

Office Technologies Utilization By Secretaries For Internal Efficiency At Federal University Oye-Ekiti (FUOYE)

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Effectiveness of secretaries regardless of their gender for quality service delivery in the university is dependent on the availability of modern office technologies. This study investigated the office technologies utilization by secretaries for internal efficiencies at Federal University Oye-Ekiti (FUOYE). The specific objectives were to examine available office technologies and their extent of utilization by male and female secretaries for secretaries' internal efficiencies at FUOYE. A descriptive research design was adopted and a quantitative methodology was utilized for the collection of primary sources of data. The total population involves all the confidential secretaries in the university. A total of 36 confidential secretaries were selected using the total enumeration technique for the study. Office Technologies for Secretaries Check-list (OTSC) and a well-structured questionnaire - Office Technology Utilization and Secretaries Internal Efficiency Questionnaire (OTUSIEQ) served as instruments. Data collected was analyzed with the aid of observation, mean and standard deviation, and t-test statistic. The results showed that most of the modern office equipment such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are available across all offices and are always, highly, often and seldomly utilized by secretaries for internal efficiencies at FUOYE. The result also showed no significant difference in the mean ratings between male and female secretaries in utilising modern office technologies for internal efficiencies in FUOYE. The study concluded that the effective use of modern office technologies fosters internal efficiency at Federal University Oye-Ekiti (FUOYE).

Keywords: Office technology, Utilization, Confidential secretaries, Internal efficiencies, University.

Introduction

One of the key elements for staff who work in the university is the secretary. It is simply impossible to boycott the secretary by any staff in the university organization. This re-emphasised that the secretary's role in the university's success remains indispensable. Secretaries are given many titles because they form the university's pillar, reflection, and backbone (Onche et al, 2021). A secretary is an office employee who handles correspondence, keeps records, makes arrangements for certain university staff, and arranges appointments. The duties of a secretary can be classified into four categories: communication, coordination, organizing, and record-keeping (Johnes et al, 2017). Within these categories, secretaries perform various tasks that enable administrators and employees to achieve the university's mission and organisational success (Terver, 2022).

It is known that secretaries are part of the success story of every university when the facilities for their effectiveness are sufficiently available. But such successes from secretaries can be crippled if these office facilities/technologies are not available or provided for their internal efficiency (Akor, 2022). Internal efficiency refers to the capability of an institution to review its processes and create new ones (Akor, 2022). The goal is to automate and simplify the employees' work as much as possible as part of the digital transformation, to study the methods and find the best way to optimise them through digital technology. Scholars such as Yazeed et al (2022); and Fasae (2023) have noted that the optimization and effectiveness of the secretaries' potential cannot be guaranteed in the absence or grossly inadequacy of indispensable office requisite technologies. The findings of Seidu and Oteng (2016) have revealed that for any secretary to be effective in the discharge of duty, they must be in a well-equipped office stuffed with modern technologies.

The workplace has undergone remarkable changes in the past two decades, largely due to office technology and automation advancements. These developments have increased efficiency and speed, which are essential in today's globalized world. As noted by Davenport in Mashau and Srisha (2016), the growth of technology has significantly influenced various aspects of human life, including office technologies. Since the 1990s, there has been a substantial transformation in modern offices. Nowadays, information is transmitted through teleconferencing, electronic calendars, email, and other technological devices. Technology-based communication is as vital as verbal and written communication within the work environment. Office technologies continue to play a crucial role in shaping the business environment. (Dosunmu et al, 2017).

Inevitably, offices embrace emerging technologies that enable increased productivity with fewer personnel (Huthamah, 2018). Additionally, there is a demand to maintain a contemporary and professional image by staying abreast of the latest technological advancements. This has transformed office functions in both public and commercial enterprises (Edionwe, 2023). Recent advancements in office technology, such as computers, projectors, facsimile machines, teletype machines, electronic typewriters, telex machines, word processors, internet resources (such as www, e-mail, search engines, etc .), video conferencing, teleconferencing, scanners, printers, and photocopiers, have completely changed how businesses produce, utilize, and store information (Mohsen et al 2019). How information can be gathered in the office is greatly improved by these modern office technologies (Santhosh, 2019). As important as these

technologies are worldwide, they appear not to be fully entrenched for routine utilization in the actualization of educational objectives in FUOYE making this research a necessity.

According to Margaret and Pac (2019), for an office to function well, accurate and correct information for speedy decision-making is needed, and contemporary office technology can assist office heads in being concentrated to be in touch with their coworkers. As a result, having cutting-edge office technology can improve office managers' ability to do their jobs. Ndlovu (2019) contends that organizations must be successfully managed to have highly productive people carrying out goals in line with the objectives of the company. Office technology plays a role in assisting firms in achieving these strategic goals. Contemporary technologies need to be managed well because it's easy to lose a company's most crucial information while using them. Thus, the development of trending office technology has become essential for every organization. Despite this reiteration about the proper management of these modern technologies for durability, it seems that secretaries at FUOYE are not adhering strictly to the proper maintenance of available office technologies at their disposal making the extent of utilization as a focus in this research a contending issue to investigate.

In the dynamic workforce of the twenty-first century, possessing technological skills is crucial. Margaret and Pac (2019) assert that office technologies have brought about significant transformations in the world of work. As the working environment evolves, individual workers now recognize the connection between their specific roles and the overall value chain. Nwosu (2017) highlights the non-availability of modern office technology as a major challenge faced by office managers in the Nigerian public sector, hindering their job performance. The impact of office technologies and equipment is paramount for any organization, as they enhance intra and inter-office communication. However, despite the numerous advantages, there are foreseeable problems. Some public organizations lack access to this equipment, and even when it is available, it often lacks proper maintenance, resulting in breakdowns during usage which necessitates the research to investigate the extent of utilization of office technologies by the confidential secretary who is responsible for their disintegration during utilization for internal efficiency at FUOYE.

The advancement and support of office innovation to enhance the efficiency of employees has become a priority for many organizations (Joel & Kelley, 2017). Due to technological changes, the role of secretaries in business has undergone significant transformation. Previously, secretaries primarily focused on typing, shorthand communication, answering calls, and handling mail. However, secretaries in this century are open to various office technologies, involving the Internet, which has simplified secretarial activities and also made accessibility of information more easier (Edwin, 2018). Sending messages via wire, electronic emails, faxes, and phones has become much simpler (Usman, 2020). In addition, secretaries have access to various office devices such as copiers, scanners, printers, and routing machines. We are currently in the period of computers and information technology, which has empowered greater convenience and efficiency in the workplace. Even as demanding as this era is, the extent of utilization of these computers and information technologies for internal efficiency by secretaries remains a debatable discourse in FUOYE.

Secretaries now have access to a wide range of technologically advanced office devices that streamline their tasks, enhance efficiency, and facilitate improved global access to labour and resources (Oteng&Seidu, 2016). Various office machines and equipment have been introduced to enhance the secretary's performance. For instance, manual typewriters have been replaced by electronic typewriters. Employers now provide word processors with multiple functions, and other advanced office machines including computers, electronic pocket organizers, and computer communication devices are some of the equipment utilized by secretaries (Lucas, 2017). Modern technological tools that have revolutionized office operations include computers, electronic mail/business, voicemail, and the Internet. Though, these seem to be available in FUOYE the extent of their availability and utilization for internal efficiency by secretaries need to be investigated to ascertain if their availability matches the NUC required standard..

However, these advancements bring about new challenges that require secretaries to possess additional knowledge and skills beyond traditional secretarial expertise. A secretary is an office staff member who does secretarial work like typing and shorthand on a routine basis. Their employment in Nigeria's civil service was initiated by colonial masters when the British recognized the need to recruit Nigerians into low positions such as interpreters, messengers, typists, court clerks, and more. For the possibility of this, they introduced subjects like Typing, Shorthand, Secretarial Duties, and Office Practice into Nigeria's educational curriculum (Onu&Amadi, 2020). However, the extent of utilization and maintenance of office technologies appears not to be clearly defined in Nigeria's educational curriculum at present partly due to an observed recklessness in the use of office technologies by the secretaries in most the Nigeria's organizations. This also, engendered the researchers to investigate office technologies and their extent of utilization for internal efficiencies in Nigeria's universities, particularly FUOYE.

According to Ejeka (2016), the Public Secretaries Association of the United States defines a secretary as an assistant to a manager who possesses strong office skills and the ability to take on responsibilities independently. They demonstrate initiative, exercise judgment, and make decisions within their authority. Onosanya (2017) views a secretary as a central figure in an organization who organizes and documents the processes of a group. Ejeka (2016) defines a secretary as an individual trained in both science and secretarial skills, competent, efficient, and capable of providing secretarial advice and support to individuals in an organization. Additionally, a secretary is seen as an expert who handles correspondence and communications skillfully. The function of a secretary is paramount to the development of any business organization, as the smooth functioning of the organization depends, to some extent, on the quality of the secretary. They play a pivotal role in the effective running of the organization, and their duties often involve handling sensitive and confidential information. Despite the pivotal roles of office technologies in an organization, the extent of their utilization and maintenance by secretaries about internal efficiency remain a worrisome nightmare at FUOYE.

Olugbeko and Akinmusire (2016) emphasize that organizations require secretaries, both male and female, to meet their operational needs and maintain confidentiality. The assistance of a secretary is crucial in all the units of the organization. It is important to note that an organization that is devoid of a secretary may encounter

difficulties as the CEO alone cannot handle the whole of the secretary's work. The importance of secretaries in business organizations has been significantly impacted by modern technology. The traditional tasks of typing and shorthand communication have undergone tremendous changes. For secretaries to adapt to the evolving times, face challenges, and move away from outdated approaches, they require up-to-date training to assist them in actualizing the organizational targets. Information technology has revolutionized many vocations, including the role of secretarial professionals. The advent of technology has transformed secretaries from mere information registers to entrepreneurial planners (Appah&Emeh, 2011). However, the main basis for the worry in this study remains the extent of availability and utilization of office technologies about internal efficiency by secretaries at FUOYE.

Various authors agree that secretaries need to be equipped with the necessary skills to meet the challenges of a modern office. Therefore, it is the objective of all organizations to foster a culture of innovation, maintain modern office technologies, and provide proper training to secretaries on the use of such technologies. This will enable them to acquire the skills required to be functionally literate and productive in their various roles (Onaja, 2020 &Yaheed, 2021). Even though literature searches have shown that various agreed that secretaries need to be equipped with the necessary skills to meet the challenges of a modern office elsewhere, it is yet to know whether the present researchers will substantiate their findings in the ongoing research to uphold their study.

The utilization of these imaginative gadgets can influence secretarial disposition emphatically or adversely. It is vague what impact the development of current office innovation has on secretarial capabilities (Onu&Amadi, 2020). While the impression is that the presentation of creative devices in the business foundation has all the earmarks of being a gift to its clients, the secretarial useful staff that are yet to update their abilities dreads that it would supplant them. However, the present study intends to explore office technologies and the extent of utilization for internal efficiencies by secretaries at FUOYE, Nigeria.

The gender of the secretaries in FUOYE was considered in this research because it was one-sided and it is also responsible for variation in the utilization of office equipment for quality service delivery in the institution. For instance, Ikpesu and Kayii (2023) report that a significant difference did not exist in the mean ratings of male and female secretaries of Rivers State University and the Ignatius Ajuru University of Education for their use of platform as a service (PaaS), software as a service (SaaS), and communication as a service (CaaS) for office administration. The findings of Eno (2017) equally revealed that there was no reasonable difference between male and female secretaries in their mean ratings on the extent of utilization of the World email, Wide Web, PowerPoint, spreadsheet, and word processing packages and the teaching of business education in federal universities in South-South, Nigeria.

Despite this laudable awareness, the researchers from experience observed that the modern office technologies used by secretaries to enhance office function seem not available or not adequate whereas, the available ones are associated with poor maintenance practices in many in the university thereby limiting the productivity and internal efficiency of the staff. This study, therefore, set out not only to ascertain the

availability of modern office technologies at Federal University Oye-Ekiti but also to determine the extent of utilization of those modern office technologies for the internal efficiency of the confidential secretaries.

Purpose of Study

The main aim of the study is to examine the relationship between the modern office technologies utilization and the Secretaries internal efficiency at Federal University Oye-Ekiti. Specifically, the study sought to:

- i. find out the office technologies that are available for internal efficiency of the secretaries at Federal University Oye-Ekiti.
- ii. ascertain the extent of utilization of office technologies for internal efficiency by these Secretaries at Federal University Oye-Ekiti.
- iii. determine the difference in the mean ratings between male and female secretaries for their utilization of modern office technologies for internal efficiency at Federal University Oye-Ekiti.

Theoretical Review

Technology Acceptance Theory

This study used the technology acceptance theory by Davis (1989). The concept of acceptance, introduced by Davis in 1989, is a valuable framework for predicting user acceptance and adoption of information technology. It is based on two crucial perceptual elements: perceived utility and perceived usability. Perceived usefulness refers to the volume to which a person believes that using a specific machine or technology will enhance their paintings' overall performance and contribute to profitability. On the other hand, perceived ease of use reflects an individual's perception of how employing a specific technology will improve operational efficiency in the workplace.

This concept is highly relevant to the study as it encourages office personnel to embrace modern technology for enhanced efficiency and productivity. By understanding the perceived utility and ease of use of new technologies, organizations can better assess the potential benefits and feasibility of adopting them. This framework provides insights into user perspectives and helps identify factors that can drive the acceptance and successful implementation of technology in the office environment. Embracing modern technology can lead to increased operational efficiency, streamlined processes, and improved productivity for office personnel.

2 Methods

The research design used in the study was a descriptive survey and the methodology was quantitative. This is because a descriptive survey enables the use of questionnaires to gather information on all the variables under investigation. In this case, the researchers distributed the questionnaires (OTUSIEQ) to the secretaries at Federal University Oye-Ekiti to gather data on various variables of interest. The collected data was analysed and summarised to provide a descriptive overview of the research topic, shedding light on the

experiences, perspectives, and challenges faced by secretaries in the university.

The targeted population for this study included all the confidential secretaries working in various departments and units within Federal University Oye-Ekiti. The total number of confidential secretaries at Federal University Oye-Ekiti was estimated to be thirty-six (36) according to the data supplied by the office of the registrar of the institution. A sample size of 36 confidential secretaries was selected via the total enumeration technique of purposive sampling. This was so as the total number of confidential secretaries in the institution is considered to be relatively small but manageable for data analysis purposes.

The study utilised primary data as the main source of information. The primary data were collected through the Office Technologies for Secretaries Check-list (OTSC) of eleven (11) items and a well-structured close-ended questionnaire of eleven (11) items titled Office Technology Utilization and Secretaries Internal Efficiency Questionnaire (OTUSIEQ) and administered to secretaries working at Federal University Oye-Ekiti. It is important to note that the data collection process was carried out solely by the researchers. This approach ensured that the researchers had direct control over the data collection process, allowing for consistency and reliability in data gathering. By utilizing a close-ended questionnaire, the study aimed to obtain standardized responses from the participants, facilitating easier analysis and interpretation of the data.

There were two (2) sections in the questionnaire: A and B. The demographic information about the responder was recorded in Section A, whilst the specific research goals were recorded in Section B. The survey used a four-point modified Likert scale with responses ranging from Not Utilized (NU) = 1, Seldomly Utilized (SU) = 2, Often Utilized (OU) = 3, Always Used (AU) = 4 to gauge how strongly respondents agreed or disagreed with each item in the questionnaire.

The items in the instrument were exposed to face and content validity assessments to ensure their appropriateness before they were administered to participants. To assess the reliability of the instrument, a Cronbach's Coefficient Alpha test was conducted at a nearby Ekiti State University, Ado Ekiti because of their similar attributes and the responses were collated on the SPSS software. The Coefficient of 0.75 generated was considered high enough for the study. This statistical test provided insights into the internal consistency and reliability of the questionnaire items.

The questionnaires were directly distributed to the secretaries with strict monitoring by the researchers which yielded a 100% return rate. The Statistical Package for Social Sciences (SPSS) was used to code and evaluate the data that had been collected. Observation and oral interview were used to determine the availability status of office technologies for research question one, Mean and standard deviation were used to answer research question two. In the analysis of research questions, responses with a mean of 0.50-1.49 were rated Not Utilized (NU). Responses with a mean of 1.50 – 2.49 were rated Seldomly Utilized (SU). Responses with a mean of 2.50-3.49 were rated Often Utilized (OU). Responses with a mean of 3.50-4.00 were rated Always Utilized (AU) respectively. A benchmark of 2.50 served as the decision rule for acceptance and rejection of the mean ratings by the secretaries. A t-test of independent variables was used to test the hypothesis at a 0.05 level of significance. Ethical consideration regarding their consent, privacy and office protocols were strictly observed.

3 Results

Research Question 1: What are the office technologies that are available and used by secretaries at Federal University Oye-Ekiti to enhance quality performance on the job?

Table 1: Availability of the Office Technologies in Federal University Oye-Ekiti

S/N	Availability of Office Technology	Status of Availability
1	Computer	A
2	Photocopier Machines	A
3	Printers	A
4	Typewriters	NA
5	Office telephone	NA
6	Scanners	A
7	Laminating Machine	NA
8	Electric Calculators	A
9	Filing Machines	A
10	Franking machine	NA
11	Television	A

Key: A = Available; NA= Not Available

Table 1 revealed that seven (7) items i.e. computers, photocopy machines, scanners, electronic calculators, filling machines, and television were available, four (4) items i.e. typewriters, office telephones, laminating machines, and franking machines were not available for secretaries’ use in the university. According to the findings, not every office at Federal University Oye-Ekiti has access to contemporary office technology and equipment.

Research Question 2: To what extent are the available office technologies being utilized by the secretaries for internal efficiency in Federal University Oye-Ekiti?

Table 2: Mean and Standard Deviation on the Extent of Utilization of Available Office Technologies in Federal University Oye-Ekiti?

S/N	Statement	Mean	SD	Remark
1	Computer	4.00	2.23	Always Utilized
2.	Photocopier Machines	4.00	2..23	Always Utilized
3.	Printers	4.00	2.23	Always Utilized
4.	Typewriters	1.69	1.30	Seldomly Utilized
5.	Telephone	2.41	1.55	Seldomly Utilized
6.	Scanners	3.50	1.87	Always Utilized
7.	Laminating Machine	2.86	1.69	Often Utilized
8.	Electric Calculators	3.00	1.73	Often Utilized

9.	Filing Machines	3.11	1.76	Often Utilized
10.	Franking machine	2.42	1.55	Seldomly Utilized
11.	Television	3.60	1.89	Always Utilized
	Clustered Mean	3.14	1.77	Often Utilized

The result of the findings in Table 2 reveals the extent to which office technology is being utilized by the secretaries for internal efficiency at Federal University Oye-Ekiti. From the table, it was revealed that office technology equipment such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are always and often utilized by secretaries. Office technologies such as typewriters, telephones, laminating machines, and franking machines were seldomly utilized by the secretaries at Federal University Oye-Ekiti because of their non-availability. The overall mean of 3.11 shows that the secretaries at FUOYE often utilized the available office technologies for quality performance.

Hypothesis

HO₁: There is no significant difference between the mean ratings of male and female secretaries on the extent of utilization of modern office technologies for internal efficiency in Federal University Oye-Ekiti

Table3: T-test Analysis showing the mean difference between male and female secretaries on the utilization of modern office technologies for internal efficiency in Federal University Oye-Ekiti

Variables	N	Mean	SD	Df	Cal. t-value	p-value	Decision
Male secretaries	21	44.32	9.88				
				34	.412	0.03	Ho Rejected
Female secretaries	15	28.5	9.61				

Significant at a 0.05 alpha level

Table 3 shows that the p-value (.03) was less than the significant level at (0.05) for 34 degrees of freedom with the calculated t-value of .412. Therefore, the hypothesis which states that there is no significant difference between male and female secretaries on the utilization of modern office technologies for internal efficiency in Federal University Oye-Ekiti was rejected. This suggests that there was a significant relationship between the utilization of modern office technologies and the internal efficiency of secretaries at Federal University Oye-Ekiti. This means that the utilization of modern office technologies for internal efficiency by secretaries at Federal University Oye-Ekiti varies.

4. Discussion

The result of the analysis revealed that modern office technologies such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are available and are being utilized by secretaries regularly in FUOYE whereas, typewriters, telephones, laminating machines, and franking machines are not available for the secretaries internal efficiencies at FUOYE. The result shows that most of the indispensable office technologies were available for the secretaries to ease their internal efficiencies in FUOYE. Exonerating this finding, Ali (2015) buttressed that positive performance is recorded where modern office technologies such as word processing technology, reprographic technology, data processing technology, records management technology, and communications technology are sufficiently available. Oteng and Seidu (2016) supported this finding that the improved performance of the secretary's tasks and the operational knowledge of the secretary are aided by the availability of modern equipment in organizations. This finding is exemplified by Kayode et al (2019) who revealed that a significant relationship exists between the effective use of ICT and the job performance of staff in the two institutions through the sufficient availability of ICT facilities and in-service training. This finding was also supported by Onoja (2020) who revealed that the productivity of secretaries in the university is positively and significantly affected by the availability of office automation equipment. Asogwa and Agusiobo (2022) also corroborated this finding when revealed that the job performance of secretaries was enhanced by the availability of modern technologies. David et al (2017) inferred that for the secretarial staff to perform effectively and efficiently, there must be a sufficiency of available office equipment.

It was also revealed that office technology equipment such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are being highly utilized by secretaries regularly. It was discovered that typewriters, telephones, laminating machines, and franking machines are not utilized by the secretaries at Federal University Oye-Ekiti because of their non-availability. Concerning the extent of utilization, Ejeka (2016) advised that secretaries should not accommodate fear that automated devices will push them off their jobs but rather see it as a welcome development to assist them in doing their jobs to enable them to improve their efficiency and productivity. The observation revealed that secretaries in FUOYE fairly used the available office technologies for internal efficiency.

Concerning the unavailability of some office technologies such as typewriters, telephones, laminating machines, and franking machines in some schools Mustapha et al (2023) revealed that there were no educational technologies to equip the students in tertiary institutions that teach Secretarial Education/OTM in Sokoto state which led most secretarial students not being used to modern office technological gadgets in their institutions and places of works. The lack of these technologies can not only hamper internal efficiencies of the secretaries but cripple the effective actualization of organizational goals.

The study also revealed that a significant difference exists between male and female secretaries on the utilization of modern office technologies for internal efficiency in the university. This finding implies that the effectiveness of the secretaries in the universities may be solely tied to the level of utilization of available technologies at their

disposal. This outcome is in line with Mumuni and Sam (2014) who revealed that knowledge of the use of office equipment contributed positively to productivity. Kayode et al (2019) supported that the effective job performance of staff was based on the availability of ICT facilities at their disposal. Onoja (2020) substantiated the finding when revealed that the productivity of secretaries in the university was based on the extent of utilization of office automation equipment. Asogwa and Agusiobo (2022) buttressed the finding when revealed that secretaries' job performance was based on the extent of utilization of modern technologies in an organization. Echongbe and Amadi (2023) exemplified this finding when revealed that a significant relationship exists between the use of computers and the job productivity of secretaries at Rivers State Universities. These researchers further revealed that there was a significant relationship between the use of Internet operations and the job productivity of secretaries at Rivers State Universities. Olaniyi and Mukoro (2022) revealed that secretaries' job performance in private and public offices differed based on the extent of utilization of ICT facilities in this computer era. The discoveries of these authors uphold this study in that the study discovered that office technologies are indispensable in the actualization of organizational goals. On the contrary, Odusanya, et al (2020) revealed that new technology which has to do with the utilization of computer systems and software, and other internet facilities in service delivery seems to have presented some huge challenges to the present office secretaries.

Mashau and Andrisha (2016) revealed that the good performance of a secretary is enhanced when the needed technologies are available. The researchers additionally unveiled that a strong match existed between the right use of office technologies and positive change in management achievement when relevant equipment is provided. Ikpesu and Kayii (2023) discovered, among other things, that secretaries used the platform as a carrier (PaaS) for office management to a lesser volume than they used software programs as a carrier and verbal exchange as a provider (CaaS) for workplace administration in Rivers state universities. The researchers in addition revealed that there has been no statistically enormous difference between Rivers State University and Ignatius Ajuru University of Education for his or her use of the platform as a carrier (PaaS), software program as a provider (SaaS), and conversation as a carrier (CaaS) for workplace management. Chinwe and Okem, (2021) averred to heighten this finding that there was a fair correlation between the proper use of office technologies and positive change in secretary delivery.

The study has provided an empirical foundation that the availability and utilization of modern office technology tools improve the extent of quality productivity of a confidential secretary. Mumuni and Sam (2014) revealed that the productivity of the staff was based on the knowledge of the utilization of office equipment. This publication is buttressed by Olore and Adepoju (2019) who submitted that the more the availability of office equipment to the secretary the more the tendency for usability for effective job performance. Igwe et al, (2021) reiterated that the provision of office technologies increases the effectiveness of confidential secretaries in tertiary institutions in terms of job performance. This suggests that the management of the university has a serious task to provide adequate office technologies, maintain them, and as well train the secretaries on how to utilize them for quality output and to enhance their internal efficiencies

5. Conclusion

Based on these findings, the study concludes that,

1. Modern office technologies such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are available and are being utilized by secretaries regularly in FUOYE whereas, typewriters, telephones, laminating machines, and franking machines are not available for the secretaries internal efficiencies at FUOYE and beyond. This suggests that the unavailability of those office technologies may affect the effective service delivery of confidential secretaries in educational domains particularly in FUOYE and may consequently result in a very low output. Similarly, the current workplace generation can make an enormous distinction in the workplace. This means workplace technologies enhance quality, however best if the office is ready with applicable and wanted technology.
2. Office technology equipment such as computers, photocopy machines, printers, scanners, electronic calculators, filling machines, and televisions are being highly utilized by secretaries regularly. Office technologies such as typewriters, telephones, laminating machines, and franking machines were rarely utilized by the secretaries at Federal University Oye-Ekiti because of their non-availability.
3. There is no distinction among male and girl secretaries at the quantity of usage of workplace technology for office effectiveness. This seemingly suggests that the universities recognize the role of gender in the utilization of modern office technology for achieving their stated objectives.

6. Recommendations

Primarily based on the findings, the following hints have been made:

- 1 University authority particularly FUOYE ought to supply surplus new office technologies for secretaries' use. This will fast-track their service delivery toward actualizing the university's objectives.
- 2 The secretary must ensure that the available resources are judiciously utilized and maintained. Constant use of available equipment will increase and improve their internal efficiencies at work leading to self-development.
- 3 Management of schools should endeavor to frequently organize training programs such as conferences, seminars, workshops, symposiums, etc that can consolidate the relationship between the secretaries and their use of office technologies to increase the internal efficiencies in schools. This will help them overcome the fear of being displaced by the emergence of office technologies at their disposal and again improve their competence in the use of such available equipment at their disposal.

Limitations

1. The study took place at FUOYE with a specific target of only confidential secretaries making it difficult to generalize the results of the study.
2. The required number of modern office technologies needed to be stipulated making it difficult for the researchers to determine the sufficiency level of available office equipment needed by secretaries for their effective service delivery at the university.

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