

COMPUTER SELF EFFICACY AND SECRETARIES JOB PRODUCTIVITY IN TERTIARY INSTITUTIONS

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ABSTRACT

The study examined the influence of computer self-efficacy on secretaries' productivity in tertiary institutions in Ogun State. A descriptive survey design was employed. The population of the study comprised of 225 secretaries from Tai Solarin University of Education (TASUED), Olabisi Onabanjo University (OOU), and Tai Solarin College of Education (TASCE), all in Ogun State. Self-developed questionnaire tagged: 'Self Efficacy Scale (SES)' and 'Secretary Productivity Questionnaire (SPQ)' were used for data collection with 0.88 and 0.80 as reliability coefficients respectively. Descriptive statistics of mean and regression analysis were used for answering research questions. Findings of the study showed that the level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions was very low. The findings also indicated that there was influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions. It was recommended that training in the use of modern office equipment be intensified to increase the knowledge level of secretaries and subsequently their productivity. Necessary office technology equipments should be provided, training and refresher programmes should be organized at intervals for update of knowledge and skills which would continue to make them relevant and Information and Technology (ICT) compliant.

Keywords: *Computer self-efficacy, Secretaries productivity, Tertiary institutions*

INTRODUCTION

The efficiency and effectiveness of the secretary in any organization is contingent on the availability of office technologies as well as skills and competencies of the secretaries, every office of today's business world, be it government, or private require facts and accurate information for quick decision-making. In the conventional office system, managers dictate memos and letters live and secretaries type what they hard live. Most

recently, businesses have developed word processing centres and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee-secretary very productive (Akpomi & Ordu, 2009). Therefore, as a result of changes in technology, the role of secretaries in organization particularly tertiary institutions has changed tremendously from that of typewriting and shorthand dictation, answering of telephone calls and processing of mails. Today's secretaries are exposed to office technology including the internet that makes work much easier and knowledge more accessible (Edwin, 2010). It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photocopy machines, duplicating machines, dictating machines, printers, among others. This is the era of computers and information technology which has become an enabler of greater convenience (Safarudin, Astuti, Rahaijo & Musadieq, 2015).

. Furthermore, computer-based facilities includes computer software programme, word processing, help the user to write and edit memos, letters and reports, data management programmes or databases, help the user-secretary to use long lists of data and spreadsheet programmes, handle tables and numbers, secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services globally (Akpomi & Ordu, 2009). Also, there are wide ranges of office computer-based facilities which now enable secretaries to improve their performances. Such new facilities take the form of electronic typewriters that have replaced the manual ones. Word processors with multi-purpose facilities, computers and other sophisticated office machines and equipment are now provided by employers. Also, some of the physical computer-based facilities used by secretaries include computer communication equipment and electronic pocket organizers. New technological facilities that have altered the procedures and technique for office functions include the computers, electronic mail/ commerce, voice mail, and the Internet (Edwin, 2010).

Safarudin, Astuti, Rahaijo and Musadieq (2015) stressed that self- efficacy relates to job satisfaction, for example, when someone has a computer self-efficacy for computational capabilities. Computer self- efficacy can be accessed from the three sources of information, namely the magnitude, strength, and generalizability. Computer self-efficacy can affect job satisfaction, behaviour, and performance significantly (Safarudin,

Astuti, Rahaijo & Musadieq, 2015). Computer self-efficacy assessments are not static or stable, but the assessment is based on the specific situation, which can change with the acquisition of existing information, such as changes in working conditions, changes in the task even change the feedback received. It was also seen as individual beliefs about the ability to perform specific tasks, provide the degree of the work done, and persistence in the face of challenging situations. Individuals with higher level of computer self-efficacy is able to accomplish better computing tasks given without the support and assistance of others, rather than someone with lower level of computer self-efficacy (Safarudin *et al* 2015). However, Ghafoor, Masood, Hasan and Syed (2011) found that the use of computers significantly influence computer self-efficacy. This means that the use of computer has positive and significant effect on developing the computer skills/(computer self-efficacy) among secretaries. Therefore, according to Nonye (2013), the role of a secretary is indispensable in every organization, that is, a secretary is an executive assistant who possess a mastery of office skills, computer skills, demonstrates the ability to assume responsibility with or without supervision, exercises initiatives and judgment and makes decision with the scope of assigned authority.

The secretary is a public relations expert, a staff assistant, the boss's office memory. The secretary is responsible for much of the detail work of the office and is expected to carry out the duties with a minimum of supervision and direction. He is expected to represent the organization and the employer attractively to the public and generates good human relations in working with all employees in the organization (Nonye, 2013). This further explains that a qualified secretary should have a wide knowledge of computer skills, be versatile in office practice, communication and 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 (Nonye, 2013). Duniya (2011) 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 computer 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 for productivity. 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 (Duniya, 2011).

Furthermore, it is imperative to note that currently there is a high demand for skilled and technological trained workers. Regrettable, most secretarial graduates acquire theoretical knowledge which does not match well with the demands of work place. There is acute shortage of trained personnel in the application of software, operating system, network communication and local technicians to service and repair computer facilities (Duniya, 2011). The secretaries today are not only required to have theoretical and practical knowledge and skills in computer-based facilities, computer operations, but to be exposed to the use of some computer packages like excel, data base management, etc. They should be conversant with the issue of interconnectivity, e-commerce, skills in browsing the website, skills in data protection techniques and security and adequate knowledge of how to use search engines to gain access to lots of educational resources (Duniya, 2011).

Many changes and reforms in office automation are increasing on daily basis and this is making the work of secretaries more challenging (Akintunde, 2013). In recent times, there has been tremendous technological advancement in computer-based facilities in the world of information and communication technology that has thrown challenges to practicing secretaries in tertiary institutions in Ogun State. In the face of this technological advancement in computer-based facilities, the old tools and techniques which comprised manual typewriters, stencil duplicators and stencil cutting machine, used by secretaries have become obsolete, for the modern secretarial functions. One of the main issues is how to keep in pace with the changes (Akintunde, 2013). The researcher by experience and observation found that many of the secretaries in tertiary institutions seem to find it difficult to confidently operate the computer and other computer-based facilities and resources. Consequently, some secretaries are faced

with the problems of acquiring additional and relevant skills which entails huge sums of money and time, the opportunity to be retrained and ability to adapt to these changes in technology is the hallmark of a modern successful secretary and it is on this note that this study sought to examine computer self-efficacy and secretaries' productivity in tertiary institutions in Ogun State.

The main purpose of the study was to examine computer self-efficacy and secretaries' productivity in tertiary institutions in Ogun State.

Specifically, the study sought to determine the:

1. level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions;
2. influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions.

The research questions to be answered are:

1. What is the level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions?
2. What is the influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions?

METHODOLOGY

This study adopted a descriptive survey design. The population of the study covered all the secretaries in Tai Solarin University of Education (TASUED), Ijagun, Olabisi Onabanjo University (OOU), Ago-Iwoye and Tai Solarin College of Education (TASCE), Omu-Ijebu, Ogun State respectively. Thus, TASUED has 57 secretaries (in which 16 are confidential

The initial drafts of the instruments were subjected to face validity by three experts from Business Education Department of the same institution. Each of the experts served with the instruments and requested to rework, delete or add items as they consider appropriate. All the corrections made on the instruments were effected before administration. In order to ensure the reliability of the instruments, a test-retest study was carried out. The instruments were administered twice within two weeks interval among 15 secretaries different from the study area. The data that were generated was correlated using Pearson Product Moment Correlation. The outcomes for reliability coefficients for Self-Efficacy Scale (SES), and Secretary Productivity Questionnaire (SPQ) are 0.88 and 0.80 respectively. The total of 225 copies of the questionnaires were administered and only 209 copies were retrieved and used for analysis. Retrieval rate was 92.89%. Research questions 1 and 2 were answered using mean, bar-chart and regression analysis respectively. Decisions were made at 0.05 level of significance.

RESULTS AND DISCUSSION

Research Question 1: What is the level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions?

Table 1: Mean responses on the level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions

Table 2: Influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions secretaries, 16 are typist and 25 are computer operator); OOU has 154 secretaries (in which 23 are secretaries, 117 are secretaries' assistants and 14 Model Unstandardized Coefficients Standardized Coefficients the Sig. are computer operator) while TASCE has 14 secretaries (in which 7 are confidential secretaries and also the remaining 7 are secretaries assistants) which makes the total population of the study to be 225 secretaries. Since population of the study was not large, therefore, there was no need for sampling. Researcher developed instrument; tagged: 'Self Efficacy Scale (SES)' and 'Secretary Productivity Questionnaire (SPQ)' were used for data collection.

B		Std. Error	Beta efficacy	a. Dependent Variable: secretary productivity		
Table 2	(Constant)	18.401	1.890		9.733	.000
	1 Computer self-	.162	.048	.220	3.362	.001

showed that the sign of the coefficient of computer self-efficacy was positive which implied that an increase or improvement in computer self- efficacy will increase secretary productivity. The independent variable was found to be significant and strongly determine secretary productivity with the P-value less than 0.05 and magnitude of computer self-efficacy ($\hat{\alpha} = 0.220$, $t = 3.362$, $P < .05$). The implications of this result were that there was influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions.

The finding of this study revealed that the level of computer self- efficacy for secretaries' productivity in Ogun State tertiary institutions was very low. These findings were in agreement with Olatoye, Adebayo, Oladeji and Oladire (2024) who examined secretarial profession in modern technology era in Oyo state, Nigeria and they found that most of secretaries in public organization including institutions of learning have low level of

dictating machines, printers, among others. This is the era of computers and information technology which has become an enabler of greater convenience. This study has examined computer self-efficacy and secretaries' productivity in tertiary institutions in Ogun State and concluded based on the findings that the level of computer self-efficacy for secretaries' productivity in Ogun State tertiary institutions was very low and that there was influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions.

Consequently, the following recommendations become pertinent.

- **Training** in the use of modern office equipment's should be intensified to increase the knowledge level of secretaries and subsequently their productivity.
- **Necessary** office technology equipment should be provided in every organization and training and retraining programme should be organized for secretaries in every organization for occupational computer self-efficacy. Bankole (2020) who assessed secretarial staff's relevance.

productivity with their use of modern office technology. The author found that the level of secretaries in tertiary institutions was not encouraging and very low when compared with those working in private organizations.

The findings also indicated that there was influence of computer self-efficacy on secretaries' productivity in Ogun State tertiary institutions. These findings were in agreement with Ikusemiju and Adenekan (2022) who examined the influence of internet usage on the productivity of secretaries in an organisation and they found that secretaries' productivity there was significant influence of internet usage on the productivity of secretaries. Asogwa and Agusiobo (2022) who examined the influence of modern technology on job performance of secretaries in the private universities in Enugu state and the authors findings indicated that modern technologies enhance the secretaries job productivity and performance.

CONCLUSION AND RECOMMENDATIONS

Literature has showed that secretaries of today are exposed to office technology including the internet that makes work much easier and knowledge more accessible. It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretaries are photocopy machines, duplicating machines,

- **Institutions** of higher learning should endeavour to send secretaries to more computer technology/application workshops to update their knowledge and skills to make them relevant and IT compliant.
- **Modern** office technological gadgets should be procured and made available for use by secretaries to enable them increase their productivity and move with innovation and trends in the global world.
- **For** the tertiary institutions, training secretaries must not only employ competent human capital to train their secretaries but must ensure that their curriculum is updated and upgraded to make their graduate more professionally inclined and competitive in the labour market.
- **Modern** office equipment such as reprography, computers, data processor machine, fax machine, telex machine and other telecommunication equipment should be part of secretaries' work environment to enable them acquire the skills needed to be an expert in their field and thereby competent to face any challenges ahead.

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