Word Processing and Data Base Management Skillsneeded by Secretaries for Effective Secretarial Performance in Tertiary Institutions in Ebonyi State, Nigeria

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Abstract: This study investigated the word processing and data management skills needed by secretaries for effective performance in tertiary institutions in Ebonyi State. Two research questions guided the study and two null hypotheses were also tested in the study. The design of the study was descriptive survey research design. The sample of the study comprised two hundred (200) secretaries from the tertiary institutions in Ebonyi State. Questionnaire was designed to obtain information from the respondents. Reliability of the instrument was carried out using cronbach alpha which gave a reliability coefficient of 0.89. Data were analysed using mean and t-test. Mean was used to answer all the research questions and standard deviation was used to explain how the responses of the secretaries varied. Hypotheses were tested using t-test at 0.05 level of significance. The results of the study showed that secretaries in Tertiary Institutions in Ebonyi State highly needed word processing and database management skills for effective secretarial performance. The results also show that there was a significant difference in the word processing and data management skills needed by secretaries based on type of institution. There was also a significant difference in the mean responses of male and female secretaries on the word processing and data management skills needed by this group for effective secretarial performance. The educational implication of the study is that it will make secretaries become aware of their areas of deficiencies and the type and level of training they require for effective secretarial performance.

Key words: Word Processing · Data Management · Skills and Effective Performance

INTRODUCTION

The role of secretaries is indispensable in every organisation. Secretaries are responsible for a variety of administrative and clerical duties necessary to keep office routine functions running smoothly. They serve as an information manager for an office, schedule meetings and appointments, organize and maintain paper and electronic files, manage projects, conduct research and provide information via the telephone, postal mail and e-mail. They may also prepare correspondence and handle travel arrangements. They are often the first person customers and clients encounter upon entering the office of any organisation and therefore should have an outgoing personality and excellent customer - service skills.

According to Agomuo [1] a secretary is an assistant to an executive who has the mastery of office skills and ability to assume responsibility without direct supervision. The secretary displays initiative, exercises judgment and takes decisions within the scope of his or her authority. This implies that both male and female secretaries work in federal and state tertiary institutions, colleges of education, polytechnics and monotechnics. Secretaries, irrespective of their gender and where they work, are required to possess the needed skills in order to cope with the increasing use of word processing and data management skills for effective performance in the office.

Tertiary institutions are made up of various categories of secretaries. According to Atakpa [2] the categories of secretarial staff in Nigerian Universities include: Confidential secretary V, CONNUSS

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4, Confidential secretary IV, CONNUSS 5, Confidential secretary III, CONNUSS 6, Confidential secretary II, CONNUSS 7, Confidential secretary I, CONNUSS 8, Senior confidential secretary, CONNUSS 9, Principal confidential secretary, CONNUSS 11, Assistant chief confidential secretary, CONNUSS 13 and Chief confidential secretary, CONNUSS 14.

Tertiary institutions comprise of Universities, Colleges of Education and Polytechnics, monotechnics, colleges of Agriculture, Enterprise initiative institutions etc. Tertiary institutions refer to higher education beyond the secondary level, especially education and training at colleges, universities and polytechnics.

University is the highest educational institution in all nations of the world. It is the highest level or final resort for knowledge acquisition hence it is termed the citadel of learning. Azih [3] observed that a university is a complex institution; as complex as its root word "The universe". University is an institution of higher education having authority to award bachelors and higher degrees, usually having research facilities. (Dictionary.com). Universities typically provide undergraduate and postgraduate education.

Colleges of education prepare graduates and undergraduate students for careers in teaching, research, service and policy making. It is also referred to as a professional training college for teachers. Polytechnic is a school specializing in teaching of industrial arts and applied sciences. According to Dictionary.com polytechnic is a school or other institution in which instruction in technical subject is given. These institutions offer various degrees and diploma programmes respectively, both at undergraduate and postgraduate levels.

Azuka [4] observed, that due to the introduction of sophisticated technological (Electronic) office equipment into today's office and the role secretaries need to play in ensuring accuracy and efficiency in their jobs, the secretaries need to meet the challenges by acquiring new skills and competencies for efficient operations in the electronic office. There is continuous advancement in technology which has affected the secretarial profession in terms of the quality, speed and accuracy of works performed. This has led to the introduction of various electronic facilities to ensure adequate secretarial practice in organisation. It is essential that secretaries are properly trained on the usage of this information and communication equipment's to ensure good job productivity.

Duniya [5] stated, that secretarial functions everywhere in the world have undergone a lot of technical changes. As a result, modern office equipment which gives the secretary the opportunity to increase her efficiency abounds. Many office functions and secretarial duties which were previously done manually have been mechanized. Thus, the diversities of these office technologies require the secretary to possess the skills and sub-skills to enable him/her to be relevant in the modern office.

Information and Communication Technology (ICT) advent in tertiary institutions has created various information transaction units/banks such as Admission information bank, bursary information bank, stores/works information bank, exams information bank, records information bank, registering information bank and vice chancellors information bank. Of course, no secretary today would like to work in an office where information processes and other secretarial activities like administrative work are still done manually [6].

To meet the challenges of Information and Communication Technology (ICT) in offices, secretaries would need to possessskills in word processing and database management, skills for effective operations of Information and Communication Technology (ICT) equipment and facilities (United Nation Educational Social and Cultural Organisation, UNESCO and International LabourOrganisation, ILO 2004).

Word processing is the capability to use advanced hardware to input, save and print words, sentences and paragraphs. The word processor is a type of electric typewriter with storage and processing components. EBSU [7] opined that the major features of the word processor is that as the words are typed, they are displayed simultaneously at the Visual Display Unit (VDU) which enables the secretary to effect corrections like deleting or inserting words, sentences and paragraphs before printing the documents.

Database management system (DBMS) skill is the ability to key in large number of records, manipulate them and bring out results in numerical form. Database is a body of information made up of individual items that are organised so that they can be reviewed in a variety of ways [8]. Ezenwafor [9] stated that database helps in the collection of a considerable volume of data, which are verified, stored, retrieved and updated on regular basis. It is a collection of programs that allow users the ability to create, query and modify the structure in the database and to control access to it. Database is used for keeping personnel records, customer's records and assets records.

The main causes of poor performance among secretaries in most tertiary institutions are their abject lack of communication technology skillshas influenced the performance of secretaries in delivery of information, accuracy and effectiveness at the work place. Ezenwafor and Okeke [10] researching into the need for capacity building of secretaries in modern office technology concluded that secretaries should be abreast of the use of modern technology and recommended the need for periodic training programmes to be organised for secretaries to update their knowledge in or of modern office skills.

A personal observation in the Ebonyi State tertiary institutions has shown that, although the universities have been upgraded but still cannot boast of a qualitative service delivery due to secretary's lack of skills for effective secretarial performance. Igwe [11] observed that there are lack of trained personnel to install, maintain and use these electronic systems, thereby initiating the urgent need for secretaries to be trained on the use of modern office equipment vis-à-vis the application of such equipment. In the context of this work, a person is said to have acquired a skill when the person can skillfully and professionally finish a given piece of work at a given time with minimum errors. The acquisition and application of Information and Communication Technology (ICT) skills has made the secretaries indispensable in modern offices. The concern of this study is on how secretaries in tertiary institutions in Ebonyi State can be acquainted with the word processing and data management skills necessary for effective secretarial performance in tertiary institutions.

Statement of the Problem: Modern business organisations have come to appreciate the role and importance of the secretary as well as the need to providing the needed and necessary office machines and equipment for the efficiency of the secretarial functions [12-14]. The university system deals with information processing to a very great extent and employs different categories of secretarial staff for the functions. There is also a growing concern that in large and complex organisations such as tertiary institutions, the problem of secretaries' inefficiency seems to delay the rate of operations and procedures.

However, the reports on loss of data of various kinds in tertiary institutions in Nigeria, brings to question the word processing and database managementskills needed by the secretaries for processing, storing, retrieving and communicating information in the tertiary institutions.

The cases of misplacement of students results, disclosing of different classified information, poor storage of students documents, lack of database management, delays in typing circulars and memos add to the doubt on whether Information and Communication Technology (ICT) facilities are used in the tertiary institutions or not.

It is believed that the introduction of Information and Communication Technology (ICT) has brought about a lot of challenges to secretaries in tertiary institutions. The challenges faced by secretaries is that they lack the needed skills to effectively carry out their office duties based on the fact that they were trained with manual typewriters and therefore are not Information and Communication Technology (ICT) compliant [15]. In addition, office activities in tertiary institutions were observed to have some Information and Communication Technology (ICT) equipment and facilities but there seems to be no clear evidence of effective utilization by the secretaries based on the lack of word processing and data base management skills. This scenario suggests that the secretaries may not have the needed Information and Communication Technology (ICT) skills for working in the offices. Based on this, it is therefore, pertinent for this study to determine the word processing and deata base management skills needed by secretaries in tertiary institutions in Ebonyi State for effectiveness in their functions.

Purpose of the Study: The major purpose of this study is to determine the word processing and database management skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State. Specifically the study sought to:

- Determine the word processing skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State.
- Determine the database management skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State.

Research Questions: The following research questions were formulated to guide the study:

- What are the word processing skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State?
- What are the database management skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State?

Hypotheses: The following null hypotheses were tested at 0.05 level of significance:

- There is no significant difference in the mean ratings of male and female secretaries on the word processing skills needed by the secretaries for effective secretarial performance in tertiary institutions.
- There is no significant difference in the mean ratings of male and female secretaries on the database management skills needed by the secretaries for effective secretarial performance in tertiary institutions.

MATERIALS AND METHODS

The study used descriptive survey research design.The study was carried out in tertiary institutions in Ebonyi State. There are seven tertiary institutions in Ebonyi State namely AkanuIbiam Federal Polytechnic Uwana, Federal School of Agriculture Ishiagu, Federal University Ndufu Alike Ikwo, Ebonyi State College of Education Ikwo, Ebonyi State University Abakaliki, Ebonyi State School of Health Technology Ezzamgbo and Evangel University Okpoto. The population for the study consisted of 200 secretaries working in tertiary institutions in Ebonyi State totaling 200. The entire population was used as sample since the population was of a manageable size and the respondents can be reached. The instrument for data collection is a structured questionnaire validated by experts in business education and the reliability coefficient of the instrument was determined using the Cronbach Alpha Approach and a coefficient of 0.89 was ascertained, which indicated that the instrument had a very high internal consistency. The 200 copies of the questionnaire were distributed to the respondents. The data collected for the study was analysed and interpreted using mean (x) and standard deviation to answer the research questions while the null hypotheses was tested using t-test at 0.05 level of significance.

RESULTS

The findings of this study are therefore presented in the tables below based on the research questions and hypotheses that were formulated and tested in the study, respectively.

Research Question 1: What are the words processing skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State?

Data answering the above research question are contained in Table 1 below.

From the result in Table 1: items 1, 3, 4, 5, 7, 8, 9, 10 12 and 13 are the word processing skills that are highly needed by secretaries in tertiary institutions in Ebonyi State; while items 2, 6, 11, 14 and 15 are the word processing skills that are needed by secretaries in tertiary institutions in Ebonyi State.

This is because items 1, 3, 4, 5, 7, 8, 9, 10 12 and 13 obtained mean scores between the range of 3.1-4.00 while items 2, 6, 11, 14 and 15 obtained mean scores between the range of 2.1-3-0. Therefore, secretaries in tertiary institutions in Ebonyi State agreed that word processing skills are needed for effective secretarial performance.

Research Question 2: What are the database management skills needed by secretaries for effective secretarial performance in tertiary institutions in Ebonyi State?

Data answering the above research question are contained in Table 2 below.

Table 2 shows that items 16, 17, 19, 20, 22, 24, 26, 27, 28 and 30 are the database management skills highly needed by secretaries in tertiary institutions in Ebonyi State; while items 18, 21, 23, 25 and 29 were needed in tertiary institutions. This is because items 16, 17, 19, 20, 22, 24, 26, 27, 28 and 30 are in the region of 3.1-4.00 while items 18, 21, 23, 25 and 29 are in the region of 2.1-3-0.

Therefore, secretaries in tertiary institutions in Ebonyi State agreed that database management skills are needed for effective secretarial performance which has to do with information and communication technology.

Hypothesis 1: There is no significant difference in the mean ratings of male and female secretaries on the word processing skills needed by the secretaries for effective secretarial performance in tertiary institutions.

Table 3: shows that 11 items obtained t-calculated value greater than t-critical value and 4 items obtained t-calculated value less than t-critical value of 1.960. But the grand mean also obtained t-critical value greater than t-calculated value of 1.960. Therefore, the null hypothesis is rejected meaning that there is a significant difference.

Table 1: Mean Ratings on Word Processing Skills needed by Secretaries in Tertiary Institutions in Ebonyi State

S/N	Items	HN	N	MN	NN	X	SD	Decision
1	Copy and paste documents	125	25	34	16	3.29	1.01	HN
2	Set margins to produce presentable word	58	54	44	44	2.63	1.12	N
3	Wrap words	109	40	22	29	3.14	1.10	HN
4	Use grammar check to create documents	129	32	24	15	3.37	0.96	HN
5	Insert header and footer	125	53	16	6	3.48	0.77	HN
6	Use bullets and numberings	59	71	38	32	2.78	1.04	N
7	Create and format tables	128	38	20	14	3.40	0.93	HN
8	Change case	111	51	18	20	3.26	0.99	HN
9	Use page break	109	35	30	26	3.13	1.09	HN
10	Format paragraph	104	40	36	20	3.14	1.04	HN
11	Use font to create document	71	57	41	31	2.84	1.07	N
12	Use punctuation and thesaurus tools	102	41	35	22	3.11	1.05	HN
13	Skills in formatting and proofreading	98	56	29	17	3.17	0.97	HN
14	Use short cut keys to give command	66	52	46	36	2.74	1.10	N
15	Apply basic text formatting changes	53	50	54	43	2.56	1.10	N

Table 2: Mean Ratings on Database Management Skills needed by Secretaries in Tertiary Institutions in Ebonyi State

S/N	Items	HN	N	MN	NN	X	SD	Decision
16	Maintain data integrity	120	44	27	9	3.37	0.88	HN
17	Develop data form	126	41	16	17	3.38	0.95	HN
18	Develop web page	55	82	20	43	2.74	1.08	N
19	Separate data	69	77	42	12	3.01	0.89	HN
20	Develop data entry screen	127	36	17	20	3.35	1.00	HN
21	Use data report	58	74	31	37	2.76	1.06	N
22	Sort data in sequence	117	41	17	25	3.25	1.05	HN
23	Access database currently	66	53	34	47	2;69	1.16	N
24	Sort records in ascending and descending order	119	36	16	29	3.22	1.10	HN
25	Execute programme instructions	72	39	42	47	2.68	1.18	N
26	Skills on how to create payrolls for workers	121	32	28	19	3.27	1.02	HN
27	Analyse data using statistical tools	93	43	40	24	3.02	1.07	HN
28	Create a record in a spreadsheet	129	19	37	15	3.31	1.01	HN
29	Operate database using graphics, text box	86	43	39	32	2.91	1.12	N
30	Classify data into convenient groups	120	26	29	25	3.20	1.10	HN

Table 3: T-test Result on the Word Processing Skills needed by Secretaries in Tertiary Institutions in Ebonyi State based on Gender.

S/N	Variable	No	X	SD	DF	t-cal	t-crit	Decision	Significance
1	Male	71	3.97	0.23	198	8.02	1.960	Reject	Significant
	Female	129	2.92	1.08					
2	Male	71	2.78	1.14	198	1.49	1.960	Accept	Not significant
	Female	129	2.54	1.10					
3	Male	71	3.97	0.23	198	9.43	1.960	Reject	Significant
	Female	129	2.68	1.13					
4	Male	71	3.97	0.23	198	7.30	1.960	Reject	Significant
	Female	129	3.04	1.05					
5	Male	71	3.97	0.23	198	7.50	1.960	Reject	Significant
	Female	129	3.21	0.82					
6	Male	71	2.77	1.13	198	0.10	1.960	Accept	Not significant
	Female	129	2.79	0.99					
7	Male	71	3.97	0.23	198	7.24	1.960	Reject	Significant
	Female	129	3.08	1.01					
8	Male	71	3.97	0.23	198	8.82	1.960	Reject	Significant
	Female	129	2.87	1.03					
9	Male	71	3.97	0.23	198	9.70	1.960	Reject	Significant
	Female	129	2.67	1.11					
10	Male	71	3.97	0.223	198	10.38	1.960	Reject	Significant
	Female	129	2.68	1.03					
11	Male	71	3.01	0.93	198	1.70	1.960	Accept	Not significant
	Female	129	2.74	1.14					
12	Male	71	3.97	0.23	198	10.63	1.960	Reject	Significant
	Female	129	2.64	1.03					
13	Male	71	2.83	1.06	198	0.86	1.960	Accept	Not significant
	Female	129	2.68	1.12					
14	Male	71	3.97	0.23	198	10.78	1.960	Reject	Significant
	Female	129	2.73	0.94					
15	Male	71	2.25	0.95	198	3.03	1.960	Reject	Significant
	Female	129	2.73	1.14					
	t-test	Value				6.465	1.960	Reject	Significant

Table 4: T-test Result on the Database Management Skills needed by Secretaries in Tertiary Institution in Ebonyi State based on Gender

S/N	Variable	No	X	SD	DF	t-cal	t-crit	Decision	Significance
16	Female	71	3.97	0.23	198	8.19	1.960	Reject	Significant
	Male	129	3.04	0.93					
17	Female	71	3.97	0.23	198	7.32	1.960	Reject	Significant
	Male	129	3.05	1.04					
18	Female	71	2.64	1.18	198	0.94	1.960	Accept	Not significant
	Male	129	2.79	1.02					
19	Female	71	2.97	0.87	198	0.51	1.960	Accept	Not significant
	Male	129	3.03	0.90					
20	Female	71	3.97	0, 23	198	7.33	1.960	Reject	Significant
	Male	129	3.00	1.09					
21	Female	71	2.50	1.15	198	2.58	1.960	Reject	Significant
	Male	129	2.90	0.98					
22	Female	71	3.97	0.23	198	8.32	1.960	Reject	Significant
	Male	129	2.85	1.11					
23	Female	71	2.36	1.18	198	2.98	1.960	Reject	Significant
	Male	129	2.86	1.11					
24	Female	71	3.97	0.23	198	8.23	1.960	Reject	Significant
	Male	129	2.81	1.17					
25	Female	71	2.85	1.13	198	1.59	1.960	Accept	Not significant
	Male	129	2.58	1.21					
26	Female	71	3.97	0.23	198	8.23	1.960	Reject	Significant
	Male	129	2.89	1.09					
27	Female	71	2.98	1.00	198	0.38	1.960	Accept	Not significant
	Male	129	3.04	1.11					
28	Female	71	3.97	0.23	198	7.76	1.960	Reject	Significant
	Male	129	2.94	1.09					
29	Female	71	2.87	1.10	198	0.39	1.960	Accept	Not significant
	Male	129	2.93	1.13					
30	Female	71	3.97	0.23	198	8.54	1.960	Reject	Significant
	Male	129	2.78	1.15					
	t-test	Value				4.886	1.960	Reject	Significant

Hypothesis 2: There is no significant difference in the mean ratings of male and female secretaries on the database management skills needed by the secretaries for effective secretarial performance in tertiary institutions.

Table 4 shows that 10 items obtained t-calculated value greater than t-critical value and 5 items obtained t-calculated value less than t-critical value of 1.960. But the grand mean also obtained t-critical value greater than t-calculated value of 1.960.Therefore the null hypothesis is rejected meaning that there is a significant difference.

DISCUSSION

The findings of this study are organized and discussed based on the research questions guiding the study and the five hypotheses tested from data analysis as follows:

Word Processing Skills Needed by Secretaries for Effective Secretarial Performance in Tertiary Institutions in Ebonyi State: The findings obtained from this study revealed that 10 out of 15 items in this section indicate that word processing skills are highly needed while 5 items were interpreted as needed by secretaries in Tertiary Institutions. In the opinion of respondents,

secretaries in Tertiary Institutions agreed that word processing skills are highly needed for effective secretarial performance.

Furthermore, the result of the t-test analysis on the opinions of secretaries showed that there was a significant difference in the mean responses of secretaries on the word processing skills in the tertiary institutions in Ebonyi State. This means that the null hypothesis was rejected. The finding are in line with the views of Nwosu [16] who argued that some skills are gender sensitive and could influence differently.

Word processing is the production, storage and manipulation of text on a computer or word processor. The word processor is an electronic device or computer software application that performs the task of composing, editing, formatting and printing of documents. One of the major features of the word processor is that as the words are typed, they are displayed simultaneously at the Visual Display Unit (VDU) which enables the secretary to effect corrections like deleting or inserting words, sentences and paragraphs before printing the documents [17]. Word processing is an important skill area that is required in an Information and Communication Technology (ICT) office. Advancement in technology has resulted in a lot of emphasis being placed on word processing.

Ovbiagele [18] in the same vein stated that word processing can be likened to a typewriter inside a computer in that it incorporates all the duties of a typewriter which basically are: the ability to type and produce text on paper, store and manipulate text in documents and get printed copies. It is the transformation of ideas and words into readable form through the use of procedures, equipment and personnel. The author further pointed out that word processing skills are the use of advanced hardware to manipulate words, sentences and paragraphs. The word processor is a type of electric typewriter with storage and processing components. Word processors are programmed for automatic centering, alignment, justify, spelling and grammar check and a variety of other features designed to increase a secretary's efficiency. They can easily accommodate diverse tasks in a business environment. Oni [19] is in support of the above assertion and added that word processors can design documents, fill forms, store information, retrieve information and print information.

Word processing is an operator or a recorded information which is transformed into typing or printed form. It can produce a wide variety of documents including, letters, memoranda etc very rapidly and at relatively low cost. As a skill it is highly needed by secretaries because the task of a secretary now is beyond typing and using shorthand in order to take fast note because of the introduction of information and communication technology.

Database Management Skills Needed by Secretaries for Effective Secretarial Performance in Tertiary Institutions in Ebonyi State: The findings from the study indicate that 10 out of 15 items are highly needed while 5 items were interpreted as needed. In the opinion of secretaries in Tertiary Institutions, Database management skills are highly needed for effective secretarial performance. Osinem and Nwoji [20] noted that database management is a collection of interrelated data and a set of programs to access those data.

Furthermore, the result of the t-test analysis on the opinions of secretaries showed that there was a significant difference in the mean responses of secretaries on the database management skills in Ebonyi State. This means that the null hypothesis was rejected. The finding are in line with the views of Osuala [21] who argued that some skills are gender sensitive and could influence differently.

Database management skills is the ability required in the production, storage and retrieval of information from

database. The term database refers to a collection of data organized for storage in a computer memory and designed for easy access by authorized users [22]. The author further stated that database is a body of information made up of individual items that are organised so that they can be reviewed in a variety of ways. The data may be in the form of text (Character), number, or encoded graphics.

Similarly, Nwosu [15] described database as a collection of persistent, related data stored on computer storage system and arranged for speedy search and retrieval. Database is created and managed by database management system which is the software. The data in a database will be stored in common pool for access by many applications.

A database is a collection of programs that allow users to specify the structure of database, to create, query and modify the structure in the database and to control access to it [9]. These databases are useful because thousands of records can be searched in only a few seconds. Searching the same number of records stored on paper would take a long time.

The Information and Communication Technology (ICT) organisation has necessitated the need for database and database management skills. The essence of having a database is to meet the information needs of an organisation. Using the database gives one the opportunity of adding information to already existing information. This software makes it possible to create and maintain database and extract information from database.

Ile [12] described database as containing a great deal of information on business activities, facilities, operations and maintenance or any other information relevant to the operation of the business. The level of efficiency required in the production, storage and retrieval of information in the required format in the information age has necessitated the need for database and database management skills. The essence of having a database is to meet the information needs of an organization. Using the database gives you the opportunity of adding information to already existing ones and helps to show relationship between the items in the different objects.

CONCLUSION

The study centered on word processing skills and desktop publishing skills needed by secretaries working in tertiary institutions especially those in Office Technology and Management (OTM) departments. From the result of the study, word processing skills and

database management skills state are needed by secretaries in tertiary institutions in Ebonyi. Based on the result recommendations were made which if implemented will produce better secretaries in Tertiary Institutions.

Recommendations: Based on the findings and discussion of the study, the following recommendations are made:

- The Association of Business Educators of Nigeria (ABEN) in conjunction with the National Association of Professional Secretarial Staff of Nigeria (NAPSSON) should sensitize secretaries on the need to adopt the changes of emerging technology in modern secretarial office in order to cope with the challenges which the new technologies requires.
- Less experienced secretaries need to be encouraged to improve on the skills needed for effective secretarial performance.
- Tertiary institutions inNigeria should ensure that they encourage all Secretaries by availing them the opportunity to learn and acquire the word processing and data base management skillsfor effective secretarial performance.
- There should be provision for periodic retraining of the secretaries to update their

Knowledge in the various areas of Information and Communication Technology (ICT) by various tiers of Government.

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