# ASSESSMENT OF THE SECRETARIAL PROFESSION IN MODERN TECHNOLOGY ERA IN OYO STATE, NIGERIA

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## Abstract

*This study assessed secretarial profession in modern technology era in Oyo State Nigeria. It was guided by 4 research questions and 4 hypotheses. A descriptive survey research design was adopted. The population of this study comprised sixty (60) secretaries in Oyo State central senatorial district which comprise Afijio Local Government, Atiba Local Government, Oyo West Local Government and Oyo East Local Government area. Due to the small number of Secretaries in Oyo State senatorial district, the whole population was used meaning that a purposive sampling technique was employed for the study. The study used self-developed instrument tagged: Challenges and Prospect for Secretarial Profession in modern Technology Era Questionnaire (CPSPMTEQ) for data collection. Mean and Standard deviation were used to analyze the research questions. The findings revealed that there was no significant difference between the mean ratings of male and female respondents on the technology skills required by secretaries in modern technology era. It was also indicated that there was significant difference between the mean ratings of male and female respondents on the technology facilities required by secretaries in modern technology era. There was no significant difference between the mean ratings of respondents in rural and urban area on the challenges of secretarial profession in modern technology era and that there was significant difference between the mean ratings of male and female respondents on prospect for secretarial profession in modern technology era. The study recommended that business organizations should procure as many modern office technological gadgets as are available in the market to enable secretaries increase their productivity. Secretaries without new skills in the use of modern office technological gadgets should be retrained to fit into the trend of current advancement.*

**Keywords:** Assessment, Secretarial Profession, Secretarial Skills, Modern Technology Era, Challenges, Prospects.

## Introduction

A secretary is an executive assistant who has mastery of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment and makes decisions within the scope of assigned authority (Akinleye, 2012). A secretary is as an officer, who is in charge of records, correspondence, minutes of meetings, and related affairs of an organization. A secretary assists his boss and equally acts for the boss when directed. The secretary must accurately think and act fast especially in an automated office. Anderson in Oguejio and Nwogu (2014) saw a secretary as one who can think for you, act for you,

anticipate your whims, and increase your output phenomenally. According to Abdul-Kahar (2015) any institution, primary; secondary or tertiary; large or small; rural or urban; government or state owned and privately sponsored; gather data to expedite action and to furnish information about office activities. On the early days the secretarial profession was limited to typing, writing and transcribing of Shorthand only. But today, it is far beyond this, it involved functions as sorting and retrieving of information, passing on information and so on with the help of manual electronic equipment by a secretary. It means that a qualified secretary should have a wide knowledge of business acumen, versatile knowledge in accounting, personnel, office practice, communication and inside knowledge of the operation of all departments within the organization where he works, unlike a half-baked secretary who possesses only knowledge of shorthand, typewriting and basic office practices. Therefore, secretaries, irrespective of their gender and where they work, are required to possess electronic records modern technology skills in order to cope with the increasing use of electronic information technologies.

Modern technology skills such as word processing skills, computer appreciation skills, internet skills, data processing skills and others are essential and are required to be possessed by secretaries because an organization cannot exist without records which have to be created and captured, retained for the period as specified by the organization's retention schedule. Finally, when records become inactive, they have to be disposed appropriately. All these are anchored on the secretary. Duniya (2018) 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 jobs, the secretaries need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. There is continuous advancement in technology which has affected the secretarial profession in terms of the quality, speed and accuracy of works performed. This has led to the introduction of various electronic facilities to ensure adequate secretarial practice in organization. It is essential that secretaries are properly trained on the usage of these modern facilities to enhance their level of productivity. Before the advent of modern technology, professionals in the field of Office Technology Management deal a lot with paper work and the typewriter serves as the working tool. In recent time, modern technology has introduced a new dimension to the field through computer and other electronic devices that give the profession a day to day transformation. Moreover, modern technologies also known as information communication technology and New Technologies are the new technological inventions by scientists to enhance communication. It involves all the sophisticated machines and equipment invented around 21st century for easy gathering, processing and transmission of information across the globe and for easy communication between people (Chidobi, 2015). Chidobi stated further that Communication Technologies are equipment such as: computers, audiovisuals, internet facilities, multimedia computers, e-mail, electronic bulletin board etc. that enables information to be transferred from the sources to the users which tried to overcome natural barriers to information transferred like speed and distance. In some cases, these communication technologies may be available but not well utilized by the secretaries due to lack of knowledge and skills of modern technologies gargets.

The use of modern technology tools falls into four major categories which includes: constructing knowledge and problem solving (through the internet, e-mails CD ROMs, data

bases, video conferencing); using process skills; aiding explanation of concept; and communicating ideas (power point, desktop publishing) (Babayemi and Afolabi 2020). Atakpa (2010) stated that secretarial functions everywhere in the world have undergone a lot of technical changes. As a result, modern office equipment which gives the secretary the opportunity to increase her efficiency abound. Many office functions and secretarial duties which were previously done manually have been mechanized. Thus, the diversities of these office technologies require the secretary to possess new skills and sub-skills to enable him/her to be relevant in the modern office. A secretary must be well versed in the following specific automated office equipment training: the concept and theory of specific automated office equipment, knowledge of the categories of equipment and their intended uses and differences, the skill to use resource or reference materials properly, hands-on equipment training and others among all. However, a secretary as an office-staff who combines the mastery of secretarial skills of typewriting and shorthand with office routine functions faced a lot of challenges in modern technology era which include: inadequate modern facilities, poor power supply, inadequate knowledge based, and skills needed to cope with this present world. In other word, in the contemporary work environment, employers are in search for secretaries who possessed knowledge, skills and competencies that would enhance better job performance. As such the development of high level of efficacy in modern technology facilities and skills will affect the success of the secretary's job performance in the ever-increasing information-based environment. As opined by Okoli (2019) many secretaries lack the modern technology skills required in the various offices and this has greatly affected their performance. The effect of office automation is to increase the organizational productivity by redefining the office work, improve the quality and accuracy of output. For an office secretary, office automation reduces the stress of role overload/identification; it affects the perceived status and job satisfaction and it has a significant influence on the workers' feelings towards the organizational goals. Therefore, there is need to assess secretarial profession in modern technology era in Oyo State Nigeria.

**Statement of the Problem**

Modern Communication technologies are new innovations in offices that enable the discharge of office functions more rapidly and efficiently. The emergence of modern office technologies in modern day organizations has challenged the occupational skills of the employees including the secretaries. Hence, these communication technologies have recently revolutionized office skills and rendered some skills such as transcription skills, typing on the manual typewriter obsolete and has also given rise to previously unknown skills such as webpage design, desktop publishing, networking, internet skills etc., in modern organizations. The modern world of high technology could not have come about except for the development of computer. Information technology has opened up a new era in managing information/communication through the techniques of automation and this has enhanced communication systems. Information technology has made secretarial job more competitive. One of the main causes of poor performance among secretaries in most organizations is their abject lack of modern technology skills as highlighted above. Many of them do not possess modern technology skills required in the various offices and have continued to negatively affect their general performances. Lack of skills in the area of webpage design, desktop publishing, office application, networking, proficiency in accessing the internet, etc., among secretaries in government offices have often been a source of worry to the management of

such organizations. Also, despite the introduction of these emerging technologies to organizations, some secretaries are still being subjected to old method of handling office tasks. In actual fact, some organizations engage the services of fresh graduates who are knowledgeable in handling modern technology packages such as internet facilities, networking etc. Such old method of operation leads to ineffectiveness and unproductivity among the office workers. Secretaries have to get themselves acquainted on how to operate new office automation such as information storage systems, the internet and other new software packages. In view of the aforementioned problems the researcher tends to study those modern technology facilities and skills required by secretaries in their various offices, the challenges and the prospect for secretarial profession. The ineffectiveness of some secretaries in handling modern technologies in today's ever-changing techno-office seems conspicuous. Therefore, the need for this study: An assessment of secretarial profession in modern technology era in Oyo State, Nigeria.

**Purpose of the Study**
The main objective of this study was to assess secretarial profession in modern technology era in Oyo State Nigeria. Specifically, the study sought to:
1.      Ascertain technology skills required by secretaries in modern technology era in Oyo State,
2.      Examine various technology facilities required by secretaries in modern technology era in Oyo State,
3.      Determine the Challenges of secretarial profession in modern technology era in Oyo State Nigeria,
4.      Examine the prospect for secretarial profession in modern technology era in Oyo State.

**Research Questions**
The study was guided by the following research questions:
1.      What are the technology skills required by secretaries in modern technology era in Oyo   State?
2.      What are the technology facilities required by secretaries in modern technology era in Oyo State?
3.      What are the Challenges of secretarial profession in modern technology era in Oyo State Nigeria?
4.      What are the prospect for secretarial profession in modern technology era in Oyo State?

**Research Hypotheses**
The following null hypotheses ($H_0$) are formulated in line with the research questions and was tested at 0.05 level of significant.
1.      There is no significant difference in the mean ratings of male and female respondents
on      the technology facilities required by secretaries in modern technology era in Oyo State.
2.      There is no significant difference in the mean ratings of respondents in rural and urban area on the technology skills required by secretaries in modern technology era in Oyo State.

3.    There is no significant difference in the mean ratings of respondents in rural and urban
area    on the Challenges of secretarial profession in modern technology era in Oyo State
        Nigeria.
4.    There is no significant difference in the mean ratings of male and female respondents
on    prospect for secretarial profession in modern technology era in Oyo State.

**Theoretical Framework**

The origins of the TAM came from Ajzen and Fishbein's in 1980. It is called theory of reasoned Actions (TRA). The TAM was specifically developed with the primary aim of identifying the determinants involved in computer acceptance in general; secondly, to examine a variety of information technology usage behaviors; and thirdly, to provide a parsimonious theoretical explanatory model (Bertrand and Bonchards, 2008). The theory posits that beliefs and attitudes are related to individual's intentions to perform. According to TRA, attitude towards behavior is determined by behavioural beliefs about the consequences of the behavior (based on the information available or presented to the individual) and the effective evaluation of those consequences on the part of the individual. Introduced and developed by Davis (2009) Pristine, the TAM is a model that addresses the issue of how users come to accept and use a technology. There are two specific variables, perceived usefulness and perceived ease of use, which are hypothesized to be fundamental determinants of user acceptance. The TAM posits that user's behavioural intentions determine actual technology acceptance. Behavioural intentions will be influenced by the user's attitude towards technology. Davis (2009) stated that perceived usefulness and perceived ease of use are beliefs that lead to favourable attitudes and intentions to accept and use technology. However, this study hinge on this model.
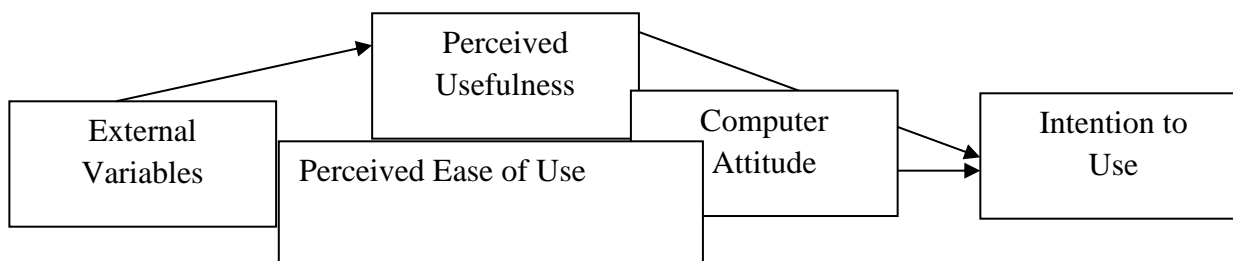


**Figure I: The Technology Acceptance Model**
**Source: Davis, 2009**

The theory reveals that perceived usefulness played a major role in determine student's intention to use ICT facilities. Perceived usefulness and perceived ease of use fully mediated the impact that information quality and system quality had on behavior intention. The theory specifies among perceived usefulness, perceived ease of use, attitudes towards use and behavioural intention to use technology. This theory is relevant to this research study because the student can have perceived the likely benefits they would derive for undergoing Business Education programme as well as their intention for self-reliance, income generation and employer of labour towards entrepreneurial development. Thus, Secretaries must have intention to think about organizing the activities required to achieve a desired goal taking into consideration the challenges and protects attached to secretarial professions.

## Methodology

This study adopted a descriptive survey research design to examine the challenges and prospect for secretarial profession in modern technology era in Oyo State Nigeria. Descriptive survey is a method of data collection using questionnaire to collect data from a sample that has been selected to represent a population to which the findings of the data analysis can be generalized. The population of this study comprised sixty (60) secretaries in Oyo State central senatorial district which comprise Afijio Local Government, Atiba Local Government, Oyo West Local Government and Oyo East Local Government area. Due to the small number of Secretaries in Oyo State senatorial district, the whole population was used meaning that purposive sampling techniques was employed for the study.The study used self-developed instrument tagged: Challenges and Prospect for Secretarial Profession in modern Technology Era Questionnaire (CPSPMTEQ). The instrument was divided into two (2) sections; namely Sections A and Section B. Section A focused on demographic characteristics of the respondents such as age, gender and local government. Section B was sub-divided into four (4) part: Part 1 contained 10 items on modern technology skills required by secretaries in modern technology era in Oyo State, Part 2 consist of 10 items on modern technology facilities required by secretaries in modern technology era in Oyo State, Part 3 contained 10 items on the challenges of secretarial profession in modern technology era in Oyo State and Part 4 contained 10 items on the prospect for secretarial profession in modern technology era in Oyo State. Four (4) points rating scale of Highly Required (HR), Required (R), Rare Required (RR) and Not Required (NR) for Part 1 and Part 2 and Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD) for Part 3 and 4 was used for the study.

The instrument was face and content validated by three (3) experts in the field of Business Education, Tai Solarin University of Education, Ijebu Ode, Nigeria. The experts were presented with the instruments, purposes of the study, research questions and hypotheses their suggestions and corrections were incorporated into the final draft of the instrument. In order to test for the reliability of the instrument the researcher conducted a pilot study by administering twenty (20) copies of the instrument to secretaries in Obokun Local Government of Osun State which is outside the scope of the study. Split half reliability measure was used to obtain the reliability indices of the instrument and cronbach alpha coefficient was applied in analyzing the data collected from the field. At the end, instrument was found to have a total coefficient index of 0.75 indicating that the instrument is reliable and capable of testing what it purposed to test. The researchers with the aid of four (4) research assistant administered the questionnaire to the secretaries in each Local Government Area of Oyo State. Sixty (60) copies of the questionnaire was administered to the respondents. The respondents were informed of the purpose of the study and their consent were sought before the administration of the instrument by the researcher. Mean and Standard deviation were used to analyze the research questions. The null hypotheses were tested at 0.05 level of significant using t-test.

## Results and Discussion
### Descriptive Analyses of Research Questions
**Research Question 1:** What are the technology skills required by secretaries in modern technology era in OyoState?

**Table 1: Mean ratings and Standard Deviation of Respondents on Technology Skills Required by Secretaries in Modern Technology Era**

| S/N | Items | $\overline{X}$ | SD | Remarks |
|---|---|---|---|---|
| 1. | Word processing skills | 3.16 | 0.81 | HR |
| 2. | Spreadsheet operation skills | 2.59 | 0.73 | HR |
| 3. | PowerPoint skills | 3.20 | 0.71 | HR |
| 4. | Internet surfing and networking skills | 2.67 | 0.67 | HR |
| 5. | Data base management skills | 2.88 | 0.72 | HR |
| 6. | Blackboard teaching skills | 3.50 | 0.96 | HR |
| 7. | Website design skills | 3.59 | 0.99 | HR |
| 8. | Computer graphic skills | 3.99 | 0.78 | HR |
| 9. | Keyboarding skill and accuracy | 3.01 | 0.51 | HR |
| 10. | Grammatical and communication skills | 3.22 | 0.61 | HR |
| | **Weighted Average** | **3.18** | **0.75** | **HR** |

*Source: Field Survey, 2023*

The result in Table 1 showed the mean ratings and standard deviation on technology skills required by secretaries in modern technology era with mean ratings ranging from 2.67 to 3.99 and weighted average of 3.18. The respondents however in table 6 indicated that all the items are closely related and based on the findings, the standard deviation of all items were ranged from 0.51 to 0.99 meaning Highly Required.

**Research Question 2:** What are the technology facilities required by secretaries in modern technology era in Oyo State?

**Table 2: Mean ratings and Standard Deviation of Respondents on the Technology Facilities Required by Secretaries in Modern Technology Era**

| S/N | Items | $\overline{X}$ | SD | Remarks |
|---|---|---|---|---|
| 1. | Electric typewriters | 3.80 | 0.74 | HR |
| 2. | Electric calculators | 3.86 | 0.93 | HR |
| 3. | Shredding machines | 3.25 | 0.78 | HR |
| 4. | Filling Equipment | 3.34 | 0.73 | HR |
| 5. | Duplicating Machines | 3.37 | 0.69 | HR |
| 6. | Perforator | 3.16 | 0.81 | HR |
| 7. | Scanning machines | 2.67 | 0.67 | HR |
| 8. | Cassette players | 2.88 | 0.72 | HR |
| 9. | Personal Computer | 3.30 | 0.81 | HR |
| 10. | Tape recorders | 3.16 | 0.87 | HR |
| | **Weighted Average** | **3.28** | **0.78** | HR |

*Source: Field Survey, 2023*

Result in Table 2 showed that the mean ratings and standard deviation on the technology facilities required by secretaries in modern technology era with mean ratings ranging from 2.67 to 3.86 and weighted average of 3.28. The respondents however in table 7 indicated that

all the items are closely related and based on the findings, the standard deviation of all items were ranged from 0.67 to 0.93 meaning highly required.

**Research Question 3:** What are the challenges of secretarial profession in modern technology era in Oyo State Nigeria?

**Table 3: Mean ratings and Standard Deviation of Respondents on the Challenges of Secretarial Profession in Modern Technology Era**

| S/N | Items | $\bar{X}$ | SD | Remarks |
|---|---|---|---|---|
| 1. | High cost of modern technological gadgets and facilities | 3.37 | 0.69 | SA |
| 2. | Lack of trained personnel on the usage of these modern gadgets | 3.16 | 0.81 | SA |
| 3. | Lack of fund to purchase the gadgets and facilities required to automate office | 2.59 | 0.73 | SA |
| 4. | High cost of maintenance of this gadget and facilities | 3.20 | 0.71 | SA |
| 5. | Vulnerability to health hazard | 2.67 | 0.67 | SA |
| 6. | Lack of training and re-training for secretarial staff | 3.01 | 0.71 | SA |
| 7. | Lack of good background knowledge of the ICT equipment | 3.22 | 0.65 | SA |
| 8. | Lack of ICT connectivity to secretarial offices | 2.88 | 0.72 | SA |
| 9. | Constant and alternative power supply | 3.80 | 0.74 | SA |
| 10. | Resistance to change | 3.86 | 0.93 | SA |
| | **Weighted Average** | **3.18** | **0.74** | **SA** |

*Source: Field Survey, 2023*

Result in Table 3 showed the mean ratings and standard deviation on the challenges of secretarial profession in modern technology era with mean ratings ranging from 2.59 to 3.86 and weighted average of 3.35. The respondents however in table 8 indicated that all the items are closely related and based on the findings, the standard deviation of all items were ranged from 0.65 to 0.93 meaning strongly agreed.

**Research Question 4:** What are the prospect for secretarial profession in modern technology era in Oyo State?

**Table 4: Mean ratings and Standard Deviation of Respondents on the Prospect for Secretarial Profession in Modern Technology Era**

| S/N | Items | $\bar{X}$ | SD | Remarks |
|---|---|---|---|---|
| 1. | Exposure to modern information technology | 3.50 | 0.96 | SA |
| 2. | Promote office activities | 3.59 | 0.99 | SA |
| 3. | Enhances confidentiality of information | 3.99 | 0.78 | SA |
| 4. | Contributes to operational productivity | 3.59 | 0.99 | SA |
| 5. | Reduces cost of paperwork | 2.67 | 0.67 | SA |
| 6. | Ensuring meetings are effectively organized | 3.86 | 0.93 | SA |

| | | | | |
|---|---|---|---|---|
| 7. | Maintaining effective records and administration | 3.25 | 0.78 | SA |
| 8. | Upholding the legal requirement governing company activities | 3.34 | 0.73 | SA |
| 9. | Promote better interactions with higher authorities | 3.37 | 0.69 | SA |
| 10. | Preparing prompt records of organizations' activities | 3.16 | 0.81 | SA |
| | **Weighted Average** | **3.39** | **0.81** | **SA** |

*Source: Field Survey, 2023*

Result in Table 4 showed the mean ratings and standard deviation on the prospect for secretarial profession in modern technology era with mean ratings ranging from 2.67 to 3.99 and weighted average of 3.39. The respondents however in table 9 indicated that all the items are closely related and based on the findings, the standard deviation of all items were ranged from 0.67 to 0.99 meaning closely related and strongly agreed.

**Testing of Hypotheses**
**Research Hypothesis 1:** There is no significant difference in the mean ratings of respondents in rural and urban area on the technology skills required by secretaries in modern technology era in Oyo State.

**Table 5: t-test of Significant Difference Betweenin the Mean Ratings of Respondents in Rural and Urban Area on the Technology Skills Required by Secretaries in Modern Technology Era**

| Variables | N | Mean | SD | p-value | Alpha | Remark |
|---|---|---|---|---|---|---|
| Rural | 14 | 3.59 | 0.99 | | | |
| | | | | 0.07 | 0.05 | Not Significant |
| Urban | 46 | 3.49 | 0.79 | | | |

Source: Field Survey, 2023.

The result in Table 5 showed t-test significant difference between in the mean ratings of male and female respondents on technology skills required by secretaries in modern technology era. The data showed p-value of 0.07 to be greater than the alpha level of 0.05 meaning not significant. Therefore, there was no significant difference between the mean ratings of male and female respondents on the technology skills required by secretaries in modern technology era.

**Research Hypothesis 2:** There is no significant difference in the mean ratings of male and female respondents on the technology facilities required by secretaries in modern technology era in Oyo State.

**Table 6: t-test of Significant Difference Betweenin the Mean Ratings of Male and Female Respondents on the Technology Facilities Required by Secretaries in Modern Technology Era**

| Variables | N | Mean | SD | p-value | Alpha | Remark |
|---|---|---|---|---|---|---|
| Male | 24 | 2.67 | 1.08 | | | |
| | | | | 0.00 | 0.05 | Significant |
| Female | 36 | 2.24 | 1.01 | | | |

Source: Field Survey, 2021

The result in Table 6 showed t-test significant difference between in the mean ratings of male and female respondents on the technology facilities required by secretaries in modern technology era. The data showed p-value of 0.00 to be less than the alpha level of 0.05 meaning significant. Therefore, there was significant difference between the mean ratings of male and female respondents on the technology facilities required by secretaries in modern technology era.

**Research Hypothesis 3:** There is no significant difference in the mean ratings of respondents in rural and urban area on the challenges of secretarial profession in modern technology era in Oyo State Nigeria.

**Table 7: t-test of Significant Difference Between in the Mean Ratings of Respondents in Rural and Urban Area on the Challenges of Secretarial Profession in Modern Technology Era**

| Variables | N | Mean | SD | p-value | Alpha | Remark |
|---|---|---|---|---|---|---|
| Rural | 14 | 2.67 | 0.67 | | | |
| | | | | 0.06 | 0.05 | Not Significant |
| Urban | 46 | 3.86 | 0.93 | | | |

Source: Field Survey, 2023.

The result in Table 7 showed t-test significant difference between in the mean ratings of respondents in rural and urban area on the challenges of secretarial profession in modern technology era. The data showed p-value of 0.06 to be greater than the alpha level of 0.05 meaning not significant. Therefore, there was no significant difference between the mean ratings of respondents in rural and urban area on the challenges of secretarial profession in modern technology era.

**Research Hypothesis 4:** There is no significant difference in the mean ratings of male and female respondents on prospect for secretarial profession in modern technology era in Oyo State.

**Table 8: t-test of Significant Difference Betweenin the Mean Ratings of Male and Female Respondents on Prospect for Secretarial Profession in Modern Technology Era**

| Variables | N | Mean | SD | p-value | Alpha | Remark |
|---|---|---|---|---|---|---|
| Male | 24 | 3.16 | 0.81 | | | |
| | | | | 0.01 | 0.05 | Significant |
| Female | 36 | 2.59 | 0.73 | | | |

Source: Field Survey, 2023

The result in Table 8 showed t-test significant difference between in the mean ratings of male and female respondents on prospect for secretarial profession in modern technology era. The data showed p-value of 0.00 to be less than the alpha level of 0.05 meaning significant. Therefore, there was significant difference between the mean ratings of male and female respondents on prospect for secretarial profession in modern technology era.

**Discussion of Findings**
The findings revealed that word processing skills, spreadsheet skills, PowerPoint skills, internet surfing and networking skills, data base management skills, blackboard teaching skills, computer related storage device skills, website design skills, computer graphic skills and file management and window explorer skill are highly required secretaries in modern technology era. The findings of this study agreed with that of Ezenwafor (2014) who contended that for efficient and effective office activities, information and communication technology skills such as spreadsheet, digital cameras knowledge, computer security knowledge and network skills application are paramount importance to office secretaries.

The findings also revealed that electric typewriters, electric computer, shredding machines, telephone equipment, franking machines, filling equipment, duplicating machines, scanning machines, cassette players, personal computer, electric calculators and tape recorders are various types of technology facilities used by secretaries in modern technology era. The findings of this study agreed with that of Afolabi (2018) who asserted that personal computer, facsimile, telex, mobile phone, printer and projectors are information and communication technology facilities use for accessing information, promoting globalization and equip users' knowledge in the labour market.

In addition, the findings showed that high cost of modern technological gadgets and facilities, lack of trained personnel on the usage of these modern gadgets, lack of fund to purchase the gadgets and facilities required to automate office, high cost of maintenance of this gadget and facilities, vulnerability to health hazard, lack of training and re-training for secretarial staff, lack of good background knowledge of the ICT equipment, lack of ICT connectivity to secretarial offices, constant and alternative power supply and resistance to change are the challenges of secretarial profession in modern technology era. This study is in consonance with the findings of Abdul-Kahar (2015) who affirmed that Secretaries face a lot of challenges in their effort to carry out the onerous tasks and responsibilities conferred on them by the profession part of which include lack of fund for purchasing modern facilities and lack of skilled secretaries to handle modern technologies.

Furthermore, it was revealed the prospects of secretarial profession which include among others explosion of secretaries to modern information technology, promotion of office activities, enhancement of confidentiality of information, ensuring meetings are effectively organized, maintaining effective records and administration, upholding the legal requirement governing company activities, promote better interactions with higher authorities and preparing prompt records of organizations' activities. This study is in agreement with the finding of Dosumu, Bukki and Akintola (2017) who noted that the effectiveness of a secretary in an organization strongly depends on the available office technology as well as the skills and competencies of such secretary to perform office duties. They further stated that secretarial profession promotes office production, enhance confidential of information and strengthening business activities.

**Conclusion**

In the contemporary work environment, employers are in search for secretaries who possessed knowledge, skills and competencies that would enhance better job performance. Also, the development of high level of efficacy in modern technology era affect the success of the secretary's job performance in the ever-increasing information-based environment. Information technology has drastically changed the office function and secretarial profession hence; jobs are now done in a new way. For an office secretary, technology has reduced the stress of role overload/identification; it affects the perceived status and job satisfaction and it has a significant influence on the workers' feelings towards the organizational goals. Moreover, the introduction and development in modern technology facilities and skills have changed the methods and procedure of doing office work by the Secretarial staff. It is imperative that any organization that wishes to achieve its aims and objective must be modern technology compliant. The employees must be versatile and competent in handling office facilities and equipment that would enhance their job effectiveness, most especially, the professional secretaries who are the core centre of the organization's information processing activities. The effectiveness of a secretary is a modern technology era strongly depends on the availability of office technologies as well as their skills.

Based on the findings of the study, it is concluded that many organizations have facilities and other modern office technological gadgets. Some however do not have and this affected the productivity of secretaries in such business organizations. The skills of the secretaries in the use of technological gadgets are basically portrayed in virtually all aspects of the working environment in a modern business office.

**Recommendations**

Based on the results and findings of the study, the following recommendations are therefore made:

1.   Business organizations should procure as many modern office technological gadgets as are available in the market to enable secretaries increase their productivity.
2.   Secretaries without new skills in the use of modern office technological gadgets should
be   retrained to fit into the trend of current advancement.
3.   Secretaries should be given the opportunity and chance to perform/carry out other administrative functions.

4. There should be provision of computers and accessories by office manager in business organization.

5. Secretaries should attend seminars, conferences and workshops to develop them in the areas of information technologies and Microsoft office packages.

6. Employers of labour should engage secretaries that are vast with technology competencies and skills in order to achieve administrative effectiveness in the organization.

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