



ABSTRACT

The focused of this study was to examine the important of Secretarial Skills, knowledge and Technology in order to achieved the organizational objectives. In Bali Local Government Secretariat, The study consisted of 44 secretaries population, Three research questions were used to guide the study; The arithmetic mean was used for analyzing the collected data, data was collected using structure questionnaire. A survey research design was adopted for conducting this study. The Decision Rule for this Study is

IMPORTANT OF SECRETARIAL SKILLS, KNOWLEDGE AND TECHNOLOGY IN ORDER TO ACHIEVE THE ORGANIZATIONAL OBJECTIVE IN BALI LOCAL GOVERNMENT SECRETERIAL.

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Introduction

In every successful business a secretary play a vital role in managing the organization, therefore a secretary has now become the backbone of every business organization. Segun (2015). reported that "a secretary is one who besides the possession of typewriting and shorthand skills, and a secretary is knowledgeable in management and the Organizational techniques". Onifade, A (2010). Reported that; A secretary is an assistant to an executive. He is trained to type and perform many office duties. He possesses personal and business attributes. He guards his professional ethics of confidentiality, superb appearance and absolute loyalty. There are legal, medical and bi-lingual specialists in their own way. The personal attributes of a secretary include adaptability and self-confidence while his business attributes include secretarial skills and responsibility. The employment of new technologies in the office threatens the secretary. The secretaries are jittery and apprehensive about their jobs. The executive thinks he can use the computer himself and thus not needing the secretary. This is so because the modern laptop does not require the executive to know keyboarding because he can talk to or write on the screen and everything would be typed. He can employ internet teleconferencing facilities for meetings. All these notwithstanding, the secretary is indispensable. This is because the executive needs an assistant who invariably



that any mean score from 3.0 and above is accepted and any mean score below 3.0 is rejected. The findings revealed that An entry-level, mid-level, and senior-level secretary needs different skill sets depending on their position. The findings also showed that every Business Organization now involved the used of computer for both internal and external communications via email, messenger systems, conferencing and word processing. Based on these findings some recommendations were made one of recommendation is that the Organizations should procure modern office equipment such as computer, and retraining their secretaries, this would lead the organization to achieve it objective.

Keyword: Secretary Skills, Technology, Knowledge.

must be the secretary who is trained in receiving visitors, answering and making telephone calls when the executive is busy on very important engagements. What the secretary needs in order to keep his job is to be abreast of the new technologies. He should continually undergo retraining in secretarial or office skills and communication skills.

Statement of problems:

The duties and responsibility of managing office in an Organization is mainly rely on a good performance of a secretary, and some secretaries are not perceptive on their duties due to inadequate skills, knowledge and experience which led to the high rate of failure in an organization. In a modern offices, good knowledge of computer is highly needed by a secretary in order to accomplish his given tasks, and some secretaries are very weak in making use of the computer application packages; such as keyboard, Microsoft word, power point and Microsoft publishing etc. These has led to the poor performance of a secretary in an organization.

Literature Review

Secretary:- The responsibility of managing office in order to achieved the organizational objective is duty of a professional secretary, According to National Secretaries Association (United States of America) as cited by Ejeka (2006) “a Secretary is an assistant to an executive, possessing mastery of office skills and ability to assume responsibility without direct supervision, who displays initiative, exercises judgment and takes decision within the scope of his/her authority”. Onosanya (1990) sees a secretary as the chief administrator of an organization or a person who performs the functions of organizing and recording the proceedings of a meeting. The title refers to professional staff skilled in shorthand and typewriting and mainly responsible to an executive.

The secretarial staff in an organization or industry occupies an important place because he/she is the true ambassador of the organization where he/she works. The secretarial



work is the link between the employer and the customer/public. This is the reason why many people regard the secretarial staff as the representative of the organization. No office can function without a secretarial staff. Heads of units/sections would be faced with too much to contend with as no meaningful work can be done with visitors, customers, clients and even staff who want to see an executive, who have no secretarial staff to attend to these people, there would be chaos (Imolorhe,2006).

The Important of Secretaries in Business Organization:

According to Imolorhe (2006). Secretarial training requires constant up-date of knowledge, skills and abilities to continue on the job. A secretary who is well trained is considered as an initiative person, and also a person with a good judgment who will make a decision within the scope of his giving authority. The secretarial staff position in an business organization or industry occupies an essential place because he/she is the true ambassador of the organization where he/she works. The secretarial work is the link between the employer and the customer/public. This is the reason why many people regard the secretarial staff as the representative of the organization. No office can function without a secretarial staff. Heads of units/sections would be faced with too much to contend with as no meaningful work can be done with visitors, customers, clients and even staff who want to see an executive, who have no secretarial staff to attend to these people, there would be chaos.

Qualifications:- According to Ejeka (2006). No one deserved to be a Secretary in Nigeria, unless he/she obtained an education from tertiary institution and other government approved centres viz: Federal or State Universities, Federal or State Polytechnics, Colleges of Education and Staff Development Centres. The qualifications obtained from the above institutions are National Diploma (ND), Higher National Diploma (HND)/ B.Sc in Secretarial Administration or Office Technology and Management and N.C.E in Business Education (Secretarial option).

According to Austin (1983) a secretary is a person who has acquired basic secretarial skills of shorthand and typewriting and has enough knowledge and practical experience in office work to be able to cope with filling simple office machinery and reception duties.

Therefore; a secretary is an indispensable administrative staff, That is shoulder with the responsibilities of Managing and organizing all office need within the scope of his giving authority.

Knowledge of:-

- i. Procedure for keeping records and their principles.
- ii. Writing and practice of business letters.
- iii. Good English Grammar, vocabulary, spelling and punctuation.
- iv. Method and procedure for using modern office equipment such as computer.

Technology:

The secretarial profession has been captured by the technology, and it is difficult to think of a situation where businesses can do well without the use of modern office technology,



more especially, computers and telephones. It is extremely difficult to determine if businesses depend on technology or if technology creates business opportunities. Modern office technology is correlated with positive change in management performance. The effect of electronic development has become a visible reality in our days.(Pfano,M and Beharry,A 2016). When we talk of electronic equipment we simply refers to electronics that are been used in office activities such as telephone, computer and other electronic typewriters, photocopier, scanners etc. Therefore, the image of the secretaries is not consider as a servant to his boss, due the large number of duties and functions that the secretaries play in order to directly achieve the organizational objective through the used of modern technology.

Purposes of the study

The major purpose of this study is to examine the important of Secreterial Skills, Knowledge and technology in order to achieved organizational objective in Bali Local Government Secretarial.

Specific purpose of the study

- i. To determine the Skills level and knowledge of a Secretary in order to achieve the organizational objectives in Bali Local Government Secretarial.
- ii. To find out the important of computer in managing office in order to achieved the organizational objective in Bali Local Government Secretarial.
- iii. To ascertain how secretarial skills can help in managing office in order to achieved the organizational objective in Bali Local Government Secretarial.

Research Questions

- i. What are the Skills level and knowledge of a Secretary in order to achieve the Organizational objectives in Bali Local Government Secretarial?
- ii. What are the important of computer in managing office in order to achieved the organizational objective in Bali Local Government Secretarial?
- iii. What are the secretarial skills that help in managing office in order to achieved the organizational objective in Bali Local Government Secretarial?

Significant of the Study

The beneficiaries of this study would be the secretaries working in Bali Local Government Secretarial and also the Administrators as whole. The results of this finding will guide them on how to operate and discharge their duties effectively.

Limitation of the Study

In the process of conducting this research work, the research faced some financial challenges that makes him limited the study to Bail Local Government Secretarial.



Research Design:

A survey research design was adopted for conducting this study, where a sample of the population will be used as respondents to represent the whole population. This design was adopted because it allows the collection of information about a phenomenon, object or an event at a particular time and place and from the sample population and the result obtained used for generalization.

Population:-

The researcher discover that Bali local Government Secretariat have only 8 trained Secretaries, so the researcher decided to use some staff whose primary duty is closely related to that of the secretary e.g computer operators, which are (4 in number) clerical staff, (20 in number) and administrative staff (12 in number) making the total number of the respondents (44)

Methods of Data Collection

The questionnaire was the instrument used for collection of data for this study, and data was collected using a structured questionnaire with four point likert scale, ranging from Strongly Agreed (SA),Agreed (A), Disagreed (D), Strongly Disagreed (SD).

Method of Data Analysis

The mean score methods of data analysis was used for analyzing data to answer the three research questions.

Validation of Instrument:

To ensure validity of instrument, the researcher used three experts within the department of Office Technology and Management, in The Polytechnic Bali.

Data presentation: data are presented in a table below to answer the research question.

Research Question 1: what are the skills level and knowledge of a secretary in order to achieve the organizational objectives?

S/N	STATEMENT	SA	A	D	SD	$\sum FX$	N	Mean	Remark
1	An entry-level, mid-level and senior-level secretary needs different skills sets.	39	5	-	-	171	44	3.9	Accepted
2	Organizational skills, help to achieve the organizational objectives.	28	16	-	-	160	44	3.6	Accepted



3	Problem solving skills, help to achieve the organizational objectives.	29	15	-	-	161	44	3.7	Accepted
4	Decision making skills, help to achieve the organizational objectives.	19	25	-	-	151	44	3.4	Accepted
5	Speaking skills also help to achieve the organizational objectives.	34	10	-	-	166	44	3.8	Accepted

From the above Table, the respondent accepted with the mean score of 3.9 that an entry-level, mid-level, and senior-level, secretary needs different skills sets on their position. The mean score of 3.6 says that organizational skills help in order to achieve the organizational objectives. The means score with 3.7 accepted that problem solving skills helps the organization.

Research Question 2: what are the important of computer in managing office in order to achieve the organizational objective?

S/N	STATEMENT	SA	A	D	SD	ΣFX	N	Mean	Remark
1	Every business organization involved the use of computer.	35	9	-	-	167	44	3.8	Accepted
2	Computer is use for internal and external communication.	15	29	-	-	147	44	3.3	Accepted
3	Communication via email help the organization,	22	22	-	-	154	44	3.5	Accepted
4	Conferencing and word processing	31	13	-	-	163	44	3.7	Accepted
5	Messenger system also help the organization,	14	30	-	-	146	44	3.3	Accepted

From the above table, the respondent accepted with the mean score of 3.8 that every business organization requires the use of computer. The mean score of 3.3 accepted that



computer is use for internal and external help the organization. The mean score of 3.5 accepted that communication via email help the organization in order to achieve its objective.

Research Question 3: What are the secretarial skills that help in managing office in order to achieve the organizational objectives?

S/N	STATEMENT	SA	A	D	SD	$\sum FX$	N	Mean	Remark
1	Verbal and nonverbal communication,	24	20	-	-	156	44	3.5	Accepted
2	Dependable and feel responsible	12	32	-	-	144	44	3.3	Accepted
3	Initiative skills,	25	19	-	-	157	44	3.6	Accepted
4	Interpersonal skills,	29	15	-	-	161	44	3.7	Accepted
5	Mentally alert quickly and correct,	21	23	-	-	153	44	3.5	Accepted

Form the above table, the respondent with mean score 3.5 accepted that verbal and nonverbal communication helps the organization to achieve its objectives. The mean score with 3.3 also accepted that being dependable and feel responsible help the secretary in an organization. The mean score with 3.6 agreed that a secretary with initiative skills will help the organization to achieve its objectives.

Discussion of the findings

This research finding is clearly state and observed that An entry-level, mid-level, and senior-level secretary needs different skill sets depending on their position, This includes: organizational skills, Problem solving skills, and Decision making skills, etc. In order to achieve the organizational objective in Bali Local Government Secretarial, Taraba State. The research shows that every Business Organization now involved the use of computer for both internal and external communications via email, messenger systems, conferencing and word processing. And it is agreed and well observed that good knowledge of computer help in developing the organization in order to achieved it objectives, not with standing; the research also discovered that verbal and written communication Skills help in writing seminar paper and also help while making a presentation. With all the above listed no business organization will fail to achieve it objectives, rather the organization will increased, growth and developed.

Conclusion;

Based on the results of this findings, the researcher concluded as follows:

1. That the secretary play and integral roles toward the achievement and management of the organization.
2. That the secretary is undoubtedly an indispensable member of an organization and it is



said that the managers cannot perform the job of a secretary and that is why many organizations recognize the need for secretaries and actually employ them to work with their managers.

3. The invention of modern office equipment such as computer, telephone, and photocopier helps to make office work more efficient and productive.

Recommendations

From the findings, it is clearly state that the skills, knowledge, and technology contribute immensely to the organizational growth and development through series of roles/duties the Secretaries perform. Based on the above conclusion, some recommendations are made by the researcher:

1. Employers should employ qualified secretaries to work with their managers pin order to achieve the organization objective.
2. Organizations should procure modern office equipment such as computer, and retraining their secretaries. By so doing, it will lead the organization to achieve it objective.

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