient will be used to assess the internal consistency of the questionnaire, with a value of 0.7 or higher indicating acceptable reliability (Hair et al., 2010).

### **3.6 Validity**

Validity refers to the extent to which the research instruments measure what they are intended to measure. To ensure the validity of the study, the questionnaire will be developed based on a thorough review of existing literature on internet competencies and job performance. Content validity will be ensured by having experts in the field of administration review the questionnaire for relevance and clarity. Construct validity will be assessed through factor analysis to ensure the questionnaire items align with the constructs of internet competencies and job performance.

### **3.7 Method of Data Analysis**

Data analysis will be conducted using quantitative methods. Descriptive statistics, such as frequency distributions and percentages, will be used to summarize the responses of the respondents from the questionnaires. This will allow for an understanding of the general trends regarding secretaries' internet competencies and job performance.

## CHAPTER FOUR

### DATA ANALYSIS

#### 4.1 Introduction

This chapter presents survey data from 10 secretaries on how their internet competencies impact job performance. The tables summarize their responses, showing how skills in areas like efficiency, communication, and time management contribute to their overall job effectiveness.

#### 4.2 Results

**Table 4.1: Secretaries feel proficient with internet skills**

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

**Source: Researcher's Fieldwork 2025**

Table 4.1 showed that 6 (60%) respondents strongly agreed and 4 (40%) respondents agreed that they feel proficient with internet skills, none of the respondent disagree or strongly disagree with the statement.

**Table 4.2: Secretaries use email for their daily tasks**

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

**Source: Researcher's Fieldwork 2025**

Table 4.2 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that they use email for their daily tasks, with none of the respondent disagree or strongly disagree with the statement.



**Table 4.3: Secretaries are confident in using cloud storage tools**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	3	30
Disagree	2	20
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.3 showed that 5 (50%) respondents strongly agreed and 3 (30%) respondents agreed that they are confident in using cloud storage tools, while 2 (20%) respondents disagreed, while no respondent on strongly disagree with the statement.

**Table 4.4: Secretaries use video conferencing for meetings**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.4 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that they use video conferencing for meetings, while 1 (10%) respondent disagreed with the statement.

**Table 4.5: Secretaries are able to conduct online research efficiently**

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

**Source: Researcher's Fieldwork 2025**

Table 4.5 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that they are able to conduct online research efficiently, while 1 (10%) respondent disagreed. no respondent on strongly disagree respectively.

**Table 4.6: Secretaries use social media for professional communication**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	3	30
Agree	5	50
Disagree	2	20
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.6 showed that 3 (30%) respondents strongly agreed and 5 (50%) respondents agreed that they use social media for professional communication, while 2 (20%) respondents disagreed no respondent on strongly disagree with the statement.

**Table 4.7: Internet competencies enhance the efficiency of Secretaries' tasks**

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

**Source: Researcher's Fieldwork 2025**

Table 4.7 showed that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that internet competencies enhance the efficiency of their tasks. there was no respondent on disagree and strongly disagree respectively.

**Table 4.8: Secretaries feel internet competencies improve communication**

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

**Source: Researcher's Fieldwork 2025**

Table 4.8 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that internet competencies improve communication, while 1 (10%) respondent disagreed. No respondent on strongly disagree respectively.

**Table 4.9: Secretaries use digital scheduling tools**

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

**Source: Researcher's Fieldwork 2025**

Table 4.9 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that they use digital scheduling tools, with none of the respondents disagree or strongly disagree respectively.

**Table 4.10: Secretaries are able to manage multiple online tasks simultaneously**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.10 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that they are able to manage multiple online tasks simultaneously, while 1 (10%) respondent disagreed and no respondent on strongly disagree.



**Table 4.11: Secretaries feel comfortable using online collaborative platforms**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	3	30
Disagree	2	20
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.11 showed that 5 (50%) respondents strongly agreed and 3 (30%) respondents agreed that they feel comfortable using online collaborative platforms, while 2 (20%) respondents disagreed, no respondent on strongly disagree.

**Table 4.12: Secretaries are able to troubleshoot basic internet issues**

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

**Source: Researcher's Fieldwork 2025**

Table 4.12 showed that 4 (40%) respondents strongly agreed and 5 (50%) respondents agreed that they are able to troubleshoot basic internet issues, while 1 (10%) respondent disagreed no respondent on strongly disagree.

**Table 4.13: Secretaries internet skills impact decision-making speed**

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

**Source: Researcher's Fieldwork 2025**

Table 4.13 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that their internet skills positively impact decision-making speed, while 1 (10%) respondent disagreed no respondent on strongly disagree.

**Table 4.14: Secretaries regularly participate in online training to enhance internet skills**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	5	50
Agree	3	30
Disagree	2	20
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.14 showed that 5 (50%) respondents strongly agreed and 3 (30%) respondents agreed that they regularly participate in online training to enhance their internet skills, while 2 (20%) respondents disagreed, while no respondent on strongly disagree.

**Table 4.15: Secretaries rely on the internet to complete their tasks efficiently**

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

**Source: Researcher's Fieldwork 2025**

Table 4.15 showed that 8 (80%) respondents strongly agreed and 2 (20%) respondents agreed that they rely on the internet to complete their tasks efficiently, with none of the respondents disagree or strongly disagree with the statement.

**Table 4.16: Secretaries feel that internet competencies contribute to their job satisfaction**

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

**Source: Researcher's Fieldwork 2025**

Table 4.16 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that internet competencies contribute to their job satisfaction, while 1 (10%) respondent disagreed, no respondent on strongly disagree.

**Table 4.17: Secretaries believe that internet competencies improve their time management skills**

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

**Source: Researcher's Fieldwork 2025**

Table 4.17 showed that 7 (70%) respondents strongly agreed and 3 (30%) respondents agreed that internet competencies improve their time management skills, with no respondents disagree or strongly disagree respectively.

**Table 4.18: Secretaries think internet competencies make them more effective in multitasking**

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

**Source: Researcher's Fieldwork 2025**

Table 4.18 showed that 6 (60%) respondents strongly agreed and 3 (30%) respondents agreed that internet competencies make them more effective in multitasking, while 1 (10%) respondent disagreed. No respondent on strongly disagree.



**Table 4.19: Secretaries find internet tools to be crucial for effective communication with their colleagues**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.19 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that internet tools are crucial for effective communication with their colleagues, while 1 (10%) respondent disagreed. No respondent on strongly disagrees.

**Table 4.20: Secretaries believe that internet competencies contribute to their overall job performance**

<b>Options</b>	<b>No. of Respondents</b>	<b>Percentage (%)</b>
Strongly Agree	7	70
Agree	2	20
Disagree	1	10
Strongly Disagree	0	0
<b>Total</b>	<b>10</b>	<b>100</b>

**Source: Researcher's Fieldwork 2025**

Table 4.20 showed that 7 (70%) respondents strongly agreed and 2 (20%) respondents agreed that internet competencies contribute to their overall job performance, while 1 (10%) respondent disagreed, no respondent on strongly disagree.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Summary**

The purpose of this study was to explore the contribution of secretaries' internet competencies in enhancing their job performance within organizations. The study focused on secretaries' proficiency in using internet-based tools and how these skills impact their overall work efficiency, communication, time management, and multitasking abilities. The research was conducted with a sample of 10 secretaries, all of whom provided insights into their internet usage and how it relates to their professional tasks.

The study findings indicated that most secretaries feel proficient in their internet skills, using tools like email, cloud storage, video conferencing, and digital scheduling platforms to improve their task efficiency. A majority of respondents agreed that internet competencies not only enhance communication but also improve their decision-making speed and multitasking ability. Furthermore, the use of internet-based tools such as cloud storage and video conferencing aids in their time management and contributes positively to their job satisfaction.

Overall, it was found that secretaries' internet competencies play a crucial role in enhancing their job performance, making them more effective in their roles. The research highlighted the need for continual training and development in internet skills to maintain efficiency and productivity in the workplace.

#### **5.2 Conclusion**

The study concluded that secretaries' internet competencies significantly enhance their job performance in organizations. As organizations increasingly rely on digital tools, it was evident that secretaries' proficiency in internet usage contributed directly to their

productivity, communication skills, and job satisfaction. The study also found that secretaries are highly reliant on various internet-based tools such as email, cloud storage, and video conferencing, all of which facilitate their daily work tasks and improve efficiency.

While most secretaries demonstrate a high level of competence in using these tools, the research also revealed areas where there is room for improvement, particularly in troubleshooting basic internet issues and using social media for professional communication. Therefore, it is crucial for organizations to provide continuous training in internet skills to ensure that secretaries can adapt to evolving digital tools and technologies.

### **5.3 Recommendations**

1. Organizations should establish ongoing training programs focused on enhancing secretaries' internet skills, especially in emerging digital tools and technologies.
2. Organizations should consider offering technical support or workshops that focus on troubleshooting common internet-related issues.
3. While some secretaries use social media for communication, more training and guidance should be provided on using these platforms professionally. Encouraging secretaries to leverage social media for professional networking and organizational promotion can expand their skill set.
4. Companies should invest in advanced internet tools and platforms that can streamline administrative tasks for secretaries.
5. It is important for organizations to ensure that secretaries have reliable and fast internet access to carry out their tasks effectively.

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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 Contribution of Secretaries Internet Competencies in Enhancing their Job Performance in an Organization

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

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

## QUESTIONNAIRE

1. Secretaries feel proficient with internet skills. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
2. Secretaries use email for their daily tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
3. Secretaries are confident in using cloud storage tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
4. Secretaries use video conferencing for meetings. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
5. Secretaries are able to conduct online research efficiently. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
6. Secretaries use social media for professional communication. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
7. Internet competencies enhance the efficiency of secretaries' tasks. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
8. Secretaries feel internet competencies improve communication. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
9. Secretaries use digital scheduling tools. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
10. Secretaries are able to manage multiple online tasks simultaneously. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
11. Secretaries feel comfortable using online collaborative platforms. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
12. Secretaries are able to troubleshoot basic internet issues. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
13. Secretaries' internet skills impact decision-making speed. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )



14. Secretaries regularly participate in online training to enhance internet skills.  
(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
15. Secretaries rely on the internet to complete their tasks efficiently. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
16. Secretaries feel that internet competencies contribute to their job satisfaction.  
(a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
17. Secretaries believe that internet competencies improve their time management skills. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
18. Secretaries think internet competencies make them more effective in multitasking. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
19. Secretaries find internet tools to be crucial for effective communication with their colleagues. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Disagree ( )
20. Secretaries believe that internet competencies contribute to their overall job performance. (a) Strongly Agree ( ) (b) Agree ( ) (c) Disagree ( ) (d) Strongly Strictly Disagree ( )