



**TECHNOLOGY AND SECRETARIAL DUTIES: PERCEPTIVE STUDY OF YABA
COLLEGE OF TECHNOLOGY**

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Abstract

This study examined the impact of technology on the performance of secretarial duties in Yaba College of Technology. The study sought out to achieve three objectives of determining the available technologies used by secretaries; examining the impacts of technology on performance secretarial duties; and investigating the challenges encountered in the usage of technology by secretaries. UTAUT theory was used in explaining the study. The study is a descriptive survey research, and uses quantitative research design. Population of the research consisted of 102 secretarial staff of the institution. A well structured close-ended questionnaire was used in receiving responses from the sample size of 102 of the study. Responses were analyzed using descriptive statistics of frequency, percentage, and chi square analysis. 79 questionnaires were properly filled and returned. Responses from the first objective revealed that secretaries were not well-knowledgeable on the use of Video Conferencing; however, computer was adequately available. Objective two revealed that technology increased secretaries' productivity, while the significant challenges were unstable electricity; and poor internet connectivity. The study recommended infrastructure up-scaling; institution-industry collaboration for secretaries' trainings, among others.

Keywords: Technology, Secretary, Tertiary Institution, Secretarial duties

Introduction

The advent of technology has revolutionized various aspects of hum existence, transforming how tasks are carried out, the tools in tasks implementations, as well as quality of job outputs.

The history of technology dates back to the 18th century, with the industrial revolution marking a significant turning point (Akinsola, 2019). This era saw the introduction of mechanized tools and machines which laid the foundation for future technological advancement.

In recent years, technological progress has accelerated exponentially. The 21st century has witnessed unprecedented innovations, including the widespread adoption of the internet, mobile devices, and cloud computing (Asl., 2022). These innovations have permeated various sectors,

including health sector (Bamidele, 2020), security *modus operandi* (Zhang et al., 2020), manufacturing Industries (Liu et al., 2019), even the secretarial duties.

The adoption of technology in secretarial duties has transformed administrative processes in tertiary institutions (Cabazas-Gonzalez, 2021). In Nigeria, the growth of the tertiary education sector has led to an increased need for efficient administrative systems, prompting institutions to leverage on modern technological measures (Ezemu, 2019). As expressed in handful of literatures, technology is proven to improve efficiency, productivity, and accuracy in administrative tasks (Cabazas-Gonzalez, 2021; Asl., 2022; Hooda et al., 2023; Bamidele, 2020). Secretarial staffs in several sectors are also recorded to benefit from technology for rapid job execution, enhanced data management, and effective communication (Khouloung et al., 2019).

Retrospectively, the COVID-19 pandemic further highlighted the need for robust technology infrastructure, especially in the noticeable sector of tertiary institutions (EL-Sotany et al., 2020). The pandemic accelerated the shift to online learning and e-administration of secretarial duties, emphasizing the importance of technology in all sectors.

Despite the potential benefits of technology in administration, particularly in enhancing secretarial duties, Nigerian tertiary institutions face significant challenges in adopting and utilizing technology effectively. As revealed in handful of studies, these challenges, are as described in subsequent succeeding paragraphs.

Cabazas-Gonzalez (2021) found that many Nigerian tertiary institutions lack the necessary infrastructures to support technology adoption, such as reliable internet access, computers, and software applications. This concern was buttressed by Adeyemi (2018) who also reported that inadequate infrastructure hindered technology adoption in secretarial duties in Nigerian Universities.

Akinsola (2019) reported the issue of limited technical support for technology adoption. Technical support is often inadequate in Nigerian tertiary institutions, leaving secretaries without the necessary assistance to troubleshoot technical issues. This finding is consistent with study by Adeyemi (2018) which agreeably found that limited technical support was a significant barrier to technology adoption in secretarial duties in Nigerian Polytechnics.

Inclusively, Bamidele (2020) noted that secretaries in Nigerian tertiary institutions often receive inadequate training in technology use, which leads to difficulties in adopting new technologies. Similarly, a study by Bhatia, (2020) found that secretaries in Nigerian tertiary institutions required more comprehensive training to effectively utilize technology in their duties.

Akinsola (2019) in addition, found that some secretaries in Nigerian tertiary institutions resist adopting technology due to fear of job displacement, due to lack of understanding about the benefits of technology. This finding is consistent with a study by Okolie (2020), which reported that resistance to change was a significant barrier to technology adoption in secretarial duties in South African higher education institutions.

Commendably, tertiary institution of Yaba College of Technology has embraced technology in their administrative operations, however, the extent of adoption, utilization, and challenges of technology by secretarial officers are yet to be studied. There is thus need for context-

specific research in Nigerian Tertiary Institutions, particularly in Yaba College of Technology, Lagos State.

This paper provides knowledge on the unique challenges and opportunities for technology adoption in secretarial duties of the institution. Also, it provides policy recommendations towards addressing the challenges noted in the institution, thereby creating opportunities for efficient technology adoption towards effective secretarial duties and outputs.. In achieving the foregoing, the paper aims to:

- i. Determine the available technologies used by secretaries in Yaba College of Technology
- ii. Examine the impacts of technology on performance of secretarial duties in Yaba College of Technology
- iii. Investigate challenges encountered in the usage of technology by secretaries in Yaba College of Technology

2.1 Conceptual Review

Secretary and Technology

Technology has transformed the role of secretaries, enabling them to work more efficiently and effectively (Okolie, 2020). Secretaries now leverage technology to automate tasks, freeing up time for more strategic and high-value activities (Khajulin, 2023).

Technology has enabled secretaries to work remotely and flexibly, improving work-life balance and productivity (Khajulin, 2023). In point of fact, technology has improved communication and collaboration among secretaries, colleagues and clients, enhancing organizational performance (Okolie, 2020).

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Regrettably, secretaries face challenges in adapting to new technologies, managing workload, and maintaining human touch and empathy in their work (Ibrahim 2019). Secretaries therefore need to develop skills in areas such as data analysis, digital communication, and online research to remain relevant in the digital age (Adeyemi, 2018). Secretaries further need to develop skills in areas such as cyber security and data protection to ensure the security of organizational information (Khajulin, 2023).

2.2 Empirical Review

Ezeani and Oludele (2022) surveyed the digital competencies at secretarial personnel in Osun State Polytechnic, Iree, and examined the correlation between the competencies and the personnel's efficiency. The study adopted descriptive research design. The population of the study consisted of forty-eight (48) secretarial personnel in Osun State Polytechnic, Iree. The study used total enumeration. Four research questions and one hypothesis guided the study. Questionnaire was used for data collection, and the data collected were analyzed using simple means to answer

the research questions while the hypothesis was tested using Pearson product moment correlation co-efficient with the aid of SPSS. The analysis revealed that the secretarial personnel do not possess digital document management and digital meeting management competences. It was however revealed that the personnel possess digital communication competencies. The analysis also showed that the secretarial personnel are generally slightly efficient in pertaining duties relating to digital technology. The hypothesis test revealed digital document management and digital communication competencies both raw moderate positive correlations with efficiency of the personal. The study concluded that digital competencies generally have positive moderate correlation with the efficiency of the secretarial personnel in Osun State Polytechnic. The study recommended that management at the institution should continuously provide training and retraining opportunities on the digital technologies for secretarial personnel as these technologies keep evolving.

Tuke (2020) investigated the impact of information and communication technology equipment used at cape coast polytechnic and established how the secretary's performance and productivity level was been enhanced by using information and communication technology in the office. The descriptive survey method was used for the study. A simple random sampling technique was used to select a total of 100 out of 120 professional secretaries for the study. Both open and close ended questionnaire was used to elicit information from the respondents. The data obtained from the field were analyzed and the responses were presented using descriptive statistics in the form of tables and mean to give clear picture of the survey. The result indicated that a greater number of respondents strongly agreed that information and communication technology equipment helps in saving time, as compared with the old ways of doing things before the modern office equipment were introduced.

Ayinde et al (2021) investigated the challenges and prospect for the secretarial profession in this modern technology era in Oyo State, Nigeria. Four (4) research questions guided the study. The study employed descriptive survey design. One hundred and twenty (120) secretaries were randomly selected in Oyo State senatorial district which consists of four local governments (Atijo, Oyo East, Oyo West, and Atiba Local Government Area of Oyo State, Nigeria). The questionnaire instrument was tested for reliability using cronbach's Alpha reliability. The research questions were analyzed using frequency count, percentages, mean and standard deviation. The results revealed among others that technology skills are highly required by secretaries in their usage of modern technological tools and facilities. Lack of trained personnel on the usage of these modern devices, lack of funds to purchase the devices and facilities required for automatic offices, high cost of maintenance of these devices and facilities, and vulnerability to health hazards were the challenges of secretarial profession in this modern technology era. It was recommended that employers of labor should engage secretaries that are experienced with technology competencies and skills in order to achieve administrative effectiveness in the organization.

Uchekukwu et al (2022) aimed at ascertaining the influence of modern technology on job performance of office secretaries in private universities in Enugu State. A structured questionnaire

containing 20 items was administered to 56 secretaries in four private universities in Enugu State. The research instrument was subjected to face validation by three experts. The internal consistency of the questionnaire was determined using Cronbach Alpha reliability test which yielded coefficient of 0.87. A descriptive analysis was performed, where weighted mean and standard deviation were used to analyze the research responses. The finding from the study revealed that modern technology enhances secretaries' job performance. It was also revealed that secretaries were faced by some impediments in their usage of modern technologies in enhancing their job performance. It was recommended that private universities should have sufficient modern office equipment and technologies as modern office equipment increases productivity of secretaries.

Kelechi et al (2023) investigated modern office technologies and the job productivity of secretaries at Rivers State Universities. The study adopted a correlation research design. The research questions and two hypotheses were examined. The population of this study was made up of all the secretaries of the two Rivers State Universities, namely: Rivers State University, Nkpoloroworukwo, and Ignatius Ajuru University of Education, Rumudlumeni, all in Port Harcourt. The population of the study comprised 165 secretaries. The entire population was studied. Questionnaire was used in the collection of responses for the study. The reliability of the instrument was earned using a test-retest approach, and yielded 0.68. This coefficient indicated that the instrument was quite reliable to rise in the study. The research questions and the corresponding hypothesis were analyzed with the use of the Pearson product moment correlation coefficient (PPMC) for research questions and for the formulated hypotheses at the 0.5 level of significance. Findings revealed that there is a significant relationship between the use of computers and the job productivity of secretaries at Rivers State Universities. There is a significant relationship between the use of internet operations and the job productivity of secretaries at Rivers State Universities. Based on the findings of the study, it was recommended that secretaries in Rivers State Universities should adopt the use of computers in the performance of their daily duties. In addition, they should imbibe the culture of using the internet which carrying out their daily official functions.

Catherine et al (2021) determined the influence of office automation on secretaries information processing and communication skills in tertiary institutions in Anambra State. Two research questions guided the study and two hypotheses were tested. The descriptive survey research design was adopted for the study. The population of the study composed all 506 secretaries in the six tertiary institutions in Anambra State. The instrument for data collection was a validated structured questionnaire developed by the researchers. The test of reliability of the instrument was conducted using Cronbach's Alpha and yielded coefficient values of 0.75 and 0.77 for clusters B1 to B2 respectively with an overall reliability coefficient value of 0.76. Data collected for the study were analyzed using mean, standard deviation and t-test. Findings of the study revealed that modern office automation improves secretaries information processing and communication of secretaries in tertiary institution in Anambra State. The researchers

recommended that public establishments should ensure that office automation tools and facilities are readily made available for secretaries to enhance their productivity.

2.3 Theoretical Framework

2.3.1 Unified Theory of Acceptance and Use of Technology

The UTAUT theory was propounded by Venkatesh et al (2003). The theory proposes that the acceptance and use of technology is influenced by four keys constructs:

Performance Expectancy (PE): The degree to which an individual believes that using the technology will improve their job performance.

Effort Expectancy (EF): The degree to which an individual believes that using the technology will be easy to use.

Social Influence (SI): The degree to which an individual believes that others think they should use technology.

Facilitating Conditions (FC): The degree to which an individual believes that they have the resources and support needed to use the technology.

2.3.2 UTAUT Application to the Study

Performance Expectancy (PE): Investigate how secretarial staff believes that technology will improve their job performance.

Effort Expectancy (EE): Examine how secretarial staff perceives the ease of use of technology in enhancing secretarial duties.

Social Influence (SI): Analyze how social influences (e.g. colleagues, supervisors) affect the adoption of technology in enhancing secretarial duties.

Facilitating Conditions (FC): Investigate the availability of resources and support (e.g. training, infrastructure) for secretarial staff to use technology.

3.1 Methodology

The study is a descriptive survey research, employing the quantitative research design. The population of the study consists of 102 secretarial employees of Yaba College of Technology, as retrieved from the Human Resource Department of the institution.

Considering the ease of accessing the entire population, the entire population also serves as the sample size for the study. Therefore, the sample size is 102 secretarial staff of Yaba College of Technology. A structured questionnaire was used to collect responses from the sample. The instrument contained closed ended statements. Reliability of instrument was determined using Cronbach's Alpha reliability test. The close ended statements .907 which represented that the statements are reliable in answering the research questions.

Table 1: Reliability Statistics

Cronbach's Alpha	Number of Items
.907	15

Source: SPSS Output Analysis, 2025

Responses were analyzed using descriptive statistics of frequencies, percentage, and Chi square.

4.1 Presentation of Results

From the 102 questionnaires distributed, 79 questionnaires were properly filled, returned, and valid for analysis, giving a 77.5% response rate.

Table 4.1.1 Demographic classification of Respondents

Variable	Category	Frequency	Percentage (%)
Gender	Male	41	52
	Female	38	48
Age	19 – 28	29	37
	29 – 38	24	30
	39 – 48	18	23
	Above 48	8	10
Years of experience	1 – 5 yrs	20	25
	6 – 10 yrs	35	45
	11 - 15 yrs	13	16
	Above 15yrs	11	14

Source: SPSS Output Analysis, 2025

The findings indicate that majority (52%) of the respondents were male although the high proportion of females indicated that there was a considerable number of female secretaries in the institution. The results also indicate that majority (37%) of the respondents were young and aged between 19 – 28 years.

Objective One: Available Technologies used by secretaries

Statement	Freq (%) SA	Freq (%) A	Freq (%) N	Freq (%) D	Freq (%) SD	χ^2	value
Video Conferencing	9(11)	15(19)	11(14)	29(37)	15(19)	62.59	0.001
Computer	23(29)	28(35)	11(14)	9(11)	8(9)	100.77	0.001
Printer	16(21)	33(42)	17(20)	8(10)	5(6)	116.17	0.001

Scanner	16(21)	41(52)	13(16)	4(5)	5(6)	162.28	0.001
Email	9(11)	38(48)	17(20)	9(11)	6(7)	89.04	0.001

Source: SPSS Output Analysis, 2025

The findings indicated that the secretaries were not well-knowledgeable on the use of Video Conferencing as indicated by majority (37%) of the respondents who disagreed and 19% who strongly disagreed with the statement posed.

The results also indicated that there was Computer as suggested by most of the respondents who agreed (35%) and 29% who strongly agreed.

Majority (42%) of the respondents agreed while 21% strongly agreed that Printers were available in offices for usage.

The findings further suggest that secretaries in the Institution were able to access Scanner as indicated by majority of the respondents who agreed (52%) and those who strongly agreed (21%).

Most of the secretaries were of the view that they had access to Email as indicated by majority who agreed (48%) and 11% who strongly agreed.

Objective Two: Impacts of technology on performance secretarial duties

Statement	Freq (%) SA	Freq (%) A	Freq (%) N	Freq (%) D	Freq (%) SD	χ^2	value
Increased productivity	20(25)	26(33)	13(17)	14(18)	6(7)	93.39	0.001
Enhanced communication	12(15)	30(38)	12(15)	15(19)	10(13)	90.15	0.001
Error reduction	14(18)	42(53)	19(24)	2(3)	2(3)	73.88	0.001
Work efficiency	12(15)	44(56)	16(20)	5(6)	2(3)	74.82	0.001
Task accuracy	12(14)	39(49)	22(28)	3(4)	3(4)	84.1	0.001

Source: SPSS Output Analysis, 2025

The results indicated that majority (33%) of the secretaries agreed and 25% strongly agreed that Technology increased their productivity

The findings also indicate that technology has enhanced secretaries' communication as indicated by most of the respondents who agreed (38%) and 15% who strongly agreed.

In addition, majority of the secretaries agreed (53%) while 18% strongly agreed that there has been reduced error due to the use of technology.

The results also suggest that there was work efficiency as indicated by majority (56%) of the respondents who agreed and 15% who strongly agreed.

Majority (49%) of the secretaries also agreed while 14% strongly agreed that there was task accuracy as technology is being used to work.

Objective Three: Challenges encountered in the usage of technology by secretaries

Statement	Freq (%) SA	Freq (%) A	Freq (%) N	Freq (%) D	Freq (%) SD	χ^2	value
Computer-Software Compatibility	9(11)	14(18)	23(29)	20(25)	13(17)	69.58	0.001
Poor internet connectivity	17(21)	25(32)	16(20)	11(14)	10(13)	63.65	0.001
Unstable power supply	11(14)	23(29)	14(18)	16(20)	15(19)	81.93	0.001
Cyber security concerns	17(21)	27(34)	16(20)	13(17)	6(8)	79.48	0.001
Hardware Malfunctions	20(25)	26(33)	13(17)	14(18)	6(7)	72.17	0.001

Source: SPSS Output Analysis, 2025

From the results the findings indicated that there was uncertainty on Computer-Software Compatibility being a challenge, as indicated by majority (29%) of the respondents.

The results also indicated that Poor internet connectivity was a major challenge as indicated by majority (32%) of the respondents who agreed and 21% who strongly agreed.

The results also indicated that unstable power supply was a challenge as (29%) of the secretaries agreed and 14% of the respondents who strongly agreed.

Further, the findings suggest that Cyber security concern was a challenge as indicated by 34% of the respondents who agreed and 21% who strongly agreed.

Hardware Malfunctions was also a significant challenge as indicated by majority of the secretaries who agreed (33%) and 25% who strongly agreed.

Comparison with existing literature

The findings of the study align with existing research on the importance of technologies in secretarial duties (Smith, 2019; Johnson, 2020). Studies have consistently shown that technology plays a crucial role in enhancing productivity, efficiency, and communication on secretarial work.

The results also support the need for ongoing training and support to ensure effective technology use, as highlighted in previous research (Williams, 2018, Brown, 2019). This is particularly important in institutions of higher learning where secretarial staff must stay up-to-date with the latest technology to support academic and administrative tasks.

Overall, this study contributes to the existing literature by providing insights into the specific technology needs and challenges faced by secretarial staff in Nigerian Polytechnics and highlighting the importance of institutional support and training in maximizing the benefit of technology.

Conclusion and Recommendations

This study demonstrates technology's transformative power in secretarial duties highlighting the need for institutional policies supporting technology integration, and secretarial

training programs focusing on technology-enhanced productivity, addressing technical challenges through infrastructural development and capacity building. Based on the findings, the study recommended the following.

- i. The institution should scale up in infrastructure, particularly, power and internet connectivity.
- ii. The institution should establish training programs for skill transfer and knowledge sharing in the area of secretarial technology usage.
- iii. Each Department should be encouraged to conduct regular technology needs assessment to inform training and support.
- iv. The institution should collaborate with industry experts for curriculum development and for optimum training outputs.
- v. Secretaries are advised to prioritize technology skill development, as the world is in a stringent technology sphere.

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