The Impact of Modern Office Technology on the Secretary's Performance in Selected Public and Private Organizations in Katsina Metropolis

Aminu Abdulhadi Matazu[1], Muhammad Aliyu Muhammad[2], Abubakar Usman[3]

[1]Department of Office Technology and Management, College of Administration and Management Studies, Hassan Usman Katsina Polytechnic, P.M.B 2052, Katsina, Katsina State, Nigeria.
[2]Department of Mathematics and Statistics, College of science and Technology, Hassan Usman Katsina Polytechnic, P.M.B 2052, Katsina, Katsina State, Nigeria.
[3]Registry Department, Hassan Usman Katsina Polytechnic, P.M.B 2052, Katsina, Katsina State, Nigeria.
Email: abdulhadiaminu93@gmail.com

ABSTRACT

This study investigates the influence of modern office technology on the performance of secretaries within public and private organizations in Katsina Metropolis. Through a blend of qualitative and quantitative methodologies, the research explores the intricate relationship between technology adoption and secretary performance. The findings reveal valuable awareness into how modern office technology shapes efficiency, productivity, job satisfaction and overall effectiveness among secretaries. Integration of modern office technology has demonstrated a significant enhancement in efficiency and productivity among secretaries in Katsina Metropolis. Despite the evident benefits, the research identifies several challenges and barriers associated with technology adoption, including resistance to change, inadequate training, IT infrastructure limitations and cybersecurity concerns. By understanding and addressing the challenges while capitalizing on the opportunities presented by modern office technology is recommended that organizations in Katsina state should empower their secretarial workforce and drive overall efficiency and effectiveness.

Key words: Office; Technology; Secretary

1. Introduction

In today's fast-paced and dynamic business environment, technological advancements play a pivotal role in reshaping organizational structures, processes and workforce dynamics. Among the myriad changes witnessed, the role of secretaries, once traditionally associated with administrative tasks, has undergone a profound transformation. The integration of modern office technology has not only revolutionized the way secretarial duties are performed but has also significantly impacted the efficiency, effectiveness and overall performance of secretaries in both public and private organizations. Katsina Metropolis, situated in Nigeria, stands as a bustling center of administrative activities, encompassing a diverse array of public and private enterprises. The traditional role of secretaries has evolved from merely managing correspondence and scheduling appointments to encompassing a broader spectrum of responsibilities, including information management, data analysis and decision support. A deeper understanding of how modern office technology impacts the work experiences and job satisfaction of secretaries is crucial for fostering a conducive work environment.

1.2 Technology and the competencies of secretaries

Asogwa and Agusiobo (2022) explore the pivotal role of office technology and the competencies of secretaries in determining the effectiveness of secretarial functions. Their study focuses on the impact of modern technology on the job performance of office secretaries in private universities in Enugu State. Their findings underscore the positive influence of modern technologies on secretarial performance, while also highlighting challenges faced by secretaries in leveraging these technologies for enhanced job performance. The study emphasizes the critical relationship between the availability of office technology and equipment, as well as the skills and competencies of secretaries. Over the years, technological advancements have reshaped various aspects of life, including the office environment. Consequently, there's a growing demand for accurate information and data to facilitate swift decision-making and bolster productivity in every office setting (Appah & Emeh, 2011). Office workers, including secretaries, rely on various forms of support from their employing organizations (Boladele, 2012). This support encompasses both technological resources such as machines and equipment, as well as human assistance. Traditionally, office managers dictated memos and letters, which secretaries then transcribed (Nonye, 2018). However, advancements like word processors, personal computers, and electronic mail have been introduced to streamline processes and enhance productivity,

aiming to reduce the need for extensive secretarial support (Frenzel, 2014). Consequently, the role of the secretary has evolved significantly, moving beyond mere typewriting and shorthand to encompass tasks like email correspondence and internet research (Jaiyeola, 2017).

1.3 Modern secretaries access to a plethora office technologies

Modern secretaries now have access to a plethora of office technologies, including photocopying machines, duplicating machines, dictating machines, and printers, alongside computers and internet connectivity, revolutionizing office environments (Agbatogun, 2011). Computer software programs like word processors, data management programs, and spreadsheet applications further augment their capabilities, facilitating tasks such as document creation, data organization, and numerical analysis (Agbatogun, 2011). This technological integration has mechanized and automated today's offices, compensating for high turnover rates and reducing manpower requirements (Nwaokwa & Okoli, 2012; Olibie & Akudolu, 2012). In this digital age, technology has become inseparable from secretarial performance, enhancing efficiency, and elevating the secretary to a pivotal role as an information manager and custodian of organizational knowledge (Onifade, 2019). As a result, secretaries command respect within their organizations and society at large, evolving from perceived support staff to valued professionals (Atakpa, 2014). Margaret and Pac (2009) highlight the pivotal role of office technologies and the competencies of secretaries in determining their functions and effectiveness within business organizations. They emphasize the growing recognition of the secretary's importance and the necessity of providing requisite office machinery and equipment to facilitate their duties. The study's findings underscore the positive impact of modern office technological gadgets on productivity when utilized by secretaries in private business organizations. Traditionally, secretaries transcribed memos and letters dictated by managers, but advancements such as word processing centers, personal computers, and electronic mail have aimed to reduce the need for extensive secretarial support and enhance employee productivity (Osuala, 2004).

1.4 Revolutionizing Secretarial Procedures and Enhancing Productivity

The integration of ICT tools into office functions is termed modern office automation. Modern office automation refers to the introduction of machinery and equipment into the workplace to streamline administrative processes, eliminate bureaucracy, and reduce unnecessary delays in office functions (Ovbiagbale, Mgbonyebi & Olaniye, 2019). Similarly, office automation entails the deployment of self-regulating devices to handle tasks traditionally performed manually or semi-mechanically. This automation has revolutionized secretarial procedures in contemporary offices, significantly enhancing the efficacy of secretarial duties. Secretaries, as defined by Okeke (2013), are employees capable of managing the various stressors and demands within an office environment, ensuring effective control over crises that may arise from overseeing records, communication, information, personnel, and other resources essential for maintaining the office as the organization's nerve center. According to Gambari (2014), a secretary is an executive assistant possessing advanced office skills, demonstrating the ability to take on responsibilities independently, exercise initiative, exercise judgment, and make decisions within their designated authority. The adoption of ICT devices by secretaries has been lauded for its positive impact on the productivity of secretarial staff in both public and private institutions. Authors such as Onoja (2020) and Fadare (2014) assert that office automation facilitates the efficient execution of secretarial tasks, including information processing and communication skills enhancement. Office work encompasses a range of tasks including the reservation, processing, storage, distribution, and communication of information.

1.5 The Impact of Modern Office Technology on Secretarial Performance in Contemporary Workplaces

The infusion of technology into office environments has dramatically enhanced the speed and efficiency of information processing in contemporary workplaces. Within modern offices, information is gathered, processed, stored, and disseminated to support organizational decision-making processes. As noted by Okeke (2013), secretaries in today's office settings are expected to be proficient in utilizing various information technology tools, encompassing hardware, software, databases, and communication platforms, to input, process, and output data effectively. Okeke (2013) suggests that office automation can enhance secretaries' communication abilities, thereby positively impacting their productivity, particularly in communication-related tasks (Onoja, 2020). Koko and Okogun (2020) emphasize that communication skills are not only indicative of a strong educational foundation but also serve as essential tools for securing and maintaining employment among secretaries in Anambra State. Communication, defined as the transmission of information from one source to another, involves dialogue and social exchange (Osso in Agboola and Ademiluyi, 2011). argue that integrating ICT into communication processes can enhance effectiveness by ensuring that messages are received, accurately interpreted, understood, accepted, acted upon by the recipient, and confirmed through feedback.

Okolocha and Baba (2017) suggest that the level of educational attainment may significantly influence secretaries' utilization of ICT and their task performance

1.6 Adaptation to Changing Office Dynamics and Technological Landscape

Adebayo and Akinleye (2012) suggest that secretaries are increasingly being referred to as office managers due to their multifaceted roles, educational qualifications, skill sets, knowledge, and the high expectations placed upon them by superiors, clients, customers, and the public. The concept of office management has evolved to encompass the effective utilization of skills, aptitudes, attitudes, and knowledge to successfully carry out office functions. At the core of this transformation is the secretary, tasked with providing comprehensive, accurate, and timely information to facilitate quality management decisions. However, the ever-evolving technology landscape in offices has reshaped office functions, necessitating reliance on various types of enhanced and standardized equipment, which may pose challenges to some secretaries. Igbinedion (2010) adopts the definition of the National Secretaries Association (International), defining a secretary as an executive assistant possessing mastery of office skills and the ability to assume responsibility

without direct supervision. Secretaries play a crucial role as they directly interact with individuals visiting the office for various transactions, influencing their relationship with the organization

1.7 Research Questions

The following questions were raised before commencement of the research

i. What are the various modern office technologies that are commonly used in public and private organizations?

ii. What are the skills and competencies required by secretary to effectively utilize modern office technology?

iii. What are the impact of modern office technologies on the secretary's performance in an organization?

1.8 Objectives of the Study

The aim of this research is to investigate the impact of modern office technology on the secretary's performance in selected public and private organizations in Katsina Metropolis of Katsina State, while the specific objectives of the research are:

i. To identify the various modern office technologies that are commonly used in public and private organizations.

ii. To analyze the skills and competencies required by secretary to effectively utilize modern office technology.

iii. To ascertain the impact of modern office technologies on the secretary's performance in an organization.

2. Research Method

2.1 The Research Design

The research design for studying was carefully structured to ensure reliability, validity and relevance of the findings. The research design was quantitative to capture both numerical data and detailed understandings into secretary performance and technology usage it also Seek to understand the relationship between modern office technology and secretary performance, exploring causal factors and mechanisms.

2.2 Method of Data collection

A self-administered survey questionnaires was distributed to a total sample of one hundred and fifty (150) secretaries who have been selected from various offices in the state, and (148) representing (98.7%) was able to recovered. And only 2 representing (1.3%) missed at the point of gathering the data. We also conduct semi-structured interviews with key stakeholders, including secretaries, managers and IT personnel, to gain insights into perceptions, challenges and organizational context.

3. Results and Discussion
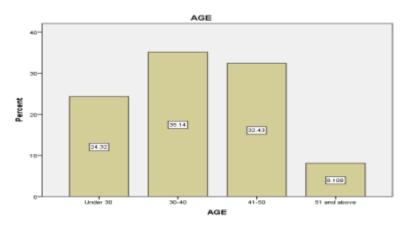
The personal data of the respondents was analysed, the data includes Gender of the respondent, Age of the respondent and work experience as secretary in their sectors.

Gender of the respondent	Frequency	Percentage
Male	98	66.2%
Female	50	33.8%
Total	148	100%
Age of the respondents		
Under 30	36	24.3%
30-40	52	35.1%

41-50	48	32.4%
51-Above	12	8.1%
Total	148	100%
Working experience as secretary		
Lessthan 1 year	42	28.4%
1-5 years	67	45.3%
6-10 years	28	18.9%
Morethan 10 years	11	7.4%
Total	148	100%

Table 1. Demographic profile of the respondents

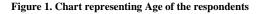**Figure 1. Chart representing Age of the respondents**

Table 1 provides comprehensions into the composition of the sample population surveyed regarding the impact of modern office technology on secretaries' performance. Firstly, in terms of gender distribution, the majority of respondents were male, accounting for 66.2%, while females constituted 33.8%. This discrepancy may reflect underlying gender dynamics within the workforce, potentially indicating a higher representation of males in secretary roles within the surveyed organizations. The implications of this gender disparity could suggest areas for further investigation into gender equality in employment opportunities and career advancement within the organizations studied. Secondly, analyzing the age distribution of respondents reveals a varied workforce demographic. A significant portion falls within the age range of 30-40, comprising 35.1% of the sample, followed closely by those aged 41-50, accounting for 32.4%. This concentration of respondents in the middle-aged brackets suggests that modern office technology's impact on secretaries' performance is likely influenced by individuals with substantial professional experience and potentially differing levels of technological proficiency. It also highlights the importance of catering technological training and adaptation strategies to accommodate the diverse age groups within the workforce. Lastly, examining respondents' working experience as secretaries unveils a spectrum of tenure lengths within the role. The data indicates that a considerable proportion of secretaries have been in their positions for 1-5 years (45.3%), followed by those with less than 1 year of experience (28.4%). This distribution suggests a relatively high turnover rate or frequent entry into secretary positions within the surveyed organizations. Consequently, it emphasizes the significance of continuous training and support initiatives tailored to address the varying skill levels and experiences of secretaries, particularly concerning the integration and utilization of modern office technologies to optimize performance and efficiency across different tenure lengths.

The respond of the respondent from the questionnaire are discuss in the tables below.

Identify the various Modern office technologies that are commonly used in public and private organizations.

Questions	Strongly Agree	%	Agree	%	Neutral	%	Disagree	%	Strongly Disagree	%

I am familiar with various modern office technologies commonly used in our organization	7	4.7	36	24.3	65	43.9	31	20.9	9	6.6
The organization provides sufficient training on the use of modern office technologies.	3	2.0	16	10.8	47	31.8	79	53.4	3	2.0
I believe modern office technologies enhance efficiency and productivity in our workplace.	83	56.1	46	31.1	17	11.5	2	1.4	0	0.0
The organization regularly updates its modern office technologies to align with industry trends.	2	1.4	19	12.8	46	31.1	78	52.7	3	2.2
I feel confident in using the modern office technologies available in our organization.	21	14.2	75	50.7	32	21.6	17	11.5	3	2.0

Table 2. Modern office technologies that are commonly used in public and private organizations.

Table 2. Illustrates the distribution of responses regarding respondents' familiarity with modern office technologies commonly used in their organization. It shows that the majority of respondents (68.2%) either agree or strongly agree with being familiar with these technologies to some extent. However, a significant portion (43.9%) express a neutral stance, indicating uncertainty or ambivalence regarding their familiarity. Moreover, a notable proportion (27%) either disagree or strongly disagree with being familiar with modern office technologies. This suggests potential barriers hindering access to or adoption of these tools, such as inadequate training or outdated systems. Addressing these challenges is crucial to ensure that employees have the necessary skills and knowledge to leverage modern office technologies effectively, thus maximizing their potential to enhance productivity and efficiency in the workplace. The table also displays the responses regarding the sufficiency of training provided by the organization on the use of modern office technologies. The data indicates that a significant majority of respondents, comprising 53.4%, either disagree or strongly disagree that the organization offers sufficient training in this regard. This suggests a notable gap in the organization's efforts to equip employees with the necessary skills and knowledge to effectively utilize modern office technologies. Conversely, only a small proportion of respondents, totaling 12.8%, agree or strongly agree with the sufficiency of training provided. This implies that there is a lack of confidence or awareness among employees regarding the adequacy of the organization's training initiatives. The implications of these findings are twofold: firstly, it underscores the importance of organizations investing in comprehensive training programs tailored to employees' needs and skill levels to bridge the gap and foster a technologically adept workforce. Secondly, addressing this discrepancy is essential to ensure that employees are equipped to leverage modern office technologies effectively, thus maximizing their potential to enhance productivity and efficiency in the workplace. The table also represents responses to the belief that modern office technologies enhance efficiency and productivity in the workplace. A significant majority of respondents, comprising 87.2% (56.1% strongly agree and 31.1% agree), express a positive perception regarding the impact of these technologies on efficiency and productivity. This overwhelming support suggests that employees recognize the value of modern office technologies in streamlining tasks and optimizing workflows. Only a small proportion of respondents, totaling 1.4%, disagree with this assertion. This indicates a minority viewpoint that may stem from factors such as limited exposure to or understanding of modern office technologies. The implication of these findings is clear: organizations should continue investing in and leveraging modern office technologies to capitalize on their potential benefits for enhancing workplace efficiency and productivity. Additionally, efforts should be made to address any concerns or misconceptions among employees to ensure widespread adoption and acceptance of these technologies. More also it presents respondents' perspectives on whether the organization regularly updates its modern office technologies to align with industry trends. The data reveals that a majority of respondents, comprising 98% (52.7% disagree and 31.1% neutral), express skepticism or uncertainty regarding the organization's efforts in this regard. Only a small proportion, totaling 14.2% (12.8% agree and 1.4% strongly agree), perceive that the organization does update its technologies to align with industry trends. This suggests a significant perception gap between employees and organizational practices, indicating a potential disconnect or lack of communication regarding technology updates. The implications of these findings underscore the importance of organizational transparency and communication regarding technology strategies and updates. Addressing employee concerns and providing clear information on technology initiatives can help foster trust and alignment between employees and organizational goals. Additionally, investing in regular updates and advancements in office technologies is essential for maintaining competitiveness and relevance in the rapidly evolving digital landscape. The results also showcases respondents' confidence levels in using the modern office technologies available in their organization. It reveals that the majority of respondents, totaling 64.9% (50.7% agree and 14.2% strongly agree), express confidence in their ability to utilize these technologies effectively. However, a notable portion of respondents, comprising 32% (21.6% neutral, 11.5% disagree, and 2% strongly disagree), indicate varying degrees of uncertainty or lack of confidence

in using these technologies. This suggests a potential gap in training or support for employees to fully leverage the available technologies. Addressing this gap is crucial to ensure that employees feel empowered and capable of utilizing modern office technologies to their fullest extent. Investing in comprehensive training programs, providing ongoing support, and fostering a culture of continuous learning can help boost employees' confidence and proficiency in using modern office technologies, thereby enhancing productivity and efficiency in the workplace.

Analyzing the skills and competencies required by secretary to effectively utilize modern office technology

Questions	Strongly Agree	%	Agree	%	Neutral	%	Disagree	%	Strongly Disagree	%
The organization emphasizes the importance of acquiring skills in using modern office technologies.	8	5.4	63	42.6	42	28.4	31	20.9	4	2.7
I receive adequate training to develop my competencies in utilizing modern office technologies.	4	2.7	14	9.5	37	25.0	79	53.4	14	9.5
The organization encourages continuous learning and improvement in utilizing modern office technologies.	32	21.6	81	54.7	21	14.2	9	6.1	5	3.4
I believe that possessing advanced skills in modern office technologies is essential for a secretary's role	86	58.1	32	21.6	27	18.2	3	2.0	0	0.0
My current skill set matches the technological demands of my role as a secretary.	4	2.7	36	24.3	83	56.1	18	12.2	7	4.7

Table 3. Skills and competencies by secretary to effectively utilize modern office technology

Table 3 depicts respondents' perceptions of the organization's emphasis on the importance of acquiring skills in using modern office technologies. It shows that a significant portion of respondents, totaling 48% (42.6% agree and 5.4% strongly agree), perceive that the organization emphasizes the importance of acquiring such skills. However, a considerable proportion of respondents, comprising 48.3% (28.4% neutral, 20.9% disagree, and 2.7% strongly disagree), indicate varying degrees of uncertainty or disagreement regarding the organization's emphasis on this aspect. This suggests a potential gap in communication or organizational initiatives related to promoting and supporting skill development in using modern office technologies. Addressing this gap is crucial to ensure that employees are aware of the importance of acquiring such skills and are provided with adequate resources and support to develop them. Investing in training programs, promoting a culture of continuous learning, and fostering clear communication about the organization's expectations regarding technology skills can help bridge this gap and empower employees to thrive in an increasingly digitalized work environment. The data also illustrates respondents' perceptions of the adequacy of training provided to develop their competencies in utilizing modern office technologies. It reveals that the majority of respondents, comprising 90.5% (53.4% disagree and 37.2% neutral), do not feel that they receive adequate training in this aspect. Only a small proportion of respondents, totaling 12.2% (9.5% agree and 2.7% strongly agree), perceive that they receive sufficient training to develop their competencies in utilizing modern office technologies. This significant gap in perceived training adequacy suggests a potential shortfall in the organization's efforts to equip employees with the necessary skills and knowledge to effectively utilize modern office technologies. Addressing this gap is essential to ensure that employees feel empowered and capable of leveraging these technologies to enhance productivity and efficiency in the workplace. Investing in comprehensive training programs tailored to employees' needs and skill levels, as well as providing ongoing support and resources, can help bridge this gap and foster a technologically adept workforce. Then it presents respondents' perceptions regarding the organization's encouragement of continuous learning and improvement in utilizing modern office technologies. It reveals that the majority of respondents, totaling 76.4% (54.7% agree and 21.6% strongly agree), perceive that the organization encourages continuous learning and improvement in this aspect. However, a notable proportion of respondents, comprising 24.5% (14.2% neutral, 6.1% disagree, and 3.4% strongly disagree), express varying degrees of uncertainty or disagreement regarding the organization's efforts in fostering continuous learning and improvement. This suggests a potential gap in communication or organizational initiatives related to promoting and supporting ongoing skill development and improvement in utilizing modern office technologies. Addressing this gap is crucial to ensure that employees are encouraged to continuously enhance their skills and knowledge in using these technologies to

adapt to evolving workplace demands. Investing in training programs, providing access to resources and support, and fostering a culture of continuous learning can help bridge this gap and empower employees to thrive in a dynamic and digitalized work environment. The table 4.2.2 also presents respondents' beliefs regarding the importance of possessing advanced skills in modern office technologies for a secretary's role. It demonstrates that a significant majority of respondents, totaling 79.7% (58.1% strongly agree and 21.6% agree), perceive possessing advanced skills in modern office technologies as essential for a secretary's role. This overwhelming support underscores the recognition of the crucial role that technology plays in modern workplace environments and the need for secretaries to adapt to technological advancements to perform their duties effectively. Additionally, a small proportion of respondents (18.2%) express a neutral stance on this matter, suggesting potential uncertainty or lack of awareness regarding the importance of advanced technology skills. Addressing this gap through education, training, and communication can help ensure that all employees, including secretaries, recognize the significance of acquiring advanced skills in modern office technologies to thrive in their roles and contribute to organizational success.

It also reveals that a majority of respondents, comprising 83.1% (56.1% neutral, 24.3% agree, and 2.7% strongly agree), express varying degrees of uncertainty or agreement with the statement. This suggests that a significant portion of respondents may feel that their current skill set is not fully aligned with the technological demands of their role. Additionally, a minority of respondents (17.3%) express disagreement with the statement, indicating that they believe their skills do not match the technological requirements of their role. Addressing this perception gap is essential to ensure that employees feel adequately equipped to meet the technological demands of their roles. Investing in training and development initiatives tailored to employees' needs and providing opportunities for skill enhancement can help bridge this gap and empower employees to effectively utilize modern office technologies in their roles as secretaries.

Ascertaining the impact of modern office technologies on the secretary's performance in an organization.

Questions	Strongly Agree	%	Agree	%	Neutral	%	Disagree	%	Strongly Disagree	%
The use of modern office technologies has positively impacted my overall performance as a secretary.	47	31.8	78	52.7	18	12.2	5	3.4	0	0.0
I believe that modern office technologies have streamlined administrative processes in our organization	89	60.1	27	18.2	28	18.9	3	2.0	1	0.7
The organization recognizes and rewards effective utilization of modern office technologies in the secretary's role.	7	4.7	23	15.5	89	60.0	25	16.9	4	2.7
Modern office technologies contribute to better communication and collaboration within the organization	91	61.5	36	24.3	16	10.8	4	2.7	1	0.7
The organization continuously evaluates the impact of modern office technologies on the performance of secretaries	1	0.7	31	20.9	60	40.5	47	31.8	9	6.1

Table 4. The impact of modern office technologies on the secretary's performance

Revealed from table 5 related to modern office technologies to make improvements. It shows that the majority of respondents, totaling 91.9% (44.6% disagree and 47.3% neutral), express varying degrees of disagreement or uncertainty regarding the organization's efforts in actively seeking feedback. This suggests a potential gap in communication or organizational initiatives related to soliciting and addressing feedback on technological challenges. Additionally, a small proportion of respondents (14.2%) express agreement with the statement, indicating that some employees perceive the organization as actively seeking feedback to make improvements in this area. Addressing this gap by implementing effective feedback mechanisms and fostering a

culture of openness and transparency can help ensure that employees' concerns and suggestions regarding modern office technologies are heard and addressed, ultimately leading to continuous improvement and enhanced productivity in the workplace. It also indicates that a significant majority, comprising 84.5% (52.7% agree and 31.8% strongly agree), acknowledge the positive impact of modern office technologies on their performance. This suggests that the adoption and utilization of modern technologies have contributed to enhancing efficiency, productivity, and effectiveness in carrying out secretarial duties. Additionally, a small proportion of respondents (12.2%) express a neutral stance on this matter, indicating potential mixed experiences or perceptions regarding the extent of the impact. Addressing any challenges or concerns identified by neutral respondents and leveraging the benefits highlighted by those who agree can help further optimize the integration and utilization of modern office technologies to maximize the positive impact on secretarial performance. Furthermore, It shows that a significant majority, totaling 78.4% (60.1% strongly agree and 18.2% agree), perceive modern office technologies as contributing to streamlining administrative processes. This indicates that the implementation of such technologies has resulted in more efficient and effective administrative operations within the organization. Additionally, a smaller proportion of respondents (18.9%) express a neutral stance, suggesting potential uncertainty or varying experiences regarding the extent of streamlining achieved through technology. Addressing any concerns or challenges highlighted by neutral respondents and leveraging the benefits identified by those who agree can help further optimize administrative processes and maximize the benefits of modern office technologies in enhancing organizational efficiency and effectiveness. It indicates that the majority of respondents, totaling 97.3% (60.1% neutral, 16.9% disagree, and 20.3% agree), either express neutrality or disagreement with the statement. This suggests that there may be room for improvement in how the organization recognizes and rewards the effective use of modern office technologies by secretaries. Additionally, a small proportion of respondents (20.3%) acknowledge some level of agreement, indicating that some recognition or reward mechanisms may already be in place, albeit to a lesser extent. Finally, It reveals that a significant majority, totaling 85.8% (61.5% strongly agree and 24.3% agree), acknowledge the positive impact of modern office technologies on communication and collaboration. This indicates that the adoption and utilization of such technologies have facilitated more efficient and effective communication and collaboration processes within the organization. Additionally, a small proportion of respondents (10.8%) express a neutral stance on this matter, suggesting potential mixed experiences or perceptions regarding the extent of the contribution. Then the majority of respondents, totaling 93.9% (40.5% neutral, 31.8% disagree, and 21.6% agree), either express neutrality or disagreement with the statement. This suggests that there may be a lack of formal evaluation processes in place to assess the impact of modern office technologies on secretary performance within the organization. Additionally, a small proportion of respondents (21.6%) acknowledge some level of agreement, indicating that some evaluation efforts may exist, but they may not be comprehensive or consistently applied. Addressing this discrepancy by implementing robust evaluation mechanisms can provide valuable insights into the effectiveness of modern office technologies and inform strategic decisions to optimize their utilization for enhancing secretary performance and organizational outcomes.

4. Conclusion

In conclusion, the research illuminates the intricate relationship between technology adoption and secretary performance within the organizational context of Katsina Metropolis. The findings provide valuable insights into the ways in which modern office technology influences efficiency, productivity, job satisfaction and overall job effectiveness among secretaries in both public and private sectors. The integration of modern office technology has proven to enhance efficiency and productivity among secretaries in Katsina Metropolis. Advanced tools and software applications facilitate task automation, streamline workflows and minimize errors, leading to improved performance metrics and optimized resource utilization. Access to modern office technology contributes to greater job satisfaction and employee well-being among secretaries. The availability of digital resources empowers secretaries to perform their duties more effectively, fostering a sense of accomplishment, fulfillment, and work-life balance. Despite the benefits, the research identifies various challenges and barriers associated with technology adoption, including resistance to change, inadequate training, IT infrastructure limitations, and cybersecurity concerns. Addressing these challenges is crucial for maximizing the positive impact of technology on secretary performance. Finally, organizational culture, leadership support and IT policies emerge as critical factors influencing the successful integration of modern office technology. Organizations that foster a supportive culture, provide leadership endorsement, and implement clear IT strategies are better positioned to harness the benefits of technology adoption and drive organizational performance.

Ethical Considerations

Ethical considerations was obtained such as obtaining informed consent, ensuring participant confidentiality and addressing conflicts of interest it may pose challenges that could impact the research process and outcomes.

5. Recommendation

Based on the findings of the research some recommendations are provided for public and private organizations in Katsina Metropolis to maximize the benefits of modern office technology on secretary performance such recommendations are:

> ➢ Develop and implement training programs to enhance technology literacy and proficiency among secretarial staff.

> ➢ Cultivate an organizational culture that values innovation, experimentation and adaptation to change.

> ➢ Ensure access to reliable IT support services to address technical issues and assist with software troubleshooting.

> ➢ Equip secretarial staff with the necessary hardware, software and digital tools to perform their duties efficiently.

> ➢ Facilitate collaboration among secretaries and other organizational members to exchange best practices and tips on technology usage.

➢ Align technology investments and initiatives with strategic organizational objectives to ensure they contribute to tangible improvements in performance and outcomes.

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