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Integration of Technology on Secretarial Practices among Secretaries of Public Tertiary Institutions in Ogun State, Nigeria

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ABSTRACT

Secretarial practices involves reserving, processing, storing, distribution and communication of information. Secretaries are at the centre of implementing secretarial practices and they accomplish their office tasks with the aid of office machines. Tertiary institutions have come to appreciate the role and importance of the secretaries as well as the need to providing the needed and necessary office machines and equipment for the efficacy of the secretarial functions. Therefore, this study deemed it fit to investigate the integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria. Descriptive research design was adopted. Population consists of 239 secretaries in public tertiary institutions in Ogun State, Nigeria. 149 secretaries served as the sample size for this study where Taro Yamane's sample technique was used to calculate the sample size. Data collected was analyzed using descriptive and inferential statistics. Findings revealed that integration of technology had positive and significant influence on secretarial performance (Adj.R^2= 0.325). The study recommended that management of public tertiary institutions in Ogun State should make provision for advanced technological equipment and train secretaries on how to effectively use it to improve secretarial practices.

1.0 Introduction

Secretarial practices involves reserving, recycling, storing, distribution and communication of information. Secretaries are at the centre of enforcing secretarial practices and they negotiate their office tasks with the aid of office machines. Tertiary institutions have come to appreciate the part and significance of the secretaries as well as the need to furnishing the demanded and necessary office machines and outfit for the efficacy of the secretarial functions (Bansa, 2019). The secretarial profession has seen a significant change as a result of technology. Accordingly, the chops and capacities demanded in the ultramodern technology plant have important consequences for both career advancement and organisational effectiveness within the profession. Professional secretaries are frequently referred to by colorful terms such as office directors, office information directors, office fellows, and office professionals in the modern workplace. This change in title is a result of their expansive knowledge and experience in office operations, which has come decreasingly important due to the advancements and complications in both the plant and technology. The secretarial office professional, as an office director, has come an integral part of the operation platoon in any organisation especially academic institutions. This is due to their technical education, training, chops, and experience. They fulfil a variety of liabilities that contribute to the progress of the organisation. Thus, they're considered an essential hand who's complete in office information processing and secretarial practices.

However, the importance of secretarial practices remains crucial in the 21st-century ultramodern plant. Fasae (2017) argued that because of the increasing reliance on technology, some directors mistakenly thought that the advancements in ultramodern office technologies would make secretaries obsolete, so they replaced them with computer drivers or individuals able to operate the technology. Unfortunately, some individuals are being misled into thinking that the advancements in information and communication technology will result in the complete elimination of the position of a clerk, making their presence in office settings unnecessary. It is upsetting to witness individuals displaying a negative attitude toward the secretarial profession and viewing it as inferior to other professions. These pessimistic ideas are in direct opposition to the principles and development of the profession. The clerk's functions in achieving organisational pretensions are vital and cannot be excluded. They're necessary and could enhanced with the integration of technology.

Modern office secretarial practices include word processing, data processing, reprographics, micrographics, and communication systems that are integrated to grease attainment of better office services (Agomuo, 2012). Cole (1999) noted that the fast changes being in the moment's world frugality calls for fast and accurate information and much better ways of executing planned duties in services. Recently, emerging technologies have made secretarial practices more complex and grueling than ever before. Executive secretaries' responsibilities have expanded beyond simply supervising office workers to include a thorough understanding of the functional areas. Executive secretaries must maintain technical understanding of job simplification, work measures and norms, records operation, and computerized data processing based on current technology in order to properly integrate functional areas of academics. In light of the following, Jackson and Ntukidem (2004) refocused on the fact that office secretarial activities include selecting employees, analyzing and evaluating information, organizing the workspace, controlling expenses, and evaluating performance. In previous decades,

offices were thought of as locations for gathering, processing, and organizing data and figures. Modern secretarial procedures go beyond the aforementioned. It is considered an information center that is part of a company-wide information network that connects the departments of deals, accounts, labor, copping, inquiry, records center, and law. The complexity and competitiveness in the world of academics have made operation of information technology a vital element in the arising field of office administration (Lawal, 2005). Office operations in recent times are grounded more and more upon robotization and operation which bear adding chops far broader than those of the early office operation. The study also will give empirical substantiation on the integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria.

2.0 Literature Review

Proposition and Hypotheses Development

Technology Acceptance Model (TAM)

Davis (1986) developed the Reasoned Action concept, which is expanded upon in the Technology Acceptance Model (TAM). The Model offers a theoretical and abstract framework that is genuinely appropriate for managing intricate mortal social gestures. According to the Model, perceived utility (PU) and perceived ease of use (PEOU) are the two main elements that determine a technology's adequacy and utility. A person's drive can be determined by three key aspects, according to the TAM proposition: a. perceived utility; b. perceived ease of use; and c. station towards use. Because he thinks that the concurrent influence of the two (2) aspects mentioned leads to the growth of the station towards the usage of the technology, Davis (1986) added the third element. In other words, the third component depends on the two TAM components. The TAM directly establishes a standard for determining information technology operation and relinquishment, and these determinants are the main factors impacting the relinquishment of the technology, even though it is delicate to quantify the direct impact of digital technologies in literacy and tutoring due to their invisible and squishy benefits. Drug users' beliefs about the usefulness of technology in connection to the station and their desire to borrow it are related. In essence, TAM provides a visual depiction of the Model and explains its constructs (perceived utility, or PU, and perceived ease of use, or PEOU) in an unconventional way.

Perceived utility (PU) is described as the extent to which a clerk trusts that the use of information technologies would ameliorate his/ her secretarial practices. It can also be explained as the extent to which druggies of technologies perceive that the operation of an information system will compound their literacy power and process. The TAM also assumes that the relinquishment and use of a particular technology is motivated by the behavioural intention. Nevertheless, the behavioural intention is motivated by the stoner's station towards the use of the technology, and also by his or her perception of its operation. The station of a stoner is not the only factor that drives his or her desire to use a system, still, it's also grounded on the outgrowth or effect it may have on his or her job achievement.

The position to which a clerk believes that using an information system would not be delicate to operate is known as Perceived Ease of Use (PEOU), the next foundational drive in the Technology Acceptance Model. The idea of perceived ease of use explains the position to which a stoner accepts the fact that a particular technology would not be delicate to handle. To shed more light on perceived ease of use, a study established that felicity is the most prized benefit of information and communication technology when using it for secretarial tasks.

It's interesting to note that there is a relationship between a technology's perceived usefulness and perceived usability. The perceived utility and perceived ease of use systems share characteristics since a stoner will eventually realize that a technology is stress-free anytime they find it more helpful. The primary distinction between perceived utility and perceived ease of use is that the former considers how much a person believes that utilizing a technology will improve his or her performance, while the latter considers how much a person believes that the operation of the same system won't unduly burden the stoner's troubles. One of the most basic, user-friendly, and reliable models for computer applications is the Technology Acceptance Model. TAM can be used to collect broad information on how drug users view a system. The Model's primary goal is to lay the groundwork for tracking how external factors affect comprehensions, stations, and system-use intentions. Accordingly, the Model proposes that the two key factors in describing and forecasting how information technology functions are perceived utility (PU) and perceived ease of use (PEOU). This hypothesis was developed in light of the debate above;

H_1: There is no significant influence of integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria

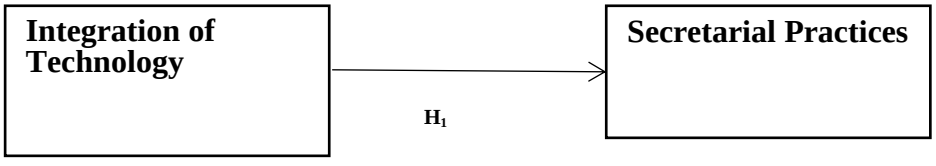

Fig.1: Source: Researcher, 2025

Integration of Technology on Secretarial Practices

Online visual collaboration tools, desktop video chat, and video conferencing are a few information and communication technologies that are worth promoting (Ahmad, 2014). Among the technologies that saw the fastest modifications were computer-process controls and telephone dispatches. Smartphones, tablets, laptops, and quicker Windows operating systems like Windows 10 are a few more examples of ultramodern workplace technology.

Institutions' services can be improved with the aid of these technologies. When effectively utilized by employees, these cutting-edge technologies' significant and inexpensive microelectronic bias can increase service productivity (Mark, 1987). Large fax machines and copiers, awkward wires, and a man with an internet connection were all part of the early 20th century services. Those were out-of-date earlier, and this time they were just over 15 times older. In the past, high-tech conference systems, wireless bias, and flat defenses took their place (Pfano, 2016). Technologies are further divided into three categories by the World Bank Group (2015): smart methods, smart bias, and smart machines. Advanced robots and machine literacy are related to smart machines. Particular PCs, laptops, mobile networking, and cellphones are all related to smart bias. The clever methods have to do with big data, data analytics, and pall computing. In terms of how they facilitate labor requests, the digital tools are further divided into three categories. Transactional, reciprocal, and matching tools are the three categories of digital tools. According to the World Bank Group (2015), transactional technologies are those that allow buyers and merchandisers of vibrant goods and services to conduct business more efficiently and transparently. While the matching tools relate to the medium through the internet and mobile networks that enable the matching of workers with jobs or tasks at different corridors of the world, the reciprocal tools include the colorful software and tackle that many services now use (World Bank Group, 2015). It is predicted that in ten years, ultramodern technology will be more sophisticated, with features like multilingual and sensitive recognition software that would increase productivity (Pfano, 2016).

According to Nwafor (2007), the majority of Nigerian associations still view contemporary office technology as a luxury rather than a necessity. He added that other associations have not bothered to build these cutting-edge technologies. The rate of adaptation tends to be too sluggish in certain services where sweats are produced. According to Droka (2009), certain organizations that possess the ability to recruit the outfit require skilled workers to effectively influence and utilize them. This is a result of Nigeria's continued lack of abstract clarity regarding the use of ICT in public development. To put it simply, Nigeria is made significant progress in integrating technology into its services, but much more work remains. Niraj (2001) observed that these new technologies offer a extensively enhanced means for collecting information for and about citizens communicating within association, departments and the outside world. Electronic technology is basically for effective operation and control of the life- cycle of records and all documents constituting the record, anyhow of format. Agomuo (2012) defined records as all papers, charts, exhibits, glamorous paper videotapes, photographic flicks and prints, and other documents produced, entered, possessed or used by an agency or association. Agomuo regarded electronic records as instructional or data lines that are created and stored in digitized form through the use of computers and operation software. Electronic records are dependent on machines for creation and reference but do n't change the way these records must be stored and managed.

According to a study, ICT use in higher education institutions improves overall executive operations and lessens their complexity (Krishnaveni & Meenakumari, 2010). Similarly, another case study has refocused on the idea that successful executive reforms will be aided by the innovative and efficient use of ICT technologies in administration (Sorin Dan ŞANDOR, 2012); executive staff members were also prepared to adopt new technologies (Gedwar, 2016). In the meantime, another article proposed that educational organizations may improve executive operation efficacy by expanding ICT services, equipping staff, and providing appropriate training (Oluoch, 2016). Similarly, research revealed that the executive task at the university can be more effective when the ICT operation information system is used appropriately and provocatively (Qureshi & Muhammad Moinuddin Qazi Abro, 2016). It's verified that the ICT enabling electronic executive procedures by enforcing a operation information system for monitoring, handling, and administering executive tasks in educational institutions (Makewa, Meremo, Role, & part, 2013). Staff support was for the use of ICT bias and operations to complete their executive and directorial tasks but the provocation towards the use of ICT was low as they were n't getting proper guidance in ICT technologies (Selwood, 2005). Additionally, a study was conducted that found that using ICT in seminary executive operations helps to improve the effectiveness of their workshop; but only top position executive workers use these services effectively, as those workers were getting proper training on using ICT services(MURIITHI STEPHEN NJOKA, 2015). A qualitative study in a university in Botswana verified that the university staff needs proper training with ICT technologies before enforcing them, as the maturity of them avoiding to use those technologies; this is because of poor knowledge about the new technologies (Seitebaleng Susan Dintoe, 2018). also, a study in a academy suggested that, ICT services have to be there, but in the meantime, proper training must be given too(Margaret Haughey, 2003). Likewise, an author explosively advised the executive staff members to use the available ICT services effectively (Ghavifekr, Afshari, Siraj, & Seger, 2013). Another composition was supporting the use of ICT in executive services of educational places, and also, the composition suggested enforcing a civil policy to use the ICT in those places with enough fiscal support for training purposes (Saiti & Prokopiadou, 2009).

3.0 Methodology

This study espoused a descriptive check exploration design as it attempts to study the subset of a population at a point in time and to determine the integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria. For example, Federal Polytechnic, Ilaro (21), Federal University of Agriculture, Abeokuta (53), Olabisi Onabanjo University (42), Moshood Abiola Polytechnic (45), Tai Solarin University of Education (37), Gateway Polytechnics, Saapade (19), and Abraham Adesanya Polytechnic (22) are among the public tertiary institutions in Ogun State, Nigeria, where 239 secretaries work. The exploration instrument (questionnaire) used was administered to a aggregate of 149 secretaries of public tertiary institutions in Ogun State, Nigeria.

The sample size was calculated using Taro Yamane's Formula $n = N/ 1 N (e)^2$

Where n is sample size, N is population size = 239 and e is respectable slice error = 0.05 at 95 significant position. Total population size (N) = population of secretaries in public tertiary institutions in Ogun State, Nigeria (N) = 239.

$n = 239/1 239 (0.05)^2$

n = 239/1.5975

n = 149

The questionnaire was administered to 149 secretaries in public tertiary institutions in Ogun State, Nigeria. To test the hypothesis formulated, the inferential statistics through linear regression analyses. The data collected for the study were analyzed using Statistical Package for Social Sciences (SPSS), version 29. The hypothesis in the study is tested at level of 0.05 significance.

Presentation of Test of Hypothesis

Direct retrogression analysis was used to evaluate the sole null hypothesis, which holds that technology integration has no discernible impact on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria. The values of technology integration measures were regressed on the values of secretarial practices in the analysis. While the data on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria, was produced by adding the responses of all particulars used to measure the variable, the data for technology integration was produced by casting responses of all variable particulars independently.

Table 4.1: Model Summary no significant influence of integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.325[a]	.106	.098	.39124

a. Predictors: (Constant), perceived usefulness, perceived ease of use

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.039	2	2.020	13.194	.000[b]
	Residual	34.134	223	.153		
	Total	38.174	225			

a. Dependent Variable: secretarial practices

b. Predictors: (Constant), perceived usefulness, perceived ease of use

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.621	.209		7.771	.000
	Perceived usefulness	.324	.063	.324	5.122	.000
	Perceived ease of use	.012	.049	.015	.239	.811

a. Dependent Variable: Secretarial Practices

Source: Field Survey, 2025

4.0 Discussion of findings

The null hypothesis says “there is no significant influence of integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria”. The result has it that a combination of perceived usefulness and perceived ease of use influence secretarial practices. Reason being that perceived usefulness significantly influenced secretarial practices ($p > 0.05$) while perceived ease of use did not ($p < 0.05$). The relationship between the measures and secretarial practices is 0.325. This implies that with a combination of both perceived usefulness and perceived ease of use, only about 32.5% of these two measures is having a sort of weak positive relationship with secretarial practices. The remaining 67.5 will

come from other external variables that will determine secretarial practices. Also, in the table, the F-value (13.194), the unstandardized coefficient values of .324 and .012, the t value of.239, are other factors that can bring about high secretarial practices.

The hypothesis showed that there is significant influence of integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria. The finding supports a study where Nwafor (2007), the majority of Nigerian associations still view contemporary office technology as a luxury rather than a necessity. He added that other associations have not bothered to build these cutting-edge technologies. The rate of adaptation tends to be too sluggish in certain services where sweats are produced. According to Droka (2009), certain organizations that possess the ability to recruit the outfit require skilled workers to effectively influence and utilize them. This is a result of Nigeria's continued lack of abstract clarity regarding the use of ICT in public development. To put it simply, Nigeria is made significant progress in integrating technology into its services, but much more work remains. Niraj (2001) observed that these new technologies offer a extensively enhanced means for collecting information for and about citizens communicating within association, departments and the outside world. Electronic technology is basically for effective operation and control of the life- cycle of records and all documents constituting the record, anyhow of format. Agomuo (2012) defined records as all papers, charts, exhibits, glamorous paper videotapes, photographic flicks and prints, and other documents produced, entered, possessed or used by an agency or association. Agomuo regarded electronic records as instructional or data lines that are created and stored in digitized form through the use of computers and operation software. Electronic records are dependent on machines for creation and reference but do n't change the way these records must be stored and managed.

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5.0 Conclusion and Recommendations

This study examined the influence of integration of technology on secretarial practices among secretaries of public tertiary institutions in Ogun State, Nigeria. The study made use of about 149 secretaries in public tertiary institutions in Ogun State, Nigeria. Result from the analyses of the data collected and the interpretation done, the findings of the study were:

i. The level of secretarial practices of secretaries in public tertiary institutions in Ogun State was moderate.

ii. There was significant influence of perceived usefulness and perceived ease of use on secretarial practices of secretaries in public tertiary institutions in Ogun State.

Recommendations

The following recommendations were made based on the findings of the study:

i. To enhance the level of secretarial practices among secretaries in public tertiary institutions in Ogun State, it is expected that secretaries should be able to use available modern technology for all secretarial activities

ii. ii. Management of public tertiary institutions in Ogun State should make provision for advanced technological equipment and train secretaries on how to effectively use it to improve secretarial practices.

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