

FACTORS AFFECTING JOB PERFORMANCE OF SECRETARIES IN TERTIARY INSTITUTIONS IN EKITI STATE

Omidiji, Samuel Ajetomobi¹, Abiodun, Samuel Adebayo², Anyanwu, Augustina Uloma³

Office Technology & Management Department
Federal Polytechnic, Ado
Omidijisamuel17@gmail.com
abiodun.sa@fedpolyado.edu.com
08038355170
08036620525

Abstract

The study examined factors affecting job performance of secretaries in tertiary institutions in Ekiti State with special reference to employees' development, technology, work environment and motivation. The descriptive research design of survey type was adopted for the study. Two research questions guided the study. The population of the study comprised 202 secretaries selected from all the tertiary institutions in Ekiti State. The entire population of 202 secretaries was adopted as sample size because of manageable size. A structured questionnaire with 20 items was used to collect data from the respondents. The instrument was validated by three experts. The reliability of the instrument was ascertained using Cronbach Alpha. A coefficient of 0.80 was obtained. Mean and standard deviation was employed to analyze the data collected and inferential statistic of Z-test was adopted to test the formulated null hypothesis at 0.05 level of significant. The findings revealed that employee development has a significant positive effect on the job performance of secretaries in public tertiary institutions in Ekiti State, technology has a positive significant effect on the performance of secretaries in public tertiary institutions in Ekiti State and that work environment has a positive significant effect on the performance of secretaries in public tertiary institutions in Ekiti state. It is recommended amongst others that school management should send their secretaries on training and retraining on regular basic. Latest technological facilities should be procured for secretaries' usage and secretaries should be motivated through financial and non-financial incentives.

Keywords: Job Performance, Secretaries Public Institutions

Introduction

Globally, there is growing concern about the dwindling job performance of secretaries in public institutions. Secretaries are no longer meeting up in term of delivery administrative tasks, circulation of timely information to the end users and performing assigned tasks according to the executive specification and deadlines. Management of the institutions and the boss often face litigations and policy regulation issue due to the failure of the secretaries to properly secure and preserve vital information and records. Report from the employer of labour in the global world of work revealed that technological skills possess by the secretaries in public institution seems to be quite low. There seems to be little or no serious effort towards technological skills advancement by the secretaries to keep pace with the global trend and development. Thus, deficiency in the internet literacy, troubleshooting skills and digital skills among the secretaries often slow down their job performance in the institution of learning. The winds of technology blowing across the globe has not only transformed secretaries' job performance from analogue to full digitalized practices but has also made possession of technological skills prime especially the

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demand by the employer of labour for digital skills based secretaries for employment. Secretaries' job performance in the 21st century automated office involve the creation of documents through laptops and smart devices with advanced typesetting skills to create, edit, format, convert texts into special documents formats. Omidiji (2024) opined that secretary job performance involves ability to voice type through emerging applications that enable users to voice and format documents using their voice rather than typing with their fingers such as speech to text application, voice type keyboard, keyboard personalized note, Audio to text and speech recognition. Onajite and Makinde opined that secretaries job performance determine the success of her assigned tasks that contribute to the attainment of organization goals and objectives. If the secretary performance her job according to institutional job specification it contribute to the achievement of organization goals. It is the way by which employees perform the job tasks in relation to the institutional job specifications. The job performance of the secretaries in tertiary institution involve the execution of various activities and crucial to the smooth running of the institution and achievement of organization goals and objectives. Secretary Job performance determine the most time the image of the institution. Secretary handles the communication and dissemination of the institution and the way they portray the organization tends to reflect on the integrity of the institution.

Secretary Job performance in tertiary institution is predicted by many factors such as employees' development, technological facilities, work environment and motivation were investigated in the study. Further study could be carried out on other seemingly factors that can hinder the job performance of secretaries such as Workload, Culture fit, Job suitability, job satisfaction and clear goal expectation. Secretaries that are trained with analogue facilities when they were in school such as manual typewriter may find it very hard to work with cloud computing to organize online meeting and disseminate crucial information digitally. Omidiji (2024) reported that the types of facilities used to trained the secretaries when they were in school differ from the type of facilities available in the world of work thereby create a wide gaps that have a negative implication on their job performance. The way and manner in which secretaries perform their assigned job in the office has undergone tremendous development as a result of technological advancement. Secretaries that fails to develop himself or develop by the institution through training may fail to perform his tasks as expected.(Onajite and Makinde) in tertiary institutions in Ekiti State, secretaries seems to be bedeviled with operation of new technological facilities in the course of carry out their routine tasks. It appears that majority of them cannot lack technological skills to carry out advanced typesetting, troubleshooting and cloud computing using latest software such as smart devices.

Similarly, work environment is considered to be part of the factors hindering the effectiveness of secretary in executing their job performance in public institution in Ekiti State. This occurred when the working environment is not conducive. The working environment such as office ergonomics, lighting, temperature and cleanliness. The availability of good toilet facilities and environment noise hindered the job performance of secretaries in an organization. The office ergonomics affect the health of the secretary when he cannot match deadline of assigned tasks and the unconducive environment which cause impairs in the job performance. Work environment in private organization could be either internal or external and if neglected could mar the expected or desired objectives of business. Kohun (2020), defines work environment as an entirely which comprises the totality of forces, actions and other influential factors that are currently and, or potentially contending with the secretaries' activities and performance. Work environment is the sum of the interrelationship that exists within the

secretaries and the environment in which the secretaries work. Brenner (2022) was of the opinion that “the ability of the organization to break evil and maximize profit throughout organizations depends on how the work environment is designed to enable organizations to utilize work environment as if it were an asset.

Technological facilities is defined by Ogba, Adekanbi and Ajayi (2019) as the means and application of software, hardware gadgets and devices by the secretaries to create, edit, format and disseminate information using voice, data and video channel electronically to the end users and to the executive for decision making and policy formulation. Technological facilities provides benefits to secretaries by enhancing the way they execute their job performance. This enhancement has permeated them to execute multi-tasking in the course of executing their job in the office. Application of new technological facilities such as smart phones computer with networking and internet connectivity, cloud computing show that there are wide benefits attached to use of modern technological facilities by the secretary in the course of performing her job in the office.

Secretarial staffers are the image of the institutions as such their job performance tends on the image and integrity of the institutions. Their performance can dent the image of their boss and also mar the integrity of the institution as a whole. Thus, if they are not adequately develop, employing modern technological facilities in task production in a conducive environment and also motivated through fringe benefits, their job performance might appears to be hindered and also have overall negative implication on the institutional performance.

Statement of the Problem

Observation from previous research work revealed that secretary job performance seems not to be encouraging in public institution in Ekiti State. This impliedly affect the overall performance of the institutions. Hence, the established problem might be attributed to the poor performance of secretaries that lack technological skills and competencies because of deficiency in employees' development. As a result of poor training programme. In a similar way, it seems that, the working environment is no longer conducive because the necessary equipment and facilities are decayed and outdated. It appears that secretaries in tertiary institutions are not adequately remunerated. Their salaries can no longer sustain them as a result of the removal of oil subsidy. All the established problem seems to affecting their job performance in tertiary institution in Ekiti State.

Purpose of the Study

The study investigated:

- 1. Factors affecting the performance of secretaries in tertiary institutions in Ekiti State.
- 2. Employee development, technological facilities, work environment and motivation affected the job performance of secretaries in tertiary institutions in Ekiti State.

Research Questions

The following research questions was raised to guide the study

- 1. To what extent does employee development affect the secretaries Job performance in tertiary Institutions in Ekiti State.
- 2. To what extent does technological facility affect the secretaries Job performance in tertiary Institutions in Ekiti State.
- 3. What is the level of the job performance of secretaries in tertiary institutions in Ekiti State?

Research Hypothesis

One null hypothesis was formulated and tested at 0.05 level of significance:

Ho,: Secretaries from Ekiti State University, Ado-Ekiti and Federal University, Oye-Ekiti do not significantly differ on factors affecting affect the job performance of secretaries in tertiary institutions in Ekiti State.

Methodology

A descriptive survey research design was adopted for this study. The population of the study consisted of 500 secretaries in tertiary institutions in Ekiti State. The sample of the consisted of 202 secretaries purposively selected from seven tertiary institutions in Ekiti State. 35 secretaries was selected from Ekiti State University, Ado-Ekiti, 32 secretaries was selected from Federal Polytechnic Ado-Ekiti, 35 secretaries was selected from Bamidele Olomilua University of Education, Science and Technology, Ikere-Ekiti. 25 secretaries was selected from Federal University, Oye Ekiti. 35 secretaries was selected from Afe Babalola university, Ado-Ekiti, 20 secretaries was selected from Ekiti state polytechnic, Isan Ekiti and 20 secretaries was selected from Health Technology Ijero Ekiti. The instrument used for data collection was a 20 item questionnaire titled: Questionnaire on the factors affecting the job performance of secretaries in tertiary institutions in Ekiti State. (QFAJPSTI). The instrument used for data collection was validated by three experts from test and measurement department and vocational and technical education. Cronbach Alpha was used for the reliability test which yielded 0.79 reliability coefficient. The instrument was designed on a 4-point rating scale of Strongly Agree (SA) Agree (A) Disagree (DA) and Strongly Disagree (SD). Descriptive statistics of means and standard deviation were used for the three research question and Z-test was used to test the formulated null hypothesis.

Results

The data collected were analyzed and presented in table one to three below:

Research Question One: To what extent does employee development affect the secretaries Job performance in tertiary Institutions in Ekiti State.

Table 1: Mean ratings and standard deviation of respondents on the extent to which employee development affect the secretaries' job performance in tertiary institutions in Ekiti State

S/N	Items	X	SD	Remarks
1	Interpersonal skills	2.73	0.60	HE
2	Technical Training	3.42	0.57	VHE
3	Conflict Resolution	193.	0.85	VHE
4	Diversity Training	3.04	0.76	VHE
5	Collaboration	2.89	0.64	HE
6	Career Planning	3.18	0.84	VHE
7	Compliance Training	3.03	0.75	VHE
8	On boarding	2.88	0.64	HE
9	Education Fund	12.8	0.57	HE
10	Mentoring	3.42	0.58	VHE
Grand Mean		3.06	0.68	

The data presented in Table 1 indicated the extent to which employee development affect the secretaries' job performance in tertiary institutions in Ekiti State. Technical training, conflict resolution, diversity training, career planning, compliance training and mentoring methods of

employee development have very high extent on the job performance of the secretaries in tertiary institutions in Ekiti State. While interpersonal skills, collaboration, on boarding and education fund have high extent mean rating of employee development on secretaries' job performance in tertiary institutions in Ekiti State.

Research Question Two: To what extent does technological facility affect the secretaries Job performance in tertiary Institutions in Ekiti State.

Table 2: Mean ratings and standard deviation of respondents on the extent to which technological facility affect the secretaries' job performance in tertiary institutions in Ekiti State

S/N	Items	X	SD	Remarks
1	Podcast-based flipped	2.72	0.58	HE
2	Database skills	3.42	0.57	VHE
3	Excel application	3.18	0.84	VHE
4	Zoom Application	3.04	0.76	VHE
5	Google Meet	2.88	0.63	HE
6	Microsoft Team	3.17	0.83	VHE
7	Go To Meeting	3.03	0.75	VHE
8	Slack	2.87	0.63	HE
9	Chatroom	2.80	0.56	HE
10	Webinar	3.42	0.58	VHE
Grand Mean		3.00	0.62	

The data presented in Table 2 indicated the extent to which technological facilities affect the secretaries' job performance in tertiary institutions in Ekiti State. database skills, excel application, zoom application, Microsoft team, Go To meeting and Webinar utilization in the office have very high extent on the job performance of the secretaries in tertiary institutions in Ekiti State. While Podcast based flipped, Google Meet, Slack and Chatroom have high extent mean rating of technological facilities on secretaries' job performance in tertiary institutions in Ekiti State.

Research Question Three: What is the level of the job performance of secretaries in tertiary institutions in Ekiti State?

Table 3: Mean ratings and standard deviation of respondents on the level of secretaries' job performance in tertiary institutions in Ekiti State

S/N	Items	X	SD	Remarks
1	Proficiency inVirtual meeting	2.73	0.60	HL
2	Overhead Projector for Seminar	3.42	0.57	VHL
3	Utilization of Excel Package	3.19	0.85	VHL
4	PowerPoint Presentation	3.04	0.76	VHL
5	Proficiency in Google Meet	2.89	0.64	HL
6	Proficiency in Voice typing	3.18	0.84	VHL
7	Proficiency in Multi Tasking	3.03	0.75	VHL
8	Proficiency in DesktopPublishing	2.88	0.64	HL
9	Electronic Saving	2.81	0.57	HL
10	Proficiency in Hybrid Typesetting	3.42	0.58	VHL
Grand Mean		3.06	0.68	

The data presented in Table 3 indicated the level of secretaries' job performance in tertiary institutions in Ekiti State. Overhand projector utilization for seminars, utilization of excel package, PowerPoint utilization skill, proficiency in utilization of Go to Meeting software and ability to create document with voice typing software in the office have very high level on the job performance of the secretaries in tertiary institutions in Ekiti State. While proficiency in virtual meeting, proficiency in Google Meet, Proficiency in Desktop Publishing, and electronic saving of documents have high high level of secretaries' job performance n tertiary institutions in Ekiti State.

Hypothesis Testing

1. Secretaries from Ekiti State University, Ado-Ekiti and Federal University, Oye-Ekiti do not significantly differ on factors affecting the job performance of secretaries in tertiary institutions in Ekiti State.

Table 4: Z-test analysis of the mean responses of secretaries on the factors affecting the job performance of secretaries in tertiary institutions in Ekiti State.

1. Secretaries from Ekiti State University, Ado-Ekiti and Federal University, Oye-Ekiti do not significantly differ on factors affecting the job performance of secretaries in tertiary institutions in Ekiti State.

S/N	Group	N	X	SD	DF	Z-cal	Z-crit	L/Sig	Remark
1	EKSU	35	3.4660	0.5162					
	48	-1.7677	1.9600	0.5					
2	FUOYE	25	3.7	0.4215					

The data presented in table 4 revealed that Z-calculated value of -1.7677 is less than Z-critical value of 1.9600 at 0.05 level of significant. Thus, the null hypothesis was accepted. It is observed that there is no significant difference in the mean ratings of secretaries from the respondent institutions on the factors affecting the job performance of secretaries in tertiary institutions in Ekiti State.

Discussion of Findings

The data presented in table 1 provided answers to research question 1 which indicated the extent to which employee development affect the secretaries job performance in tertiary Institutions in Ekiti State. the table showed that secretaries from the selected institutions believed that the items listed such as interpersonal skills, technical training, career planning, conflict resolution, diversity training, collaborations, on boarding, educational fund and mentoring are the extent to which employee development affect the secretaries job performance in tertiary Institutions in Ekiti State. This was revealed in their mean responses that ranges from 2.73 to 3.42 and the grand mean of 3.06. This finding was in consonant with the report of Onajite & Makinde (2019) whose findings revealed that employee development through training affect the secretaries' job performance in Public University in Kwara State.

One of the findings of this study was that technological facilities such as database skills, excel application, zoom application, Microsoft team, Go to Meeting and Webinar utilization in the office have very high extent on the job performance of the secretaries in tertiary institutions in Ekiti State. This findings agreed with the report of Ogba, Adekanmbi and Ajayi (2019) who opined that among the factors that affect secretaries' job performance in institution of learning is technological facilities and technological application.

The study also revealed that the level of secretaries' job performance in tertiary institutions in Ekiti State is very high with proficiency in the utilization of over hand projector for seminars, utilization of excel package, PowerPoint utilization skill, proficiency in utilization of Go to Meeting software and ability to create document with voice typing software in the office have very high level on the job performance of the secretaries in tertiary institutions in Ekiti State. While proficiency in virtual meeting, proficiency in Google Meet, Proficiency in Desktop Publishing, and electronic saving of documents have high level of secretaries' job performance n tertiary institutions in Ekiti State. This well discovery corroborated the study of Aliya, Maiya & Hina (2015) their study revealed that proficiency in the utilization of software and hardware enhances the level of secretaries' job performance in an organization.

Conclusion

The factors that significantly influence secretaries' job performance are employees' development, technological facilities and work environment. Given the fact that enhanced employees' development, modern technological facilities and conducive work environment are avenue for secretaries to gain promotion and recognition, its positive impact and implication on secretaries' job performance should not be overlooked. Based on the findings of this study, it is therefore concluded that there is need for management of theses tertiary institutions to ensure proper implementation of policies on employees development, technological facilities and work environment

Recommendations

Based on the result of the findings the study, the following recommendations were made:

1. Government should through the ministry of education and school management develop policies to enhance employees' development in line with the global best practices.
2. Tertiary institutions lecturers in business education program should endeavor to incorporate the use of new technological devices available in the 21st century global world of work in teaching and learning process.
3. Conducive working environment needs to be urgently provided by the school administrators for the secretaries for enhanced job performance.

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