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An Assessment of Secretarial Staff's Productivity with Modern Office Technology in Osun State Public Tertiary Institutions

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ABSTRACT

This study assesses secretarial staff's productivity with their use of modern office technology in six (6) selected public tertiary institutions in Osun State. Data were collected from 871 secretaries from the selected public institutions for the study. The data were analyzed and results are presented in frequency distribution tables, percentages, and further interpreted using descriptive statistics where Mean value was used to indicate high and low variables. The result reveals that computer technology gadget is not available for the effective discharge of secretarial duties. The result further indicated that office secretaries are not proficient in the utilization of modern office technology; however, they are proficient in carrying out their secretarial duties with modern office technology. It was finally concluded that secretaries are meeting expected demand for the productivity of their respective institutions in Public tertiary institutions in Osun State. This study recommends that appropriate modern office equipment should be provided to effectively aid secretarial work, while in-service training is organized for the employed secretaries on the effective use of the available modern office equipment.

KEYWORDS: Productivity, Modern Office Technology, Secretarial Staff, Tertiary Institution

Introduction

In tertiary institutions, computer usage has become an integral part of the institution system and has become unconditionally indispensable to their numerous activities. Its importance in higher institutions ranges from its usefulness for teaching and learning, to Computer Base Test (CBT) examination writings, to the successful carrying out of scientific research, to e-library usage, to laboratory usage, and its usefulness for administrative activities.

Today in every office, be it government, industry, or other human endeavors; require facts and accurate information for quick decision-making. The office worker, including the secretary, expects certain support from the institutions into which he/she is employed. This support can be technological (machines and equipment) and human. In offices of the past, an officer's dictated memos and letters and secretaries typed them. Most recently, technology has developed word processing centers and relied on personal computers and even electronic mail to lessen the need for secretarial support and make the employee-secretary very productive ([1; 2])., effective discharge of administration duties, coordination, development, collaboration, and distribution of learning active.

[3] explained that technology in an institution of higher learning help management in communication ities among participants. Therefore, the role of technology in tertiary education cannot be overemphasized, technology has broken all national and international barriers and turned the world into a global village since it has made information available to institutions and individuals everywhere and at any time.

The inevitability and indispensability of computers to increase productivity and enhance and compliment manpower has made institutions of higher learning have vested interest in implementing and utilizing computers in every stratum of their respective institutions, consequently, this has affected the nature, procedure, and forms of equipment used in tertiary institutions. To embrace these new technology innovations, tertiary institutions went on to computerize their system. This involves the introduction of sophisticated office technology equipment like computers, word processors, internet, and other information technology resources coupled with a new management technique call Management Information Systems (MIS).

According to [4], office technology is concerned with the aspect of managing and processing information through the use of electronic computers and computer software to convert, store, protect, process, transmit and retrieve information. It is the handling and processing of information for use through electronic and communication gadgets such

as computers, cameras, telephones, among others. Computer information technology has predicted a revolution in the education industry with an emphasis on improved methods and efficiency. Message transmission is no longer a tedious process, but it speeds up consideration for the exigencies of time and space.

Tertiary institutions in Nigeria of today have come to the ages of using office technology to carry out many activities to be relevant in this era of information technology and also to achieve their institutional goal. As mentioned earlier, some of the activities in institutions of higher learning that require the utilization of computer and office technology including but not limited to; conducting research, conducting examination for students (e-exam), course registrations, online-application for prospective students, student hall allocation, school fee payments, typing of question papers, keeping students' records, results in typing and processing, sending and retrieving information to other institution and so on.

The effectiveness and success of the system, therefore, lies in the people who utilize the computer or office technology equipment related to helping achieve the institutional goals. In tertiary institutions in Nigeria, secretaries are usually very helpful to the management in the accomplishment of institutional goals. Before the advent of computers, secretaries in tertiary institutions deal a lot with paperwork and the typewriter serves as the working tool. In recent times, tertiary institutions managements have introduced a new dimension to the system through office technology and other electronic devices that give the profession a day to day transformation.

[5] in [6] posited that these new office technologies have changed the way we engage in common activities. The duties of secretaries in tertiary institutions today have tremendously changed from the traditional duties (manually operated equipment) to modern duties (electronically operated equipment). The influx of modern office technology and information systems has greatly transformed secretarial administration in tertiary institutions in the 21stcentury.

Office technology has changed the role of secretaries from that of typewriting and shorthand dictation, answering telephone calls, and processing mails. Computerized office system has exposed secretaries to office technology which include the internet that makes work much easier and knowledge more accessible [7].

In most cases, electronic mail has replaced sending letters in the postal series (snail mail), faxes have outmoded telegrams, computers are more efficient than typewriters and the traditional darkroom has been overtaken by digital photography, sawing cost and hours [8]. It is now easier to send messages by telex, electronic mails (e-mails), fax, and telephones. Other office gadgets available for the use of secretarial staff are photocopy machines, duplicating machines, dictating machines, printers and so on [9] advanced office gadgets to ease their jobs and enhance proficiency and productivity [10; 11; 12].

Many tertiary institutions of today demand for secretaries who are very knowledgeable and versatile in the use of modern office technology and information system. [13] observed that due to the introduction of sophisticated technological (electronic) office equipment into today's office and the role secretaries need to play in ensuring accuracy and efficiency in their job, the secretaries need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. According to [14] secretary who wants to fit into the present computerized and information technology-driven workforce needs to possess the competencies required by employers of labor.

Unfortunately, many secretaries do not possess these skills and competence. For secretaries in tertiary institutions to effectively and efficiently use computer application packages, which will enable them to discharge their duties and responsibilities in computerized offices, they need the knowledge, skills, and competencies in the relevant office technology application packages and on the internet.

The productivity of the professional secretarial staff depends upon the office equipment, knowledge, and skills of a professional secretary. Computerized processes such as document production and statistical calculations have made many offices much more efficient without compromising quality. Different people have perceptions of what impact modern office technology via the computer is playing to address the issues of performance of the secretarial profession. This study is to portray actually what impact do office technology has on the productivity of secretarial staff in a modern-day office.

Statement of the Problem

Computerized systems using a computer and other communication technologies are innovations that enable tertiary institutions to perform their functions more rapidly and efficiently. The emergence of this new system in the modern-day office has challenged the occupational skills of the secretaries. Hence, the introductions of communication technologies in tertiary institutions have rendered some skills such as transcription skills, typing on a manual typewriter, and a host of others obsolete and have also given rise to skills such as webpage design, desktop publishing, networking, internet skills and many more. This development has challenged the skills and functions of secretarial staff.

Again, computerization using communication technologies has led to the need for secretarial staff to reposition themselves to continue to be relevant in their performance as well as cope with the trend of technological changes in today's modern offices. Computerization of tertiary institutions could not have come about except for the development of computers. Information technology has opened up a new era in managing information/

communication through the techniques of computerization and this has enhanced communication systems. Information technology has made a secretarial job more competitive [15]. It has also created another impetus on the secretarial staff, as there is an improvement in the way he/she discharges his/her duties.

Also, the efficiency and effectiveness of the secretarial staff in tertiary institutions depend on the availability of office technologies as well as the skills and competencies of the secretarial staff [12]. Tertiary institutions have come to appreciate the role and importance of the secretarial staff as well as the need to providing the needed and necessary office machines (computerized equipment) for the efficiency of the secretarial functions. However, the impact of modern communication gadgets on the secretaries have not been properly felt, for instance, some secretaries are still not productive even though there are modern gadgets.

One of the main causes of low productivity among secretaries in most tertiary institutions is their abject lack of communication technology skills required in the various offices [16] in [15] maintains that any office staff of today that is lacking in ICT would be boring repetitive and would produce very little. In modern times, it is not uncommon to find some organizations still subjecting secretaries to the use of manual typewriters. When secretaries are not provided with efficient and effective working tools, productivity is bound to below. Therefore, this study tends to look at the influence of modern office computerization on secretarial staff productivity in tertiary institutions in Osun state.

Research Questions and Hypotheses

The following research questions and hypotheses were posed and formulated for the study:

i. To what extent are needed modern office technology gadgets available for effective discharge of secretarial duties in the selected Institutions?

ii. Are Secretaries proficient in the utilization of modern office technology gadgets for the effective discharge of their secretarial duties?

iii. How proficient are secretaries in carrying out their secretarial activities with modern office technology in Osun State institutions?

H_{01}: There is no significant difference between secretaries that have needed computer gadgets available in their offices for effective discharge of secretarial duties and secretaries that do not have needed computer gadget to discharge their duties in the selected Institutions

H_{02}: There is no significant difference between secretaries that are proficient in modern office technologies used for the effective discharge of their secretarial duties and secretaries that are not proficient.

Methodology

The study was carried out in Osun State Nigeria which lies between latitude 7° 30′ 0″ N and longitude 4° 30′ 0″ E. It is bounded in the north by Kwara State, in the east partly by Ekiti State and partly by Ondo State, in the south by Ogun State, and in the west by Oyo State. The state has a population of 3,423,535 according to the year 2006 population census figure given by the National Population Commission (FOS, 2007) covering an estimated area of 8,602 square kilometers with thirty (30) Local Government Areas.

A sample of 936 secretarial Staff of public tertiary Institutions comprising of Universities, Polytechnics, and Colleges of Educations in Osun State was used for this study. A stratified random and proportionate sampling technique was used to select 80% each from the available public tertiary Institutions. The 80% amounted to a selection of 2 Universities, 2 Polytechnics, and 2 Colleges of Educations, from these Institutions. From these Institutions 80% of the population of secretarial staff each was in this ratio: 2 Universities = 546, 2 Polytechnic = 164, 2 Colleges of Educations = 161.

Results and Discussion

Method of data analysis:

Data collected were grouped based on the various objective and research question postulate for testing in this study. The research questions raised were tested using regression analysis at the 0.50 level of significance.

Research question one: To what extent are needed modern office technology gadgets available for effective discharge of secretarial duties in the selected Institutions?

The data elicited from the responses of the respondents is presented in a distributive table (Table no 1) with all the computer-related gadget and office equipment dully presented, further analysed in a descriptive statistical table (Table no 2). The descriptive data showed the extent of availability using the Mean value of the checklist options. However, the Mean value of the checklist options is therefore graphically represented in Figure 1.

Table no 1: Distribution of Respondents Responses on Availability of Computer Gadget

Resources		AA	OA	NA	Cumulative	Cumulative Percent
Valid	Computers	712	88	62	862	287.3
	Scanners/scanning machines	488	110	264	862	287.3
	Photocopiers	812	10	40	862	287.3

Shredding machines	12	7	843	862	287.3
Telephones answering machine	108	86	668	862	287.3
Duplicating machines	46	13	803	862	287.3
Fax machines	297	168	397	862	287.3
Electronic mailing (e-mail) facilities	639	183	40	862	287.3
Online/video conferencing	0	4	858	862	287.3
Internet facilities for browsing	519	99	244	862	287.3
Printer for printing document	710	68	84	862	287.3
Office phone/Landline	518	179	165	862	287.3
Electronic organizer/calendar	260	140	462	862	287.3
Dictating machine	0	0	862	862	287.3
Electronic typewriter with visual display	79	18	765	862	287.3
Filling cabinet	810	25	27	862	287.3
Spread sheet program	526	211	125	862	287.3
Word processor (MS Office suit)	603	206	53	862	287.3
Voice mail facilities	83	71	708	862	287.3
Desktop publishing software	497	206	159	862	287.3
Database management resources	210	83	569	862	287.3
Total	**7929**	**1975**	**8198**		

Source: Field Survey 2017

Table 2: Descriptive Statistics for the Extent of Availability of Modern Office Technology Gadgets for Effective Discharge Secretaries Duties.

Checklist Options	N	Minimum	Maximum	Sum	Mean	Std. Deviation	Variance
AA	21	0	812	7929	377.57	285.581	81556.557
OA	21	0	211	1975	94.05	74.793	5594.048
NA	21	27	862	8198	390.38	322.246	103842.548
Valid N (listwise)	21						

Source: SPSS Computation of Field Data 2017

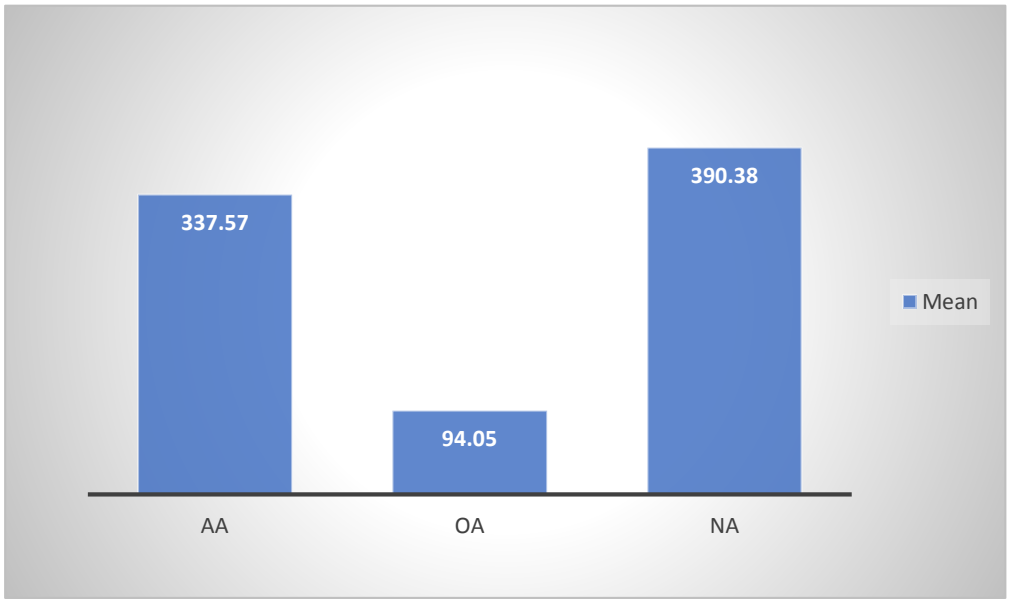

Figure 1: Graphical Illustration for the Extent of Availability of Modern Office Technology Gadgets for Effective Discharge Secretaries Duties.

The result in Table no 2 showed the extent of the availability of modern office technology gadgets for the effective discharge of secretaries' duties in their respective institutions in Osun State. However, to measure the availability of computer/ICT gadgets, the responses of the respondents which were presented in Table 1 and statistically analyzed in no 2 were used. The Mean values of the checklist options were used to present the extent of availability of the modern office technology gadgets. The Mean value of respondents who responded that modern office technology gadgets are Always Available (AA) in their office for the effective discharge of their secretarial duty is (337.57); the Mean value of those that responded to Occasionally Availability of modern office technology gadgets (OA) is (94.05); while the Mean value of respondents that responded to Not Available is (390.38). This signifies that the majority of the respondent responded that modern office technology gadgets are not available for effective discharge of their secretarial duties. The information in Table no 2 as represented in Figure 1 shows NA (Not Available) has the highest Mean value.

Research question two: Are Secretaries proficient in the utilization of modern office technology gadgets for the effective discharge of their secretarial duties?

Data elicited from the responses of the respondents were presented in Table no 3, using a range of checklist options of VG: Very Good, G: Good, F: Fair, and P: Poor- to gauge secretaries' proficiency in their use of computer and ICT gadget in their respective offices for the effective discharge of their duties. Data elicited were presented in a distributive table (Table no 3) according to the frequency of the responses with all the computer/ICT gadget dully presented; further analysed in a descriptive statistical table (Table no 4) using the checklist options. The Mean values of the checklist options are therefore represented in Figure 2 to summarise their proficiencies.

Table no 3: Distribution of Respondents Responses to Secretaries Proficiency in the Utilization of Modern Office Technology Gadgets for Effective Discharge of Duties.

Resources		**VG**	**G**	**F**	**P**	**Cumulative**	**Cumulative Percent**
Valid	Computers	310	216	178	158	862	215.5
	Scanners/scanning machines	209	111	67	475	862	215.5
	Photocopiers	510	112	80	160	862	215.5
	Shredding machines	6	4	2	850	862	215.5
	Telephones answering machine	144	39	52	627	862	215.5
	Duplicating machines	19	12	6	825	862	215.5
	Fax machines	187	77	12	586	862	215.5
	Electronic mailing (e-mail) facilities	351	281	112	118	862	215.5
	Online/video conferencing	2	1	0	859	862	215.5
	Internet facilities for browsing	442	108	67	245	862	215.5
	Printer for printing document	671	117	22	52	862	215.5
	Office phone/Landline	212	267	88	295	862	215.5
	Electronic organizer/calendar	38	28	6	790	862	215.5
	Dictating machine	0	0	0	862	862	215.5
	Electronic typewriter with visual display	59	17	32	756	864	216.0
	Filling cabinet	619	212	63	32	926	231.5
	Spread sheet program	313	197	69	283	862	215.5
	Word processor (MS Office suit)	289	261	201	111	862	215.5
	Voice mail facilities	33	12	16	801	862	215.5
	Desktop publishing software	229	179	106	278	792	198.0
	Database management resources	67	43	29	723	862	215.5
	Total	**4710**	**2294**	**1208**	**9886**		

Source: Field Survey 2017

Table no 4: Descriptive Statistics for the Secretaries' Proficiency in the Utilization of Modern Office Technology Gadgets for Effective Discharge of Duties.

	N	Minimum	Maximum	Sum	Mean	Std. Deviation	Variance
VG	21	0	671	4710	224.29	205.054	42047.314
G	21	0	281	2294	109.24	97.756	9556.190
F	21	0	201	1208	57.52	56.461	3187.862
P	21	32	862	9886	470.76	311.221	96858.690
Valid N (listwise)	21						

Source: SPSS Computation of Field Data

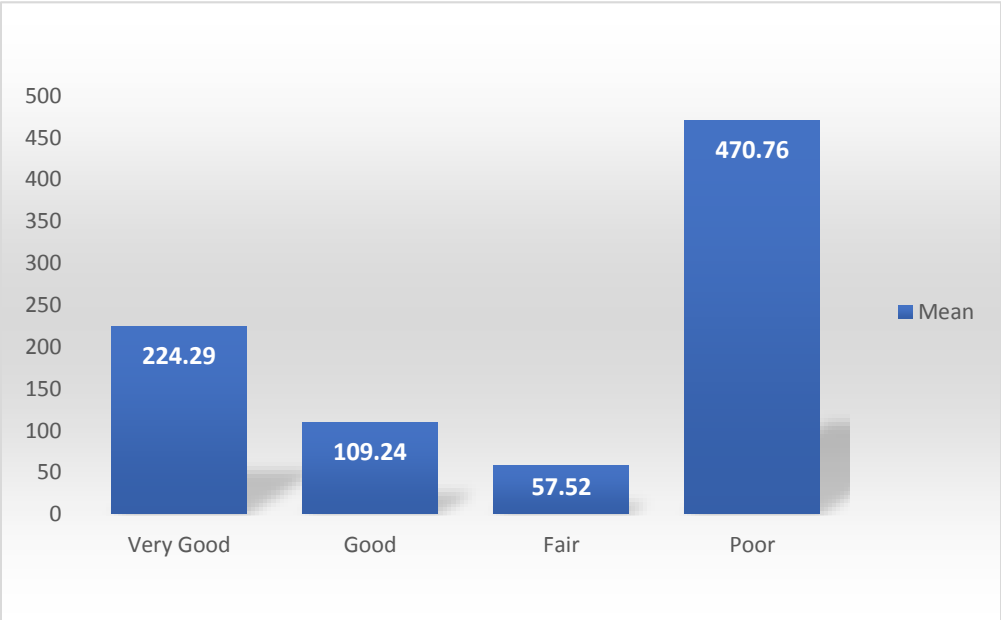

Figure 2: Graphical Illustration for Secretaries' Proficiency in the Utilization of Modern Office Technology Gadgets for Effective Discharge of Duties

The result in Table no 3 showed the proficiency of office secretaries with their utilization of computer and ICT gadgets for the effective performance of the secretarial duties in public tertiary institutions in Osun State. However, Table 3 showed the distribution of the respondents' responses to their proficiency measure proficiency and the data from the responses statistically analyzed in Table 4 where the Mean values of the respondents' responses under each checklist option were used to present the respondents' level of proficiency. Therefore, according to the information in Table 4, the Mean value of respondents whose proficiency is Very Good (VG) is (224.29); the Mean value of Good respondents (G) is (109.24); the Mean value of those whose proficiency is Fair (F) is (57.52); while the Mean value of those whose computer proficiency are Poor (P) is (470.76). The information in Table 4 as represented in Figure 2 shows that respondents whose proficiency in the utilization of computer is Poor (P) has the highest Mean value which is 470.76 as against Very Good, Good, and Fair which has 224.29, 109.24, and 57.52 respectively. This further shows that the Majority of the Secretaries are not proficient in the utilization of modern office technologies for the effective discharge of their secretarial duties.

Research question three: How proficient are secretaries in carrying out their secretarial activities with modern office technology in Osun State institutions?

Data elicited from the responses of the respondents are presented in Table 5, using a range of checklist options of VG: Very Good, G: Good, F: Fair, and P: Poor- to measure secretaries' proficiency in their use of computer and ICT gadget in their respective offices for the effective discharge of the duties. Data elicited are presented in the distribution table (Table no 5) according to the frequency of the responses with all the computer/ICT gadget dully presented; further analysed in a descriptive statistical table (Table no 6) using the checklist options. The Mean values of the checklist options are therefore represented in Figure 3 to summarise their proficiencies.

Table no 5: Distribution of Respondents Responses on the Proficiency of Secretaries in Performing Some Secretarial Duties.

Resources		VG	G	F	P	Cumulative	Cumulative Percent
Valid	Typing of documents	508	160	111	83	862	215.5
	Preparing or create spread sheets	219	380	44	219	862	215.5
	Design	38	28	16	780	862	215.5
	Data analysis using computer packages like excel, SPSS, SAS e.t.c.	128	66	32	636	862	215.5
	Preparing power point for presentation	421	121	46	274	862	215.5
	Using desktop publishing software and digital graphics	224	201	169	268	862	215.5
	Student registration	410	210	111	131	862	215.5
	Student data/records updating	515	200	56	91	862	215.5
	Staff record updating	412	220	110	120	862	215.5
	Printing of document	396	209	68	189	862	215.5
	Sending and receiving e-mail	311	206	217	128	862	215.5
	Store, retrieve and integrate information for dissemination to staff and students	210	87	100	465	862	215.5
	Photocopying	558	213	73	18	862	215.5
	Filling official documents	503	194	82	83	862	215.5
	Answering phone calls for your boss	106	87	28	641	862	215.5
	Downloading and upgrading of information on the internet	305	212	79	266	862	215.5
	Conducting research on the internet	135	44	61	622	862	215.5
	Operate and troubleshoot new office technology and information system	13	11	9	829	862	215.5
	Coordinate administrative activities	401	217	73	171	862	215.5
	Plan and schedule meetings and appointments	312	210	197	143	862	215.5
	Take minutes at meetings	289	213	219	141	862	215.5
	Organize and maintain electronic files	269	138	177	278		
		6414	**3489**	**1901**	**6298**		

Source: Field Survey 2017

Table no 6: Descriptive Statistics of the Proficiency of Secretaries in Carrying out Secretarial Duties

Checklist Option	N	Minimum	Maximum	Sum	Mean	Std. Deviation	Variance
VG	22	13	558	6683	303.77	157.800	24900.851
G	22	11	380	3627	164.86	84.961	7218.314
F	22	9	219	2078	94.45	63.814	4072.165
P	22	18	829	6576	298.91	245.631	60334.372
Valid N (listwise)	22						

Source: SPSS Computation of Field Data 2017

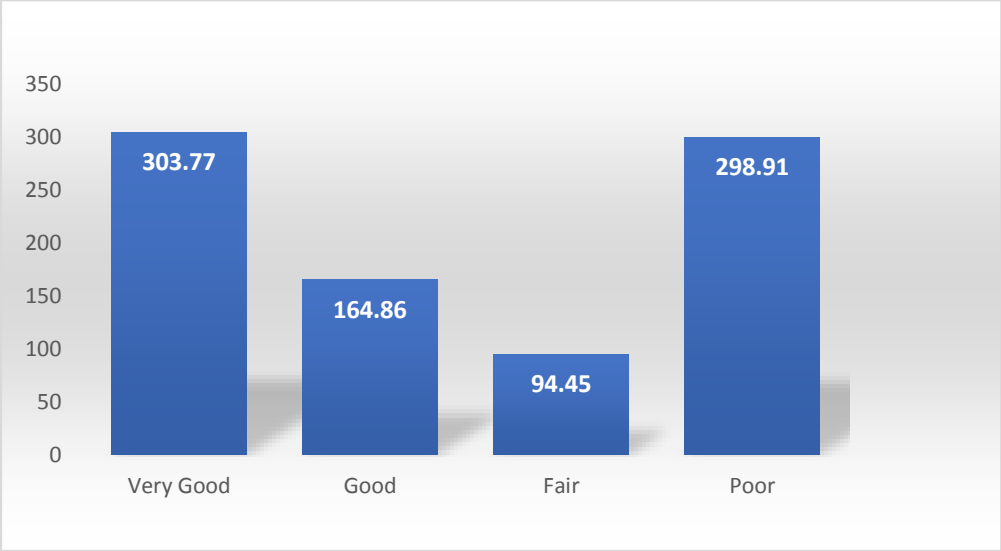

Figure 3: Graphical Illustration for the Proficiency of Secretaries in Carrying out Secretarial **Duties**

The result in Table no 6 showed the proficiency of office secretaries in performing some secretarial duties with modern office technologies in tertiary institutions in Osun State. However, Table 5 shows the distribution of the respondents' responses to measure their proficiency in secretarial duties. Data from their responses were statistically analyzed in Table 6 where the Mean values of the respondents' responses under each checklist option were used to present the respondents' level of proficiency in carrying out secretarial duties. According to the information in Table 6, the Mean value of respondents whose proficiency in secretarial duty is Very Good (VG) is (303.77); the Mean value of Good respondents (G) is (164.86); the Mean value of those whose proficiency is Fair (F) is (94.45); while the Mean value of those whose computer proficiency are Poor (P) is (298.91). According to the data in Table 6 and as further presented in Figure 3 shows that respondents whose proficiency in carrying out office duties are Very Good has the highest Mean value which is 303.77.

This further shows that majority if the Secretaries are proficient in carrying out secretarial duties with the use of modern office technology in their respective institutions.

Hypotheses testing

***Hypothesis 1*:** There is a significant difference between secretaries that have needed computer gadgets available in their offices for effective discharge of secretarial duties and secretaries that do not have needed computer gadget to discharge their duties in the selected Institutions.

Table no 7: Paired sample t-test analysis of the significant difference between secretaries that have needed modern office technology gargets and secretaries that do not have needed computer gadget to discharge their duties.

Variable	N	Mean	STD.D	t	Df	Sig. (2-tailed)
Availability of computer gadget to secretaries	18	31.2778	24.67150	2.329	17	.019
Unavailability of computer gadget to secretaries		15.5000	12.55693			

Source: Authors' SPSS computation, 2017

Table no 7 showed that there is a significant difference between secretaries that have needed computer gadgets available in their offices for effective discharge of secretarial duties and secretaries that do not have needed modern office technology gargets to discharge their duties in the selected institutions in Osun State with .019 level of significance. It was also noted from the secretarial staff that the availability of computer and ICT gadgets helped them to effectively discharge secretarial duties.

Therefore, the hypothesis that there is a significant difference between secretaries that have needed computer gadgets available in their offices for effective discharge of secretarial duties and secretaries that do not have needed modern office technology gadgets to discharge their duties in the selected Institutions is accepted.

Hypothesis 2: There is a significant difference between secretaries that are proficient in modern office technologies used for the effective discharge of their secretarial duties and secretaries that are not proficient.

Table no 8: Paired sample t-test analysis of the significant difference between secretaries that are proficient in modern office technology gargets and secretaries that are not proficient.

Variable	N	Mean	STD.D	T	df	Sig. (2-tailed)
Secretaries that are proficiency in computer usage	21	224.29	205.054	-2.335	20	.037
Secretaries that are not proficiency in computer usage		470.76	311.211			

Source: Authors' SPSS computation, 2017

Table no 8 showed that there is a significant difference between secretaries that are proficient in the use of modern office technologies and those that are not proficiently competent in the use of modern office technology gadgets for the effective discharge of their respective secretarial duties in public tertiary institutions in Osun State with 0.032 level of significance.

Therefore, the hypothesis that there is a significant difference between secretaries that are proficient in modern office technology gadgets usage for the effective discharge of their secretarial duties and secretaries that are not proficient in the selected Institutions is accepted.

Summary

Findings revealed that a greater percentage of the respondents from the institution under study indicated that modern office technology gadgets are not available for the effective discharge of their secretarial duties in their respective institutions. Although some indicated that some resources are available which the few that are opportune to use it specified but majority of the secretaries claimed that some modern office technology gadgets are not available for the effective discharge of their duties.

Findings revealed that a greater percentage of the respondents from the institutions under study indicated that they are proficiently poor in the utilization of modern office technologies for the discharge of their secretarial duties. Although from the oral interview from the respondents, some secretaries indicated that they are competent in terms of manipulation of modern office technologies for the effective discharge of their secretarial duties while some attributed there not be proficient to the unavailability of needed modern office technologies and equipment while few admitted not been ICT compliance.

Findings revealed that a higher percentage of the secretaries indicated that they are meeting expected demand for the productivity of their respective institutions with the use of modern office technologies. [17] said although ICT has posed several challenges to secretaries in the execution of their duties, adding that any office staff of today that is lacking in Information Communication Technology in today's workplace would find work boring and uninteresting.

Findings revealed that a greater percentage of the respondents from the institutions under study indicated that they are proficiently poor in the utilization of modern office technologies for the discharge of their secretarial duties. Although from the oral interview from the respondents, some secretaries indicated that they are competent in terms of manipulation of modern office technologies for the effective discharge of their secretarial duties while some attributed there not be proficient to the unavailability of needed modern office technologies and equipment while few admitted not been ICT compliance.

Conclusion

This study assesses secretarial staff's productivity with modern office technology in Osun state public tertiary institutions. It revealed that modern office technology gadgets are not available to office secretaries in public tertiary institutions in Osun State; although resources are always available to few secretaries for the effective discharge of their secretarial duties, this however showed significant different between secretaries who have modern office technologies available for the effective discharge of their secretarial duties and secretaries who do not have necessary computer gadget to discharge their duties. The secretaries' utilization of computer technologies in public tertiary institutions in Osun State is poor as this research has observed, based on findings from the survey, however, this reflects in their overall productivity in meeting expected demand in their respective institutions. Although the majority are meeting expected demand for the productivity of their institutions in Osun State.

The conclusion reached in the study, therefore, refers that needed modern office technology resources and equipment for the effective discharge of secretarial duties, which will help meet expected demand for the productivity of their respective institutions, are to a high extent not available in public tertiary institutions in Osun State, whereas, unavailability of essential resources greatly affects the productivity of both the staff and the institution.

Recommendations

The following recommendations were made because of the foregoing findings of the study.

1. Modern office technologies such as a computer, scanner, photocopiers, printer, internet facilities, word processors, and computer applications duplicating machine, filing cabinet, and other enabling resources should be provided for office secretaries for effective discharge of their secretarial duties in public tertiary institutions in Osun State.

2. Competent and computer literate persons should be employed for the post of secretaries to help improve the productivity of the administration of public tertiary institutions in Osun State.
3. Public tertiary institutions in Osun State should engage their secretaries in manpower development and training to further improve their skills in performing the secretarial duties effectively with the use of modern office technologies.

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