

IMPACT OF TECHNOLOGICAL DEVELOPMENT ON THE SECRETARIAL PROFESSION IN NIGERIA (A CASE STUDY OF DELTA STATE POLYTECHNIC, OGWASHI-UKU)**Ndudi E. Francis¹ & Idenedo Otite Wisdom²***Email: francis.ndudi@dou.edu.ng, Email: idenedo.wisdom@dou.edu.ng***¹Department of Business Administration, Dennis Osadebay University, Asaba, Delta State, Nigeria, ²Department of Marketing, Dennis Osadebay University, Asaba, Delta State, Nigeria****Abstract**

This research explored the effect of technological development on the secretarial profession in Nigeria, using Delta State Polytechnic, Ogwashi-Uku as a case study. The study specifically aimed to assess how technological advancement influences the performance of secretarial staff, examine the role of modern office technologies in enhancing their job competency, and evaluate the extent to which these technological changes affect job security within the institution. Data were collected through a structured questionnaire administered to 100 respondents. The analysis and hypothesis testing were conducted using the Pearson Product-Moment Correlation (PPMC) technique. Technological advancement significantly and positively affects secretarial performance, competency, and job security. Based on the findings, the study recommended that organisations prioritise continuous ICT training for secretaries and administrative personnel. It also advised that institutions offering secretarial education should update their curricula to reflect current technological trends and digital tools. Additionally, employers are encouraged to provide modern office equipment and promote adaptability to new technologies among their staff.

Keywords: Technological Development, Secretarial Profession, Performance of Secretarial professionals, Job security, Job Competency

INTRODUCTION

The advancement in information communication technologies has challenged the performance of secretarial professionals. The dynamism that exists in the digital workplace has required office secretarial professionals to build new skills that improve office service efficiency. Secretaries are faced with low knowledge and skills in operating machines like computers and duplicating machines, among others, in their work environment. The lack of technological employment and improved technology equipment has also limited the efficiency of office secretaries. This problem, therefore, has resulted in a lack of efficiency in secretarial professions and redundancy among secretaries who are now equipped with digital skills. The cost of the machines and funding required to operate the machines have challenged the evolving roles and functions of secretarial professionals.

The traditional role of secretaries has evolved from merely managing correspondence and scheduling appointments to encompass a broader spectrum of responsibilities, including information management, data analysis and decision support (Aminu et al., 2024), therefore requires a deeper analysis of how the development of modern office technology has impacted the impacts the secretarial roles and roles of administrative staffs of Delta State Polytechnic, Ogwashi-Uku.

Several authors in Nigeria maintain that a professional secretary should be well-equipped with digital workplace skills to overcome unfolding challenges which have reshaped office services and the secretarial profession (Nwaokwa & Okoli, 2012; Boladele, 2012; Onifade, 2009; Igbinedion, 2010). Nwaokwa and Okoli (2012) emphasised that the efficiency and effectiveness of the secretary depend on her ability to operate electronic equipment, computers, and this requires the acquisition of new skills, new knowledge and new techniques of managing information. This study, therefore,

investigated the impact of technological development on the secretarial profession in Nigeria (A Case Study of Delta State Polytechnic, Ogwashi-Uku).

Research Objectives

The broad objective of this study is the impact of technological development on the secretarial profession in Nigeria (A Case Study of Delta State Polytechnic, Ogwashi-Uku). Therefore, the specific objectives are to:

- i. examine the influence of technological advancement on the performance of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku
- ii. Assess the impact of modern office technologies on the job competency for secretarial professionals in Delta State Polytechnic, Ogwashi-Uku.
- iii. Investigate the extent to which technological advancements have influenced job security in the secretarial profession at Delta State Polytechnic, Ogwashi-Uku.

Research Questions

The following research questions guide the study:

- i. How has technological advancement influenced the performance of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku?
- ii. What is the impact of modern office technology on the job competency of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku?
- iii. To what extent has technological advancement influenced job security in the secretarial profession in Delta State Polytechnic, Ogwashi-Uku?

Research Hypotheses

Ho₁: Technological advancement does not influence the performance of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku.

Ho₂: Modern office technology does not impact the job competency of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku.

Ho₃: Technological advancement does not influence job security in the secretarial profession in Delta State Polytechnic, Ogwashi-Uku.

LITERATURE REVIEW

Secretarial Profession

The International Association of Administrative Professionals (IAAP) defines a secretary as "an executive's assistant who demonstrates initiative, uses judgment, and makes decisions within his authority, has a mastery of office skills, and can assume responsibility without direct supervision." Adozoga and Massanawa (2003) see the secretary as 'an important officer in any establishment, whose contribution and effectiveness will either enhance or diminish the efficiency of an organisation' and collectively the advancement of the nation. As per Osiah (2011), the secretary is expected to have mastered the organisation's dos and don'ts and to have gained the requisite knowledge of how the establishment operates. Technology proficiency, excellent interpersonal and communication skills, project management, problem-solving ingenuity, and above all, a readiness to grow and learn are all components of office skill mastery. As a master, the secretary should be able to oversee the executive and the office. They are also accountable for the management and other staff members' efficient and effective provision of high-quality services (Ukeni et al., 2011). The secretary is the top executive because many people will never meet the executive. This is especially true because the secretary answers calls, relieves the executive of their burdens and messages, and tactfully defends the executive, allowing him to go about his other business without interference.

The Modern Office

An office is the administrative hub of an organisation, where information is processed and analysed to facilitate decision-making and ensure the achievement of the organisation's goals and objectives. A modern office is expected to be furnished with cutting-edge digital technology, which will enable the professional secretary to carry out tasks efficiently, ultimately leading to improved organisational performance. According to Young (2021), the modern workplace is an intelligent environment that incorporates technology to gain a competitive edge and streamline daily operations, resulting in increased efficiency and enhanced sophistication. It is a space specifically designed to enhance productivity and profitability by maximising the use of technology. An office serves as an organisation's administrative centre, processing and analysing data to support decision-making and guarantee the accomplishment of the organisation's aims and objectives.

Technological advancements have led to the development of modern workplaces, improving office duties. Modern office development has benefited greatly from several modern office equipment. These machines are specifically designed for secretarial use to improve speed and efficiency in work. As a result, secretaries play a significant role in the office, as machines are indispensable instruments for their duties. The professional secretary, as an essential employee, possesses specific training in office management to guarantee the seamless execution of office activities and operations. The secretary is an employee with a strong technological background who knows how to use every kind of office equipment.

Professional secretaries should therefore be encouraged to become more useful and effective for their organisations, rather than being intimidated by the arrival of new technologies. The challenge for secretarial staff is to become accustomed to new IT equipment through training or retraining without being intimidated by it, claims Idoko (2023). Despite the process of digitisation, secretarial practices continue to involve a variety of skills that remain vital in the modern digital era. Effective communication and time management are crucial for attaining success in a secretarial job, as they contribute to the formation of a productive and effective work environment.

Technological Development and Secretarial Profession

Technology is the application of specific knowledge to achieve a useful goal. In the context of secretarial work, technology refers to the application of technical knowledge to achieve practical goals. It encompasses the use of machinery to accomplish tasks and directly influences office protocols by governing the means through which information is acquired and conveyed. Secretaries undergo training to develop skills in administrative tasks and information processing, facilitated by the utilisation of information technologies. Anikeze et al. (2023), referencing Oyedokun and Adeolu-Akande (2022), define information technology as a broad term encompassing various technologies that facilitate the production, processing, manipulation, storage, communication, and dissemination of information. Computer hardware, networks, software, data, and other associated materials used to build information systems are examples of these technologies. Nowadays, information technology is essential in almost every organisation.

Digital skills are the abilities and knowledge needed to access and handle information using digital devices, networks, and communication apps. In the contemporary workplace, these abilities are crucial (UK Study Centre, 2021). According to the Chartered Institute of Personnel and Development (CIPD) (2020), technology has long had a big influence on the workplace. Automation, robotics, and artificial intelligence developments have had a growing impact on labour and the workplace in recent years. These technologies have been changing jobs by replacing, improving, or adding new activities for employees. Though technology has the potential to either replace or undermine occupations, it is important to remember that recent CIPD research indicates that the benefits, such as increased

job satisfaction and the introduction of new chances for professional growth, typically exceed the drawbacks.

Nwaobiakara and Amasike (2014) agreed that the world has been greatly impacted by contemporary information technology because it facilitates the completion of many difficult tasks. In recent years, it has been essential to the expansion and improvement of organisations, especially in terms of improving the skills and productivity of secretaries in small and medium-sized businesses. The secretary must be equipped with the abilities and know-how needed to manage the demands of the modern workplace, both today and in the future. Along with handling private secretarial duties at various organisational levels, this also entails organising and managing a variety of office documents.

According to Okoro and Ndinechi (2013), to use contemporary information processing capabilities efficiently, professional secretaries nowadays must possess a certain set of abilities and knowledge. These facilities include microcomputers, word processors, data processing devices, and records management systems that emphasise reprographics and paperless files. Software application assessment, HTML coding, table formatting in HTML, adding colour to HTML elements, creating hyperlinks, publishing, refreshing, printing, using shared devices in a network, and terminating webpages are among the skills secretaries need to know to design webpages. To improve their online performance and make efficient use of the internet for work-related tasks, secretaries should be highly skilled in web design software programs. Modern offices may benefit greatly from the use of technology, which should be maximised to increase efficiency and productivity.

Digital technologies are widely and rigorously used in modern offices. By helping professionals manage incoming and outgoing communication, create papers that can be forwarded by mail, and relieve executives of their workload, these technologies have significantly improved the success of secretarial operations. Additionally, the use of landlines and mobile phones has made it much easier for the secretary to carry out her traditional duties, which include working with the boss, greeting and helping guests, setting up appointments and engagements, booking travel and lodging, and more. According to Ezeano et al. (1994), word processing software can help modern secretaries be more productive in a hectic office. By doing this, they can assign the monotonous duties associated with publishing documents, freeing up their time to concentrate on more crucial elements like coverage, correctness, and non-routine chores. They are better able to collaborate with colleagues, organise data, and produce high-quality documents more quickly thanks to digital tools.

Additionally, these tools facilitate remote work and virtual collaboration by enabling interaction with colleagues, clients, and superiors through virtual meetings, emails, and chat applications. This presents both new opportunities and challenges in the field of communication. Azih (2016) highlighted that the advent of Information Communication and Technology has impacted the responsibilities assigned to graduates of secretarial studies, since traditional office technologies have been steadily replaced by modern technologies. She observed that ICT is utilised to enhance the delivery and accessibility of efficient and effective office management, thereby improving the comprehension of secretarial practices and functions. This, in turn, enhances the quality of secretaries' work attitude and increases their influence on office management.

The need for secretaries is still very much present despite the tremendous improvements and breakthroughs in technology. According to the CIPD (2020), the most recent technological revolution has affected how individuals and organisations create value across all sectors of the economy, society, and industries (WEF, 2019). New technologies that may assist with more complex tasks have been developed as a result of large data, more digitalisation, and advancements in artificial intelligence (AI). These technologies have the power to improve current positions and possibly change how work is done.

Professional secretaries are more productive thanks to technological advancements that automate repetitive and boring duties, but they are unable to replace human creativity and critical thought.

According to Duncan (2011) in Ngotngamwong (2019), competent Executive Assistants (EAs) give executives a lot of benefits by managing assigned high-level tasks efficiently, freeing up executives to concentrate on other important duties and lead more satisfying lives. He emphasised how crucial it is for CEOs to have administrative assistants (AAs) because doing so usually results in more productivity and better planning. Furthermore, seasoned AAs who serve as reverse mentors, helping and educating new managerial hires as they transition into their new roles, are also beneficial. They have also been referred to as 'wonderful' and can be an invaluable executive assistant (Barmak, 2013). EAs carry out assigned tasks, which reduces high-level executives' distractions and acts as a gatekeeper for them (Help Your Execs by Decreasing Distractions, 2009). Research in the United Kingdom indicated that CEOs with Personal Assistants (PAs) were 32% more productive. Additionally, the study found that employing PAs was a very economical strategy (Licence to Strategise, 2012).

Modern Office Technology and Secretarial Performance in Contemporary Workplaces

Office environments have been revolutionised by the abundance of office technologies available to modern secretaries, such as computers, internet connectivity, photocopying, duplicating, dictating, and printing machines (Agbatogun, 2011). Word processors, spreadsheet apps, and data management software are examples of computer software that enhance their capabilities and make jobs like document preparation, data organising, and numerical analysis easier (Agbatogun, 2011). By automating and mechanising today's offices, this technology integration has reduced the need for people and compensated for high turnover rates (Nwaokwa & Okoli, 2012; Olibie & Akudolu, 2012).

Technology has become an integral part of secretarial work in this digital age, increasing productivity and placing the secretary in a critical position as an information manager and keeper of organisational knowledge (Onifade, 2019). Because of this, secretaries are respected both inside their companies and in society at large, changing from being seen as support personnel to esteemed professionals (Atakpa, 2014). Margaret and Pac (2009) emphasise how important office technology and secretaries' skills are in defining their roles and efficacy in corporate settings. They stress how important secretaries are becoming and how important it is to have the necessary office supplies and equipment to help them do their jobs. The results of the study highlight how current office technology devices, when used by secretaries in private companies, can increase productivity. Although secretaries have historically transcribed manager-dictated memos and letters, technological innovations like word processing software, personal computers, and electronic mail have attempted to decrease the need for intensive secretarial support and increase worker productivity (Osuala, 2004).

With the advent of technology, information processing in contemporary workplaces has become much faster and more efficient. Information is gathered, processed, stored, and disseminated in modern offices to support organisational decision-making. To effectively enter, process, and output data, secretaries in contemporary office settings need to be proficient with a range of IT technologies, such as databases, software, hardware, and communication platforms (Okeke, 2013). According to Okeke (2013), office automation can improve secretaries' communication skills, which will increase their productivity, especially when it comes to activities involving communication (Onoja, 2020). According to Koko and Okogun (2020), effective communication is not only a sign of a solid educational background but is also a necessary talent for secretaries in Anambra State to have to obtain and keep a job.

Okolocha and Baba (2017) propose that secretaries' use of ICT and task performance may be strongly impacted by their educational qualifications. Secretaries are increasingly being referred to as office managers, according to Adebayo and Akinleye (2012), because of their diverse duties, educational backgrounds, skill sets, and knowledge, as well as the high standards that superiors,

clients, customers, and the general public have for them. The notion of office administration has expanded to include the efficient application of abilities, capacities, dispositions, and expertise to accomplish office tasks. At the centre of this change is the secretary, who is responsible for delivering thorough, precise, and timely information to support quality management choices. However, office functions have changed due to the constantly changing technological landscape, which may provide difficulties for certain secretaries as it necessitates reliance on a variety of improved and standardised equipment. According to Igbinedion (2010), who follows the National Secretaries Association (International) definition, a secretary is an executive assistant who is proficient in office procedures and capable of taking on responsibility without close supervision. Secretaries are important because they deal directly with people who come into the office for different kinds of transactions, which affects how they relate to the company.

Theoretical Framework

Theory of Technological Determinism

This study is anchored on the Technology Acceptance Model (TAM) introduced by Fred Davis in 1986 as an adaptation of the Theory of Reasoned Action (TRA). TAM provides a framework for understanding how users accept and utilise technology (Idenedo et al., 2020; Idenedo & Asiagwu, 2024; Idenedo et al., 2024), making it particularly relevant for examining the impact of technological advancements on the secretarial profession. In 1989, Davis used TAM to explain computer use behaviour. The goal of Davis' (1989) TAM is to explain the general determinants of computer acceptance and users' behaviour across technology products and services over different user populations. The basic TAM model predicts users' intention to use computers according to the following determinants, which are Perceived Usefulness (PU) and Perceived Ease of Use (PEU). Perceived Usefulness is defined as the potential user's subjective likelihood that the use of a certain system will improve his/her performance, while Perceived Ease of Use refers to the degree to which the potential user expects the use of the system to be effortless (Davis, 1989).

In the context of secretarial work, technological developments such as digital record-keeping, cloud computing, artificial intelligence, and advanced communication tools have significantly transformed traditional secretarial roles. Using TAM, this study seeks to explore how secretaries in Delta State Polytechnic, Ogwashi-Uku, perceive and adapt to these technological changes. According to TAM, two key factors influence technology acceptance:

1. **Perceived Usefulness (PU):** This refers to secretaries' beliefs about whether adopting modern technological tools enhances their job performance. For example, the integration of automation software, electronic document management, and virtual assistance tools can increase productivity and efficiency in secretarial tasks. If secretaries perceive these technologies as beneficial, they are more likely to embrace them.
2. **Perceived Ease of Use (PEU):** This pertains to the extent to which secretaries find new technologies easy to learn and operate. If the transition to digital tools, such as enterprise resource planning (ERP) systems or online scheduling platforms, is smooth and user-friendly, secretaries will be more inclined to use them. However, if they perceive technology as complex or difficult to master, resistance to adoption may arise.

By applying TAM, this study examined how secretarial staff at Delta State Polytechnic, Ogwashi-Uku, respond to technological advancements, their willingness to adopt new digital tools, and the challenges they may face in the process. Findings from this research, therefore, provided insights into the training and support required to enhance technology acceptance within the secretarial profession.

THE STUDY

This study adopts an exploratory and cross-sectional research design. This study was conducted among secretarial professionals at Delta State Polytechnic, Ogwashi-Uku. The inclusion criteria would be secretarial professionals across the four schools namely Business, Art And Design, Applied Science and Engineering, who have acquired technological literacy, which is the ability to understand, use, and leverage technology effectively to accomplish tasks and solve problems, encompassing critical thinking, problem-solving, and the ability to adapt to new technologies. Those who are yet to acquire technological literacy were excluded. Purposive sampling was used for the selection of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku. From the sampling frame of four schools, which are Business, Art and Design, Applied Science and Engineering, offering National Diplomas and Higher National Diplomas in the polytechnic, 25 secretarial professionals were selected across the following departments to make a total sample size of 100. Data were collected through a questionnaire, analysed, and the hypotheses were tested using the Pearson Product-Moment Correlation (PPMC).

RESULTS

Table 1: Questionnaire Analysis

Numbers	Questionnaire	Percentage (%)
No. Sent out	100	100%
No. Returned	89	89.0%
No. Not Returned	11	11.0%

Source: Field Survey Data 2025

Table 1 shows that a total of 100 copies of the questionnaire were distributed, out of which 89 (89%) were retrieved, while 11(11.0%) were not retrieved. However, 89(89.0%) of the retrieved questionnaires were useful. 11(11.0%) of the not-retrieved questionnaires were not correctly filled and were consequently discarded.

Table 2: Result of Reliability Analysis

Variable	Cronbach's Alpha
Technological Advancement	0.834
Modern Office Technology	0.824
Job Competency	0.862
Job Security	0.735
Performance	0.876

Source: (SPSS Output 2025).

To rely on the result of statistical data analysis, which was based on the data collected by the structured questionnaire, reliability measures were first applied to measure the concepts investigated in the research study. The reliability analysis in Table 2 above indicates that the variables had a Cronbach's alpha value of ≥ 0.7 , but ≥ 0.7 is Cronbach acceptable level of reliability; thus, it can be accepted that the research instrument measured the variables of the study. The result implies that if the questionnaire is re-administered, the same results will be achieved given the same background. This is an indication of the reliability of the research instrument; consequently, the data drawn can be used in analysis, and findings to draw valid conclusions and useful decisions that will give practical and theoretical generalisations on the study variables.

Table 3: Descriptive Statistics on All the Study Variables

		Technological Advancement	Modern Office Technology	Job Competency	Job Security	Performance
N	Valid	89	89	89	89	89
	Missing	0	0	0	0	0
Mean		4.0220	3.8746	4.0809	3.9323	4.1543
Std. Deviation		.75977	1.04629	.84305	.92132	0.8453
Sum		4.78177	4.92089	4.92395	4.85362	4.9996

Source: (SPSS Output 2025).

The 3 explain the descriptive statistics of the explanatory (technological advancement and modern office technology) and criterion (job competency, job security and performance) variables of the study. Specifically, Table 3 revealed that technological advancement has a mean of 4.0220 and a standard deviation of 0.75977. Modern office technology has a mean of 3.8746 and a standard deviation of 1.04629. Job competency has a mean of 4.0809 and a standard deviation of 0.84305. Job security has a mean of 3.9323 and a standard deviation of 0.92132. Performance has a mean of 4.1543 and a standard deviation of 0.8453. The mean values of all variables are greater than 3

$$\frac{1 + 2 + 3 + 4 + 5}{5} = \frac{15}{5} = 3$$

(the required average of a five-point Likert scale $\frac{1 + 2 + 3 + 4 + 5}{5} = \frac{15}{5} = 3$).

The researchers, as a result, upheld the prevalence of the study variables.

Data Analysis/Hypothesis Testing

Having analysed the reliability of all items of each study variable and the demography of the study, this section will determine the relationship that exists between the variables of this study. Dunn (2001, p.222) stated that beyond indicating the sign and strength of a correlation, it is also important to express the degree of the association between the correlating variables, x and y, as the independent and dependent variables, respectively. In determining the extent of the relationship, the categorisation adopted by Dunn (2001) is used in this study.

Table 4: Range of Relationship and Descriptive Level of Relationship

<i>Range of r values</i>	<i>Degree of association of r</i>
± 0.80 to 1.00	Very strong
± 0.60 to 0.79	Strong
± 0.89 to 0.59	Moderate
± 0.20 to 0.39	Weak
± 0.00 to 0.22	Very weak

Source: Adopted from Dunn (2001), degree of relationship categorisation

The plus sign on the table connotes a positive relationship, while the minus sign means a negative relationship. The r sign clarifies the direction of the relationship that exists between the variables.

Hypothesis Testing

Decision Rule

The null hypothesis should be rejected and conclude a significant relationship if the probability value (PV) < 0.05. Significance level. The null hypothesis should be accepted and conclude an insignificant relationship if the probability value (PV) > 0.05, the Significance level.

Table 5: Correlation Analysis of Technological Advancement and Performance Correlations

		Technological Advancement	Performance
Technological Advancement	Pearson Correlation	1	.647**
	Sig. (2-tailed)		.000
	N	89	89
Performance	Pearson Correlation	.647**	1
	Sig. (2-tailed)	.000	
	N	89	89

** . Correlation is significant at the 0.01 level (2-tailed).

Source: (SPSS Output 2025).

Table 5 shows Pearson's correlation (r) = 0.647**. This value is high, and the positive sign of the correlation coefficient indicates a positive relationship. Based on the categorisation in Table 4, there is a strong and positive relationship between variables. That is to say, an increase in performance is associated with technological advancement.

Hypothesis 1

Ho₁: Technological advancement does not influence the performance of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku. As shown above, the PV is (0.000), and this value is < (0.05) significance level; therefore, the null hypothesis was rejected, and the researchers concluded that a significant relationship exists between technological advancement and performance.

Table 6: Correlation Analysis on Modern Office Technology and Job Competency. Correlations

		Modern Office Technology	Job Competency
Modern Office Technology	Pearson Correlation	1	.654**
	Sig. (2-tailed)		.000
	N	89	89
Job Competency	Pearson Correlation	.654**	1
	Sig. (2-tailed)	.000	
	N	89	89

** . Correlation is significant at the 0.01 level (2-tailed).

Source: (SPSS Output 2025).

The illustration above revealed that the Pearson correlation for the relationship between the variables is (0.654**). Based on the categorisation in Table 4, the evaluation is high, indicating that

a strong and positive relationship exists between the variables. This implies that improved job competency is associated with modern office technology adoption.

Hypothesis 2

Ho₂: Modern office technology does not impact the job competency of secretarial professionals in Delta State Polytechnic, Ogwashi-Uku. As shown above, the PV is (0.000), and this value is < (0.05) significance level; therefore, the null hypothesis was rejected, and the researchers concluded that a significant relationship between modern office technology and job competency.

Table 7: Correlation Analysis on Technological Advancement and Job Security Correlations

	Technological Advancement	Job Security
Technological Advancement	Pearson Correlation 1	.777**
	Sig. (2-tailed)	.000
	N	89
Job Security	Pearson Correlation .777**	1
	Sig. (2-tailed)	.000
	N	89

** . Correlation is significant at the 0.01 level (2-tailed).

Source: (SPSS Output 2025).

Table 7 shows that Pearson's correlation (r) = 0.777**, this value is high, implying that a strong and positive relationship exists between the variables. That is to say, an increase in job security is associated with technological advancement.

Hypothesis 3

Ho₃: Technological advancement does not influence job security in the secretarial profession in Delta State Polytechnic, Ogwashi-Uku. As shown above, the PV is (0.000), and this value is < (0.05) significance level; therefore, the null hypothesis was rejected, and the researchers concluded that a significant relationship exists between technological advancement and job security.

DISCUSSION OF FINDINGS

1. Technological Advancement and Secretarial Performance

The study revealed a strong positive relationship between technological advancement and secretarial performance, aligning well with the existing literature. Advancements in technology have significantly enhanced the effectiveness of secretarial work. As noted in previous studies (Anikeze et al., 2023; Ezeano et al., 1994), technology includes a broad range of tools, such as computers, word processors, and internet-based systems, which simplify office tasks, automate routine functions, and allow for faster and more accurate data handling. The modern secretary is no longer restricted to basic administrative duties but plays a key role in managing digital communication, maintaining electronic databases, and supporting complex organisational activities. According to Onifade (2019), the adoption of new technologies has redefined the secretary's role into that of an information manager and knowledge resource, both of which are critical to organisational efficiency. Tools like email, scheduling software, and word processors help secretaries perform their duties more effectively and with greater precision, thereby increasing overall productivity in the workplace.

2. Modern Office Technology and Job Competency

The findings also show a meaningful relationship between the use of modern office technology and job competency among secretaries. This result is consistent with real-world experiences and supports previous scholarly work. Secretarial effectiveness today is largely dependent on the ability to work with up-to-date office technologies. Job competence now extends beyond speed to include accuracy, flexibility, and sound decision-making. Okoro and Ndinechi (2013) emphasised that secretaries must be skilled in word processing, desktop publishing, web design, and even coding (e.g., HTML) to remain competitive in today's digital office setting. Other studies (Azih, 2016; Agbatogun, 2011) confirm that proficiency in modern ICT tools, such as data handling applications, collaborative software, and shared networks, significantly strengthens the competence of secretarial staff. Such technologies provide secretaries with the technical know-how required to succeed in both the public and private sectors, making them indispensable to contemporary office operations.

3. Technological Advancement and Job Security

The study further found a significant association between technological advancement and job security, helping to clarify ongoing concerns about technology replacing human workers. Contrary to the fear that innovation might lead to job losses, the findings and existing literature suggest that technology, when appropriately utilised, actually enhances job security. Though automation, artificial intelligence, and robotics may eliminate some traditional tasks, reports by the CIPD (2020) and WEF (2019) show that these advancements also open doors to new roles, career growth, and strategic responsibilities. Okolocha and Baba (2017) similarly argue that a secretary's level of education and proficiency with technology directly affects their performance and employability. Secretaries who are open to learning and applying new technologies tend to remain valuable and adaptable in evolving office environments. Rather than making their roles obsolete, technology increases the job security of forward-thinking secretaries who continually upgrade their skills to match modern demands.

CONCLUSION

Based on the findings of the study, it is evident that technological advancement has a profound and positive impact on secretarial performance, job competency, and job security. The integration of modern office technologies has transformed the secretarial profession from a support role to a more strategic, skill-driven, and information-centric function. Secretaries who are proficient in digital tools and communication technologies contribute significantly to organisational effectiveness, demonstrating higher productivity and adaptability. Furthermore, the study clarifies that rather than posing a threat to job security, technological advancement enhances employability for secretaries who remain current with emerging tools and practices. Competency in ICT and the willingness to continually upgrade skills are key factors for success in the modern office environment.

RECOMMENDATIONS

1. Organisations should invest in ongoing ICT training programs for secretaries and administrative staff. These programs should focus on both basic and advanced digital competencies such as data management, web applications, online collaboration tools, and communication platforms.
2. Institutions offering secretarial studies should revise and modernise their curricula to include emerging technologies, digital communication, and software applications relevant to today's work environment. This will better prepare graduates for the demands of modern workplaces.

3. Employers should ensure that secretarial staff have access to up-to-date office equipment and digital tools. Adequate infrastructure, including internet access, updated software, and ergonomic devices, will enhance secretarial performance and reduce inefficiencies.
4. Both educational institutions and employers should emphasise the importance of adaptability in using new technologies. Secretaries must be encouraged to embrace lifelong learning and develop a growth mindset to stay relevant in a constantly evolving workplace.
5. Organisations should re-evaluate the role of secretaries, acknowledging their strategic importance as information managers and administrative coordinators. This recognition can be reinforced through performance-based incentives, career advancement opportunities, and inclusive decision-making processes.
6. Secretaries should be encouraged to acquire certifications in relevant digital competencies (e.g., Microsoft Office Specialist, Google Workspace, web design, project management software) to boost their credibility and career advancement potential.

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