

**ASSESSING THE RELEVANCE OF SECRETARIAT PROFESSION TO THE
DEVELOPMENT OF AMBROSE ALLI UNIVERSITY, EKPOMA**

BY

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**A PROJECT WORK SUBMITTED TO THE DEPARTMENT OF OFFICE
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CERTIFICATION

We, the undersigned, certify that this project work was carried out by **OLADAPO COMFORT**, with **Mat. No.: ICT/2212050025**, in the Department of Office Technology and Management, Auchi Polytechnic, Auchi.

We also certify that the work is adequate in scope and quality in partial fulfillment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

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DEDICATION

This project work is dedicated to God Almighty who changed my dreams into reality and for His mercy and protection.

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My gratitude goes to God Almighty in whose name all things are possible and for seeing me through in my educational pursuit and also for preserving my life and making this project work a huge success.

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ABSTRACT

This study examined Assessing the Relevance of Secretariat Profession to the Development of Ambrose Alli University, Ekpoma. In the course of the study, four research questions were formulated to guild the study. The survey research design was used for the study. Data were gathered from both primary source and secondary source. The population of the study comprised of 126 staff in the organization. The 97 workers was used as sample size for the study. The instrument used to elicit responses from the participants was the questionnaire. A total number of 97 copies of questionnaire were distributed to the respondents and all were successfully retrieved. Simple percentage was the statistical tool used to analyze the data for the study. Based on the analysis of data, the study found that there are factors that improve secretary relationship with others in development of the institution. The study concluded that cordial working relationship with others and human relationship improved the organizational development and the secretary's relationship with others improve institutional goal attainment. It was recommended amongst others that there should be inclusion of secretary on decision making process in order not to affect their performance in Ambrose Alli University, Ekpoma.

CHAPTER ONE

INTRODUCTION

Background of the Study

The secretarial has to come a long way. The profession can be trace back to the scribes of antiquity. The roman gave a name to the holder of the job secretaries as "keeper of secret". Large scale manufacturing of the first practical type-writer about a hundred years ago and the tragedy of the two words wars brought women into the secretarial profession (Austin, 2016).

Most executive heads of institutions of departments are reliving themselves of the head of work on them by delegating such work to their secretaries. Due to the great dependence ratio of these executive heads on their secretaries, the duties of the secretary have become numerous.

Kaun, (2020), the relevance of the profession cannot be over emphasized because secretaries are working tools needed to succeed in all ramifications. The complicity

involved in the daily activities of the recent times has made the profession to leave the level of ordinary typist to a more challenging level and secretary with institution's knowledge are required.

Since the aim of any institution is to train students to the maximum level, it makes the secretarial profession more important because, one of the distinct function of profession more relevance because, one of the distinct functions of profession is to build a better image for the institution. A responsibility if discharged well, goes a long way to place the institution's image for in-coming students. Several changes have taken place in private and public offices as regard the roles of the secretarial profession in modern day business organizations. The type of machines and gadgets that were used to produce, duplicate and store information have undergone a great transformation to cope with the fast growing world of technology (Abiodun, 2019).

The success of any organization relies much on the secretary whose role, though supportive, is critical to the achievement of organizational goals and objectives. In today's organizations, one of the things that make organizations unique is the use of modern technological gadgets. Both internal and external forces such as market competition, consumer behavior, technology and quality management are the drivers of organizational change. In today's business world, every organization in this modern day requires fast and accurate information for quick decision making (Aromaran, 2019).

The word "secretary" has been defined variously by different authors and employers. Austin (2016), defined a secretary as "An assistant to an executive, possessing mastery of office skills and ability, assumes responsibility without direct supervision, who displays initiative, exercises judgment, and makes decisions within the

scope of her authority.” A secretary is the person who performs the myriad of daily chores that nibble away at an executive’s time. A secretary as the principal administrative supports position in an office increases the effectiveness of program staff by coordinating the day-to-day administrative support activities required to accomplish the work of the organization.” Moreover, also defined a secretary as an executive assistant, who possess a mastery of office skills, demonstrate the ability to assume responsibilities with or without superior, exercise initiatives and judgment and make decision within the scope of her assigned authority.

The effective performance of the Professional Secretary depends upon the office equipment, knowledge and skills, of Professional Secretary. The skill level and functioning of the traditional secretary involve greater physical and mental ability. The introduction of modern technologies and programs has lessened the onerous tasks for the modern secretary. These range from production, reproduction, storage and retrieval among others. With this advancement of technology, the use of the computer and software programs facilitates the work of the professional secretary. These include the use of machines such as printer, fax, pen drive, cell phones, photo copier, telex and internet. These requisite knowledge and skills make the position of the secretary rather challenging. With the improvement in technology and recent development in office, it is envisaged that the work of the secretary will be easier.

However, these new developments brought by technological challenges require even more knowledge and skills beyond being a professional secretary. For the secretary to be abreast with the changing times, face the challenges and overcome the old ways of doing things she needs training requirements in recent times to help meet organizational

objectives. Information technology has affected many professions in recent times. The roles of secretarial professionals in the organization have been turned around by technology. It has provided the tools that shift the role of secretaries from that of information recorders to business strategists. Several other authors are of the view that the secretary has to be well equipped to meet the present challenges of this modern day business organization.

Statement of the Problem

For a good number of reasons, secretaries in institutions today are having difficulties to use the available modern equipment. This has generated a lot of problems for secretaries. Some of the situations are witnessed when secretaries are with an intolerant bosses that see mistakes of secretaries in the course of his/her duties as a failure, but fails to admit such mistakes on inability to train secretaries regularly and lack of good office equipment; rather he costs the blames on the secretary alone. Struggling to meet up with the demands of these executives as well as maintaining a good relationship with each other and at the same time keeping up with the demands of the job is stressful to the secretary. Again lack of fact in building and sustaining these relationship by the secretary constitute a very big problem, for instance when answering phone calls, secretaries with poor relationship radiate this attitude to phone callers. This equally applied when handling client's affairs, because some secretaries by their positions in the institution do not take cognizance of the client due to inefficiency in their job. "A problem arises when the boss finds the secretary sexually attractive. This has creates

room for secretary and good office relationship now prevails. It was against this background that the researcher Assessing the Relevance Secretarial Profession to the Development of Ambrose Alli University, Ekpoma.

Purpose of the Study

The purpose of this study are:

1. To identify the factors that makes secretarial profession contribute to the development of Ambrose Alli University, Ekpoma.
2. To examine the relevance of secretarial profession in building and sustaining developmental process of Ambrose Alli University, Ekpoma.
3. To know the problems on secretarial profession in the development of Ambrose Alli University, Ekpoma.
4. To determine if secretarial profession has impact on the development of Ambrose Alli University, Ekpoma.

Research Questions

The following research questions will guide this study:

1. What are the factors that makes secretarial profession contribute to the development of Ambrose Alli University, Ekpoma?
2. How does the secretarial profession relevance in building and sustaining developmental process in Ambrose Alli University, Ekpoma?
3. What are the problems of secretarial profession in the development of Ambrose Alli University, Ekpoma?
4. What is the impact of secretarial profession on the development of Ambrose Alli University, Ekpoma?

Significance of the Study

This study will serve as an opportunity to access the extent to which relationship will improve secretary's ability and enhance performance and productivity of the organization.

It will also serve as a guide to organizations who provide or intend to provide training and retraining programmes for the secretaries and how to carry out such schemes which will be geared towards organizational effectiveness. The findings can be used to make generalization on the secretarial profession, management, other staff and customers, in order to achieve other organizational effectiveness. Thereby seeks to improve knowledge about the human factors in organization.

Finally, this research will serve as a basis for further study in the area of sustaining and building organizational for future researchers.

Scope of the Study

The research work is limited to secretary in Ambrose Alli University, Ekpoma. The study is designed to assessing the relevance of secretarial profession to the development of Ambrose Alli University, Ekpoma.

Operational Definition of Terms

Development: The process of developing or being developed.

Secretaries: A secretary, administrative professional, or personal assistant is a person whose work consists of supporting management, including executives, using a variety of project management, communication, or organizational skills.

Organization: An organization or organisation is an entity comprising multiple people, such as an institution or an association, that has a particular purpose.

Relevance: The relevance of the role of a secretary is certainly in accordance with the position of secretary of each organization or office.

CHAPTER TWO

LITERATURE REVIEW

This chapter is concerned with review of literature related to the study under the following sub –heading:

- Concept of Secretarial Profession
- Importance of a Secretaries to the Development of an Educational Institution
- Skills and Ethical Standards Required of the Secretary for Effective Performance and Development
- Developing Secretarial Role Toward Achieving Organizational Development
- Relevance of Secretary to Educational Development
- Summary of Literature Reviewed

Concept of Secretarial Profession

The term is derived from the Latin word *secernere*, the role arose out of the natural need for a prominent person to whom confidential matters could be entrusted and who could act as an assistant for a principal. It is known that secretaries existed in Rome prior to the establishment of the empire. They were usually educated men who took dictation as “scribes,” and oftentimes acted as trusted advisors. Before the invention of parchment and reed pens, tools of the trade for scribes ranged from chisels used upon stone to styluses used on clay, wood, or wax tablets. Shorthand became part of the preparation and training of secretaries (and emperors as well, including Julius Caesar and Augustus). In early modern times, members of the nobility had secretaries, who functioned quite similarly to those of the present day. They were always men; most had command of several languages, including Latin, and were required to have what we

would consider today as a broad generalized education. As commerce and trade expanded, people of wealth and power needed secretaries (confidants and trusted agents) to handle correspondence on private or confidential matters, most particularly matter of state.

Following the Renaissance, men continued to dominate clerical and secretarial roles. They maintained account books, in addition to performing stenographic duties, and were known for their exemplary penmanship skills. Many labored long hours, with their “secretary” desks serving as their files and workstations. As world trade expanded in the 15th and 16th centuries, secretaries often attained an elevated status and held prominent positions. Secretarial status titles frequently included “personal” or “private.”

Secretaries are indispensable in every organizational setup be it large or small, no organization can function effectively in the absence of an effective secretary. In the past the secretary was taken to be an employee usually a lady who sits behind a typewriter, where as this is not so. A secretary is in special position of trust and responsibility. Apart from taking dictation and transcribing the same on the typewriter, he handles administrative duties connect with processing, keeping and preservation of information to the more complex process of computerization and microfilming towards effective control of information for the accomplishment of the organizational. The secretaries are important officers in establishment; you hardly find an organization without a secretary.

Niskanen (2017) stated that, the work of the secretaries is of great importance to the organizations and the nation at large. The secretaries are found in every type of business organizations where personal services such as insurance, accounting, banking, advertising e.t.c are carried out, services to the general public, the secretaries have vital

roles to play in organization like the local government, hospital, universities, colleges, social and welfare establishments and so on, the secretaries role cannot be over stressed.

The secretaries operate and link the executives and the society even the other employees (Surowiecki, 2015). Secretaries relieve their bosses of a great task of routine works and enquire by attending to callers. This is done by taking their messages, giving them the necessary information and allowing them to go about their businesses without disturbing their bosses. This may be through personal calls, telephone or through letters composed and mailed by secretaries. Having passed basic training in shorthand, good command of English and type mail able letters of a routine instructions, the secretaries arrange meetings, concisely compile minutes, record reports and logically arrange them. The secretaries are the bed rock in most executives. Their contributions and effectiveness enhance the efficiency of any organization.

The secretarial profession is absolutely essential to the nation because it promotes the nation more than any other profession (Lindblom, 2019). It therefore means that secretaries must be people of high responsibilities, competence, dedication, morals and experience those vital duties perfectly. The society outlook regarding secretaries' profession is diversified depending on individuals and the organisation. There are few people who have positive views regarding the profession having known the effective role played by the secretaries, the qualities entailed and the attributes (business and personal) exhibited by them. Notwithstanding, there are so many people with negative perception towards the profession, they are frustrated persons, some group of people that are good for typing and shorthand alone. And so many others any employee who sits behinds a typewriter is a secretary. Gone are those days when the profession was looked down

upon, when people regard it as a profession for the less fortunes, prostitutes, copy-typist and unrecognized people, a profession for medioevers, female folk and the unsuccessful.

Many definitions have been given to the world “secretary” some people refer to the secretary as a typist. Others refer to her as a part of clerical team in an office. Some other people see secretary as a receptionist and while some look them as the “mind” of the boss.

According to Akinola (2019), a secretary is an important officer in any establishment or organization, who is sometimes regarded as the life wire of an organization, adding that the contribution and effectiveness of a secretary can either enhance or diminish the efficiency and effectiveness of an organization.

Aromaran (2018), describe the secretary as the office manager and the administrative officer who coordinates and manage both the human and material resources of an organization. The secretary can be seen as a vital link in any organization and or who is in charge of daily clerical and administrative activities in the organization. She exercise initiative, judgment and make decisions within the scope of her assignment, duty or authority. She also type letters, memos, and performs other form of data entry into the computer or typewriter and bring out a maileable copy. Austin (2016) defined a secretary as an assistance to an executive, and possessing mastery of office skills and ability to assume responsibility without direct supervision who display initiative, exercise judgment and make decision within the scope of her authority.

Akinola (2019) define a secretary as “a confidential employee, one employed to handle correspondence and manage a routing and details of work for a superior, for a business, organization, or society. He is the one responsible for records and

correspondences officer of a state who superintend in a government administrative department. He further define a secretary as “a person who is employed to deal with correspondence, keep record and handle clerical business and individual, business or committee”. A secretary is also see “as an employee in an office who deals with correspondence, keeps records, make arrangements and appointment for a particular member of staff.

Austin (2016), asserted that a qualified secretary is expected to be “an indispensable asset of the boss. She must possess a good qualification such as common sense, tact and courtesy, loyalty, good memory, enthusiasm, versatility and lots more”. A secretary, therefore, can be define as an official person who takes charge of the correspondence, records and other business document of the organization, plus other effective management of modern office device there is no doubt that the duties of a secretary centered round information processing. The training need of the secretary of the future will also change the pattern in order to reflect emerging expansion of information and communication technology. According to Kaun (2020), secretaries functions in an organization are very dynamic and motivating in nature. Secretaries are being considered as live-wire of the organization. They are also indispensable to any organization.

Importance of a Secretaries to the Development of an Educational Institution

The secretarial profession can be trace back to the scribes of antiquity. The roman gave a name to the holder of the job secretaries as “keeper of secret”. Large scale manufacturing of the first practical type-writer about a hundred years ago and the tragedy of the two world wars brought women into the secretarial profession. In the sixteenth century, in Great Britain, the secretary first operated as a typist. This was as a result of

low organization activities or business transaction dealing and the functional purpose for which they are required. Nevertheless, secretarial profession has provided its importance in the day-to-day running of government parastatal and private business activities through the role it plays in managing the daily business institutional communication of any institution. Most executive heads of institutions or departments are relieving themselves of the head of work on them by delegating such work to their secretaries. Due to the great dependence ratio of these executive heads on their secretaries, the duties of the secretary have become numerous. The relevance of the profession is felt because secretaries are working tools needed to succeed in all ramifications. The complicity involved in the daily activities of the recent times has made the profession to leave the level of ordinary typist to a more challenging level and secretary with institution's knowledge are required. Since the aim of any institution is to train students to the maximum level, it makes the secretarial profession more important because, one of the distinct function of profession more relevance because, one of the distinct functions of profession is to build a better image for the institution. A responsibility if discharged well, goes a long way to place the institution's image for in-coming students. Every profession has certain concepts associated with it. The same is true for secretarial services. Freidson (2018) traced the word "secretary" to the Latin word *secretarius* meaning a person entrusted with secrets. In the business circle, the term has three broad connotations. Primarily, it is applied to a person: (a) that is employed to prepare, preserve and transmit all forms of information as well as render stenographic services. (b) One who serves in certain legal, administrative or accounting capacities as a secretary to a company or a statutory body; and someone in-charge of a Local, State or Federal Government department? In tertiary institutions,

secretaries, in addition to the roles enumerated above, attend to administrators, lecturers, students, other members of staff, and visitors. These categories of persons attended to by secretaries are referred to, in this research, as customers in a general sense. Customers are those who receive the tertiary institutions' services from secretaries. For the present study the term "secretary" refers to any person who possesses a mastery of stenography, word-processing, and computer operations skills. In tertiary institutions, this means specifically that the secretary must cover those aspects of service like attending to the needs of customers and is expected to perform to standards that are precise and measurable so that customers can judge by themselves whether or not their expectations are being met. Sinek (2019) described the secretarial profession as the life wire of every organisation. Secretarial service delivery is an approach which puts pressure on secretaries' sense of responsibility and commitment in creating and attending to the needs of customers. This pressure makes secretaries put customers first and enables them to account for the services they render. Secretarial service delivery demands that secretaries must find new ways to deliver their services and it must surpass expectations of customers. Secretaries of tertiary institutions must address the converging challenges of customers' sophistication, globalization, competition, and technological innovations while still taking advantage of the market opportunities as they arise (Newsman, 2018). Secretarial customer service involves all the activities which secretaries perform to satisfy customers. In a special way, the service looks at the speed and dependability with which secretaries in tertiary institutions meet and/or exceed customer expectations in their service delivery. It means doing everything possible to satisfy the customer. What makes the job of the secretaries difficult is that they serve two masters, namely, the school

customers and their employers. Secretarial service delivery became too cumbersome that the Nigerian government had to introduce a social contract between the Federal Government of Nigeria and her people (SERVICOM) to assess services in all Federal Universities and Polytechnics. This is in line with the desire to ascertain the level of service delivery in all Federal Government agencies (SERVICOM, 2004) to enable such agencies to refocus on improving key areas of service where service deliveries are not satisfactory. As part of the process for commencement of the exercise, the office continuously gathers service charters from the Federal Universities among them, is “Customer’s Charter”. Customer’s charter is a written, voluntary declaration by service providers that highlight the standards of service delivery that they must subscribe to, the availability of choice for consumers, avenues for grievance redress and other related information.

The secretarial has to come a long way. The profession can be trace back to the scribes of antiquity. The roman gave a name to the holder of the job secretaries as “keeper of secret”. Large scale manufacturing of the first practical type-writer about a hundred years ago and the tragedy of the two words wars brought women into the secretarial profession.

In the sixteenth century, in Great Britain, the secretary first operated as a typist. This was as a result of low organization activities or business transaction dealing and the functional purpose for which they are required.

Nevertheless, secretarial profession has provided its importance in the day-to-day running of government parastatal and private business activities through the role it plays in managing the daily business institutional communication of any institution.

Most executive heads of institutions of departments are reliving themselves of the head of work on them by delegating such work to their secretaries. Due to the great dependence ratio of these executive heads on their secretaries, the duties of the secretary have become numerous. The relevance of the profession is felt because secretaries are working tools needed to succeed in all ramifications. The complicity involved in the daily activities of the recent times has made the profession to leave the level of ordinary typist to a more challenging level and secretary with institution's knowledge are required.

Since the aim of any institution is to train students to the maximum level, it makes the secretarial profession more important because, one of the distinct function of profession more relevance because, one of the distinct functions of profession is to build a better image for the institution. A responsibility if discharged well, goes a long way to place the institution's image for in-coming students.

Skills and Ethical Standards Required of the Secretary for Effective Performance and Development

The rapid growth in the industrial sector between 1960 and 1970 created numerous secretarial opportunities. However, training secretaries did not quite exist in Nigeria due to absence of training facilities, so the few qualified individual were sent to the pitman college London to train. Also certification of secretaries was made possible through the Royal Society of Arts, London.

Ahukannah and Ikelegbe (2016) stated that after the civil war 1967/1970, the Nigerian economy witnessed a more rapid growth with a corresponding increase in the quantity and quality of secretaries needed by the public and private sectors. The educational sector responded by mounting certificate and diploma courses in secretarial studies. Traditionally, a secretary was one who supported an executive by helping to

manage their schedules, receive visitors, take minutes of meetings and produce communications and other documents. However, today's secretaries (also known as administrative assistants, office coordinators, executive assistants, office managers etc.) are using computers, the internet, and other advance office technologies to perform vital "information management" functions in the modern office.

The nomenclature for secretarial studies programme is now Office Technology and Management (OTM). The programme came into being in 2004 in response to persistent calls by business educators and employers for a change due to the advent of ICT and the modern office scenario. The aim of OTM program is to produce graduates who should fit properly into the office of any computerized organizations and perform professionally the functions of a secretary which include relating the functions of the office to the whole organization, attending meetings and providing information as may be required, making accurate records of proceedings, filing and retrieving information, taking appropriate action independently when face with challenging secretarial office problems, showing personal qualities and attributes that are conducive and co-exist with the work group.

OTM programme trains students to acquire office skills and with in-depth administrative office need to meet the demands and challenges in the business environment. The programme incorporates course in office application, office technology, business administration, professional career, professional ethics and general studies courses. The design of the OTM programme components appear to be responsive to a global initiative (Akwajou and Pwol, 2019).

Ethics, according to Ikelegbe (2018) is synonymous with morality. He added that there is no doubt that ethics should be an important part of business activities. Ethical behavior according to Braimoh (2017) is knowing the difference between right and wrong and consciously choosing to do right. He emphasized that workplace ethics are important especially to the secretarial profession because ethical standard when adhere to, promote organization culture based on shared values of integrity, accountability, transparency and respect. In addition, ethical standard enhance teamwork, provide emotional security, protect institutional property and enhance positive public image. Secretaries with good work ethics often possess generally strong character. This means they are self-discipline, pushing themselves to complete work tasks instead of requiring others to intervene. They are also often very honest and trustworthy, as they view these traits as befitting the high quality employees they seek to become. Secretaries are expected to demonstrate strong character in order to distinguish themselves from others (Ikelegbe, 2018).

Agholor and Agholor (2020) stated that the ethics of a secretary are moral principles relating to the job that he/she will be bound by. These requirements are automatically taken on board when one accepts any position as a secretary and one will be expected to uphold them at all times. In the views of Segunda (2019), some of the professional ethics which secretaries must adhere to include confidentiality, honesty, loyalty, reliability, responsibility, work unsupervised, multi-tasking, flexibility, commitment, teamwork, accountability, reliable, strong character exhibition and dedication to the job. This implies that adherence to professional ethics would assist secretaries in the performance of their functions.

The advent of information and communication technology has changed the office activities significantly and enlarged the secretarial profession, as it brought about modernization of the office. The advances in information and communication technologies have created a new space with which individuals and organizations can operate. Those individuals and organizations that have learned to take advantage of the opportunities afforded by operating in the new space have realized significantly competitive advantages over those that have ignored the opportunities of ICT environment.

Information and communication technology is defined as the tools, facilities, processes, and equipment that provide the required environment with the physical infrastructure and the services for generation, transmission, processing, storing and dissemination of information in all forms including voice, text, data, graphics and video (Mohammed, 2016). Therefore, there is no doubt that ICT is playing an important role in the several sectors all over the world. This development included office management where the professional secretary is contributing in the organizations to achieve organizational goals, there is therefore the need for the secretary to adopt professional ethical standard in achieving the secretaries' purposes in the organization.

Professional ethical standard constitute standards or codes of conduct set by people in a specific profession (Braimoh 2017). Members of any profession abhor bad, dishonest or irresponsible behavior from any of their members. This is achieved by setting out expected behaviours in the form of professional ethics, therefore, all professionals must work together or try to uphold a good reputation. The concept of professional ethics according to Braimoh (2017) comprises what a professional should or

should not do in the workplace and professionals are expected to uphold professional ethics by not getting involved in any type of conflict of interest.

According to Braimoh (2017), professional ethics programme in any organization legitimize managerial actions, strengthens the coherence and balance of the organizations culture, improves trust in relationships between individuals, supports greater consistency in standards and qualities of product, cultivate greater sensitivity to the impact of the enterprise values and messages. Others are that; ethical programme cultivate strong team work, support employee growth, help avoid criminal act, lend a hand in managing values and serve as an insurance policy, because they help ensure that policies are legal. Therefore, the need to inculcate professional ethical standard in secretarial practice will no doubt enable secretaries contribute optimally to organizations productivities.

Developing Secretarial Role Toward Achieving Organizational Development

The role of efficient secretaries in the organizational Development cannot be over emphasizes bearing in mind that secretaries are the image makers of every organization. Secretaries who have acquired the basic educational training coupled with other personal attributes have a lot of channels of attaining the highest level possible in the management of organizations. The work of secretaries in an organization are very vital and there is no way an organization can function well without their aid, the best production of better work is assumes since they are well trained in that field. Whenever paper work, records and mostly written communication are needed in an organization one secretaries are likely to be involved.

In as much as secretaries have been undermined by the general public in many ways, their general conception is usually that any employee who sits behind a typewriter

and does other forms of secretarial jobs is a secretary thereby regarding them as typists or mere servants. It is therefore, pertinent to start by knowing who the secretaries are, before going to their immense contribution towards the organizational development with special emphasis on educational system.

A secretary according to Hornby (2004) is “an employee in an office, who deals with correspondence, keeps records, makes arrangement and appointment for a particular member of the staff. He/she is one who combines the mastery skills of Shorthand and typewriting and with a sound knowledge of secretarial duties. Secretaries have been defined by the national association and secretaries in united state of America as an “Executive assistant who possess a mastery of office skills, who demonstrates ability to assume responsibilities without direct supervision, who exercises initiative and judgment, and who makes decision with the scope of assigned authority. Office skill include, typewriting, short hand, ability to operate photocopy machines, duplicating machines etc. Secretaries are the pictures, the models and the area of concentration for the public due to the duties they discharge for the organization they keep and maintain confidential and secret files of the organization and prepare the financial report, handling and imposes account and supervise subordinates to ensure full implementation of the policies of the organization.

From the above definitions, secretaries must have gotten all one skills associated with the office and cannot leave responsibilities even though they are not supervised, should work with his initiative and take decision under his assigned authority. In other words, secretaries are important officers in any organization. Their contributions and effectiveness can either boost or tarnish the image of nay organization. The impression

secretaries create influence public attitude towards the organization just as accountants, engineers and other professionals have contributed towards the achievements of one national economic objectives secretaries have also contributed immensely in different angles in projecting the image of the organization to the outside world. If the public impression portrays one organization in a shabby way, the secretaries help to uplift the image of the organization. The way secretaries receive visitors, their politeness and the responsible tools of organization. In spite of all these roles of secretaries, they have been misplaced and neglected to the background. But today we have modern secretaries who now hold managerial and decision making position in the organization and are the office automation is quick developing. The former referred as typist undergoes formal training which enable him handle more extensive duties and responsibilities on the organization.

The success or failure of some years past professionals simply because they are misunderstood by their bosses. But all these have changed now because they are very vital towards the achievement of the national objectives. And also present day executives depends on their secretaries for the smooth and efficient handling of the day's activities. Secretaries are the pictures the models and the area of concentration for the public due to the duties they discharge for the organization they keep and maintain confidential and secret files of the organization and prepare the financial report, handling and imposes account and supervises subordinates to ensure full implementation of the policies of the organization. The following are the secretarial role towards achieving organizational development Yahaya (2017):

1. **The Role of Secretary to the Organizational Development:** The secretary can be described in two general sense is, first secretary is a person who works on

another person to assist in the correspondence, paperwork, to getting information and other confidential matters, second secretary is appointed an employee by the company directly or company or union to do the correspondence, maintaining the documents especially those dealing with the company. Secretary has a an important role and can determine the success of the company's goal or an office. The importance of the role of a secretary is certainly in accordance with the position of secretary of each organization or office.

2. **The Role of the secretary to Assist Management in the Office:** As an intermediary channels of communication and building a good relationship for the person who want to be associated with the principal or supervisor. As the necessary resources to meet the leader or supervisor functions, duties and responsibilities. As connective leadership wishes to the subordinate in the performance of duties.
3. **The Role of the Secretary of the Employees:** The secretary has an interest in determining the policies that apply to employees in a fair, that is rules of regarding the placement of employee in accordance with the employee's skills and upon ability. Giving motivation for employees to work so that the work can go smoothly and successful. Approached the employees to better find out and understand the will of the employee.
4. **Leadership Activities and Assignments:** This is duties of the leadership activities and assignments of the coordination and control of employees in office or organization. The secretary duties are no longer restricted in the field of administration, but rather tend to continuously expand. Thus in addition to

secretary who acts solely as an assistant, there exists a secretary who has the function manager. Because of his position as manager, the secretary and have the such a subordinate officials. Finally the officials subordinate to the whole field of work then developed into an organizational unit. This organizational unit is now commonly referred to as the secretariat and headed by a secretary who serves as manager. Secretary and the office is a unified whole and even the secretary is the second key after the manager or leader. Affairs offices ranging from correspondence led to the decision problem so have an influence on secretary. Completion of all administrative affairs and the intelligence lies in the secretary. Based on the position of a secretary, the secretary should able to perform his duties as secretary and expand the ability of the personality self as a secretary, then a secretary should be able to meet the basic skills about Correspondence, typing and stenography, bookkeeping (accounting), the use of office equipment, archiving (filling) and human relations.

- 5 **The Role of Maintaining the Consistency:** Maintain the consistency of working of a secretary towards the task and function is very important because most of the responsibility lies on the secretary the organization. Managerial and service capabilities to doing assignments is the consistency of the work is overlooked. Communicate the changes that occur by a secretary is very important, if viewed in terms of behavior, that is everyone in the organization needs to know not only about their role in an organization that is growing, but the effect of the change relating to the career and their job security.

Relevance of Secretary to Educational Development

Seital (2016), the secretary can be described in two general sense is, first secretary is a person who works on another person to assist in the correspondence, paperwork, to getting information and other confidential matters, second secretary is appointed an employee by the company directly or company or union to do the correspondence, maintaining the documents especially those dealing with the company. Secretary has a an important role and can determine the success of the company's goal or an office. The importance of the role of a secretary is certainly in accordance with the position of secretary of each organization or office. The role of in general the secretary can be seen as follows Newsman (2018):

- 1 The Relevance of the Secretary to Assist Management in the Office:** As an intermediary channels of communication and building a good relationship for the person who want to be associated with the principal or supervisor. As the necessary resources to meet the leader or supervisor functions, duties and responsibilities. As connective leadership wishes to the subordinate in the performance of duties.
- 2. The Relevance of the Secretary of the Employees:** The Secretary has an interest in determining the policies that apply to employees in a fair, that is rules of regarding the placement of employee in accordance with the employee's skills and upon ability. Giving motivation for employees to work so that the work can go smoothly and successful. Approached the employees to better find out and understand the will of the employee. In a hierarchical relationship the secretary, among others to convey information, advice, and the review of his subordinates to

leaders. Effective communication skills are an absolute must, especially the ability to speak persuasively, write clearly and with good grammar and convey a "message" in the sense of ability to convey the idea convincingly. In addition, the "message" should contain the following elements:

- a. Opinions.
- b. Suggestions.
- c. Constructive Criticism.
- d. Demand for their contributions.
- e. Information.

The fifth thing is very important in order to attempt to cultivate, nurture, and sustain the spirit of togetherness and human relations relationships with a sense of solidarity and the spirit of cooperation is high (Oribabor, 2016). The importance of secretary in approaching employees are very important. The role of secretary of the employee or the other is usually known by the term "human relations". Human relations have an important role in solving various problems related to the human factor in the organization. Psychological clash and conflict between personal interests and the interests of the organization is often the case, not just between leaders and employees, but also between employees and employees, which can disrupt the smooth running of the organization in achieving the goals. The duties of a the secretary course in accordance with the functions of the office of the secretary (Renses, 2015). For a large organization or office, the secretary duties much more difficult because in addition to the duty and responsibility of the chairman, a secretary should be responsible to organize and oversee the duties and activities of all employees in the office. In the performance of duties and

responsibilities for a secretary to be better, there must be a motivation or working spirit.

It is very important for the secretary, especially executive secretary or manager, because they have the double duty, that is duties of the leadership activities and assignments of the coordination and control of employees in office or organization. The secretary duties are no longer restricted in the field of administration, but rather tend to continuously expand. Thus in addition to secretary who acts solely as an assistant, there exists a secretary who has the function manager. Because of his position as manager, the secretary and have the such a subordinate officials. Finally the officials subordinate to the whole field of work then developed into an organizational unit. This organizational unit is now commonly referred to as the secretariat and headed by a secretary who serves as manager. Secretary and the office is a unified whole and even the secretary is the second key after the manager or leader. Affairs offices ranging from correspondence led to the decision problem so have an influence on secretary (Seital, 2016). Completion of all administrative affairs and the intelligence lies in the secretary. Based on the position of a secretary, the secretary should able to perform his duties as secretary and expand the ability of the personality self as a secretary, then a secretary should be able to meet the basic skills about correspondence, typing and stenography, bookkeeping (accounting), the use of office equipment, archiving (filling) and human relations. Maintain the consistency of working of a secretary towards the task and function is very important because most of the responsibility lies on the secretary the organization. Managerial and service capabilities to doing assignments is the consistency of the work is overlooked. Communicate the changes that occur by a secretary is very important, if viewed in terms of behavior, that is everyone in the organization needs to know not only about their role

in an organization that is growing, but the effect of the change relating to the career and their job security.

Summary of Literature Reviewed

Human relationships vary in their degree of intimacy or self-disclosure, but also in their duration, in their reciprocity and in their power distribution, to name only a few dimensions. The context can vary from family or kinship relations, friendship, marriage, relations with associates, work, clubs, neighborhoods, and places of worship. Relationships may be regulated by law, custom, or mutual agreement, and form the basis of social groups and of society as a whole.

Human relationship covers all types of interactions among people—their conflicts, cooperative efforts, and group relationships. It is the study of why our beliefs, attitudes and behaviors sometimes cause interpersonal conflict in our personal lives and in work-related situations. The labor market has become a place of constant change due to the heavy volume of mergers, buyouts, a labor shortage, closings, and changing markets. These changes have been accompanied by layoffs and the elimination of product lines. Even those industries noted for job security have recently engaged in layoffs. Organization is an arrangement of individuals or a coherent whole, with complex of function interrelationship and a system of overall administration. It's all thanks to the conditions that a company faces and the race of “growth” that has made the addition of new skills and improvement of the existing skill-set, which is an extremely important aspect of a business.

CHAPTER THREE

RESEARCH METHOD

This chapter explained the methods and procedures that was used in collecting data for the study. The explanation was presented under the following sub-headings: Research Design, Population of the Study, Sample/Sampling Technique, Instrument for Data Collection, Method of Data Collection and Method of Data Analysis.

Research Design

The research design used in the course of the study was the survey research design. Agbongiasede (2014) defined survey research design as one in which a group of people or items is studied by collecting and analyzing data from only a few people or items considered to be representative of the entire group. It was used because it enabled the researcher to have the types of information from people who have witnessed the phenomenon under the study. This method was also preferred in order to create room for flexibility in the collection of data for the study.

Population of the Study

The population of the study comprises one hundred and twenty six (126) staff of ten (10) selected faculties, in Ambrose Ali University, Ekpoma. The total population is 126 as shown below:

Table 1
Population of the Study

S/No	Faculties	Population
1.	Faculty of Agriculture	12
2.	Faculty of Art	15
3.	Faculty of Education	18
4.	Faculty of Engineering and Technology	12
5.	Faculty of Environmental Studies	12
6.	Faculty of Law	12
7.	Faculty of Social Science	15
8.	Faculty of Life Science	12
9.	Physical Science	12
10.	College of Medicine	6
	Total	126

Source: Field Survey, 2022

Sample/Sampling Technique

A sample size of 97 respondents was selected. The simple random sampling technique was used to select the sample size. The 97 selected respondents constituted the sample size of the study.

Table 2
Population and Sample Size of the Study

S/No	Faculties	Population	Sample Size
1.	Faculty of Agriculture	12	9
2.	Faculty of Art	15	12
3.	Faculty of Education	18	14
4.	Faculty of Engineering and Technology	12	9
5.	Faculty of Environmental Studies	12	9
6.	Faculty of Law	12	9
7.	Faculty of Social Science	15	12
8.	Faculty of Life Science	12	9
9.	Physical Science	12	9
10.	College of Medicine	6	5
	Total	126	97

Instrument for Data Collection

The instrument used to obtain data was questionnaire. The questionnaire was divided into two parts. The first section sought information on the demographic characteristics of the respondents like age, sex, marital status and educational qualification. The second part contains from the research questions.

Method of Data Collection

The primary and secondary methods of data collection were used for the study. The questionnaire formed the primary method of data collection. This was in two sections. Section A dealt with the personal data of the respondents while Section B had items relating to the research questions. The secondary method consisted of the use of textbooks, internet sources, and past projects work etc.

Method of Data Analysis

The simple percentage method was used in analyzing the data obtained in this study. The data were tabulated and itemized according to responses sought in the four research questions earlier raised for the study.

The formula for the simple percentage method was as follows:

$$\frac{\text{Number of Responses}}{\text{Total Number of Respondents}} \times \frac{100}{1}$$

CHAPTER FOUR

DATA ANALYSIS, FINDINGS AND DISCUSSION

Data Analysis

This chapter presents the data collected with the questionnaire. It also deals with the presentation of responses and findings of data obtained. This enabled the researcher to arrive at a reasonable findings and discussion of findings in order to make the necessary recommendations.

Based on the population of the study, the researcher administered 97 questionnaires to secretaries in Ambrose Alli University, Ekpoma. The total number of ninety seven (97) questionnaires were successfully retrieved, representing 100% retrieval rate of the questionnaire.

Section A: Background Information of Respondents

Table 3
Age Distribution of Respondents

Age	No. of Respondents	Percentage
15-19 years	12	12.4%
20-24 years	10	10.3%
25 - 29 years	30	30.9%
30 years and above	45	46.4%
Total	97	100

Table 3 above shows the distribution of respondents according to age. 12 respondents representing (12.4%) of the population were between 15-19 years of age, 10 respondents representing (10.3%) were between 20-24 years of age, and 30 respondents representing (30.9%) are 25-29 years of age while the remaining 45 respondents

representing (46.4%) are within 30 years and above. This shows that respondents within age 30 years and above were more amongst the respondents.

Table 4
Sex Distribution of Respondents

Sex	No. of Respondents	Percentage
Male	27	27.8%
Female	70	72.2%
Total	97	100

Table 3 above shows the distribution of respondents according to sex variable. 27 respondents representing (27.8%) of the population were males while 70 respondents representing (72.2%) were females. This shows that male respondents were more in the population.

Table 5
Marital Status of Respondents

Marital Status	No. of Respondents	Percentage
Single	22	22.7%
Married	75	77.3%
Total	97	100

Table 5 above shows the marital status of respondents. 22 respondents representing (22.7%) of the population were single, while 75 respondents (representing 77.3%) were married. This indicates that respondents who are married were more in the population.

Table 6
Educational Qualification of Respondents

Educational Qualification	No. of Respondents	Percentage
ND	20	20.6%
HND/B.Sc	55	56.7%
M.Sc	17	17.5%
Ph.D	5	5.2%
Total	97	100

Table 6 above shows the distribution of respondents according to educational qualifications. 20 respondents representing (20.6%) of the population were ND holders, 55 respondents representing (56.7%) are HND/B.Sc holders, 17 respondents representing (17.5%) are M.Sc/MBA holders while the remaining 5 respondents representing (5.2%) have other qualifications. This shows that respondents working with HND/B.Sc certificates are more amongst the respondents.

Table 7
Working Experience of Respondents

Working Experience	No. of Respondents	Percentage
1-5 years	6	6.2%
6-10 years	7	7.2%
11-15 years	49	50.5%
16 years and above	34	35.1%
Total	97	100

Table 7 above shows the distribution of respondents according to working experience. 6 respondents representing (6.2%) of the population have worked for 1-5 years in the organization, 7 respondents representing (7.2 %) have worked for 6-10 years, 49 respondents representing (50.5%) have worked for 11-15 years, while the remaining

34 respondents representing (35.1%) have worked for 16-20 years. This shows that respondents who have spent 11-15 in service are more amongst the respondents.

Section B: Items Related to Research Questions

Research Question One: What are the factors that improve secretary relationship with others in development of Ambrose Alli University, Ekpoma?

Responses to items 1, 2, 3 and 4 of the research questionnaire were analyzed and used to answer research question one as show below.

Table 8
Analysis of Responses to Research Question One

S/No	Items	Variables	No. of Respondents	Percentage
1.	Cordial working relationship with others can improve the development of organization.	Strongly agree	37	38.2%
		Agree	42	43.3%
		Disagree	8	8.2%
		Strongly disagree	10	10.3%
		Total	97	100
2.	Human relationship is use as a factor for improving secretary's performance in Ambrose Alli University, Ekpoma.	Strongly agree	47	48.5%
		Agree	30	30.9%
		Disagree	11	11.4%
		Strongly disagree	9	9.2%
		Total	97	100
3.	Good relationship between secretaries and management improve the performance of secretaries in Ambrose Alli University, Ekpoma.	Strongly agree	33	34.0%
		Agree	39	40.2%
		Disagree	11	11.4%
		Strongly disagree	14	14.4%
		Total	97	100
4.	Secretary relationship with others improve institutional goal attainment.	Strongly agree	48	49.5%
		Agree	38	39.2%
		Disagree	4	4.1%
		Strongly disagree	7	7.2%
		Total	97	100

Item 1 on the questionnaire: Was provided with four variable. 37 respondents representing (38.2%) strongly agreed that cordial working relationship with others can improve the development of organization; 42 respondents representing (43.3%) agreed; 8 respondents representing (8.2%) disagreed while 10 respondents representing (10.3%) strongly disagreed. This shows that cordial working relationship with others can improve the development of organization.

Item 2 of the questionnaire: Was provides with four variables. 47 respondents representing (48.5%) strongly agreed that human relationship is use as a factor for improving secretary's performance in Ambrose Alli University, Ekpoma; 30 respondents representing (30.9%) agreed; 11 respondents representing (11.4%) disagreed while 9 respondents representing (9.2%) strongly disagreed. This shows that human relationship is use as a factor for improving secretary's performance in Ambrose Alli University, Ekpoma.

Item 3 on the questionnaire: Was provided with four variable. 33 respondents representing (34,0%) strongly agreed that Good relationship between secretaries and management improve the performance of secretaries in Ambrose Alli University, Ekpoma; 39 respondents representing (40.2%) agreed; 11 respondents representing (11.4%) disagreed while 13 respondents representing (14.4%) strongly disagreed. This shows that good relationship between secretaries and management improve the performance of secretaries in Ambrose Alli University, Ekpoma.

Item 4 on the questionnaire: Was provided with four variable. 48 respondents representing (49.5%) strongly agreed that secretary relationship with others improve institutional goal attainment; 38 respondents representing (39.2%) agreed; 4 respondents

representing (4.1%) disagreed while 7 respondents representing (7.2%) strongly disagree. This shows that secretary relationship with others improve institutional goal attainment.

The analysis shows that there are factors that improve secretary relationship with others in development of Ambrose Alli University, Ekpoma?

Research Question Two: How does the role of secretary contribute in building and sustaining organizational goal in Ambrose Alli University, Ekpoma?

Responses to items 5, 6, 7 and 8 of the research questionnaire were analyzed and used to answer research question two as show below.

Table 9
Analysis of Responses to Research Question Two

S/No	Items	Variables	No. of Respondents	Percentage
5.	Secretary roles increase the relationship amongst staff and students in Ambrose Alli University, Ekpoma.	Strongly agree	57	58.7%
		Agree	33	32.1%
		Disagree	3	3.1%
		Strongly disagree	5	5.2%
		Total	97	100
6.	Building and sustaining relationship improve performance of secretaries for organizational goal attainment.	Strongly agree	49	50.5%
		Agree	34	35.1%
		Disagree	6	6.2%
		Strongly disagree	7	7.2%
		Total	97	100
7.	Building a good relationship with others can promote secretary and other workers to a greater height in Ambrose Alli University, Ekpoma.	Strongly agree	36	37.1%
		Agree	43	44.3%
		Disagree	10	10.3%
		Strongly disagree	8	8.3%
		Total	97	100
8.	Secretary ability to solve problems in building and sustaining relationship among staff improve organizational productivity.	Strongly agree	41	42.3%
		Agree	45	46.4%
		Disagree	7	7.2%
		Strongly disagree	4	4.1%
		Total	97	100

Item 5 on the questionnaire: Was provided with four variable. 57 respondents representing (58.7%) strongly agreed that secretary roles increase the relationship amongst staff and students in Ambrose Alli University, Ekpoma; 32 respondents representing (32.1%) agreed; 3 respondents representing (3.1%) disagreed while 5 respondents representing (5.2%) strongly disagreed. This shows that the secretary roles increase the relationship amongst staff and students in Ambrose Alli University, Ekpoma.

Item 6 on the questionnaire: Was provided with four variable. 49 respondents representing (50.5%) strongly agreed that building and sustaining relationship improve performance of secretaries for organizational goal attainment; 34 respondents representing (35.1%) agreed; 6 respondents representing (6.2%) disagreed while 7 respondents representing (7.2%) strongly disagreed. This shows that the building and sustaining relationship improve performance of secretaries for organizational goal attainment.

Item 7 on the questionnaire: Was provided with four variable. 36 respondents representing (37.1%) strongly agreed that building a good relationship with others can promote secretary and other workers to a greater height in Ambrose Alli University, Ekpoma; 43 respondents representing (44.3%) agreed; 10 respondents representing 10.3% disagreed while 8 respondents representing (8.3%) strongly disagreed. This shows that building a good relationship with others can promote secretary and other workers to a greater height in Ambrose Alli University, Ekpoma.

Item 8 on the questionnaire: Was provided with four variable. 41 respondents representing (42.3%) strongly agreed that secretary ability to solve problems in building and sustaining relationship among staff improve organizational productivity; 45 respondents representing (46.4%) agreed; 7 respondents representing (7.2%) disagreed

while 4 respondents representing (44.1%) strongly disagreed. This shows that secretary ability to solve problems in building and sustaining relationship among staff improve organizational productivity.

It was observed that the role of secretary contribute in building and sustaining organizational goal in Ambrose Alli University, Ekpoma.

Research Question Three: What are the problems secretary face in the development of Ambrose Alli University, Ekpoma?

Responses to items 9, 10, 11 and 12 of the research questionnaire were analyzed and used to answer research question three as show below.

Table 10
Analysis of Responses to Research Question Three

S/No	Items	Variables	No. of Respondents	Percentage
9.	The inadequate facilities use by secretaries affect their performance in Ambrose Alli University, Ekpoma.	Strongly agree	50	51.5%
		Agree	40	41.2%
		Disagree	4	4.2%
		Strongly disagree	3	3.1%
		Total	97	100
10.	Lack of knowledge on the use of technology affect secretary's performance in Ambrose Alli University, Ekpoma.	Strongly agree	60	61.8%
		Agree	27	27.8%
		Disagree	4	4.2%
		Strongly disagree	6	6.2%
		Total	97	100
11.	The inability of management to provides training programme for secretary affect their job performance in Ambrose Alli University, Ekpoma.	Strongly agree	53	54.6%
		Agree	41	42.2%
		Disagree	1	1.1%
		Strongly disagree	2	2.1%
		Total	97	100
12.	Absence of secretary on decision making process affect their performance in Ambrose Alli University, Ekpoma.	Strongly agree	51	52.6%
		Agree	42	43.2%
		Disagree	2	2.1%
		Strongly disagree	2	2.1%
		Total	97	100

Item 9 on the questionnaire: Was provided with four variable. 50 respondents representing (51.5%) strongly agreed that the inadequate facilities use by secretaries affect their performance; 40 respondents representing (41.2%) agreed; 4 respondents representing (4.2%) disagreed while 3 respondents representing (3.1%) strongly disagreed. This shows that the inadequate facilities use by secretaries affect their performance in Ambrose Alli University, Ekpoma.

Item 10 on the questionnaire: Was provided with four variable. 60 respondents representing (61.8%) strongly agreed that lack of knowledge on the use of technology affect secretary's performance in Ambrose Alli University, Ekpoma; 27 respondents representing (27.8%) agreed; 4 respondents representing (4.2%) disagreed while 6 respondents representing (6.2%) strongly disagreed. This shows that lack of knowledge on the use of technology affect secretary's performance in Ambrose Alli University, Ekpoma.

Item 11 on the questionnaire: Was provided with four variable. 53 respondents representing (52.6%) strongly agreed that the inability of management to provides training programme for secretary affect their job performance in Ambrose Alli University, Ekpoma; 41 respondents representing (43.2%) agreed; 1 respondents representing (1.1%) disagreed while 2 respondents representing (2.1%) strongly disagreed. This shows that the inability of management to provides training programme for secretary affect their job performance in Ambrose Alli University, Ekpoma.

Item 12 on the questionnaire: Was provided with four variable. 51 respondents representing (52.6%) strongly agreed that absence of secretary on decision making process affect their performance in Ambrose Alli University,

Ekpoma; 42 respondents representing (43.2%) agreed; 2 respondents representing (2.1%) disagreed while 2 respondents representing (2.1%) strongly disagreed. This shows that the absence of secretary on decision making process affect their performance in Ambrose Alli University, Ekpoma.

Research Question Four: What is the secretary's contribution in the development of Ambrose Alli University, Ekpoma?

Responses to items 13, 14, 15 and 16 of the research questionnaire were analyzed and used to answer research question four as show below.

Table 11
Analysis of Responses to Research Question Four

S/No	Items	Variables	No. of Respondents	Percentage
13.	Good knowledge acquire by secretary contribute to developmental process of Ambrose Alli University, Ekpoma.	Strongly agree	57	58.7%
		Agree	33	32.1%
		Disagree	3	3.1%
		Strongly disagree	5	5.2%
		Total	97	100
14.	Good performance of office work by secretaries help for development of Ambrose Alli University, Ekpoma.	Strongly agree	49	50.5%
		Agree	34	35.1%
		Disagree	6	6.2%
		Strongly disagree	7	7.2%
		Total	97	100
15.	Meeting, conference, seminar and training of secretary contribute to development of Ambrose Alli University, Ekpoma.	Strongly agree	36	37.1%
		Agree	43	44.3%
		Disagree	10	10.3%
		Strongly disagree	8	8.3%
		Total	97	100
16.	Good image of secretary contribute to development in Ambrose Alli University, Ekpoma.	Strongly agree	41	42.3%
		Agree	45	46.4%
		Disagree	7	7.2%
		Strongly disagree	4	4.1%
		Total	97	100

Item 13 on the questionnaire: Was provided with four variable. 57 respondents representing (58.7%) strongly agreed that Good knowledge acquire by secretary contribute to developmental process; 32 respondents representing (32.1%) agreed; 3 respondents representing (3.1%) disagreed while 5 respondents representing (5.2%) strongly disagreed. This shows that good knowledge acquire by secretary contribute to developmental process of Ambrose Alli University, Ekpoma.

Item 14 on the questionnaire: Was provided with four variable. 49 respondents representing (50.5%) strongly agreed that good performance of office work by secretaries help for development; 34 respondents representing (35.1%) agreed; 6 respondents representing (6.2%) disagreed while 7 respondents representing (7.2%) strongly disagreed. This shows that good performance of office work by secretaries help for development of Ambrose Alli University, Ekpoma.

Item 15 on the questionnaire: Was provided with four variable. 36 respondents representing (37.1%) strongly agreed that meeting, conference, seminar and training of secretary contribute to development; 43 respondents representing (44.3%) agreed; 10 respondents representing 10.3%) disagreed while 8 respondents representing (8.3%) strongly disagreed. This shows that meeting, conference, seminar and training of secretary contribute to development of Ambrose Alli University, Ekpoma.

Item 16 on the questionnaire: Was provided with four variable. 41 respondents representing (42.3%) strongly agreed that good image of secretary contribute to development; 45 respondents representing (46.4%) agreed; 7 respondents representing (7.2%) disagreed while 4 respondents representing (4.1%) strongly disagreed. This

shows that good image of secretary contribute to development in Ambrose Alli University, Ekpoma.

Findings

Based on the analysis of the four research questions formulated to guide the study, the following constitutes the finding of the research study.

1. Majority of the respondents stated that there are factors that improve secretary relationship with others in development of the institution.
2. Majority of the respondents agreed that the role of secretary contributed the in building and sustaining organizational goal.
3. Majority of the respondents agreed that the absence of secretary on decision making process affect their performance in Ambrose Alli University, Ekpoma.
4. Finally, majority of the respondents good image of secretary contribute to development in Ambrose Alli University, Ekpoma.

Discussion of the Finding

Majority of the respondent stated there are factors that improve secretary relationship with others in development of the institution. This finding implies that cordial working relationship with others and human relationship improved the organizational development.

It was also agreed that the role of secretary contributed the in building and sustaining organizational goal. This finding the role of secretary in building and sustaining good relationship amongst workers improved organizational goal attainment.

It is important to note that majority of respondents agreed that the absence of secretary on decision making process affect their performance. This shows that when

there are inadequate facilities, lack of knowledge of the available facilities affect the performance of secretaries in the institution.

Finally, majority of the respondents agreed that good image of secretary contribute to the development of Ambrose Alli University, Ekpoma. This shows that meeting, conference, seminar and training of secretary contribute to the development.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Summary

In the view of the analyzed data presented in the proceeding chapter, it was observed that assessing the relevance of secretariat profession to the development of Ambrose Alli University, Ekpoma. After a carefully analysis of data derived from the survey, the researcher identified the followings:

It was also observed that the there are factors that improve secretary relationship with others in development of the institution. This finding implies that cordial working relationship with others and human relationship improved the organizational development. The secretary's relationship with others improve institutional goal attainment.

The study stated that the role of secretary contributed the in building and sustaining organizational goal. This finding the role of secretary in building and sustaining good relationship amongst workers improved organizational goal attainment.

Finally, from the study the researcher discover that the absence of secretary on decision making process affect their performance. This shows that when there are inadequate facilities, lack of knowledge of the available facilities affect the performance of secretaries in the institution. Good image of secretary contribute to the development of Ambrose Alli University, Ekpoma. This shows that meeting, conference, seminar and training of secretary contribute to the development.

Conclusion

It was concluded that there are factors that improve secretary relationship with others in development of the institution. Cordial working relationship with others and human relationship improved the organizational development. The secretary's relationship with others improve institutional goal attainment. the role of secretary contributed the in building and sustaining organizational goal. The role of secretary in building and sustaining good relationship amongst workers improved organizational goal attainment.

Finally, the absence of secretary on decision making process affect their performance. This shows that when there are inadequate facilities, lack of knowledge of the available facilities affect the performance of secretaries in the institution. Good image of secretary contribute to the development of Ambrose Alli University, Ekpoma. This shows that meeting, conference, seminar and training of secretary contribute to the development.

Recommendations

Based on the findings and conclusion of this study, the following recommendations are put forward:

1. Organizations that are yet to introduce good relationship amongst workers.
2. Effort should be made by secretaries on their role in building and sustaining organizational goal.
3. There should be inclusion of secretary on decision making process in order not to affect their performance in Ambrose Alli University, Ekpoma.

4. Finally, secretaries should also build good image to contribute to the development of Ambrose Alli University, Ekpoma.

Limitations of the Study

In the course of undertaking this research, the researcher encountered a lot of problems. One of the problems encountered by the researcher was network on the server for getting the relevant information needed for the research work and sometimes for respondents to respond quickly was also a problem.

Another problem encountered by the researcher was financial. The problem of finance was compounded by the fact that a lot of money was spent by the researcher by visiting one cyber café to another.

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APPENDICES

Auchi Polytechnic,
School of Information and Communication Tech.
Department of Office Technology and Mgt.
P.M.B 13,
AUCHI,
Edo State.

25th October, 2022

Dear Respondent,

LETTER OF INTRODUCTION

I am a final year (HND II) student of the above named institution, embarking on a project titled **“Assessing the Relevance of Secretariat Profession to the Development of Ambrose Alli University, Ekpoma.**

The project is in partial fulfillment of the requirements for the award of Higher National Diploma (HND) in Office Technology and Management.

I am therefore, soliciting your help in providing answers to the questions in the attached questionnaire to enable me complete my study. I assure you that your response will be used solely for this academic exercise. I will be grateful if you provide the necessary answers as desired.

Thank you.

Yours faithfully,

OLADAPO COMFORT
(Researcher)

Questionnaires

Please tick () in the appropriate box to indicate your response to the following question.

Section A: Background Information of Respondents

- ❖ Age: 15 – 19 years () 20 – 24 years () 25– 29 years () 30 and above ()
- ❖ Sex: Male () Female ()
- ❖ Marital Status: Single () Married ()
- ❖ Educational Qualifications of Respondents: ND () HND/B.Sc () M. Sc ()
- ❖ Working Experience of Respondents: 1-5 years () 6-10 years () 11-15 years ()
16 years and above ()

Section B: Items Related to the Research Questions

S/No	Items	SA	A	D	SD
1.	Cordial working relationship with others can improve the development of organization.				
2.	Human relationship is use as a factor for improving secretary's performance in Ambrose Alli University, Ekpoma.				
3.	Good relationship between secretaries and management improve the performance of secretaries in Ambrose Alli University, Ekpoma.				
4.	Secretary relationship with others improve institutional goal attainment.				
5.	Secretary roles increase the relationship amongst staff and students in Ambrose Alli University, Ekpoma.				
6.	Building and sustaining relationship improve performance of secretaries for organizational goal attainment.				
7.	Building a good relationship with others can promote secretary and other workers to a greater height in Ambrose Alli University, Ekpoma.				
8.	Secretary ability to solve problems in building and sustaining relationship among staff improve organizational productivity.				
9.	The inadequate facilities use by secretaries affect their performance in Ambrose Alli University, Ekpoma.				
10.	Lack of knowledge on the use of technology affect secretary's performance in Ambrose Alli University, Ekpoma.				
11.	The inability of management to provides training programme				

	for secretary affect their job performance in Ambrose Alli University, Ekpoma.				
12.	Absence of secretary on decision making process affect their performance in Ambrose Alli University, Ekpoma.				
13.	Good knowledge acquire by secretary contribute to developmental process of Ambrose Alli University, Ekpoma.				
14.	Good performance of office work by secretaries help for development of Ambrose Alli University, Ekpoma.				
15.	Meeting, conference, seminar and training of secretary contribute to development of Ambrose Alli University, Ekpoma.				
16.	Good image of secretary contribute to development in Ambrose Alli University, Ekpoma.				

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